



DSWD

Department of Social Welfare and Development

Field Office - Caraga Region

**DEPARTMENT OF
SOCIAL WELFARE AND DEVELOPMENT**

FIELD OFFICE CARAGA

CITIZEN'S CHARTER

2024 (1ST Edition)

I. Mandate:

The Department of Social Welfare and Development (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 disadvantaged.

II. Vision:

An empowered society where the poor, vulnerable, and disadvantaged sectors have immediate and equitable access to opportunities for an improved quality of life.

III. Mission:

As the authority in the Social Welfare and Development (SWD) sector, the DSWD develops, implements, enables, and coordinates SWD policies and programs for and with the poor, vulnerable, and disadvantaged.

IV. Service Pledge:

We are committed to provide quality, prompt, and courteous service from Mondays to Fridays, 8:00 A.M. to 5:00 P.M., without noon breaks and thereby ensure that all applicants or requesting parties who are within the DSWD premises prior to the end of the official working hours and during lunch break shall be attended to. In view of this, we shall ensure availability of Officers-in-Charge of our frontline services at all times for consultation and advice.

Furthermore, we shall endeavor to complete transactions within the day and in the event that we are unable to do so, we shall inform our clients promptly of our actions taken so far and clearly explain the reason/s for such delay.

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

All these we pledge for the best interest of the clients/customers we serve.

Quality Policy

DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT

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

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

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

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

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FIELD OFFICE CARAGA

FRONTLINE SERVICES

ADMINISTRATIVE DIVISION (ADMIN)

FRONTLINE SERVICES

1. Issuance of Gate Pass for Properties for Repair/ Replacement/ Transfer/Disposal/Other Modes of Disposition

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

Office or Division:	Administrative Division - Property and Supply Section (PSS)	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen G2G - Government to Government G2B - Government to Business Entities	
Who may avail:	Property and Supply Custodian	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Three (3) original copies of duly accomplished Gate Pass 2. Property/ies to be brought outside the DSWD premises		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. To be prepared by the DPSC of concerned Office without any prescribed format
<u>In the absence of the authorized signatory secure any of the following:</u> 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 2. Digitally signed using the PNPKI registered digital signature 3. Printed copy of email using the official DSWD email account allowing the property to be brought outside DSWD premises <u>Properties for repair/replacement attach:</u>		1. Records Management Section (RMS) 2. Digital signature of: <ul style="list-style-type: none"> • Authorized signatory or; • Authorized representative with attached 1 photocopy of SO for order of succession; 3. From the: <ul style="list-style-type: none"> • Authorized signatory or; • Authorized representative with attached 1 photocopy of SO for Order of succession 1. Issued by the supplier/contractor

<ol style="list-style-type: none"> 1 photocopy of pull-out slip indicating the name of person who will bring out the property or authorization letter 1 photocopy of Technical Assistance Report 1 photocopy of approved Purchase Order (PO) or Purchase Request (PR) 1 photocopy of PAR/ICS if property is under warranty 1 photocopy of government issued ID and company ID of client or representative <p><u>For loaned properties to be returned to supplier attach:</u></p> <ol style="list-style-type: none"> 1 photocopy of pull-out slip indicating the name of person who will bring out the property or authorization letter Personal Property Item Pass Slip (PPIPS) and/or delivery or acknowledgement receipt 1 photocopy of government issued ID and company ID of client or representative 		<ol style="list-style-type: none"> From concerned DSWD Office (IT Equipment – ICTMS/RICTMU; Motor Vehicle, Office Equipment, Furniture and Fixtures – GSD/GSS; Maintenance Equipment – BGMD/GSS) Procurement Section (PS) From the accountable personnel From supplier or representative <ol style="list-style-type: none"> Issued by the supplier/contractor Issued by the Security Personnel upon entry of the property, from supplier or contractor From supplier or representative 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. End User request and submit accomplished Gate Pass.	1.1 Property personnel shall receive and review submitted duly accomplished gate passes and attachments vis-à-vis property presented.	None	3 Minutes	Division Chief <i>Administrative Division</i>

	<p>1.2 The property personnel shall review if the Gate Pass is complete and with attachments (PIIP and other supporting documents)</p> <p>1.2.1 Complete/ Duly Accomplished:</p> <p>Update PREMIS through scanning the barcode of the Gate Pass to record the time of receipt of request and endorse the same to the Heads of Property Office for approval</p> <p>1.2.2 Incomplete/ with discrepancy:</p> <p>Return the Gate Pass to the requestor/ DPSC for proper accomplishment.</p>	None	5 Minutes	Division Chief <i>Administrative Division</i>
	1.3 The Head Property Office shall approve the Gate Pass (from 8:00 A.M. to 4:00 P.M)	None	2 Minutes	<i>Head Property Supply Section</i>
	1.4 The property personnel shall scan the Gate Pass barcode to record the time of approval.	None	2 Minutes	<i>Division Chief Administrative Division</i>

	<p>1.5. The property staff shall provide the customer feedback form to the requesting party for the service provided.</p> <p>1.5.1 Forward copy of the approved Gate Pass to:</p> <ul style="list-style-type: none"> a. Original copy – Security Guard b. Duplicate copy – Person who shall bring the equipment out of DSWD premises to present to Security Guard On-Duty/ Property Officer c. Triplicate – Property Office copy 	None	5 Minutes	<i>Division Chief Administrative Division</i>
2. Present property together with the duplicate copy of the approved Gate Pass to the security guard	<p>2.1 Review the presented property vis-à-vis the duplicate copy of the approved Gate Pass</p> <p>With discrepancy</p>	None	15 Minutes	<i>Division Chief Administrative Division</i>

	<p>Return gate pass to the person who shall take the equipment out of DSWD premises and instruct the latter to secure a new gate pass reflecting the correct details of the property to be brought outside DSWD premises.</p> <p>Without discrepancy</p> <p>Security Guard On-Duty shall sign the original and duplicate copy of the gate pass, return the signed duplicate copy to the client.</p> <p>2.2 Scan the barcode of the Gate Pass to record the time when the property was brought outside the DSWD in PREMIS.</p>			
	<p>2.3 Surrender the original copy of the gate pass to the Property, Supply, and Asset Management Division (PSAMD)/Property</p>		5 Minutes	<p><i>Division Chief</i> Administrative Division</p>

	and Supply Section (PSS). The Security Guard shall return the copy of the gate pass upon return of the equipment brought outside the DSWD premises for monitoring purposes.			
	2.4 File gate pass for safekeeping and future reference.	None	6 Minutes	<i>Division Chief Administrative Division</i>
	TOTAL	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.

Office or Division:	Administrative Division - Property and Supply Section (PSS)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Department of Social Welfare and Development (DSWD) Employees who are: a. Resigned b. Transferred to other Government Offices c. Non-renewal of Contract d. Terminated e. Retired
<div>CHECKLIST OF REQUIREMENTS</div> <div>WHERE TO SECURE</div>	

<p>A. <u>Without Property Accountability</u></p> <p>1. Three (3) original copies of Clearance Form</p> <p>2. And/or duly approved request for transfer / resignation / retirement</p> <p>B. <u>With Property Accountability</u></p> <p>1. Three (3) original copies of Clearance Form</p> <p>2. One (1) Original Copy of Duly Accomplished Furniture and Equipment Transfer Slip (FETS) to transfer/turnover of property accountabilities</p> <p>3. Duly signed PAR/ICS for transferred property accountability</p> <p><u>In Case of Lost:</u></p> <p>1. With request for relief from property accountability due to loss - one (1) copy of COA decision</p> <p>2. With request for replacement / reimbursement of lost property - One (1) photo copy of request for replacement approved by the Undersecretary for General Administration and Support Services Group (GASSG)</p>		<p>A. <u>Without Property Accountability</u></p> <p>1. Personnel Administration Section with prescribed format</p> <p>2. From Client</p> <p>B. <u>With Property Accountability</u></p> <p>1. Personnel Administration Division (PAD) with prescribed format</p> <p>2. To be prepared by the Office's Designated Property and Supply Custodian (DPSC) through the Property Records and Equipment Monitoring Inventory System (PREMIS)</p> <p>3. Submitted by the personnel applying for property clearance with signature of the new end user</p> <p><u>In Case of Lost:</u></p> <p>1. 1.DSWD Commission on Audit without prescribed format</p> <p>2. 2. Property and Supply Section without prescribed format</p>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Submit three original copies of the clearance form issued by the Personnel Administration Division (PAD)/ Personnel Administration Section (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	1.1 Receive Three original copies of clearance issued PAD/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.	None	15 Minutes	<i>Division Chief Administrative Division</i>
	1.2 Review and validate recorded property accountability/ies on file using the Property Records and Equipment Monitoring Inventory System (PREMIS) and the individual folder of personnel if canceled.	None	1 Day	<i>Division Chief Administrative Division</i>
	1.3 If No Accountability/ies The property personnel shall record the date of effectivity of retirement / resignation / transfer/detail of separation/date of issuance of property clearance in PREMIS and process clearance	None	1 Day	<i>Division Chief Administrative Division</i>

	by affixing initial and forward to the Head of Property for approval. With Accountability/ies 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 canceled Property Accountability.			
2. Submit documents and other requirements as proof of canceled property accountability and accomplish Client Satisfaction Measurement Form	2.1 The property personnel shall receive and review/validate the submitted documents and other requirements as proof of canceled property accountability.	None	4 Hours	<i>Division Chief</i> Administrative Division
	2.2 Check the "cleared" box and affix the signature in the clearance form	None	10 Minutes	<i>Head</i> Property Supply Section
	2.3 The property personnel shall scan signed clearance form, record in clearance logbook/	None	15 Minutes	<i>Division Chief</i> Administrative Division

	monitoring sheet, forward to the next office concerned and administer the Client Satisfaction Measurement Form (either online or paper-based)			
	2.4 Upload scanned signed clearance in PREMIS	None	15 Minutes	<i>Division Chief</i> Administrative Division
	TOTAL	NONE	2 Days, 4 Hours, 55 Minutes	

3. Receiving Request for Information

To provide the process in dealing with requests for information involving transactions, general operations, thrusts, and programs of the Department involving public interest subject to the procedures and limitations pursuant to Executive Order No. 02 dated 23 July 2016 on Freedom of Information (FOI), entitled Operationalizing in the Executive Branch the People's Constitutional Right to Information and the State Policies to Full Public Disclosure and Transparency in the Public Service and Providing Guidelines Therefor.

Office or Division:	Administrative Division- Records Management Section
Classification:	Covered by special law (Executive Order No. 02, s. of 2016)
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Individuals with Filipino Citizenship
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Standard Request (through FOI Request Form) 1. Must Accomplish FOI Request Form 1.1 State your complete name, contact information and purpose of your request 1.2. Attach one (1) photocopy of government issued I.D or valid school I.D (for registered students) (front and back) with photo	Requesting party may visit: https://www.dswd.gov.ph/issuances/MCs/MC_2017-009.pdf for the FOI Request Form or Secure FOI Request Form in the Office of the FOI Receiving Officer / FO FOI Focal
Online Requests (through eFOI portal) 1. Visit the eFOI website 1.1 Choose <u>Make a Request</u> icon 1.2 Select <u>Department of Social Welfare and Development</u> 1.3 Click on <u>Write My Request</u> 1.4 Ensure all the mandatory fields are filled out 1.5 Attach one (1) photocopy of government issued I.D or valid school I.D (for registered students) (front and back) with photo. 1.6 Create an account	Requesting party may visit the FOI website to place their request: https://www.foi.gov.ph/
If unable to make a written request, because of illiteracy or disability 1. Visit the nearest DSWD Office or directly contact at (02) 8-951-7119 for inquiries	Requesting may visit the nearest DSWD Office
For Requests through EFOI Portal	

CLIENT STEP/S	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request for information via the eFOI Portal	<p>1.1 Receive and review the completeness of the request and correctness of supporting documents</p> <p>1.1.1 Check if the details provided in the eFOI is complete with attached one (1) copy of any government-issued I.D or school I.D (for registered students) with photo</p> <p>1.1.2 Check if the FOI Request reasonably describes the information requested and the reason, or purpose of the request.</p> <p>If incomplete and with clarification, notify the requesting party through an e-mail or reply in the eFOI Portal and wait for the requesting party's response.</p> <p>If a response is not received within 60 calendar days, the system will automatically close the request.</p>	None	1 Hour	<i>Section Head</i> Records Management Section
	<p>1.2 Conduct initial assessment and determine whether to deny or accept the FOI Request</p> <p>1.1.1 Outright deny if the request is found to be:</p> <ul style="list-style-type: none"> a. Available online b. Substantially similar or identical to the previous request; and c. Information not maintained by the Department but is available in other 	None	2 Hour (end of process)	<i>Division Chief</i> Administrative Division

	<p>Government Agencies, the same shall be forwarded to the identified Agency using the “referral” option in the eFOI portal;</p> <p>1.1.2 Send a reply message via eFOI portal indicating the reason for full denial to the requesting party.</p> <p>1.1.3 Attach a link to the Client Satisfaction Measurement Form</p>			
	<p>1.2 Accept if the request is accurate and complete.</p> <p>1.2.1 Once accepted, an automated email notification will be sent to the FOI registered email account of the CO FOI Decision Maker</p>	None	1 Hour and 45 Minutes	Section Head Records Management Section
	1.3 Update status in the ISO registered FOI Monitoring Tool	None	15 Minutes	Section Head Records Management Section
	1.4 Receive notification from FRO through email and Open the eFOI Portal	None	5 Minutes	Section Head Records Management Section
	<p>1.5 Determine if the request is simple or complex.</p> <p>If simple, draft a reply letter addressed to the client. Send the reply to the client by uploading in the eFOI Portal.</p> <p>If complex, conduct research.</p> <p>1.5.1 . Coordinate with concerned OBSU/s.</p>	None	7 Hours and 55 Minutes	Section Head Records Management Section

	1.5.2 Prepare a letter reply to the client. 1.5.3 Upload in the eFOI the letter reply to the client.			
	1.6 Print the screenshots of the request	None	15 Minutes	Section Head Records Management Section
	1.7 Prepare memorandum to concerned OBSU/s	None	2 Hours	Section Head Records Management Section
	1.8 Endorse the draft memorandum to the Office of the Director (OD) through email and hard copy	None	15 Minutes	Section Head Records Management Section
	1.9 Review the printed draft memorandum and recommend its approval to the FDM If documents are found to be in order , refer to step 10. If the documents need revisions , the OD staff will send back the drafts with comments to FDM Process focal for enhancement.	None	3 Hours and 20 Minutes	Section Head Records Management Section
	1.10. Revise the draft memorandum and incorporate the comments.	None	15 Minutes	Section Head Records Management Section
	1.11. Re-submit to the OD staff the printed copy of the revised memorandum	None	10 Minutes	Section Head Records Management Section
	1.12 Forward the draft memorandum to the FDM for approval.	None	30 Minutes	Section Head Records Management Section
	1.13 FDM shall review the printed draft memorandum. If the draft memorandum is found to be in order , FDM shall approve it.	None	35 Minutes	Section Head Records Management Section

	<p>If the draft memorandum needs revision, FDM will send back to OD staff the documents with comments.</p> <p>1.13.1 OD Staff shall return to the LS FOI Focal, the documents for revision. Then proceed to step 8</p>			
	1.14 Sign the memorandum to the OBSU	None	7 Minutes	<i>Section Head Records Management Section</i>
	1.15 Record, scan and send the signed memorandum to the concerned OBSU/s to notify them.	None	20 Minutes	<i>Section Head Records Management Section</i>
	1.16 Send the hard copy of the signed memorandum to the concerned OBSU/s	None	30 Minutes	<i>Section Head Records Management Section</i>
	1.17 Receive the referral through a memorandum from the FOI Decision Maker	None	15 Minutes	<i>Section Head Records Management Section</i>
	<p>1.18. Retrieval of the requested data:</p> <p>1.18.1 If the Office/s concern does not maintain the requested information, they must inform the FRO, in writing within 2 working days upon receipt of the referral from the FDM. <i>Proceed to step 20</i></p>	None	16 Hours.	<i>Section Head Records Management Section</i>
	<p>1.19 For standard request, transmit such information to the FRO within 10 working days upon receipt of endorsement from FDM.</p> <p>1.19.1 For complex requests or those requests that require an extensive search of office records, the concerned office/s may</p>	None	<p>(18.2) Standard Request: 71 hrs. and 25 mins.</p> <p>(18.3) Complex Requests: 159 hrs. and 5 mins.</p>	<i>Section Head Records Management Section</i>

	write a request for extension of time to respond to FRO for not more than 10 working days.			
	1.20 Forward to the FOI Receiving Officer the requested data.	None	1 hour and 20 minutes	<i>Section Head</i> Records Management Section
	1.21 Receive response from the CO/FO OBSD/s holding the information	None	15 minutes	<i>Section Head</i> Records Management Section
	1.22 The FRO Process Focal shall collate and ensure that the information is complete If found to be incomplete, return the same to the concerned office/s for compliance.	None	1 hour	<i>Section Head</i> Records Management Section
	1.23 If found to be complete, prepare a letter endorsing the data/information to the Requesting Party through a formal letter with attached ISO registered FOI Customer Feedback Form.	None	5 hours	<i>Section Head</i> Records Management Section
	1.24 Sign the letter endorsing the data/information to the Requesting Party through a formal letter with attached ISO registered FOI Customer Feedback Form.	None	40 minutes	<i>Section Head</i> Records Management Section
	1.25 Transmit the approved information to the requesting party, through: a. electronic mail; or b. courier service	None	1 hour and 30 minutes	<i>Section Head</i> Records Management Section
	1.26 Update status of request in the FOI Monitoring Tool and file copy of endorsement letter to the requesting party	None	30 minutes	<i>Section Head</i> Records Management Section

	TOTAL:	None	Standard Request - 12 Working days and 38 Minutes Complex Request - 23 Working days and 19 Minutes (covered by EO 02 s2016)
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For Standard Request through FOI Request Form				
CLIENT STEP/S	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request for information via the Manual Request (FOI Form)	<p>1. Review the completeness of the request and supporting document.</p> <p>If the details provided in the FOI Request Form is complete with attached one (1) copy of any government-issued I.D or school I.D (for registered students) with photo</p> <p>If the FOI Request reasonably describes the information requested and the reason, or purpose of the request.</p> <p>If incomplete and with clarification, return the FOI Form to the requesting party for compliance. Or notify the requesting party through an email if the request was received digitally and wait for the requesting party's response. If a response is not received within 60</p>	None	1 hour	<i>Section Head</i> Records Management Section

	calendar days, the request is deemed closed.			
	<p>1.2. Conduct initial assessment and determine whether to deny or accept the FOI Request</p> <p>1.2.1 Outright deny if the request is found to be:</p> <ul style="list-style-type: none"> a. Available online b. Substantially similar or identical to the previous request; and c. Information not maintained by the Department. <p>1.2.2 Draft a reply letter to the requesting party indicating the reason for full denial signed by FRO / Regional Director</p> <p>1.2.3 Transmit the reply letter with attached Client Satisfaction Measurement Form to the requesting party, through:</p> <ul style="list-style-type: none"> a. electronic mail; or b. courier service 	None	5 hours (end of process)	<i>Section Head</i> Records Management Section
	1.3. Accept if the request is accurate and complete.	None	45 minutes	<i>Section Head</i> Records Management Section
	1.4 Draft a letter endorsing the request to	None	2 hours.	<i>Section Head</i>

	the FOI Decision Maker (FDM) / FO FOI Focal for evaluation.			Records Management Section
	1.5. Sign the prepared memorandum	None	1 hour	<i>Section Head</i> Records Management Section
	1.6. Transmit the memorandum endorsing the FOI request to FDM / FO FOI Focal	None	30 minutes	<i>Section Head</i> Records Management Section
	1.7. Update status in the ISO registered FOI Monitoring Tool	None	15 minutes	<i>Section Head</i> Records Management Section
	1.8. Receive the endorsement letter from FRO / FO FOI Focal	None	17 hours and 45 minutes	<i>Section Head</i> Records Management Section
	1.9. Determine if the request is simple or complex. If simple , draft a reply letter addressed to the client. Send the reply to the client by email If complex , conduct research. 1.9.1 Coordinate with concerned CO / FO OBSU	None	(8.1) 10 minutes (8.2) 7 hours and 10 minutes	<i>Section Head</i> Records Management Section
	1.10 Prepare a memorandum to concerned OBSU/s	None	2 hours	<i>Section Head</i> Records Management Section

	1.11. Send an email to the Office of the Director (OD) / FO FOI Focal attaching the draft memorandum, screenshots and reply to client for review	None	15 minutes	Section Head Records Management Section
	1.12. Print the draft memorandum to CO / FO OBSD/s and forward to the OD / FO FOI Focal to respond to FRO not more than 10 working days.	None	10 minutes	Section Head Records Management Section
	<p>1.13. Review the printed draft memorandum and recommend its approval to the FDM / FO FOI Focal / FO ORD</p> <p>If documents are found to be in order, refer to step 10.</p> <p>If the documents need revisions, the OD personnel will send back the drafts with comments to FDM Process focal for enhancement.</p>	None	1 hour	Section Head Records Management Section
	1.14. Revise the draft memorandum and incorporate the comments.	None	15 minutes	Section Head Records Management Section
	1.15. Re-submit to the LS-OD / FO FOI Focal personnel the printed	None	15 minutes	Section Head Records Management Section

	copy of the revised memorandum			
	1.16. Forward the draft memorandum to the FDM / FO FOI Focal for approval.	None	30 minutes	<i>Section Head</i> Records Management Section
	<p>1.16. FDM / FO FOI Focal will review the printed draft memorandum.</p> <p>If the draft memorandum is found to be in order, FDM shall approve it.</p> <p>If the draft memorandum needs revision, FDM / FO FOI Focal will send back to OD personnel the documents with comments.</p> <p>1.16.1 OD personnel shall return to the LS / FO FOI Focal, the documents for revision. Then proceed to step 13</p>	None	<p>30 minutes</p> <p>20 minutes</p> <p>15 minutes</p>	<i>Section Head</i> Records Management Section
	1.17. Sign the memorandum to the concerned CO / FO OBSDs	None	2 minutes	<i>Section Head</i> Records Management Section
	1.18. Record, scan, and send the signed memorandum to the concerned CO / FO	None	20 minutes	<i>Section Head</i> Records Management Section

	OBSDs through email to notify them.			
	1.19. Send the hard copy of the signed memorandum to the concerned CO / FO OBSDs	None	30 minutes	Section Head Records Management Section
	1.20. Receive the referral through a memorandum from the FDM / FO FOI Focal	None	15 minutes	Section Head Records Management Section
	1.21. Retrieval of the requested data: If the Office/s concern does not maintain the requested information, they must inform the FRO/FO FOI Focal, in writing within 2 working days upon receipt of the referral from the FDM/FO FOI Focal. <i>Proceed to step 23</i>	None	(21.1) 16 hrs.	Section Head Records Management Section
	For standard requests, transmit such information to the FRO / FO FOI Focal within 10 working days upon receipt of endorsement from FDM / FO FOI Focal. For complex requests or those requests that require an extensive search of office records, the concerned office/s may write a	None	(21.2) Standard Request: 71 hrs. and 25 mins. (21.3) Complex Requests: 159 hrs. and 5 mins.	Section Head Records Management Section

	request for an extension of time to respond to FRO / FO FOI Focal for not more than 10 working days.			
	1.22. Forward to the FRO / FO FOI Focal the requested data.	None	1 hr. and 20 minutes	<i>Section Head</i> Records Management Section
	1.23. Receive a response from the CO / FO OBSD holding the information	None	15 minutes	<i>Section Head</i> Records Management Section
	1.24. The FRO Process Focal / FO FOI Focal shall collate and ensure that the information is complete If found to be incomplete , return the same to the concerned office/s for compliance.	None	1 hour and 15 minutes	<i>Section Head</i> Records Management Section
	If found to be complete , prepare a letter endorsing the data/information to the Requesting Party through a formal letter with the attached FOI Customer Feedback Form.	None	5 hours	<i>Section Head</i> Records Management Section

	1.26. Sign the letter endorsing the data/information to the Requesting Party through a formal letter with an attached FOI Customer Feedback Form.	None	40 minutes	Section Head Records Management Section
	1.27. Transmit the approved information to the requesting party, through: a. electronic mail; or b. courier service	None	1 hour	Section Head Records Management Section
	1.28. Update the status in the FOI Monitoring Tool, and file a copy of the endorsement letter to the requesting part.	None	30 minutes	Section Head Records Management Section
	TOTAL:	None	Standard Request - 12 working days and 50 minutes Complex Request - 23 working days and 49 minutes (Covered by EO 02 s2016)	

DISASTER RESPONSE MANAGEMENT DIVISION (DRMD)

FRONTLINE SERVICES

1. Processing of Relief Augmentation Request by DSWD Field Offices

This process intends to provide a system on receiving, recording, approving and determining the requirements for request for resource augmentation to the Local Government Units (LGUs) in response to the needs of the families affected by disasters, calamities, and pandemic. Likewise, it aims to ensure that management and mobilization of food and non-food items (FNIs) are done in an effective, efficient, timely and coordinated manner.

This procedure applies to the processes to be undertaken in providing relief augmentation to the LGUs during disaster operations and other calamities and the pandemic. It covers the receipt of the Field Office/s request until the delivery or release of welfare goods. However, special requests from Legislators are not covered by this service. Assistance through congressional requests are considered direct assistance from the DSWD to the disaster victims subject to usual accounting and auditing rules. Further, requests for FNIs that are not disaster related are not covered in this process.

Office or Division:	Disaster Response Management Division (DRMD)			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Local Government Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
LGU Request, with either of the following attachments: <i>Situational Report / Disaster Incident Report and its relative attachments based on existing guidelines</i> - (1 original or 1 electronic copy)		Provided by the concerned LGU		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send a request letter addressed to the Office of the Regional Director with either of the following attachments: <i>Situational Report / Disaster Incident Report and its relative attachments based on existing guidelines.</i>	1.1 Receive the request and logs the documents, and route LGU request to Disaster Response Management Division (DRMD) Chief	None	5 Minutes	<i>Regional Director</i> DSWD Field Office
	1.2 DRMD Chief shall endorse the request to Disaster	None	10 Minutes	<i>Chief</i> <i>Disaster Response Management Division</i>

	Response and Rehabilitation Section (DRRS) Head for review			
	<p>1.3 Conduct desk review / assessment and validation of request: review, validate, and assess the request through the Local Disaster Risk Reduction and Management Council (LDRRMC) of requesting LGUs, or through review of the following reports, if available:</p> <ul style="list-style-type: none"> a. latest Disaster Response Operations Monitoring and Information Center (DROMIC) Report b. Rapid Damage Assessment and Needs Analysis (RDANA) Report c. DSWD Predictive Analytics <p>If assessed to be invalid, proceed to Agency Action Step 1.9</p>	None	2 Hours	<i>Head</i> Disaster Response and Rehabilitation Section
	1.4 Coordinate with the Regional	None	30 Minutes	<i>Head</i>

	Resource Operation Section (RROS) Head / Staff to validate availability of FNI Resources for augmentation to LGUs, and to determine other logistics requirements.			Disaster Response and Rehabilitation Section
	<p>1.5 If FNIs are not available, prepare a Request Letter for Augmentation of FNI Resources from the Office of the Undersecretary for Disaster Response Management Group (OUS-DRMG), attention Disaster Response Management Division (DRMD).</p> <p>If FNIs are available, prepare Requisition Issuance Slip (RIS) / Issuance Form (IF) (c/o RROS) and Response Letter to LGUs (c/o DRRS), and endorse to the DRMD chief</p>	None	1 Hour	<p><i>Head</i> Disaster Response and Rehabilitation Section</p> <p><i>and/or</i></p> <p><i>Head</i> Regional Resource Operation Section</p>
	1.6 Division Chief shall review all documents; provide recommendation; initial pertinent documents; and endorse to the Assistant Regional Director for Operations (ARDO). If documents are not	None	1 Hour	<i>Chief</i> Disaster Response Management Division

	in order, return to AA #1.3.			
	1.7 Review all documents and provide recommendations; if found in order initial RIS/IF and other pertinent documents and endorse to the Regional Director. If documents are not in order, return to AA #1.6	None	1 Hour	<i>Assistant Regional Director for Operations</i> ARDO
	1.8 Approval / Disapproval of RD, and route to DRMD for action.	None	1 Hour	<i>Regional Director</i>
	1.9 Send a response letter to LGUs regarding the status of their request letter. If the request is approved, finalize the schedule of delivery/hauling of goods from DSWD warehouse to LGU. 1.9.1 Forward RIS/IF and/or Assessment Report, and/or approved LGU Request Letter to RROS Head / Staff for release of goods	None	1 Hour and 30 Minutes	<i>Chief</i> <i>Disaster Response Management Division</i> <i>Head</i> <i>Disaster Response and Rehabilitation Section</i> <i>and/or</i> <i>Head</i> <i>Regional Resource Operation Section</i>
2. Receive response from DSWD. If the request is approved, confirm / agree on the	2.1 Facilitate preparation and signature of Delivery Receipt by RROS Head;	None	1 Hour	<i>Head</i> <i>Disaster Response and Rehabilitation Section</i> <i>or</i>

schedule of delivery / hauling of goods.				<i>Head</i> Regional Resource Operation Section
	<p>2.2 Facilitate release of goods to LGUs as per the delivery plan agreed upon by both DSWD and the requesting LGU.</p> <p>2.2.1. Should there be any delays from the agreed delivery plan, notify the LGU in writing through electronic mail or short message service (SMS) on the reason and the final date of release.</p>	None	within 5 Days, 5 Hours and 45 Minutes	<p><i>Head</i> Disaster Response and Rehabilitation Section</p> <p><i>or</i></p> <p><i>Head</i> Regional Resource Operation Section</p>
<p>3.1 Receive requested goods through hauling or delivery and sign the receipt of RIS/IF and Delivery Receipt / Issuance Receipt.</p> <p>3.1.1 Fill-out Client Satisfaction Measurement Form (CSMF)</p>	<p>3.1 Ensure signed receipts of RIS/IF and Delivery Receipt / Issuance Receipt by receiving LGU and administer Client Satisfaction Measurement Form (CSMF) upon receipt of requested goods.</p> <p>3.1.1 Report on the release of FNIs thru submission of any of the following –</p> <ul style="list-style-type: none"> * Summary Report * Feedback Report * Signed RIS * Delivery Receipts 	None	1 Hour	<p><i>Head</i> Disaster Response and Rehabilitation Section</p> <p><i>or</i></p> <p><i>Head</i> Regional Resource Operation Section</p>

	* FNI Augmentation and Delivery Report – reflecting release of goods to the DRMD Head and DROMIC			
				For the processing of request - 1 Day, 2 Hours, 15 Minutes
	TOTAL	None		For full delivery of the approved augmentation based on the delivery plan agreed upon by both DSWD and the requesting LGU including the processing of request, and as consistent with the EODB Law - 7 Days

FINANCIAL MANAGEMENT DIVISION (FMD)

FRONTLINE SERVICES

1. Processing of BIR Form 2322 : Certificate of Donation

This covers the request of Certificate of Donation as substantiation requirement for donors claiming charitable contributions as deduction from gross income pursuant to Division of Internal Revenue Memorandum Circular No. 86-2014 dated December 5, 2014.

Office or Division:	Financial Management Division – Accounting Section	
Classification:	Complex	
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen G2G – Government to Government	
Who may avail:	Donors of cash and in-kind donations or his/her authorized representative	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
For walk-in clients		
A. Requesting of Certificate		
1. Request form for Certificate of Donation (1 Original Copy)		1.1 FMD – Accounting Section Schedule of request: Monday – Friday, 9:00 AM – 5:00 PM
2. Signed and Notarized Deed of Donation (1 Original Copy)		1. Requesting Party
3. Signed and Notarized Deed of Donation (1 Original Copy)		2. For Cash Donation - Cash Section (FO)- FMD For Donations in Kind - Office/Division in DSWD who receive the donation
4. Official receipt for Cash Donations; or Acknowledgement receipt and Delivery receipt for Donations in Kind (1 Original Copy)		3. FMD - Accounting Section/ Cash Section
For online clients		

A. Requesting of Certificate				
1. Request form for Certificate of Donation (1 Electronic Copy)		1. Download and print the request form from https://bit.ly/3I7RCeu (form is located under General Administration and Support Services Group, select DSWD-FMS-GF-002 REV 01 REQUEST FORM FOR CERTIFICATE OF DONATION) Schedule of request: Monday – Friday, 9:00 AM – 5:00 PM Note: Online requests beyond 5 PM will be responded/acknowledge the following working day.		
2. Signed and Notarized Deed of Donation (1 Electronic Copy)		2. Requesting Party/Donor		
3. Official receipt for Cash Donations; or Acknowledgement receipt and Delivery receipt for Donations in Kind (1 Electronic Copy)		3. For Cash Donation – FMD- Cash Section For Donations in Kind - Office/Division in DSWD who receive the donation		
B. Claiming of Certificate				
4. E-mail Acknowledgement Receipt (1 Printed Copy) • Signed and Notarized Deed of Donation (1 Original Copy) • Official receipt for Cash Donations; or Acknowledgement receipt and Delivery receipt for Donations in Kind (1 Original Copy)		4. Email from accounting.focrg@dswd.gov.ph • Requesting Party/Donor • For Cash Donation – FMD - Cash Section For Donations in Kind - Office/Division in DSWD who receive the donation		
Additional requirements if claimed by authorized representative				
• Authorization letter for the representative (1 Printed Copy)		• Requesting Party/Donor		
• Government-issued IDs (1 Photocopy)		• Requesting Party/Donor and His/Her Authorized Representative		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

<p>1. Visit the FMD-Accounting Section in the Field Offices to secure the request form.</p> <p>-or-</p> <p>Secure the request form by visiting the link and download the form via https://bit.ly/3I7RCeu</p>	<p>1. Provide the request form for Certificate of Donation to walk-in client/s.</p>	<p>None</p>	<p>5 Minutes</p>	<p><i>Division Chief/ Section Head Accounting Section</i></p>
<p>2. Fill-out and submit the request form together with the required supporting documents to ADRP Records and Reporting Section (CO) or Accounting Section (FO).</p> <p>-or-</p> <p>Fill-out and submit the scanned form together with the supporting documents and email the documents via accounting.focrg@dswd.gov.ph.</p> <p>Note: The client shall wait for the schedule of the release of the Certification. They shall receive a NOTIFICATION via email/chat/call from the Donation Office on the</p>	<p>2.1 The Accounting Staff shall receive and review the completeness of the request form and supporting documents. If complete, the Accounting Staff shall provide a claim stub to walk-in clients.</p> <p>-or-</p> <p>If sent via email, the Accounting Staff shall review the documents as to completeness, acknowledge the email, and request for an original copy upon claiming.</p> <p>Note: Only requests with complete requirements shall be accepted and processed. All</p>	<p>None</p>	<p>6 Minutes (Walk-in/ Online)</p>	<p><i>Division Chief/ Section Head Accounting Section</i></p>

schedule to claim the Certification.	requests with incomplete requirements shall be returned to the client.			
	2.2 The Accounting Staff shall record in the monitoring sheet the details of the donation and indicate on the claim stub or email acknowledgment the schedule of release of BIR Form 2322: Certificate of Donation.	None	5 Minutes	<i>Division Chief/ Section Head Accounting Section</i>
	2.3 The Accounting Staff shall prepare the Certificate of Donation for Signature of the Secretary or the Authorized Representative	None	6 Days, 7 Hours	<i>Division Chief/ Section Head Accounting Section</i>
	2.4 The Accounting Staff shall update the status of request for certificate on the monitoring file. Note: All certificates that are ready for release shall be issued to the requesting party/ies	None	10 Minutes	<i>Division Chief/ Section Head Accounting Section</i>
3. The donor/authorized representative shall personally visit the	3. The Accounting Staff shall issue the BIR Form 2322:	None	2 Minutes	<i>Division Chief/ Section Head Accounting Section</i>

ADRP Records and Reporting Section (CO) or Accounting Section (FO), wait for the release of the Certification, and receive and sign the logbook for acknowledgement Note: The Client shall present the following documents: a. claim stub for walk-in requests -or- b. printed email acknowledgement receipt together with the original copy of required documents for online requests c. authorization letter from the donor and photocopy of government-issued ID of the donor and his/her authorized representative, if applicable	Certificate of Donation and assist the client to sign in the logbook as a proof that the Certification has been received.			
4. Fill-out the provided customer feedback form for the service availed	4. The Accounting staff shall administer the Client Satisfaction Measurement Form (via pen-and-paper /online) to the requesting party for the service provided	None	2 Minutes	<i>Division Chief/ Section Head Accounting Section</i>
	TOTAL:	None	6 Days, 7 Hours, 30 Minutes	

2. Processing of Request for Accounting Certifications for Former DSWD Employees

This covers the processing of requests of DSWD separated employees for the certifications in Accounting.

Accounting Certifications offered:

For Former Cost of Service (COS) worker:

- Last Cost of Services Processed;

For Former Permanent, Casual or Contractual employee:

- Last Salary Processed;
- Pag-IBIG Contributions and Remittances;
- Pag-IBIG Loan Amortization Withheld and Remittances;
- GSIS Contribution and Remittances;
- GSIS Loan Amortization Withheld and Remittances;
- Philhealth Contributions and Remittances (maximum of one year)

Office or Division:	Financial Management Division – Accounting Section	
Classification:	Complex to Highly Technical	
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government	
Who may avail:	Former employees of the Department or his/her authorized representative	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
For walk-in clients		

A. Requesting of Certificate 1. Request form for Accounting Certification of Former DSWD Employees (1 Original Copy) GFMDASRP-RF-0001		1. For Field Offices (FO)- Accounting Section Schedule of request: Monday – Friday, 8:00 AM – 5:00 PM Note: On-line requests beyond 5 pm will be responded/acknowledge the following working day.		
2. Government-issued ID of the requesting party (1 Electronic Copy)		2. Requesting Party/Formal DSWD employee		
B. Claiming of Certificate 3. Claim Stub (1 Original Copy)		3. Accounting Section		
For online clients				
A. Requesting of Certificate 1. Request form for Accounting Certification of Former DSWD Employees (1 Electronic Copy)		1. Download and print the request form from https://www.dswd.gov.ph/about-us-2/citizens-charter (form is located under General Administration and Support Services Group, select DSWD-FMS-GF-001 REV 01 REQUEST FORM FOR ACCOUNTING CERTIFICATIONS)		
2. Government-issued ID of the requesting party (1 Electronic Copy)		1. Requesting Party/Formal DSWD employee		
B. Claiming of Certificate 1. E-mail Acknowledgement Receipt (1 Printed Copy)		3. For Field Offices (FO) - Accounting Section		
Additional requirements if claimed by authorized representative				
• Authorization letter for the representative (1 Printed Copy)		• Requesting Party/Formal DSWD employee		
• Government-issued IDs (1 Photocopy)		• Requesting Party/Formal DSWD employee and His/Her Authorized Representative		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

<p>1. Personally visit the Accounting Office of Field Offices and submit the request form</p> <p>-or-</p> <p>Secure the request form by visiting the link or download the form via https://caraga.dswd.gov.ph/category/downloadables/ (select Request Form for Accounting Certification of the Former DSWD Employees);</p>	<p>1. Provide the request form for Accounting Certification to the walk-in clients (Former DSWD Employee/s)</p>	<p>None</p>	<p>5 Minutes</p>	<p><i>Division Chief/ Section Head Accounting Section</i></p>
<p>2. Fill-out and submit the form together with the required supporting documents to Accounting Section (FO).</p> <p>-or-</p> <p>Fill-out and submit the form together with the supporting documents or email the documents via accounting.focrg@dswd.gov.ph</p> <p>Note: The client shall wait for the release of the Certification based on the scheduled release of the document.</p>	<p>2.1 The Accounting Staff shall receive and review/check the completeness of the request form and required supporting documents</p> <p>-or-</p> <p>The Accounting staff shall review the documents as to completeness and print the emailed scanned documents</p> <p>Note: Only requests with complete requirements shall be accepted and processed. All</p>	<p>None</p>	<p>5 Minutes (Walk-in/Online)</p>	<p><i>Division Chief/ Section Head Accounting Section</i></p>

	requests with incomplete requirements shall be returned to the client.			
	2.2 The Accounting Staff shall record the details of the request and indicate the schedule to claim the certificate with control number in the monitoring sheet.	None	5 Minutes	<i>Division Chief/ Section Head Accounting Section</i>
	2.3 The accounting staff shall respond to the email for online request or issue claim stub for the walk-in request. He/She shall also indicate the schedule of the release of Certification with reference number of the document.	None	10 Minutes	<i>Division Chief/ Section Head Accounting Section</i>
	2.4 The Accounting Staff shall prepare the Certificate for Accounting Certification for review/approval of the Chief Accountant or the Authorized Representative	None	6 Days, 45 Minutes	<i>Division Chief/ Section Head Accounting Section</i> <i>Division Chief/ Section Head HRMDD - Personnel Administration Section, if necessary</i>
	2. 5 The Accounting Staff shall update the status of the request for the	None	15 Minutes	<i>Division Chief/ Section Head Accounting Section</i>

	certificate in the monitoring file. Note: All certificates that are ready for release shall be issued to the requesting party/ies			
3. The client shall present the following to the Accounting staff-in-charge to receive the Certification: a. claim stub for walk-in requests -or- b. printed email acknowledgment for online requests c. authorization letter from the former employee and photocopy of government-issued ID of the former employee and his/her authorized representative, if applicable. Then, sign the logbook for acknowledgement	3. The Accounting Staff shall issue the Certificate for Accounting Certification to the client and Assist the client to sign in the logbook as a proof that the Certification has been received.	None	5 Minutes	<i>Division Chief/ Section Head Accounting Section</i>
4. Fill out the Client Satisfaction Measurement Form	4. The Accounting staff shall administer the Client Satisfaction Measurement Form(via pen-and-paper	None	2 Minutes	<i>Division Chief/ Section Head Accounting Section</i>

	/online) to the requesting party for the service provided			
	TOTAL:	None	6 Days, 1 Hour, 32 Minutes	

HUMAN RESOURCE MANAGEMENT AND DEVELOPMENT DIVISION (HRMDD)

FRONTLINE SERVICES

1. Issuance of Certificate of Employment to Separated Officials, Employees and Contract of Service Workers

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

Office or Division:	HRMDD – Personnel Administration Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Transacting Public			
Who may avail:	Separated Field Office Officials, Employees, and COS Workers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) HRMDD-PAS Request Form or formal letter or e-mail request		PAS Receiving Area Client		
One (1) FO Clearance Certificate		Client or if none, FILE 201 / PER 16		
One (1) Authorization Letter (if necessary)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send request through mail/e-mail or accomplish the HRMDD-PAS Request Form (write contact details, as needed) and submit to PAS together with supporting documents, if any.	1. Receive and acknowledge request for COE from the client, then forward to personnel handling COE requests (via: DRF/email)	None	10 minutes	PAS Head/Chief, HRMDD

2. Wait for advice of the assigned PAS Focal Person	<p>2.1. Upon receipt of request from the receiving clerk, the responsible personnel shall review and draft the COE based on the purpose indicated in the request following the standard template, if the COE is to be sent via courier service, prepare transmittal with information on how to return the customer feedback form</p> <p><i>Note: Use Service Card or 201 File/PER 16 or Index Card for COS Workers as reference in preparation of COE</i></p>	None	2 Days, 4 hours (depending on the period of retrieving the files)	PAS Head/Chief, HRMDD
	2.2. Authorized Certifying authority shall review/ sign/initial the COE and inform the client once the COE is ready for releasing via e-mail/SMS/call.	None	3 hours and 40 minutes (depending on the availability of signatories)	PAS Head/Chief, HRMDD
<p>3. If the COE is for pick-up, proceed to PAD and get the requested document.</p> <p>If the COE is to be sent via courier service, wait until</p>	3. Provide one (1) duly signed COE to the client and request the client to accomplish the CSMF to be submitted via	None	10 Minutes	PAS Head/Chief, HRMDD

the parcel is sent to a given address.	dropbox, email or google form			
	TOTAL:	None	3 Days	

2. Issuance of Certificate of Leave Without Pay (CLWOP)/No LWOP (CNLWOP) to Separated Officials and Employees

The CLWOP/CNLWOP is being issued to separated Officials and employees in the Field Office (FO) who have been cleared of money, property, and legal accountabilities, which certifies that they have/do not have LWOP for a certain period.

Office or Division:	HRMDD – Personnel Administration Section			
Classification:	Complex			
Type of Transaction:	G2C – Government to Transacting Public			
Who may avail:	Separated CO Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) HRMDD-PAS Request Form or formal letter or e-mail request		PAS Receiving Area Client		
One (1) FO Clearance Certificate		Client or if none, 201 FILE		
One (1) Special Power of Attorney (If authorized representative)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send mail/e-mail or for walk-in without any written request,	1.1 Receive the complete documents submitted, and forward the request to	None	5 minutes	PAS Head/Chief, HRMDD

accomplish the HRMDD-PAS Request Form and submit to PAD. <i>(Write contact details as well for courier purposes, if needed)</i> and submit to PAS together with complete supporting documents.	the PAS Focal Person.			
2. Wait for advice of the assigned Focal Person	<p>2.1 Review the documents submitted and check if the client already has an encoded ELARS¹.</p> <p>2.1.1 If there is none, encode the ELARS.</p> <p>2.1.2 If there is an encoded ELARS, proceed to step 2.1.4.</p> <p>2.1.3 If there is an encoded and reviewed ELARS, proceed to step 2.1.6.</p> <p>2.1.4 Review/check the ELARS vis-à-vis the leave card.</p> <p>2.1.5 Reprint the corrected ELARS, if errors are found.</p> <p>2.1.6 Encode the needed details to the CLWOP/CNLWOP, print the issuance and attach the necessary documents.</p>	None	<p>6 days, 4 hours and 35 minutes</p> <p><i>(May be shortened if there is already a reviewed ELARS, or may be extended depending on the number of ELARS being encoded/ reviewed at a given time, the time needed to review the ELARS, or length of service of the client.)</i></p>	PAS Head/Chief, HRMDD

¹ Electronic Leave Administration and Recording System

	<p>2.2 The Focal Person shall forward the CLWOP/CNLWOP to the Certifying Authority for certification.</p> <p>2.2.1 The Certifying Authority shall sign the CLWOP/ CNLWOP.</p>	None	2 hours	PAS Head/Chief, HRMDD
3. Inform PAS of preferred method of receiving the duly-signed Certificate.	<p>3.1 Inform the client that the CLWOP/ CNLWOP is ready for releasing via email/SMS/call/ chat.</p> <p>3.1.1 Ask the client of the preferred method of receiving the duly signed CLWOP/ CNLWOP:</p> <p><i>If through courier service, proceed to step 4.</i></p> <p><i>If the CLWOP/ CNLWOP will be picked up at the office, proceed to step 5.</i></p>	None	5 minutes	PAS Head/Chief, HRMDD
4. Wait for the arrival of the Certificate.	<p>4.1 Outgoing Clerk or Email Custodian shall return the CLWOP/ CNLWOP to the Focal Person.</p> <p>4.1.1 The Focal Person shall prepare the transmittal with information on how to return the CSMF. Attach the duly signed CLWOP/ CNLWOP and one (1) CSMF for accomplishment</p> <p>4.1.2 Certifying</p>	None	1 hour and 5 minutes	PAS Head/Chief, HRMDD

	<p>Authority shall sign the transmittal letter.</p> <p>4.1.3 Encode tracking details in the applicable document tracking system used by the office or through logs.</p> <p>4.1.5 Forward the document to the Records and Archives Management Division/Section for courier service.</p> <p><i>(The CSMF will be followed-up within 3 working days upon receipt of the document.)</i></p>			
5. If the Certificate is for pick-up, proceed to PAS and get the requested document.	5. If the CLWOP/ CNLWOP is for pick-up, provide one (1) duly signed CLWOP/CNLWOP to the client and request the client to accomplish the CSMF to be submitted via drop box, email or Google form.	None	10 minutes	PAS Head/Chief, HRMDD
	TOTAL:	None	7 days	

3. Issuance of Completed Office Clearance Certificate for Money, Property, and Legal Accountabilities to Separated Officials and Employees

The Field Office Clearance Certificate is being provided to officials, employees and contract of service (COS) workers who were separated from the Department which certifies that the former official/employee/COS worker no longer has money, property and legal accountabilities. The provision of the FO Clearance Certificate may be requested by separated officials/employees/COS workers if the FO Clearance Certificate initially-issued to them was lost, damaged, etc., or the

official/employee/COS worker was not able to secure the duly-accomplished FO Clearance Certificate at the time of their separations.

Office or Division:	HRMDD - Personnel Administration Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Transacting Public			
Who may avail:	Separated Field Office (FO) Officials, Employees and COS Workers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) HRMDD-PAS Request Form or formal letter or e-mail request		PAS Receiving Area Client		
One (1) Authorization Letter (if necessary)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send request through mail/e-mail or accomplish the HRMDD-PAS Request Form (write contact details, as needed) and submit to PAS	1. Receive and acknowledge request for FO Clearance Certificate from the client, then forward to personnel handling requests (via: DRF/email)	None	10 minutes	PAS Head/Chief, HRMDD
2. Wait for advice of the assigned PAS Focal Person	2.1. Upon receipt of request from the receiving clerk, the responsible personnel shall review the request and check the 201 FILE to retrieve the FO Clearance Certificate on file and photocopy the FO clearance Certificate then stamp "Certified True Copy", if the FO clearance is to be sent via courier	None	2 Days, 4 hours (depending on the period of retrieving the files)	PAS Head/Chief, HRMDD

	service, include in the transmittal with information on how to return the customer feedback form.			
	2.2. Sign the photocopied FO Clearance Certificate as "Certified True Copy"	None	3 hours and 30 minutes (depending on the availability of signatories)	PAS Head/Chief, HRMDD
	2.3 Inform the client that the CTC of his/her CO Clearance Certificate is ready and ask if for pick-up or for courier service (either through chat, e-mail, or phone call)	None	10 minutes	PAS Head/Chief, HRMDD
3. If the CTC copy of the FO Clearance is for pick-up, proceed to PAS and get the requested document. If the CTC copy of the FO Clearance Certificate is to be sent via courier	3. Provide the CTC of FO Clearance to the client and have it properly received. Ask the client to accomplish Customer Feedback Form	None	10 minutes	PAS Head/Chief, HRMDD

service, wait until the parcel is sent to given address				
	TOTAL:	None	3 Days	

4. Issuance of Service Record to Separated Officials and Employees

The Service Record (SR) is being issued to separated officials and employees in the Field Office (FO) 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

Office or Division:	HRMDD - Personnel Administration Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Transacting Public			
Who may avail:	Separated Field Office Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) HRMDD-PAS Request Form or formal letter or e-mail request		PAS Receiving Area Client		
One (1) FO Clearance Certificate		Client or if none, FILE 201 / PER 16		
One (1) Authorization Letter (if necessary)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Send request through mail/e-mail or accomplish the HRMDD-PAS Request Form (write contact details as needed) and submit to PAS together with supporting documents, if any.	1. Receive and acknowledge request for SR from the client, then forward to personnel handling SR requests (via: DRF/email)	None	10 minutes	PAS Head/Chief, HRMDD
2. Wait for advice of the assigned PAS Focal Person	<p>2.1. Upon receipt of request from the receiving clerk, the responsible personnel shall review and draft the SR based on the purpose indicated in the request following the standard template, if the SR is to be sent via courier service, prepare the transmittal with instructions on how to return the customer feedback form</p> <p><i>Note: Use Service Card or 201 File/as reference in preparing SR</i></p>	None	2 Days, 4 hours (depending on the period of retrieving the files)	PAS Head/Chief, HRMDD
	2.2. Authorized Certifying authority shall review/ sign/initial the SR / transmittal letter.	None	3 hours and 30 minutes (depending on the availability of signatories)	PAS Head/Chief, HRMDD

	2.3 Inform the client that the SR is ready for releasing via e-mail/SMS/call.	None	10 minutes	PAS Head/Chief, HRMDD
3. If the SR is for pick-up, proceed to PAS and get the requested document. If the SR is to be sent via courier service, wait until the parcel is sent to a given address.	3. Provide one (1) duly signed SR to the client and request the client to accomplish the CSMF to be submitted via dropbox, email or google form	None	10 minutes	PAS Head/Chief, HRMDD
	TOTAL:	None	3 Days	

PANTAWID FAMILYANG PILIPINO PROGRAM (4Ps)

FRONTLINE SERVICES

1. Grievance Intake and Response

The Grievance Intake and response is the initial phase of the whole 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 service only covers walk-in transactions.

As a general rule, anyone may **accept** a grievance, request, and inquiry but only the City/Municipal 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 after ascertaining its validity. Intake and response require technical know-how about the GRS, particularly on the procedures in resolving the specific types and subtypes of grievances.

Office or Division:	Pantawid Pamilyang Pilipino Program (4Ps) - RPMO			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	4Ps Beneficiaries, and General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
I. INTAKE: 1. 4Ps ID or 1 valid ID (Original Copy), 2. Any Proof of grievance, if available		4Ps Office, or any government office client		
II. RESPONSE: 1. Client Satisfaction Measurement Form (CSMF) (1 form per client)		4Ps Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
I. INTAKE				
Present the 4Ps ID for 4Ps beneficiary or 1 valid ID for non-4Ps	Verify the identity of the client if 4Ps beneficiary or not.	None	2 minutes	4Ps Division Chief
Provide details about the complaint and supporting documents, if available, depending on the type of grievance reported.	1.1 Assess the details shared by the client if the concern is a legit grievance. <i>Note: Refer to the Grievance Redress System Field Manual for guidance on the intake of grievance.</i>	None	15 minutes	4Ps Division Chief
II. RESPONSE				

3. Share additional information or answer to questions raised regarding the complaint.	3.1 Encode the correct and complete transaction in the 4Ps/GRS Database <i>For instances when the 4Ps/GRS Database is inaccessible, the staff may utilize the Client Assistance Form to intake the grievance.</i>	None	9 minutes	<i>Division Chief Pantawid Pamilyang Pilipino Program</i>
	3.2 Assess all the data and information including the documents, if available, and discuss with the client the appropriate response or the next steps to take for the resolution of the complaint. <i>If all information is readily available to resolve the case, resolve the complaint and provide feedback to the client.</i> <i>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 she will be communicated through his/her mobile number or his/her assigned 4Ps staff for any feedback.</i>	None	15 minutes	<i>Division Chief Pantawid Pamilyang Pilipino Program</i>
	3.3 Print and provide a copy of the encoded	None	2 minutes	<i>Division Chief</i>

	transaction to the client. <i>For instances when the 4Ps/GRS Database is inaccessible, the client will be given an acknowledgment receipt found at the bottom of the Client Assistance Form.</i>			Pantawid Familyang Pilipino Program
4. Accomplish the client satisfaction measurement Form	4.1 Administer the Client Satisfaction Measurement Survey Form.	None	5 minutes	Division Chief Pantawid Familyang Pilipino Program
1. Proceed to exit	Dismiss gracefully the client.	None	2 minutes	Division Chief Pantawid Familyang Pilipino Program
	TOTAL	None	50 minutes	

POLICY AND PLANS DIVISION (PPD)

FRONTLINE SERVICES

1. Data Sharing – List of Data Subjects

Generation of datasets with Personal Information (PI) and Sensitive Personal Information (SPI) with a Memorandum of Agreement (MOA)

Office or Division:	Policy and Plans Division - National Household Targeting Sections (NHTS)		
Classification:	Highly Technical		
Type of Transaction:	Government to Government (G2G) and Government to Citizen (G2C)		
Who may avail:	All National Government Agencies (NGAs), Local Government Units (LGUs), District Representatives, Government-Owned and Controlled Corporations (GOCCs) Non- Governmental Organizations (NGOs), Civil Society Organizations (CSOs), the Academe, and Private Foundations for the purpose of utilizing the data for social protection programs.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
<div>1. One (1) original or copy of Letter of Request (indicating reasons for the request and specific data sets expected to be acquired from the Listahanan database)</div> <div>2. One (1) original copy of accomplished Data Sharing Agreement (DSA)</div> <div>3. One (1) original/certified true copy of document indicating the appointed and NPC-registered Data Protection Officer (DPO)</div> <div>4. One (1) original/copy of Privacy Manual or approved document/s on the security measures in place which indicates the data protection procedures and processes of the office/agency in addressing breaches</div> <div>5. One (1) original/copy of list of identified staff who will access, process, and safeguard the Listahanan data including the data processing to be employed</div> <div>6. Hardware and Security Component with supporting images and specifications</div> <div>7. One (1) original/copy of Documentation of physical security measures in place</div> <div>8. One (1) original copy of the Resolution of Governing Board authorizing head of agency to enter into a data sharing agreement with DSWD (only for NGOs, CSOs, and Private Foundations)</div> <div>9. One (1) original/copy of Valid Proof of Identities of the agency head and their designated DPO/s (only for NGOs, CSOs, and Private Foundations)</div>		Provided by the Requesting Party	

10. One (1) original/certified true copy of Valid documents indicating the legitimacy of the organization (only for NGOs, CSOs, and Private Foundations) <i>For Local Government Unit (LGU):</i> <ul style="list-style-type: none"> The letter of request shall be signed by the Local Chief Executive (LCE) accompanied by a Sanggunian resolution authorizing the LCE to enter a data sharing agreement with the DSWD The DSWD Regional Director (RD) and the incumbent LCE shall sign the DSA 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the letter of request with attached electronic copy of the data requirements (if available) to NHTO/ NHTS.	1.1 Receive and record the request in the document transaction/ tracking system.	None	15 minutes	<i>Division Chief/ Section Head</i>
	1.1.1 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 expected schedule of release of the results. 1.1.2 Forward the request to the Director for approval.			
	1.2 Input comments and decide if the request is for processing or not, then endorse it to the NHTO Operations Division Chief/ NHTS Policy and Plans Division (PPD) Chief.	None	6 hours	<i>Regional Director</i>

	1.3 Input recommendations and endorse it to the assigned Project Development Officer (PDO).	None	3 hours	<i>Division Chief/ Section Head</i>
	1.4 Inform the requesting party on the approval or disapproval of the data request based on the DSWD MC 15, s. 2021. <ul style="list-style-type: none"> • If approved- the orientation will be scheduled including the preparation of the other documentary requirements not included in the submission of a letter of request. • If disapproved- Inform the requesting party of the disapproval highlighting the grounds for such denial through writing. (<i>End of process</i>) 	None	2 hours	<i>Division Chief/ Section Head</i>
2. Attend the scheduled orientation with the NHTO ACBS and Inspection Team/ NHTS designated personnel & Inspection Team.	2.1 Orient the requesting party about the Listahanan, Data Privacy Act of 2012, MC 15, s. 2021, and data sharing requirements. 2.1.1 Issue Certificate of Orientation on the Data Privacy Act (DPA) of 2012. 2.1.2 Send to the requesting party via email the copy of the law, IRR and the	None	2 hours	<i>Division Chief/ Section Head</i>

	issuances of NPC together with the issuance of Certification on the Acknowledgement Receipt of the said law/policies.			
3. Submit the signed Data Sharing Agreement (DSA) and other documentary requirements not included in the submission of letter request.	3.1 Review all documentary requirements including DSA submitted by the requesting party. 3.1.1 Schedule with the requesting party on the conduct of virtual/physical inspection meeting	None	2 hours	<i>NHTS Information Technology Officer (ITO)</i>
4. Present the IT facilities to the NHTO Inspection Team.	4.1 Conduct virtual/physical inspection of IT facilities of the requesting party. 4.1.1 Issue Certifications (Certification of Physical Set-up, Organization, Technical and Security Set-up)	None	1 day	<i>NHTS Information Technology Officer (ITO)</i>
	4.2 Certifications and documentary requirements will be attached to the accomplished DSA and for endorsement to the Department's/Regional DPO.	None	2 hours	<i>Regional Director</i>
	4.3 Assess the accomplished DSA, and documentary attachments. Once approved, the DPO will endorse the DSA for the Department Secretary's	None	1 day	<i>Regional Director/ ARDO</i>

	signature/Regional Director.			
	4.4 Review and sign the DSA. The signed DSA will be endorsed to the NHTO/NHTS for data processing.	None	3 days	<i>Regional Director</i>
	4.5 Generate the requested data.	None	1 day	<i>Division Chief/ Section Head</i>
	4.6 Review result of the data generation	None	1 day	<i>Division Chief/ Section Head</i>
	4.7 Secure the data by adding password protection to the file. 4.7.1 Prepare Data Release Form (DRF), draft memorandum reply, and burn results in a compact disc (CD), USB stick, or hard drive. <ul style="list-style-type: none"> • Other electro-mechanical storage devices may apply as long as it is approved by the IT Head and the storage device is provided by the requesting party. • Google Drive may also be used as a storage of the requested data as long as it is encrypted and password-protected. Further, the password will only be released to the authorized 	None	1 day	<i>Division Chief/ NHTS ITO</i>

	personnel of the requesting party. 4.7.2 Counter sign in the DRF. 4.7.3 Finalize the memo, attach the Data Release Form (DRF) and secure data then forward it to the Administrative unit.			
	4.8 Track and scan the documents upon releasing the result to the requesting Party.	None	10 minutes	<i>Division Chief</i>
5. Call NHTO/NHTS for retrieval of password upon receipt of the result.	5. Provide the password of the file to the requesting party thru phone upon inquiry and administer the Client Satisfaction Measurement Survey (CSMS) form per Committee on Anti-Red Tape (CART) guidelines.	None	10 minutes	<i>NHTS ITO</i>
TOTAL: <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>		None	10 Days, 1 Hour, 35 Minutes	

2. Data Sharing – Name Matching

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

Office or Division:	Policy and Plans Division - National Household Targeting Sections (NHTS)
Classification:	Highly Technical
Type of Transaction:	Government to Government (G2G), Government to Business (G2B), Government to Citizen (G2C)

Who may avail:	All National Government Agencies (NGAs), Local Government Units (LGUs), Government-Owned and Controlled Corporations (GOCCs) Non-Governmental Organizations (NGOs), Civil Society Organizations (CSOs), the Academe, and Private Foundations for the purpose of utilizing the data for social protection programs.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> One (1) original or copy of letter of request (Indicate reason for name matching) One (1) electronic copy (Preferably in CSV format) of the name to be matched which includes the following: <ul style="list-style-type: none"> Complete name (Last name, First Name, Middle Name, Extension Name) Birth Date (YYYY-MM-DD format) Philippine Standard Geographic Classification of (PSGC) Province, City/Municipality, and Barangay One (1) original Valid Proof of Identities of the Personal Information Controller (PIC), Data Protection Officer (DPO), Compliance Officer (COP) One (1) original copy of Data Sharing Agreement (DSA) signed by the: (1) Head of Office as PIC, (2) designated DPO or COP One (1) original/photocopy of List of Personnel who will access, process, and safeguard the Listahanan data, including the employed data processing One (1) original Copy of the Resolution of Governing Board authorizing head of agency (NGOs, CSOs, and Private Foundations) <p><i>*For Local Government Unit (LGU):</i></p> <ul style="list-style-type: none"> The letter of request shall be signed by the Local Chief Executive (LCE) accompanied by a Sanggunian resolution authorizing the LCE to enter a data sharing agreement with the DSWD The DSWD Regional Director (RD) and the incumbent LCE shall sign the DSA 		Provided by the Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide the letter of request together with the	1.1 Receive the request	None	15 minutes	Division Chief/ Section Head

electronic copy of the names for name matching	1.1.1 Endorse request to the NHTO Director / Regional Director			
	1.2 Provide instruction to facilitate/review the request. 1.1.2 Endorse to the NHTO OD Chief / Policy and Plans Division (PPD) Chief	None	2 hours	<i>Regional Director</i>
	1.3 Provide recommendations on the request 1.3.1 Endorse to the assigned Project Development Officer (PDO) to inform the client on the status of their request	None	1 hour	Division Chief
	1.4 Inform the requesting party of the status of the approval /disapproval of the request based on the DSWD MC 15, s. 2021. If disapproved -Inform the requesting party of the disapproval highlighting the grounds for such denial through writing. (<i>End of process</i>) If approved – Notify and provide the DSA and documentary requirements to the client	None	1 hour	<i>Section Head</i>
2. Provide the documentary requirements and the DSA signed by the Head of Office (HOO) as Personal Information	2.1 Review all documentary requirements including the DSA submitted by the client. <ul style="list-style-type: none"> Non-Compliant – Inform the client regarding the incomplete requirements via email. 	None	2 hours	<i>Section Head</i>

Controller (PIC) and the designated Data Privacy Officer (DPO) / Compliance Officer for Privacy (COP)	<ul style="list-style-type: none"> Compliant – <ol style="list-style-type: none"> Facilitate the DSA and endorse to the DPO and the Office of the Secretary/ Regional Director for signature Endorse the signed DSA to Information Technology Officer for processing 			<i>NHTS Information Technology Officer (ITO)</i> <i>Section Head</i>
	2.2 Review the compliance of the electronic copy of names with the required template/ format: <ul style="list-style-type: none"> Non-Compliant – Inform the client about the findings via email. Compliant – Process the request within the set deadline depending on the volume or number of names to be matched 	None	1 day (5,000 and below) 3 days (5,001 – 50,000) 7 days (50,001 – 400,000) 18 days (400,001 – 1,000,000)	<i>NHTS Information Technology Officer (ITO)</i>
3. Provide a storage device that is approved by the IT Chief or request for a Google Drive link	3.1 Secure the data by adding a password to the file. 3.1.1 Prepare the Data Release Form (DRF). 3.1.2 Draft the response memorandum. 3.1.3 Save the results in a compact disc (CD), Universal Serial Bus (USB) stick, google drive, or hard drive. 3.1.4 Sign the DRF. 3.1.5 Endorse the finalized documents to	None	3 hours	<i>NHTS Information Technology Officer (ITO)</i>

	NHTO Director / PPD Chief.			
	3.2 Sign the memorandum and endorse it to the Administrative Assistant for release.	None	1 hour	<i>Regional Director</i>
4. Receive the documents	4.1 Track and scan the documents for record keeping. 4.1.1 Release the document to the client	None	10 minutes	<i>Division Chief/ Section Head</i>
5. Fill out the Client Satisfactory Measurement Survey (CSMS)	5 Provide the client the CSMS form per Committee on Anti- Red Tape (CART) guidelines.	None	10 minutes	<i>ITO/ Section Head</i>
TOTAL: <i>*With possible extension on the actual data processing depending on the number of names required but shall not exceed forty (40) days as reference in RA-IRR-11032.Rule 7.Section 3.c.</i>		None	For 5000 names and below: 2 days, 3 hours and 45 minutes For 5,001 - 50,000 names: 4 days, 3 hours and 45 minutes For 50-000 – 400,000 names: 8 days, 3 hours and 45 minutes For 400,001- 1,000,000 names: 21 days, 3 hours and 45 minutes	

3. Data Sharing – Statistics/Raw Data Request

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

Office or Division:	Policy and Plans Division - National Household Targeting Sections (NHTS)			
Classification:	Simple			
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. One (1) original/copy of Letter of Request (specify purpose and data requested)		Provided by the Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter or email re: request for Listahanan data – addressed to the NHTO Director/ Regional Director.	1.1 Receive and record the request.	None	30 minutes	Division Chief/ Section Head)
	1.1.1 Forward request to NHTO Operations Division/ National Household Targeting Section (NHTS), then furnish the NHTO Director/ Regional Director and the Policy and Plans Division (PPD) a copy of the request			
	1.2 Review the request based on MC 15 s.2021	None	2 hours	Regional Director
	1.2.1 Input comment/s then endorse to the NHTO Statistics Section/ NHTS Associate Statistician			Division Chief/ Section Head
	1.3 Provide instruction based on the data	None	3 hours	NHTS Statistics Section Head/ Statistician

	<p>requested. If the request is:</p> <ul style="list-style-type: none"> • Not clear <ol style="list-style-type: none"> In case of vague data request, instruct the Associate Statisticians to coordinate with the data users (through emails, recorded calls or text) and clarify the data requirement. In case the requested data is not available in the Listahanan database, instruct the Associate Statistician to coordinate with the requesting party and provide recommendations on other data available in the Listahanan. • Clear Forward request to the Associate Statistician for data generation. 			
	<p>1.4 Generate the requested data from the Listahanan database, and export into excel or any format available.</p> <p>1.4.1 Draft response letter to the requesting party.</p>	None	1 day	NHTS Statistics Section Head/ Statistician

	1.4.2 Submit to the NHTO Statistics Section Head/ NHTS RFC for review.			
	1.5 Review the generated statistical /raw data. In case the generated data is: <ul style="list-style-type: none"> • Not accurate – Return the generated statistical/raw data to the Associate Statisticians for revision. • Accurate – Submit to the NHTO Operations Division Chief / FO PPD Chief for review and recommending approval. 	None	3 hours	<i>NHTS Statistics Section Head/ Statistician</i>
	1.6 Countersign response letter and endorse the same to the NHTO Director/ Regional Director for approval.	None	2 hours	<i>Division Chief</i>
	1.7 Approval of the facilitated data request for release to the requesting party. <ul style="list-style-type: none"> • If disapproved – Provide note on the reason of disapproval; then return the facilitated request to the Operations Division / NHTS for revision. • If Approved – Sign the response letter for data release. 	None	5 hours	<i>Regional Director</i>

2. Receive the data requested and fill-out the CSMS form	2.1 Track and facilitate the release of the approved data request to the requesting party. 2.2 Administer Client Satisfaction Measurement Survey (CSMS) during the release of approved data request.	None	30 minutes	<i>Section Head</i>
	TOTAL	None	3 days	

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 poverty status

Office or Division:	Policy and Plans Division - National Household Targeting Sections (NHTS)			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	-Any member of the household 18 years old and above -Any household member below 18 years old, with written authorization letter or government-issued ID of any adult HH member (In instances where the household is composed of minor members, only the eldest member may file the grievance.)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> (1) Valid Identification Card/Proof of Identity Walk-in Name Matching Form (1 original) 		1. (Philhealth, SSS,LTO,BIR, Pag-ibig, Comelec) 2. National Household Targeting Section- Administrative Assistant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide Valid Identification Card / Proof of Identity and fill-out the name matching form	1. Interview the client to evaluate the validity of the request as to its purpose: <ul style="list-style-type: none"> <i>Invalid</i> – Inform the client on the grounds for the denial of the request based on the DSWD MC 15, s. 2021. <i>End of process</i> <i>Valid</i> – Provide the name matching form upon confirming the validity of the request and proceed for processing the name matching 	None	30 minutes	Section Head or Regional Field Coordinator (RFC)
2. Receive the Name Matching result	2. Explain the result of Name Matching	None	5 minutes	Section Head
3. Fill-out the Client the Satisfactory	3. Provide the client the CSMS form per	None	5 minutes	Section Head

Measurement Survey (CSMS)	Committee on Anti- Red Tape (CART) guidelines.			
	TOTAL:	None	40 inute s	

5. Approval for the Conduct of Research Study and Acquiring Primary Data from DSWD Officials/Personnel, Beneficiaries, and Clients

Approval is issued to external requesting parties 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 requesting parties who wish to acquire primary data through first-hand investigation, e.g., face-to-face interviews, survey questionnaires, focus group discussions, and case studies, among others, with the DSWD, including its clients/beneficiaries and ongoing programs, projects, and services, wherein their main subject of research study involves the DSWD as an organization. Requests to conduct such activities need to undergo research protocol. Research in which target respondents involve more than one (1) region shall seek the approval of the Director of the Policy Development and Planning Division (PDPB). Research requests must be submitted to the PDPB Director at least one (1) month before the projected start of data gathering activity.

On the other hand, research requests for the following need not go through the protocol and may be approved and provided by submitting a letter of request addressed to the head of the concerned office, Division, 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 a client or beneficiary is essential for the study, the requesting party 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 DSWD, 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 requesting parties.
- Conduct surveys with DSWD employees about subject matters that do not directly concern the Department or are not related to the DSWD's program operations.
- Studies conducted by consultants/requesting parties under the Technical Assistance Facility (TAF) grant portfolio. The requesting party, however, shall adhere to the policies on undertaking research and evaluation studies as stipulated in the Guidelines for the Conduct of Research and Evaluation in the DSWD.

Office or Division:	Policy and Plans Division (PPD) - Policy Development and Planning Section (PDPS)
Classification:	Highly Technical
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government
Who may avail:	External requesting parties (e.g., students, academe, other government agencies, including members of other branches of government, local and

		international organizations or research institutions, and other independent requesting parties, including DSWD personnel researching to pursue higher academic education) who intend to conduct research studies related to or involving the DSWD.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
If request shall not undergo Research Protocol: 1. Request letter (1 Original copy)		Requesting party		
If the request shall undergo Research Protocol: 1. Request letter (1 Original copy) 2. Research Request Form (1 original copy) 3. Research Brief (1 original copy) 4. Research Instruments (1 original copy)		1. Requesting party 2. Policy Development and Planning Division (PDPB) - Policy and Research Division (PRD) 3. Policy Development and Planning Division (PDPB) - Policy and Research Division (PRD)/PPD-PDPS 4. Requesting party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request letter and/or the research request documents	1.1. Receive the request letter addressed to the PDPB/Regional Director and/or the research request documents and encode the details in the office's document tracking/monitoring system. <i>Note: The received documents are stamped with an official receiving stamp, which contains important information such as the date and time of receipt and the name of the receiving office. For requests received through email, a copy of the email along with the attachments shall be printed and recorded.</i>	None	4 hours	Section Head Policy Development and Planning Section

	<p>1.1.1. Furnish the requesting party with a receiving copy of the request letter, along with printed or digital leaflets/ information, education, and communication (IEC) materials detailing the process flow and requirements.</p> <p>If the request is received through email, reply and acknowledge receipt with attached digital leaflets/IEC materials showing the process flow and requirements</p> <p>1.1.2. Endorse request letter to the Division Chief Policy Development and Planning Division (PDPB) - Policy and Research Division (PRD) or Section Head- Policy and Plans Division (PPD) - Policy Development and Planning Section (PDPS) for assignment and further</p>			
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	instructions (if any) to the concerned technical staff			
	1.2. Review the request and assign it to available technical staff	None	2 hours	Section Head Policy Development and Planning Section
	1.3. Review the request as to the following: 1.3.1. Area/region of coverage (<i>refer to Memorandum Circular No. 10, s. 2019 Section VII. Item 4</i>) to ensure that it is sent to the correct office. Otherwise, endorse the correct office. 1.3.2. Review the completeness of the submitted requirements. If incomplete, assist the requesting party in completing documentary requirements and provide orientation on the research protocol. Then go back to Step 1.1 and restart the count of working hours/days	None	2 hours	Section Head Policy Development and Planning Section
	1.4. If the request falls within the scope of the office, assess if it shall undergo research protocol (i.e., approval of	None	4 days (<i>For request that don't need to go through the protocol</i>)	Section Head Policy Development and Planning Section

	<p>the Policy Development and Planning Division (PDPB) Director/PPD Chief) using the <i>Checklist for Reviewing Research and Social Welfare and Development (SWD) Data Requests</i></p> <p>1.4.1. For non-protocol requests, endorse the researcher to the concerned DSWD Office, Division, Service, and/or Units using the <i>Endorsement of Research and SWD Data Request Form</i>.</p> <p>1.4.2. For requests with complete documentary requirements that need to go through the protocol, proceed to the review of the research request in consultation with concerned OBSUs and Field Offices (FOs).</p>	None	<p>7 days (For request that need to go through the protocol)</p>	
	1.5. Receive the comments or	None	1 day	Section Head Policy Development and Planning Section

	inputs, and recommendations from other offices. These shall be the basis for the decision to approve/disapprove the request.			
	<p>1.6. To recommend Approval?</p> <p>Yes - Prepare a recommendation for approval using the <i>Outline Memorandum of Recommendation on the Research Request</i> for review and the initials of the Division Chief. This shall include the consolidated recommendations from the concerned OBSUs/FOs.</p> <p>No - Communicate the decision to the requesting party and inform them of relevant revisions that need to be made. Two (2) days will be given to the requesting party to officially respond, through a letter, if they will continue or terminate their</p>	None	1 day	Section Head Policy Development and Planning Section

	request. If they will pursue the request, ask the requesting party to re-submit the revised request based on DSWD's comments, then go back to step 1.4.2. and restart the count of working hours/days.			
	<p>1.7. Approve/disapprove requests based on recommendations.</p> <p>If the recommendations are approved: Inform the requesting party and endorse to the concerned OBSUs/FOs. Coordinate with the concerned office where the research the request was endorsed and assisted the requesting party in matters related to the conduct of data-gathering activities.</p> <p>If the recommendations are disapproved: Go back to step 1.4.2.</p>	None	2 days	<i>Division Chief Policy and Plans Division (PPD)</i>
2. Fill out the Client Satisfaction	2.1. Administer the CSMF. (either	None	1 minute	<i>Section Head</i>

Measurement Form (CSMF)	online or paper-based)			Policy Development and Planning Section
	Total	None	For Non-protocol - 5 working days For Protocol - 12 working days	

6. Obtaining Social Welfare and Development Data and Information

Social Welfare and Development (SWD) data and information are provided to external requesting parties upon their request, specifically for secondary data. Requests for secondary SWD data and information need not go through the DSWD Research Protocol (or DSWD Memorandum Circular No. 10 s. 2019) and may be approved and provided by submitting a letter of request addressed to the head of the concerned office, Division, service, or unit. Secondary SWD data refers to data that has already been consolidated and/or published by the DSWD and is readily available as a 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:	Requesting parties such as students, academe, other government agencies including members of other branches of government, local and international organizations or research institutions and other independent requesting parties who are requesting current and secondary SWD data and statistics from the DSWD.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
If request shall not undergo Research Protocol:				
1. Request letter (1 Original copy)		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Request Letter	1.1. Receive the request letter for SWD data from the requesting party For Walk-in: Receive request letter and ask the requesting party to	None	10 minutes	<i>Section Head</i> Policy Development and Planning Section

	provide details in the logbook For Email: Download and print request			
	1.2. Check completeness of information in the request letter (i.e., name of the requesting party, contact details, and data being requested) If complete, acknowledge receipt of the request (for email) or provide receiving copy (for walk-in)	None	10 minutes	<i>Section Head</i> Policy Development and Planning Section
	1.3. Encode details to the system or the Enhanced Document Transaction Management System (EDTMS) For email: Request Letter For walk-in: Information provided in the requesting party's Logbook	None	5 minutes	<i>Section Head</i> Policy Development and Planning Section
	1.4. Endorse request to the concerned Division (for PDPB) / Unit (for PDPS) 1.4.1. Assign request to concerned technical staff	None	10 minutes	<i>Section Head</i> Policy Development and Planning Section
	1.5. Assess if the data/information being requested is available within the division/unit	None	10 minutes	<i>Section Head</i> Policy Development and Planning Section

	1.6. If data is available, prepare the data and letter response (utilizing the letter response template) which includes a request to accomplish the Client Satisfaction Measurement Survey.	None	7 hours (For Single Data) 1 day and 4 hours (For Multiple Data)	
	<p>1.7. Submit to Division Chief/Unit Head for review, approval, and signature. If not available within the office/ section, endorse the request to the concerned office/division/ section using the <i>Endorsement of Research and SWD Data Request Form</i>.</p> <p>If data/ information is not available in DSWD, inform the requesting party of other sources of data.</p> <p>1.7.1. Prepare a letter response (utilizing the letter response template)</p> <p>1.7.2. Submit to the Division Chief/Unit Head for review, approval, and signature.</p>	None	30 minutes	Section Head Policy Development and Planning Section
	1.8. Review, approve and sign the letter response, prepared data (if available), and applicable forms.	None	20 minutes	Division Chief Monitoring and Evaluation Division Section Head Policy Development and Planning Section

	1.9. Send the signed letter response containing the Client Satisfaction Measurement Survey Form link/code to the requesting party together with the approved data (if available) and applicable form.	None	10 minutes	<i>Section Head</i> Policy Development and Planning Section
2. Fill-out the Client Satisfaction Measurement Form	2. Administer the Client Satisfaction Measurement Form (either online or paper-based)	None	1 minute	<i>Section Head</i> Policy Development and Planning Section
	TOTAL	None	For Single Data - 1 working day, 15 minutes For Multiple Data - 1 working day, 5 hours, 15 minutes No Data - 1 hour, 45 minutes	

7. Accreditation of Civil Society Organizations (CSOs) – Non-SLP Organized

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

Office or Division:	Policy and Plans Division - Standards Section
Classification:	Highly Technical
Type of Transaction:	G2C - Government to Client G2G - Government to Government
Who may avail:	All eligible beneficiary CSOs organized by the Department through DSWD project/s and/or program/s.
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	

1. Duly accomplished and duly sworn Beneficiary CSO Accreditation Application Form (1 original copy)	<ul style="list-style-type: none"> • DSWD Field Office - Standards Section, or; • DSWD Website https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-010_REV-01_APPLICATION-FORM-FOR-THE-ACC.-OF-CSO-AS-BENEFICIAR.pdf
2. Proof of existence or presence of the CSO in its stated address and area of operation or organization, namely: <ul style="list-style-type: none"> a. Pictures of office and direction sketch (1 photocopy); and b. At least one of the following documents (1 original copy): <ul style="list-style-type: none"> <i>i. Barangay certification</i> <i>ii. Certification or endorsement from at least two (2) publicly known individuals in the community</i> <i>iii. Other documents showing proof of existence</i> 	<ul style="list-style-type: none"> • CSO Beneficiary Applicant
3. Proof of organization, namely: <ul style="list-style-type: none"> a. Organizational chart or governance structure (1 original copy); and b. Date of organization, list of officers and members with their complete names, dates of birth (if known and or registered, complete address, and contact numbers, if available (1 original copy). 	<ul style="list-style-type: none"> • CSO Beneficiary Applicant
4. Certificate of Good Standing – if the CSO applicant has received public funds prior to its application; Specifically stating that the CSO has liquidated, in accordance with COA regulations, all fund transfers due for liquidation (1 original copy).	<ul style="list-style-type: none"> • Government agency or agencies from which it has received public funds, or; • DSWD Website https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-013_REV-01_CERTIFICATE-OF-GOOD-STANDING.pdf
5. Social Preparation (1 original copy)	<ul style="list-style-type: none"> • Designated DSWD Regional Program/Project Officer of the DSWD Program or project where the CSO applicant is seeking funds, or; • DSWD Website https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-

014_REV-01_CERTIFICATION-ON-SOCIAL-
PREPARATION.pdf

Note to Applicant: The acceptance of application documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators based on DSWD Memorandum Circular No. 17 Series of 2017.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the application documents	1.1 Receive and log the receipt into the document tracking system (DTS)/ Logbook. Refer to the concerned unit.	None	*2 hours	Regional Director DSWD Field Offices
2. Wait for the result of the assessment	2.1 If Complete and Compliant: 2.1.1 Receive and review the documentary requirements	None	1 day	Regional Director DSWD Field Offices
	2.2 Post name of applicant to DSWD website	None	1 day	Regional Director DSWD Field Offices
	2.3 . Prepare activities for the conduct of validation	None	2 day	Regional Director DSWD Field Offices
	2.4 Conducts validation as to the existence of the applicant beneficiary CSO including its on-going projects and/or programs as applicable. Note: This include activities e.g. FGD, interviews, photo documentation of the validation site, interviewed	None	5 days	Regional Director DSWD Field Offices

	persons and other related documents			
	2.5 Prepare and sign Validation Report and Abstract with supporting documents.	None	2 days	<i>Regional Director</i> DSWD Field Offices
	2.6 Facilitate conduct of evaluation and deliberation by the Field Office - Accreditation Committee.	None	2 days	<i>Regional Director</i> DSWD Field Offices
	2.7 Prepare the Certificate of Accreditation	None	1 day	<i>Regional Director</i> DSWD Field Offices
	2.8 Facilitates the signing of the Certificate of Accreditation	None	1 day	<i>Regional Director</i> DSWD Field Offices
	2.9 Post of list of accredited Beneficiary CSOs to FO-assigned bulletin board	None	1 day	<i>Regional Director</i> DSWD Field Offices

	2.10 If found incomplete or non-compliant (in any part of the process) 2.10.1 If found to be incomplete, prepares acknowledgement memorandum returning the application documents for compliance to the concerned Program or Division	None	1 day	<i>Regional Director</i> DSWD Field Offices
	2.11 If an irregularity, falsehood, fabrication or forgery is noted or found in the documents the applicant shall be required to explain not later than 3 days from receipt of notice issued by the Regional Director.	None	1 day and 5 hours and 55 minutes	<i>Regional Director</i> DSWD Field Offices
3. Receive the Certificate of Accreditation	3.1 Release of the signed Certificate/s of Accreditation through: a. Befitting ceremony (e.g. during the flag-raising ceremony) b. Pick-up by the CSO applicant, c. Courier, and d. Hand-carrying of the Certificate/s of Accreditation whichever is practicable	None	*1 day	<i>Regional Director</i> DSWD Field Offices

	3.2 Administer Client Satisfaction Measurement Survey Form (either online or paper-based)	None	5 minutes	Regional Director DSWD Field Offices
TOTAL For Complete and Compliant:		None	20 working days	
For Incomplete Submission:		None	30 minutes	

The number of minutes shall be included on the total 20 working days. This does not include the travel time of documents from the DSWD Field Office to the Central Office, and vice versa.

8. Accreditation of Civil Society Organizations (CSOs) - 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).

Office or Division:	DSWD Field Office - Standards Section		
Classification:	Complex		
Type of Transaction:	G2G - Government to Government		
Who may avail:	All eligible Beneficiary CSOs organized by the Department through SLP.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Certificate of Eligibility (CoE) (1 certified true copy) *The issuance of COE is subject to compliance with SLP existing guidelines.		● 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) (1 original copy)	<ul style="list-style-type: none"> DSWD Sustainable Livelihood Program-Regional Program Management Office (DSWD SLP-RPMO)
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Note to Applicant: The acceptance of application documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators based on **DSWD Memorandum Circular No.26 Series of 2020**.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application documents	1.1 Log the receipt of the application to the document tracking system (DTS)/Logbook Refer to the concerned unit.	None	1 day	Regional Director DSWD Field Offices
2. Wait for the result of the assessment	2.1. If Complete and Compliant: 2.1.1. Receive the documentary requirements	None	2 days	Regional Director DSWD Field Offices
	2.2. If found incomplete or non-compliant: 2.2.1. Prepare a memo to the SLP-RPMO returning the application documents for compliance.	None	2 days	Regional Director DSWD Field Offices
3. Receive the issued Certificate of Accreditation and accomplished the Client Satisfaction Measurement Form	3.1 Forward the signed memo to SLP-RMPO with the signed certificates and secure receiving copy.	None	1 day	Regional Director DSWD Field Offices
	3.2 Forward the signed memo to ICTMS for	None	4 hours	Regional Director DSWD Field Offices

	posting to the Field Office website.			
	3.3 Post of list of accredited Beneficiary CSOs to FO-assigned bulletin board	None	55 minutes	Regional Director DSWD Field Offices
	3.4 Administer Client Satisfaction Measurement Survey Form (online or paper-based)	None	5 minutes	Regional Director DSWD Field Offices
TOTAL For Complete and Compliant:		None	7 working days	
For Incomplete Submission:		None	30 minutes	

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

9. 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.

Office or Division:	DSWD Field Office - Standards Section		
Classification:	Highly Technical		
Type of Transaction:	G2C - Government to Client		
Who may avail:	All qualified applicants per item VIII of MC 1 s. 2019 and as amended in MC 10 s. 2021		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
A. For New Applicants			
1. Duly Accomplished Application Form (1 Original copy)		<ul style="list-style-type: none">Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA & NCR)https://www.dswd.gov.ph/issuances/MCs/MC_2019-001.pdf Annex A. PMC Form_App	
One (1) photocopy of the following documents (<u>original copies must be presented during the actual accreditation assessment</u>):			
2. Any of the following as proof that the applicant is a Bachelor Degree in Social Work or in Nursing or in any Behavioral and Social Sciences Course or in any other course that includes counseling as part of the academic curriculum or professional practice:			

a. Certificate of graduation/college diploma or transcript of records; (1 Photocopy); or b. Certified photocopy of valid PRC ID. (1 Photocopy)	<ul style="list-style-type: none"> Any PRC Office nationwide
3. Training Certificates/ Certificates from seminars, conferences, training, and other related activities on basic counseling service for at least twenty-four (24) four hours. If original copy is unavailable, a certified true copy of the certificate of participation/attendance from the training provider will be accepted. (1 photocopy)	<ul style="list-style-type: none"> Provided by the Applicant
4. 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: 4.1 Certification from immediate Supervisor (1 photocopy); or 4.2 An approved resolution from the Local Government Office (1 photocopy)	<ul style="list-style-type: none"> Local Government Office
5. 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. (1 photocopy)	<ul style="list-style-type: none"> https://www.dswd.gov.ph/issuances/MCs/MC_2019-001.pdf <i>Annex C. Documentation Report Template</i>
6. Other documents to be made available during the assessment visit. 6.1 Accomplished Marriage Expectation Inventory Form of would-be-married couple/s present during the validation visit. (1 photocopy)	<ul style="list-style-type: none"> Accomplished Marriage Expectation Inventory Form
B. For Renewal	
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	<ul style="list-style-type: none"> Training Provider

not limited to Gender and Development, Human Maturity, Value Clarification and Responsible Parenting for at least twenty-four (24) hours within the validity period of the preceding certificate. (1 Photocopy)	
2. Accomplishment Report for the past year with at least a minimum of ten (10) PMC sessions conducted preceding the application using the template provided by DSWD (<u>Annex D</u>) (1 Photocopy)	<ul style="list-style-type: none"> Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA & NCR) https://www.dswd.gov.ph/issuances/MCs/MC_2019-001.pdf <i>Annex D. PMC Form</i>
3. Summary documentation of PMC session/s conducted for the past year using the template provided by DSWD (<u>Annex C</u>) (1 Photocopy)	<ul style="list-style-type: none"> Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA & NCR) https://www.dswd.gov.ph/issuances/MCs/MC_2019-001.pdf <i>Annex C. PMC Form</i>
4. Other documents to be made available during the validation visit 4.1 Accomplished Marriage Expectation Inventory Form of would-be-married couple/s present during the validation visit. (1 Photocopy) 4.2 Accomplished and consolidated result of client feedback/satisfaction survey (See <u>Annex F</u>) for the template) of about fifty (50) percent of the total number of counselled couple for the past year (1 Photocopy) 4.3 A summary/record on the number of Certificates of Marriage Counseling issued. (1 Photocopy)	<ul style="list-style-type: none"> Accomplished Marriage Expectation Inventory 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) https://www.dswd.gov.ph/issuances/MCs/MC_2019-001.pdf <i>Annex F. PMC Form</i> Number of Certificates 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. 10 Series of 2021.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Assessment Procedures for Walk-in Applicants				
1. Secure application form thru the DSWD Website/Field Office	1.1 Provide the client an application form, and checklist of requirements	None	Not Applicable (NA)	Regional Director DSWD Field Offices

2. Submit the application and supporting documents at Field Office – Standards Section	2.1 Receive the application and forward the same to the concerned Field Office Standards staff	None	Not Applicable (NA)	Regional Director DSWD Field Offices
3. Await the acknowledgement or notification relative to the assessment visit.	3.1 Review and assess the completeness of requirements/ documents submitted and prepare acknowledgment letter, to wit:	None	3 working days	Regional Director DSWD Field Offices
	3.2 If found complete/ sufficient, acknowledge receipt of the application and notify applicant and coordinate for the schedule of assessment visit.	None	1 day and 7 hours	Regional Director DSWD Field Offices
	3.3 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.	None	1 day and 7 hours <i>Total of 4 days and 7 hours for incomplete/ non-compliant applications sent via email/courier</i>	Regional Director DSWD Field Offices
	3.4 Tracks and forwards the signed/approved acknowledgment letter to the Records Section.	None	30 minutes	Regional Director DSWD Field Offices

	3.5 Email advance copy of the acknowledgement letter to the applicant.	None	30 minutes	<i>Regional Director DSWD Field Offices</i>
4. Participate in the Actual Accreditation Assessment	4.1 Conduct of validation assessment with the applicable mode: a. Under Normal circumstances actual accreditation visit; b. During the state of calamity/ emergency virtual assessment	None	1 working day	<i>Regional Director DSWD Field Offices</i>
5. Await the approval of the confirmation report/issuance of the Certificate	1.1. Conduct final review of the Assessment of the application documents.	None	4 working days	<i>Regional Director DSWD Field Offices</i>
	5.2 Prepare the confirmation report.	None	1 working day	<i>Regional Director DSWD Field Offices</i>
	5.3 Assess the accreditation. If favorable, inform the applicant on the approval of his/her accreditation. If unfavorable, recommend for re-assessment.	None	2 hours	<i>Regional Director DSWD Field Offices</i>
	5.4 Forwards to the office of the RD for	None	1 day and 6 hours	<i>Regional Director DSWD Field Offices</i>

	approval/signature			
	5.5 Prepares certificate for issuance, if favorable.	None	3 working days	<i>Regional Director DSWD Field Offices</i>
	5.6 Approval and signature of the Certificate	None	2 working days	<i>Regional Director DSWD Field Offices</i>
6. Receive the Accreditation Certificate	6.1 Release of Certificate to Records Section.	None	1 working day and 30 minutes	<i>Regional Director DSWD Field Offices</i>
	6.2 Email advance copy of the Accreditation Certificate and Confirmation letter to applicant.	None	25 minutes	<i>Regional Director DSWD Field Offices</i>
7. Accomplished the Client Satisfaction Measurement Form	6.3 Administer the Client Satisfaction Measurement Form (online or paper-based)	None	5 minutes	<i>Regional Director DSWD Field Offices</i>
TOTAL Complete and Compliant:		None	20 working days	
Complete but Non-Compliant and/or Incomplete Submission:		None	4 working days and 7 hours	

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

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

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

Office or Division:	All Standards Section – DSWD Field Office
Classification:	Complex
Type of Transaction:	G2C - Government to Client

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 of an ailing person with a chronic ailment as endorsed by the Local Social Welfare and Development Office (LSWDO)	
1. Duly Accomplished Application Form signed by the Agency Head or his/her authorized representative (1 original copy)	<ul style="list-style-type: none"> Standards Section (SS) of the concerned DSWD Field Office https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-080_REV-01_APPLICATION-FOR-AUTHORITY-TO-CONDUCT-SOLICITATION-FUND-RAISING-CAMPAIGN.pdf
2. Project Proposal including the Work and Financial Plan (WFP) for the intended public solicitation, approved by the Head of Agency (1 original copy)	<ul style="list-style-type: none"> Standards Section (SS) of the concerned DSWD Field Office https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-083_REV-01_PROJECT-PROPOSAL-FOR-SOLICITATION-ACTIVITY.pdf
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 on behalf of the child (1 original copy).	<ul style="list-style-type: none"> Applicant signed by the intended beneficiary/recipients or its head/authorized representative
Duly signed the Social Case Study Report and endorsement from the Local Social Welfare and Development Office (LSWDO)(1 original copy).	<ul style="list-style-type: none"> Local Social Welfare and Development Officer who has jurisdiction on the area of the applicant
4. Medical Certificate/Abstract and/or Treatment Protocol signed by the attending physician or the hospital's records section (1 original copy).	<ul style="list-style-type: none"> Attending physician or Hospital Records Section
5. Signed Memorandum of Agreement (MOA) between the DSWD and the LSWDO of the concerned LGU stating therein	<ul style="list-style-type: none"> Concerned DSWD Office and/or the C/MSWDO of the concerned LGU

their commitment to monitor the applicant's solicitation activities and to submit post-reportorial requirements to the issuing DSWD Office (1 original Certified True Copy)	
6. Pledge of Commitment (Annex 11) (1 original copy).	<ul style="list-style-type: none"> Standards Section (SS) of the concerned DSWD Field Office https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-089_REV-01_Pledge-of-Commitment.pdf
7. Official Receipt as proof of payment of processing fee issued by the concerned DSWD CO-FO Finance Management Unit (FMU) (1 photocopy)	<ul style="list-style-type: none"> Applicant as issued by the concerned Field Office
8. Fund Utilization Report for those applying for renewal of their solicitation permit (Annex 12) (1 original copy).	<ul style="list-style-type: none"> Standards Section (SS) of the concerned DSWD Field Office https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-090_REV-01_Fund-Utilization-Report.pdf
B. For Person/s whose child, relative or friend ailing of a chronic ailment as endorsed by a registered, licensed and/or accredited Social Welfare and Development Agency (SWDA)	
1. Duly Accomplished Application Form signed by the Agency Head or his/her authorized representative (1 original copy).	<ul style="list-style-type: none"> Standards Section (SS) of the concerned DSWD Field Office https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-080_REV-01_APPLICATION-FOR-AUTHORITY-TO-CONDUCT-SOLICITATION-FUND-RAISING-CAMPAIGN.pdf
2. Project Proposal including the Work and Financial Plan (WFP) for the intended public solicitation, approved by the Head of Agency (1 original copy).	<ul style="list-style-type: none"> Standards Section (SS) of the concerned DSWD Field Office https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-083_REV-01_PROJECT-PROPOSAL-FOR-SOLICITATION-ACTIVITY.pdf
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 on behalf of the child (1 original copy).	<ul style="list-style-type: none"> Applicant signed by the intended beneficiary/recipients or its head/authorized representative

4. Endorsement or Certification from Licensed and Accredited SWDA allowing an individual to solicit funds under their name or responsibility (1 original copy).	<ul style="list-style-type: none"> Licensed and Accredited SWDA that allowed the applicant to solicit funds under their name or responsibility
5. Board Resolution or any document authorizing the conduct of public solicitation (1 original copy).	<ul style="list-style-type: none"> Standards Section (SS) of the concerned DSWD Field Office https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-088-REV-01_Board-Resolution.pdf
6. Official Receipt as proof of payment of processing fee issued by the concerned DSWD CO-FO Finance Management Unit (FMU) (1) (1 photocopy)).	<ul style="list-style-type: none"> Applicant as issued by the concerned Field Office
7. Fund Utilization Report for those applying for renewal of their solicitation permit (Annex 12) (1 original copy).	<ul style="list-style-type: none"> Standards Section (SS) of the concerned DSWD Field Office https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-090_REV-01_Fund-Utilization-Report.pdf
C. For Non- Stock, Non-Profit Corporations, Organizations or Associations	
1. (1) Duly Accomplished Application Form signed by the Agency Head or his/her authorized representative (1 original copy).	<ul style="list-style-type: none"> Standards Section (SS) of the concerned DSWD Field Office https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-080_REV-01_APPLICATION-FOR-AUTHORITY-TO-CONDUCT-SOLICITATION-FUND-RAISING-CAMPAIGN.pdf
2. Project Proposal including the Work and Financial Plan (WFP) for the intended public solicitation, approved by the Head of Agency (1 original copy).	<ul style="list-style-type: none"> Standards Section (SS) of the concerned DSWD Field Office https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-083_REV-01_PROJECT-PROPOSAL-FOR-SOLICITATION-ACTIVITY.pdf
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 (1) original Certified True Copy)	<ul style="list-style-type: none"> Securities Exchange Commission (SEC) - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307 Any SEC Extension Office (Baguio City, Tarlac City, Legazpi City, Cebu City, Iloilo City, Cagayan De Oro City, Davao City, Zamboanga City, etc.)
4. Updated Certificate of Good Standing, or Updated Certificate of Corporate Filing/ Accomplished SEC General Information Sheet (GIS) from	<ul style="list-style-type: none"> Securities Exchange Commission (SEC) Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307

any of the above-mentioned regulatory government agency that has jurisdiction to regulate the applying organization or agency (1 original Certified True Copy)	<ul style="list-style-type: none"> Any SEC Extension Office (Baguio City, Tarlac City, Legazpi City, Cebu City, Iloilo City, Cagayan De Oro City, Davao City, Zamboanga City, etc.)
5. Updated Profile of Governing Board or its Equivalent in Government Organizations (1 original copy).	<ul style="list-style-type: none"> Standards Section (SS) of the concerned DSWD Field Office https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-084_REV-01_Profile-of-Governing-Board-for-Issuance-of-Solicitation-Permit.pdf
6. Board Resolution or any document authorizing the conduct of public solicitation (1 original copy).	<ul style="list-style-type: none"> Standards Section (SS) of the concerned DSWD Field Office https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-088-REV-01_Board-Resolution.pdf
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 on behalf of the child</i> (1 original copy).	<ul style="list-style-type: none"> From the applicant signed by the intended beneficiary/recipients or its head/authorized representative
8. Pledge of Commitment (1 original copy).	<ul style="list-style-type: none"> Standards Section (SS) of the concerned DSWD Field Office https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-089_REV-01_Pledge-of-Commitment.pdf
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 (1 original copy): 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)	<ul style="list-style-type: none"> Agency that allows applicant to undertake solicitation activities in their jurisdiction

e. Bishop/Parish Priest/Minister or Head of Sect or Denomination f. Others	
10. Fund Utilization Report of proceeds and expenditures (1 original copy).	<ul style="list-style-type: none"> Standards Section (SS) of the concerned DSWD Field Office https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-090_REV-01_Fund-Utilization-Report.pdf
11. Official Receipt as proof of payment of processing fee issued by the concerned DSWD CO-FO Finance Management Service/Unit (FMS/U (1 photocopy).	<ul style="list-style-type: none"> Applicant as issued by the concerned Field Office
12. Sample of additional specific requirements for each methodology to be used (1 photocopy), such as: <ul style="list-style-type: none"> a. Ticket, Ballots, Cards and similar forms b. Donation Boxes, Coin Banks and other similar forms c. Benefits show such as fashion show, concert and similar activities d. Photo or Painting Exhibits and similar activities e. Written request such as envelopes, letters of appeal, greeting cards and similar forms f. Text message, e-mail, online post and other types of solicitation using electronic devices g. Mass media campaign through radio, television, cinema, magazines, newspapers, billboards and other similar forms h. Sport activities for a cause such as fun run, marathon, cycling and similar activities i. Rummage sale, garage sale, sale of goods and other similar forms 	<ul style="list-style-type: none"> Applicant

D. For Regional Offices of Government Agencies (GAs), Government Owned and Controlled Corporations (GOCCs), and Local Government Units (LGUs) desiring to solicit funds	
1. Duly Accomplished Application Form signed by the Agency Head or his/her authorized representative (1 original copy).	<ul style="list-style-type: none"> Standards Section (SS) of the concerned DSWD Field Office https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-080_REV-01_APPLICATION-FOR-AUTHORITY-TO-CONDUCT-SOLICITATION-FUND-RAISING-CAMPAIGN.pdf
2. Project Proposal including the Work and Financial Plan (WFP) for the intended public solicitation, approved by the Head of Agency (1 original copy).	<ul style="list-style-type: none"> Standards Section (SS) of the concerned DSWD Field Office https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-083_REV-01_PROJECT-PROPOSAL-FOR-SOLICITATION-ACTIVITY.pdf
3. Written Authorization from Head of Government Agency for the intended solicitation activity that also ensures strict compliance to the standard ratio of funds utilization (1 original copy).	<ul style="list-style-type: none"> Applicant
4. Official Receipt as proof of payment of processing fee issued by the concerned DSWD CO-FO Finance Management Unit (1 photocopy).	<ul style="list-style-type: none"> Applicant as issued by the concerned Field Office
5. Fund Utilization Report for those applying for renewal of their solicitation permit (Annex 12) (1 original copy).	<ul style="list-style-type: none"> Standards Section (SS) of the concerned DSWD Field Office https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-090_REV-01_Fund-Utilization-Report.pdf
6. Sample of additional specific requirements for each methodology to be used (1 photocopy): <ul style="list-style-type: none"> a. Ticket, Ballots, Cards and similar forms b. Donation Boxes, Coin Banks and other similar forms c. Benefits show such as fashion show, concert and similar activities d. Photo or Painting Exhibits and similar activities 	<ul style="list-style-type: none"> Applicant

<p>e. Written request such as envelopes, letters of appeal, greeting cards and similar forms</p> <p>f. Text message, e-mail, online post and other types of solicitation using electronic devices</p> <p>g. Mass media campaign through radio, television, cinema, magazines, newspapers, billboards and other similar forms</p> <p>h. Sport activities for a cause such as fun run, marathon, cycling and similar activities</p> <p>i. Rummage sale, garage sale, sale of goods and other similar forms</p>	
E. For Social Welfare and Development Agency (SWDA) with updated/valid registration, license and/or accreditation	
<p>1. Duly Accomplished Application Form signed by the Agency Head or his/her authorized representative (1 original copy).</p>	<ul style="list-style-type: none"> Standards Section (SS) of the concerned DSWD Field Office https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-080_REV-01_APPLICATION-FOR-AUTHORITY-TO-CONDUCT-SOLICITATION-FUND-RAISING-CAMPAIGN.pdf
<p>2. Project Proposal including the Work and Financial Plan (WFP) for the intended public solicitation, approved by the Head of Agency (1 original copy).</p>	<ul style="list-style-type: none"> Standards Section (SS) of the concerned DSWD Field Office https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-083_REV-01_PROJECT-PROPOSAL-FOR-SOLICITATION-ACTIVITY.pdf
<p>3. Notarized Written Agreement or any similar document signifying the intended beneficiary's concurrence as recipient of the fundraising activity (1 original copy).</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"> Applicant signed by the intended beneficiary/recipients or its head/authorized representative

<p>4. Endorsement or Certification from Licensed and Accredited SWDA allowing an individual to solicit funds under their name or responsibility (1 original copy).</p> <p><i>*Not applicable to Government Agencies and SWDAs with Valid RLA.</i></p>	<ul style="list-style-type: none"> • Applicant
<p>5. Board Resolution or any document authorizing the conduct of public solicitation (1 original copy).</p>	<ul style="list-style-type: none"> • Standards Section (SS) of the concerned DSWD Field Office • https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-088-REV-01 Board-Resolution.pdf
<p>6. Official Receipt as proof of payment of processing fee issued by the concerned DSWD CO-FO Finance Management Unit (FMU) (1 photocopy).</p>	<ul style="list-style-type: none"> • Applicant as issued by the concerned Field Office
<p>7. Fund Utilization Report for those applying for renewal of their solicitation permit (Annex 12) (1 original copy).</p>	<ul style="list-style-type: none"> • Standards Section (SS) of the concerned DSWD Field Office • https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-090_REV-01_Fund-Utilization-Report.pdf

<p>8. Sample of additional specific requirements for each methodology to be used, such as:</p> <ul style="list-style-type: none"> a. Ticket, Ballots, Cards and similar forms b. Donation Boxes, Coin Banks and other similar forms c. Benefits show such as fashion show, concert and similar activities d. Photo or Painting Exhibits and similar activities e. Written request such as envelops, letters of appeal, greeting cards and similar forms f. Text message, e-mail, online post and other types of solicitation using electronic devices g. Mass media campaign through radio, television, cinema, magazines, newspapers, billboards and other similar forms h. Sport activities for a cause such as fun run, marathon, cycling and similar activities i. Rummage sale, garage sale, sale of goods and other similar forms 	<ul style="list-style-type: none"> • Applicant
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Note to Applicant: The acceptance of application documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators based on DSWD Memorandum Circular No. 05 Series of 2021.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Facilitation Procedures after receipt of complete application documents from the applicant of Regional Public Solicitation Permit at the concerned DSWD Field Office (Walk-In)				
1. Secure a copy of the application documents	1.1 Provide a copy of the application documents	None	Not Applicable (NA)	Regional Director DSWD Field Offices

2. Submit a filled-out application form and supporting document to the Field Office Standards Section.	2.1 Receive submitted application documents, log its receipt in the DTMS, assign a DRN and route to the Incoming Support Staff of SCMD	None	15 minutes	<i>Regional Director</i> DSWD Field Offices
	2.2 Review the completeness and correctness of the submitted application documents based on the checklist	None	30 minutes	<i>Regional Director</i> DSWD Field Offices
	2.2.1 If complete, forward application documents to the Standards Section Support Staff, for tracking	None	10 minutes	<i>Regional Director</i> DSWD Field Offices
	2.2.2 If incomplete, provide the applicant with the necessary technical assistance to rectify the gap and/or submit lacking requirements and provide applicant with checklist of requirements	None	25 minutes	<i>Regional Director</i> DSWD Field Offices
3. Receive reference number for tracking	3.1 Receive application documents and logs its receipt into the document tracking system	None	5 minutes	<i>Regional Director</i> DSWD Field Offices
	3.2 Provide the applicant with a document reference number for easy tracking either in person, courier or e-mail.	None	5 minutes	<i>Regional Director</i> DSWD Field Offices
	3.3 Prepare billing statement for the payment of the processing fee to Cash Section	None	5 minutes	<i>Regional Director</i> DSWD Field Offices

	3.4 Provide instruction to the applicant to pay the processing fee at the Cash Section of the DSWD Field Office	None	5 minutes	<i>Regional Director</i> DSWD Field Offices
4. Pay Processing Fee at the Cash Section	4.1 Receive payment and Provide OR to the client	PhP 500.00	15 minutes	<i>Cash Section Head</i> Cash Section
5. Submit the Official Receipt for attachment to the application	5.1 Receive the photocopy of the official receipt for the processing fee and attach the same to the application documents	None	3 minutes	<i>Regional Director</i> DSWD Field Offices
	5.2 Route the complete application documents including photocopy of official receipt to the Head of the Standards Section/Policy and Plans Division Chief	None	7 minutes	<i>Regional Director</i> DSWD Field Offices
6. Wait for the result of the application	6.1 Provide instructions for appropriate action of the concerned Standards Section Technical Staff	None	10 minutes	<i>Regional Director</i> DSWD Field Offices
	6.2 Endorse the application documents to the concerned Standards Section Technical Staff, for appropriate action	None	5 minutes	<i>Regional Director</i> DSWD Field Offices
	6.3 Receive the application documents and conduct assessment of the application for the issuance of solicitation permit	None	1 day	<i>Regional Director</i> DSWD Field Offices

	<p>6.4 Acknowledge receipt of application documents and transmit it thru e-mail or courier</p> <p><i>If found eligible and compliant, facilitate the preparation of Solicitation Permit/Certificate of Authority to Conduct Fund-Raising Campaign and Conforme Letter and endorse the same to the Section Head for review.</i></p> <p><i>If found non-eligible, non-compliant or both, technical staff immediately or within the day of receipt of application provide the applicant with technical assistance on fund raising requirements per M.C. 5 series of 2021 to rectify the gap and/or submit lacking requirements</i></p>	None	1 day	<p><i>Regional Director</i> <i>DSWD Field</i> <i>Offices</i></p>
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	6.5 Receive and review the application documents including the prepared Certificate of Authority to Conduct Fund Campaign endorsed by the technical staff. <i>If found in-order, affix 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> <i>If found not in-order, provide comments/inputs/ corrections and return the same to the technical staff</i>	None	4 hours	Regional Director DSWD Field Offices
	6.6 Log receipt to the Document Tracking System for routing to the concerned Division Chief	None	10 minutes	Regional Director DSWD Field Offices
	6.7 Receive and route the application documents including prepared Solicitation Permit/ Certificate of Authority to Conduct FundRaising Campaign to the Division Chief	None	10 minutes	Regional Director DSWD Field Offices

	6.8 Receive and review application for solicitation permit and the prepared Solicitation Permit/Certificate of Authority to Conduct Fund Campaign. <i>If found in-order, endorse the same to the Office of the Regional Director for approval and signature If found not in-order, return the same to the Standards Section for proper action</i>	None	2 days	<i>Regional Director</i> DSWD Field Offices
	6.9 Log receipt to the Document Tracking System for routing to the Regional Director	None	10 minutes	<i>Regional Director</i> DSWD Field Offices
	6.10. Receive and route application documents including prepared Solicitation Permit/ Certificate of Authority to Conduct Fund-Raising Campaign to the Regional Director	None	10 minutes	<i>Regional Director</i> DSWD Field Offices

	6.11 Review application documents including the prepared Solicitation Permit/ Certificate of Authority to Conduct Fund-Raising Campaign <i>If found in order, approve the application for solicitation permit and sign the prepared Certificate of Authority to Conduct Fund Campaign and transmit the same to the Standards Section for issuance If found not in order, return the same to the Standards Section through the concerned Division Chief for appropriate action</i>	None	2 days	<i>Regional Director DSWD Field Offices</i>
	6.12 Track the receipt of the approved Certificate of Authority to Conduct Fund Campaign for routing to the Standards Section	None	10 minutes	<i>Regional Director DSWD Field Offices</i>
	6.13 Track /receive and send advanced copy of the Solicitation Permit, Conforme Letter to the applicant through email.	None	10 minutes	<i>Regional Director DSWD Field Offices</i>
	6.14 Provide a copy of the issued permit to the Records and Archives Management Unit (RAMU) of the Administrative Division 6.14.1 Coordinate with the applicant for the pick-up of the Solicitation Permit	None	5 minutes	<i>Regional Director DSWD Field Offices</i>
7. Receive the Solicitation Permit through mail/courier or	7. Facilitate issuance of the Solicitation Permit through Conforme Letter to the applicant	None	5 minutes	<i>Regional Director DSWD Field Offices</i>

pick-up at the field office and accomplish the Client Satisfaction Measurement Survey Form				
	7.2 Administer the Client Satisfaction Measurement Form (either online or paper-based)	None	5 minutes	Regional Director DSWD Field Offices
Total No. of Days		PhP500.00	Seven (7) Days	
Complete but Non-Compliant or Incomplete Submission:		PhP500.00	Three (3) Days	
Incomplete Submission:		None	25 minutes	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
B. Facilitation Procedures after receipt of complete application documents from the applicant of Regional Public Solicitation Permit at the concerned DSWD Field Office (Courier/E-mail)				
1. Secure a copy of the application documents	1.1 Provide the client with application documents	None	Not Applicable (NA)	Regional Director DSWD Field Offices
2. Submit filled-out application documents to the Field Office Standards Section. and receive reference number for tracking	2.1 Receive application documents and log receipt into the document tracking system	None	5 minutes	Regional Director DSWD Field Offices
	2.2 Provide the applicant with a document reference number for easy tracking either in person, courier or e-mail.	None	5 minutes	Regional Director DSWD Field Offices
	2.3 Prepare billing statement for the payment of the	None	5 minutes	Regional Director DSWD Field Offices

	processing fee to Cash Section			
	2.4 Provide instruction to the applicant to pay the processing fee at the Cash Section of the DSWD Field Office	None	5 minutes	<i>Regional Director DSWD Field Offices</i>
3. Pay Processing Fee at the Cash Section	3.1 Receive payment and provide official receipt to the client	PhP500.00	15 minutes	<i>Section Head Cash Section</i>
4. Wait for the result of the application	4.1 Provide instructions for appropriate action of the concerned Standards Section Technical Staff	None	30 minutes	<i>Regional Director DSWD Field Offices</i>
	4.2 Endorse application documents to the concerned Standards Section Technical Staff, for appropriate action	None	10 minutes	<i>Regional Director DSWD Field Offices</i>
	4.3 Receive application documents and conduct assessment of the application for the issuance of solicitation permit	None	1 Day	<i>Regional Director DSWD Field Offices</i>
	4.4 Acknowledge receipt of application documents and transmit it thru e-mail or courier <i>If found eligible and compliant, facilitate the preparation of Solicitation Permit/Certificate of Authority to Conduct FundRaising Campaign and Conforme Letter and endorse the same to the Section Head for review.</i>	None	1 Day	<i>Regional Director DSWD Field Offices</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 gap and/or submit lacking requirements</i>			
	<p>4.5 Assigned Focal Person shall receive and review the application documents including the prepared Certificate of Authority to Conduct Fund Campaign endorsed by the technical staff.</p> <p><i>If found in-order, affix 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>	None	4 Hours	Regional Director DSWD Field Offices
	4.6 Log its receipt to the Document Tracking System for routing to the concerned Division Chief	None	10 Minutes	Regional Director DSWD Field Offices
	4.7 Receive and route the application documents including prepared Solicitation Permit/ Certificate of Authority to Conduct	None	2 Days	Regional Director DSWD Field Offices

	FundRaising Campaign to the Division Chief			
	4.8 Concerned Division Chief shall receive and review 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. If found not in-order, return the same to the Standards Section for proper action</i>	None	20 Minutes	<i>Regional Director DSWD Field Offices</i>
	4.9 Log its receipt to the Document Tracking System for routing to the Regional Director	None	20 Minutes	<i>Regional Director DSWD Field Offices</i>
	4.10. Receive and route application documents including prepared Solicitation Permit/ Certificate of Authority to Conduct FundRaising Campaign to the Regional Director	None	30 Minutes	<i>Regional Director DSWD Field Offices</i>
	4.11 The Regional Director shall review application documents including the prepared Solicitation Permit/ Certificate of Authority to Conduct FundRaising Campaign If found in order , the Regional Director approves application for solicitation permit and signs the prepared Certificate of Authority to Conduct Fund Campaign and transmit the same to the	None	2 Days	<i>Regional Director DSWD Field Offices</i>

	Standards Section for issuance If found not in order, return the same to the Standards Section through the concerned Division Chief for appropriate action			
	4.12 Track the receipt of the approved Certificate of Authority to Conduct Fund Campaign for routing to the Standards Section.	None	20 minutes	<i>Regional Director</i> DSWD Field Offices
	4.13 Track/receive and send advanced copy of the Solicitation Permit, Conforme Letter and Client Satisfaction Measurement Form to the applicant through email		1 hour	<i>Regional Director</i> DSWD Field Offices
	4.14 Provide a copy of the issued permit to the Records and Archives Management Unit (RAMU) of the Administrative Division Note: <i>The Standards Section Support Staff shall coordinate with the applicant for the pick-up of the Solicitation Permit</i>		20 minutes	<i>Regional Director</i> DSWD Field Offices
5. Receive the approved Solicitation Permit 6. Fill out the Client Satisfaction Measurement Survey Form	5.1 Facilitate issuance of the Solicitation Permit through Conforme Letter to the applicant 6.1 Administer the applicant the Client Satisfaction Measurement Form (either online or paper-based)	None None	5 minutes 5 minutes	<i>Regional Director</i> DSWD Field Offices
TOTAL:		Php500.00	7 days	

Complete but Non-Compliant or Incomplete Submission:	PhP500.00	3 days	
Incomplete Submission:	None	1 day	

The number of minutes shall be included in the total 7 days. This does not include the travel time of documents from the DSWD Field Office to the Applicant, and vice versa.

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

The process of assessing the applicant person, groups, corporation, organization or association eligibility for the issuance of Regional Solicitation Permit/Authority to Conduct Fund Campaign during State of Emergency/Calamity

Office or Division:	Standards Section – DSWD Field Office
Classification:	Complex
Type of Transaction:	G2C - Government to Client G2G - Government to Government
Who may avail:	Person, Group, Corporation whether profit or non-profit, Organization or Association including Regional Government Agencies (GAs) and Local Government Units (LGUs) intending to solicit or receive contributions for charitable, social and public welfare purposes during state of emergency/calamity
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE FORMS
A. For Person/s (including persons representing an unregistered/unorganized group) desiring to solicit or receive contributions for response to victims of emergency/calamity	
1. Duly Accomplished Application Form signed by the applicant person (1 original copy)	<ul style="list-style-type: none">Standards Section (SS) of the concerned DSWD Field Officehttps://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf Enhanced Annex 2 – DSWD-SB-PSF-001 - Application Formhttps://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-080_REV-01_APPLICATION-FOR-AUTHORITY-TO-CONDUCT-SOLICITATION-FUND-RAISING-CAMPAIGN.pdf
2. Project Proposal with Work and Financial Plan (WFP) for the intended public solicitation, signed by the applicant person (1 original copy)	<ul style="list-style-type: none">https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf Annex 5 – DSWD-SB-PSF-003: Project Proposalhttps://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-083_REV-01_PROJECT-PROPOSAL-FOR-SOLICITATION-ACTIVITY.pdf

<p>3. Undertaking to comply with the remaining requirements during the validity of the issued solicitation permit (1 original copy)</p>	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf <p>Annex 7 – DSWD-SB-PSF-006: Undertaking during State of Local Emergency/Calamity</p> <ul style="list-style-type: none"> • https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-085_REV-01_UNdertaking-DURING-STATE-OF-LOCAL-EMERGENCY-CALAMITY.pdf
<p>4. Fund Utilization Report, if applying for the renewal of solicitation permit (Annex 12) (1 original copy)</p>	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf <p>Annex 12 – DSWD-SB-PSF-011: Fund Utilization Report</p> <ul style="list-style-type: none"> • https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-090_REV-01_Fund-Utilization-Report.pdf
<p>5. Additional Requirements</p> <ol style="list-style-type: none"> Two valid government issued Identification Cards (IDs) (1 photocopy) Barangay Certification attesting to the applicant's integrity and capability to conduct a fundraising activity (1 original copy) Endorsement from the group the person is representing with (1 original copy). 	<ul style="list-style-type: none"> • Applicant
<p>6. Sample of each methodology to be used in the solicitation activity (1 photocopy)</p>	<ul style="list-style-type: none"> • Applicant
<p>7. Official Receipt as proof of payment of the processing fee issued by the concerned DSWD – FO, Finance Management – Cash Unit (1 Photocopy copy)</p>	<ul style="list-style-type: none"> • Applicant

B. For Corporation, Organization or Association with SEC Registration

1. One (1) Duly Accomplished Application Form signed by the Head of Agency or his/her authorized representative (1 original copy)	<ul style="list-style-type: none"> Standards Section (SS) of the concerned DSWD Field Office https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf Enhanced Annex 2 – DSWD-SB-PSF-001: Application Form https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-080_REV-01_APPLICATION-FOR-AUTHORITY-TO-CONDUCT-SOLICITATION-FUND-RAISING-CAMPAIGN.pdf
2. Project Proposal with Work and Financial Plan (WFP) for the intended public solicitation, approved by the Head of Agency (1 original copy)	<ul style="list-style-type: none"> https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf Annex 5 – DSWD-SB-PSF-003: Project Proposal https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-083_REV-01_PROJECT-PROPOSAL-FOR-SOLICITATION-ACTIVITY.pdf
3. Undertaking to comply with the remaining requirements during the validity of the issued solicitation permit (1 original copy)	<ul style="list-style-type: none"> https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf Annex 7 – DSWD-SB-PSF-011: Undertaking https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-085_REV-01_UNdertaking-DURING-STATE-OF-LOCAL-EMERGENCY-CALAMITY.pdf
4. Fund Utilization Report, if applying for the renewal of solicitation permit (Annex 12) (1 original copy)	<ul style="list-style-type: none"> https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf Annex 12 – DSWD-SB-PSF-011: Fund Utilization Report https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-090_REV-01_Fund-Utilization-Report.pdf
5. Sample of each methodology to be used in solicitation activity (1 original copy)	<ul style="list-style-type: none"> Applicant
Official Receipt as proof of payment of processing fee issued by the concerned DSWD – FO, Finance Management – Cash Unit (1 photocopy)	<ul style="list-style-type: none"> Applicant

C. For Organizations or Agencies including SWDAs and Religious Organizations

1. One (1) Duly Accomplished Application Form signed by the Head of Agency or his/her authorized representative (1 original copy)	<ul style="list-style-type: none"> Standards Section (SS) of the concerned DSWD Field Office https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf Enhanced Annex 2 – DSWD-SB-PSF-001 - Application Form https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-080_REV-01_APPLICATION-FOR-AUTHORITY-TO-CONDUCT-SOLICITATION-FUND-RAISING-CAMPAIGN.pdf
2. Project Proposal with Work and Financial Plan (WFP) for the intended solicitation activity, approved by the Head of Agency (1 original copy)	<ul style="list-style-type: none"> https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf Annex 5 – DSWD-SB-PSF-003: Project Proposal https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-083_REV-01_PROJECT-PROPOSAL-FOR-SOLICITATION-ACTIVITY.pdf
3. Undertaking to comply with the remaining requirements during the validity of the issued solicitation permit (1 original copy)	<ul style="list-style-type: none"> https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf Annex 7 – DSWD-SB-PSF-011: Undertaking https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-085_REV-01_UNdertaking-DURING-STATE-OF-LOCAL-EMERGENCY-CALAMITY.pdf
4. Fund Utilization Report, if applying for the renewal of solicitation permit (Annex 12) (1 original copy)	<ul style="list-style-type: none"> https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf Annex 12 -DSWD-SB-PSF-011: Fund Utilization Report https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-090_REV-01_Fund-Utilization-Report.pdf
5. Sample of each methodology to be used in solicitation activities (1 original copy)	<ul style="list-style-type: none"> Applicant
6. Official Receipt as proof of payment of processing fee issued by the concerned DSWD – FO, Finance Management - Cash Unit (1 photocopy)	<ul style="list-style-type: none"> Applicant

Note to the Applicant: The acceptance of application documents does not indicate that the application for permit is already approved. The application documents shall be assessed for completeness and compliance as required by DSWD Memorandum Circular No. 05 Series of 2021.

Facilitation Procedures for the Issuance of Regional Temporary Solicitation Permit at the Standards Section of the concerned DSWD Field Office				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. For Walk-In Applicants				
1. Secure application form thru the DSWD Website or from the DSWD Field Office Website	1.1 Provide the client with application form and checklist of requirements in the website	None	Not Applicable (NA)	<i>Not Applicable (NA). Application Form is readily downloadable</i>
2. Pay Processing Fee at the Cash Section of the Field Office	2.1. Receive payment for the required processing fee and issue official receipt (OR)	PhP500.00	10 minutes	<i>Section Head Cash Section</i>
3. Submit/file application documents at the Field Office Standards Section	3.1 If Complete and Compliant: 3.1.1 Review completeness and correctness of submitted application documents.	None	10 minutes	<i>Regional Director DSWD Field Offices</i>
	3.2 Receive the documentary requirements and provide the organization an acknowledgement receipt and log the receipt of application documents into the Document Tracking System.	None	10 minutes	<i>Regional Director DSWD Field Offices</i>
	3.3 Endorse application documents to the head of Standards Section	None	10 minutes	<i>Regional Director DSWD Field Offices</i>

	3.4 Endorse the Application Documents together with the Standards Section head's instruction to the Technical Staff, for assessment and processing of the regional permit	None	10 minutes	Regional Director DSWD Field Offices
	3.5 If found incomplete or non-compliant, 3.5.1 Communicate with the applicant citing reason/s for non-processing and denial.	None	2 hours	Regional Director DSWD Field Offices
	3.6 Return all documents submitted accompanied by a letter providing technical assistance and a checklist of requirements for applicant Organization's compliance.	None	2 hours <i>Total of 4 Hours for incomplete/non-compliant walk in applicants</i>	Regional Director DSWD Field Offices
B. For Applications Sent through Email/Courier				
11. Secure application form thru the DSWD Website or from the DSWD Field Office Website	1.1 Provide the client with application form and checklist of requirements in the website	None	Not Applicable (NA)	<i>Not Applicable (NA). Application Form is readily downloadable</i>
2. Pay Processing Fee at the Cash Section of the Field Office	2.1. Receive payment for the required processing fee and issue official receipt (OR)	PhP500.00	10 minutes	Section Head Cash Section
3. Submit application documents through email/courier	3.1 If Complete and Compliant: 3.1.1. Reviews completeness and correctness of submitted	None	10 minutes	Regional Director DSWD Field Offices

	applications documents.			
	3.2 Receive the documentary requirements and provide the organization an acknowledgement receipt and log the receipt of application documents into the Document Tracking System.	None	10 minutes	<i>Regional Director DSWD Field Offices</i>
	3.3 Endorse application documents to the head of Standards Section	None	10 minutes	<i>Regional Director DSWD Field Offices</i>
	3.4 Endorse the Application Documents together with the Standards Section Head's instruction to the Technical Staff, for assessment and processing of the regional permit	None	10 minutes	<i>Regional Director DSWD Field Offices</i>
	3.5 If found incomplete or non-compliant, 3.5.1 Communicate with the applicant citing reason/s for non-processing and denial.	None	4 hours	<i>Regional Director DSWD Field Offices</i>

	3.6 Return all documents submitted accompanied by a letter providing technical assistance and a checklist of requirements for applicant Organization's compliance.	None	4 hours <i>Total of 4 Hours for incomplete/non-compliant applications sent via email/courier</i>	<i>Regional Director DSWD Field Offices</i>
Note: Technical assistance shall be provided through phone call, e-mail, text, chat or face-to-face technical assistance while written communication shall be provided for applications submitted via courier or email, as applicable. In case of incomplete documents where the return of said documents cannot be facilitated due to unavailability of the service provider, an acknowledgment letter shall be sent electronically and with the checklist of documents for compliance.				
4. Wait for the result of the assessment	4.1 Review and assess submitted application documents for compliance to the requirements for the issuance of regional temporary permit; <i>(May conduct validation activity, collateral interview and/or agency visit, as necessary).</i>	None	4 hours	<i>Regional Director DSWD Field Offices</i>

.	4.2 If found eligible with complete and compliant requirements: 4.2.1 Prepare the assessment report, draft Regional Solicitation Permit/Certificate of Authority to Conduct Fund Campaign, and Confirmation Letter, and endorse the same to the Section Head, for signature/initial and onward endorsement to the Division Chief in-charge of the Standards Section in the Field Office	None	2 hours	Regional Director DSWD Field Offices
	4.3 Sign the assessment report with the complete application documents along with the prepared Regional Solicitation Permit/Certificate of Authority to Conduct Fund Campaign and endorse the same to the Division Chief supervising the Standards Section	None	2 hours	Regional Director DSWD Field Offices
	4.4 Endorse the same to the Office of the Regional Director with recommendation for approval and signature for the Permit/Certificate of Authority to Conduct Regional Fund Campaign	None	1 hours	Regional Director DSWD Field Offices

	4.5 If found non-compliant to eligibility and documentary requirements 4.5.1 Return the application documents with a letter citing reasons for disapproval with technical assistance on how to rectify non-compliance and/or submit lacking requirements.	None	4 hours	<i>Regional Director DSWD Field Offices</i>
	4.6 Review and sign the letter citing reasons for disapproval simultaneously providing technical assistance to address non-compliance and/or submit lacking requirements.	None	4 hours	<i>Regional Director DSWD Field Offices</i>
	4.7 The Regional Director shall review, sign & issue the Regional Solicitation Permit/Certificate of Authority to Conduct Fund Campaign		4 hours	<i>Regional Director DSWD Field Offices</i>
5. Receive Permit or Denial Letter via email, courier, or pick-up	5.1 Notify the applicant on its approved/ signed permit with an instruction to sign the Conforme Letter on the set standards in the inventory, monitoring and utilization of solicited funds, submission of	None	1 hour and 10 minutes	<i>Regional Director DSWD Field Offices</i>

	lacking requirements and post-facilitation reports			
	5.2 Issue the Regional Fundraising Campaign Authority/Solicitation Permit or the Denial Letter via email/courier or by pick up at the Field Office	None	55 minutes	<i>Regional Director DSWD Field Offices</i>
6. Fill out the Client Satisfaction Measurement Form	6.1 Administer the Client Satisfaction Measurement Form (either online or paper-based)	None	5 minutes	<i>Regional Director DSWD Field Offices</i>
TOTAL		PhP500.00	Complete and Compliant - 2 Working Days	
		None	Complete but Non-Compliant and/or Incomplete Submission - 1 Day	
		None	Incomplete Submission - 4 Hours	

Note: Processing fees for regional or national temporary solicitation permit during state of national emergency/ calamity and during calamity amidst state of national emergency shall be waived in favor of the applicant

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

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

Office or Division:	Policy and Plans Division - Standard Section		
Classification:	Highly Technical		
Type of Transaction:	G2C - Government to Client		
Who may avail:	All registered private Social Welfare and Development Agencies (SWDAs) that are not yet in operation and those already engaged in the implementation of SWD programs and services within the region		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Duly Accomplished and Notarized Application Form (1 original copy)		<ul style="list-style-type: none">DSWD Central Office - Standards Division (SB) IBP Road, Constitution Hills, Batasan Pambansa Complex, Quezon City<ul style="list-style-type: none">Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, CARAGA, MIMAROPA & NCR)https://standards.dswd.gov.ph/issuances/ (DSWD-SB-GF-111_REV 00_Application Form for Licensing – Already Operation)	
2. Manual of Operation containing the SWDAs program and administrative policies, procedures and strategies to attain its purpose/s among others (1 original copy)		<ul style="list-style-type: none">https://standards.dswd.gov.ph/issuances/ (DSWD-SB-GF-049_REV-01_Manual of Operations)	
3. Staff Complement Requirement of Employees and Volunteers For <u>Social Work Agency</u> , to consider the following staff requirement: 1. At least one (1) RSW to supervise and take charge of its social work functions for residential care agencies and community based agencies that caters to beneficiaries that requires social case management 2. For Center Based (Residential Based), to observe the caseload requirement of client ration of the social workers and house parent 3. For Center Based (Non-Residential Based) to observe at least one full-time social worker to drop in center, processing center and vocational rehabilitation center while for senior citizens' center and the like, a part-time social worker is considered.		<ul style="list-style-type: none">https://standards.dswd.gov.ph/issuances/ DSWD-SB-GF-064_REV 01_PROFILE OF EMPLOYEES	

<p>4. For Community-based, implementing community development community organizing, any of the following shall be hired in full/part time basis per region:</p> <p>4.1. Graduate of bachelor Degree in Social Work or Community Development or</p> <p>4.2 Other professionals who have at least three (3) year work experiences in the field of social welfare and development</p> <p>For Auxiliary SWDA, at least one (1) full time staff who will manage its operation</p> <p>4. For <i>Applicant SWA's implementing Child Placement Services</i>: Certification from DSWD or photocopy of the certificate of training attended by the hired RSW related to child placement service (1 photocopy)</p> <p>5. Certification of no derogatory information issued by SEC within three (3) years during application with DSWD (1 Photocopy) <i>*Applicable to those operating more than six (6) months prior application to DSWD</i> <i>**Not applicable to Public SWDAs</i></p> <p>6. Copy of the valid Safety Certificates:</p> <p>a. For Center Based (Residential Based and Non-Residential Based)</p> <p>i. Occupational permit (only for new buildings) or Annual Building Inspection Certificate (for old building)</p> <p>ii. Fire Safety Inspection Certificate</p> <p>iii. Water Potability Certificate or Sanitary Permit</p> <p>b. For Community Based</p> <p>i. Fire Safety Inspection Certificate</p> <p>7. ABSNET Membership (1 original or Photocopy) 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. <i>*Undertaking for new applicant organization</i></p> <p>8. Duly signed Work and Financial for the two (2) succeeding years (1 original copy)</p> <p>9. Notarized certification from the Board of Trustees and/or the funding agency to</p>	<ul style="list-style-type: none"> ● From DSWD or training agency ● Securities Exchange Commission (SEC) - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307 ● City/Municipal Engineering Office of Local Government Unit covering the SWDAs area of operation ● Office of the Division of Fire Protection in the City/Municipal Local Government Unit covering the SWDAs area of operation ● City/Municipal Health Office of Local Government Unit covering the SWDAs area of operation or Private Service Provider ● Office of the Division of Fire Protection in the City/Municipal Local Government Unit covering the SWDAs area of operation
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<p>financially support the organization to operate for at least two (2) years (1 original copy)</p> <p>10. Annual Accomplishment Report of the previous year (1 original copy) <i>*If no latest submission with the DSWD</i></p> <p>11. The Audited Financial Report of the previous year submitted to SEC and/or Division of Internal Revenue (BIR) shall be accepted; and a financial report based on the DSWD template shall also be submitted. For those SWDAs with a total revenue of less than Php 600,000.00, an unaudited financial statement prepared by the Financial Officer and concurred by the Head of Agency, may suffice. (1 Photocopy)</p> <p>12. For applicant with past and current partnership with the DSWD: Certification from the concerned DSWD Office that the applicant is free from any financial liability/obligation (1 original copy)</p>	<ul style="list-style-type: none"> • ABSNET Cluster where the applicant belongs or https://standards.dswd.gov.ph/issuances/ DSWD-SB-GF-065_REV-01_ABSNET Active Membership Certification • https://standards.dswd.gov.ph/issuances/ DSWD-SB-GF-54_REV-01_Work and Financial Plan • Applicant's office record • https://standards.dswd.gov.ph/issuances/ DSWD-SB-GF-051_REV-01_Annual Report • BIR or SEC and for Financial Report template: https://standards.dswd.gov.ph/issuances/ DSWD-SB-GF-053_REV-01_Financial Report • https://standards.dswd.gov.ph/issuances/ DSWD-SB-GF-055_REV-01_Certification Free from Financial Liability
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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 Memorandum Circular No. 21 series of 2022 entitled **“Amendment of MC No. 17 s. 2018 entitled Revised Guidelines Governing the Registration, Licensing of Social Welfare and Development (SWD) Agencies and Accreditation of SWD Programs and Services”**.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Assessment Procedures for Walk-in Applicants				
1. Submit the application and supporting documents.	1.1 Receive the documentary requirements and provide the applicant organization with an application reference number for easy tracking and reference	None	10 minutes	<i>Regional Director DSWD Field Offices</i>
	1.2 Determine whether the submitted documents are complete. If complete, provide the organization an acknowledgment receipt and log the receipt of application documents into the Document Tracking System (DTS) for Standards Section – Field Office. If incomplete, return all documents submitted accompanied by a checklist of requirements for applicant Organization's compliance.	None	20 minutes	<i>Regional Director DSWD Field Offices</i>
2. Pay the required processing fee.	2.1 Prepare Billing Statement and instruct applicant to proceed to the Cash	None	*25 minutes	<i>Section Head Cash Section</i>

	Section of DSWD Field Office			
	2.2 Process the payment and issue Official Receipt.	PHP 1,000.00	*10 minutes	Section Head Cash Section
3. Provide the DSWD Standards Section the photocopy of the Official Receipt (OR).	3.1 Acknowledge the photocopy of the Official Receipt from the applicant Organization.	None	*20 Minutes	Regional Director DSWD Field Offices
	<p>3.2 Review the submitted documents as to completeness and compliance, both in form and substance. The submitted complete documents must satisfy the Criteria based on MC 21 series of 2022.</p> <p>If complete and compliant, an Acknowledgment Letter and Notification on the proposed schedule on the conduct of Validation Visit shall be prepared.</p> <p>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</p>	None	2 working days	Regional Director DSWD Field Offices

	documents submitted.			
	3.3 Review and approval of the Acknowledgement Letter including its attachments.	None	2 working days	<i>Regional Director DSWD Field Offices</i>
4. Confirm availability on the proposed Validation Visit	4.1 For those with requirements that are complete and compliant, Confirmation of Validation Visit.	None	30 minutes	<i>Regional Director DSWD Field Offices</i>
5. Participate in the conduct of the Validation visit.	5.1 Conduct of Validation visit	None	1 working day per agreed schedule	<i>Regional Director DSWD Field Offices</i>
	5.2 Prepare Confirmation Report If favorable , the Technical Staff shall draft Confirmation Report and Draft Certificate of License to Operate. If not favorable , the Technical Staff shall detail the Assessors Findings in a report.	None	3 working days	<i>Regional Director DSWD Field Offices</i>
	5.3 Approval and Endorsement of the Section/Division Chief to Regional Director If favorable , review and approval of the Confirmation Report and the Draft Certificate of License to Operate.	None	Favorable; 8 working days Unfavorable; 7 working days	<i>Section Head/Division Chief</i>
	5.4 Approval of the Regional Director If favorable, for approval and signature of the	None	Favorable; 3 days Unfavorable; 2 days	<i>Regional Director DSWD Field Offices</i>

	Certificate of License to Operate.			
6. Receive the License to Operate through mail/courier or pick-up at the field office and accomplish the Client satisfaction survey.	6.1 Send the Confirmation Report and notify the availability of the License to Operate for release through preferred means of delivery indicated in the application form. (direct pick-up or courier)	None	1 day and 25 minutes (depending on the choice of the applicant)	Regional Director DSWD Field Offices
	6.2 Administer the Client Satisfaction Survey Form (either online or paper-based)	None	5 minutes	Regional Director DSWD Field Offices
	TOTAL:	PHP 1,000.00	For Complete and Compliant - 20 Working Days	
		None	For Unfavorable Result - 17 Working Days	
B. Processing Procedures of Applications submitted at Standards Section through Mail/Courier:				
1. Send the Application Form together with the prescribed documentary requirements for Licensing through Mail or Courier to: Standards Section of concerned DSWD Field Office	1.1 Log receipt into the Document Tracking System (DTS) for Standards Section – Field Office and route to the Assigned Technical Staff.	None	15 minutes	Regional Director DSWD Field Offices
	1.1.1 Review the submitted documents as to completeness and compliance. The submitted documents must satisfy the criteria based on MC 21 series of 2022.	None	2 working day	Regional Director DSWD Field Offices

	<p>If complete and compliant, an Acknowledgment Letter and Notification on the proposed schedule on the conduct of Validation Visit shall be prepared.</p> <p>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>			
2. Pay the required processing fee.	<p>2.1 If found both complete and compliant, notify the applicant organization that they have to settle their processing fee.</p> <p>2.1.1 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.</p> <p>Field Office: The Administrative staff shall prepare Billing Statement and instruct the</p>	PHP 1,000.00	15 minutes	<i>Regional Director</i> DSWD Field Offices

	applicant to proceed to Field Office Cashier Section. <i>Note: The processes shall only take place once the applicant organization settled its payment.</i>			
3. Provide the DSWD Standards Section the copy of the Official Receipt (OR) through the following: a. Scanned copy of the Official Receipt to the concerned DSWD Field Offices' official email address with the subject: <i>Name of the Organization_ Copy of OR for Licensing.</i> b. Hand-carry the Photocopy of Official Receipt c. Courier the Photocopy of Official Receipt	3.1 Acknowledge the copy of Official Receipt from the SWDA. For the copy of OR sent through email: the Administrative Staff managing the Official email of the Standards Section shall acknowledge its receipt. For the copy of OR sent through mail/courier: the assigned technical Staff shall acknowledge its receipt.	None	20 Minutes	Regional Director DSWD Field Offices
	3.2 Review and approval of the Acknowledgement Letter including its attachments.	None	3 days	Regional Director DSWD Field Offices
4. Confirm availability on the proposed Validation Visit	4.1 For those with requirements that are complete and compliant, schedule of validation visit shall be confirmed	None	1 day	Regional Director DSWD Field Offices
5. Participate and assist the Assessor during the conduct of Validation visit.	5.1 Conduct of validation visit	None	1 day per agreed schedule	Regional Director DSWD Field Offices
	5.2 Prepare Confirmation Report	None	3 days	Regional Director DSWD Field Offices

	<p>If favorable, the Technical Staff shall draft Confirmation Report and Draft Certificate of License to Operate.</p> <p>If not favorable, the Technical Staff shall detail the assessor's findings in a report.</p>			
	<p>5.3 Approval of the Section Head/Division Chief</p> <p>If favorable, review and approval of the Confirmation Report and the Draft Certificate of License to Operate.</p>	None	<p>Favorable; 8 working days</p> <p>Unfavorable; 7 working days</p>	<i>Regional Director</i> DSWD Field Offices
	If favorable , for approval and signature of the License to Operate.		<p>Favorable; 3 working days</p> <p>Unfavorable; 1 day</p>	<i>Regional Director</i> DSWD Field Offices
6. Receive the License to Operate through mail/courier or pick-up at the field office and accomplish the Client satisfaction survey.	6.1 Send the Confirmation Report and notify the availability of the License to Operate for release through various means per preference indicated in the application form. (direct pick-up or courier)	None	1 day and 25 minutes (depending on the choice of the applicant)	<i>Regional Director</i> DSWD Field Offices
	6.2 Administer the Client Satisfaction Survey Form (either online or paper-based)	None	5 minutes	<i>Regional Director</i> DSWD Field Offices
TOTAL:				
For Complete and Compliant:		PHP 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.

13. Pre-Accreditation Assessment of Social Welfare and Development Programs and Services Licensed Private

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

Office or Division:	DSWD Field Office - Standards Section
Classification:	Highly Technical
Type of Transaction:	G2C - Government to Client G2G - Government to Government
Who may avail:	New applicant Registered and Licensed SWDA operating within the region.
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
A. Basic Documents	
1. Duly Accomplished and Notarized Application Form (1 original copy)	<ul style="list-style-type: none"> Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA & NCR) <i>(kahit saang tanggapan ng DSWD (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA & NCR)</i> https://standards.dswd.gov.ph/wp-content/uploads/2023/05/DSWD-SB-GF-097_REV-00_APPLICATION-FORM-FOR-ACCREDITATION-OF-SWD.docx
2. Pre-accreditation assessment	
a. For New Applicant, submit pre-assessment conducted by concerned Field Office covering the Area of Operation (1 original copy)	<ul style="list-style-type: none"> Memorandum Circular No. 21 s. 2022 https://standards.dswd.gov.ph/wp-content/uploads/2023/03/MC_2022-021-Amended-of-MC-No.-17-s.2018-Entitled-Revised-Guidelines-Governing-the-RLA.pdf
b. For Renewal, submit self-pre-assessment tool signed by the SWAs Head of Agency or authorized representative (1 original copy).	<ul style="list-style-type: none"> Assessment Tools <i>For Residential:</i> https://standards.dswd.gov.ph/wp-content/uploads/2023/05/DSWD-SB-GF-

102 REV-00 ASSESSMENT-TOOL-FOR-THE-ACCREDITATION-OF-CENTER-BASED.docx

For Community-Based:

https://standards.dswd.gov.ph/wp-content/uploads/2023/05/DSWD-SB-GF-104_REV-00_ASSESSMENT-TOOL-FOR-THE-ACCREDITATION-OF-COMMUNITY-BASED.docx

For Non-Residential Based

https://standards.dswd.gov.ph/wp-content/uploads/2023/05/DSWD-SB-GF-101_REV-00_ASSESSMENT-TOOL-FOR-THE-ACCREDITATION-OF-CENTER-BASED.docx

For Senior Citizens Center

https://standards.dswd.gov.ph/wp-content/uploads/2023/05/DSWD-SB-GF-105_REV-00_ACCREDITATION-ASSESSMENT-TOOL-FOR-SENIOR-CITIZEN-CENTER-SCC.docx

For Child Placement Services

https://standards.dswd.gov.ph/wp-content/uploads/2023/05/DSWD-SB-GF-103_REV-00_ASSESSMENT-TOOF-FOR-ACCREDITATION-OF-CHILD-PLACEMENT-SERVICES.doc

For Special Drugs Education Center

https://standards.dswd.gov.ph/wp-content/uploads/2023/05/DSWD-SB-GF-106_REV-00_ASSESSMENT-TOOL-FOR-THE-ACCREDITATION-OF-SPECIAL-DRUGS-EDUCATION-CENTER.docx

For STACs and Hospices, Physical and Rehabilitation Centers, Providing Free and/or Socialized Stimulation, Therapeutic and Physical Rehabilitation Services

https://standards.dswd.gov.ph/wp-content/uploads/2023/05/DSWD-SB-GF-107_REV-00_ASSESSMENT-TOOL-FOR-THE-ACCREDITATION-OF-STIMULATION-AND-THERAPEUTIC-ACTIVITY-CENTERS.docx

	<p><i>For Reception and Action Center (RAC), Drop-In and other Centers Providing Similar Programs and Services</i></p> <p><u>https://standards.dswd.gov.ph/wp-content/uploads/2023/05/DSWD-SB-GF-096_REV-00_ACCREDITATION-TOOL-FOR-RECEPTION-AND-ACTION-CENTERS.docx</u></p> <p><i>For NVRC, AVRC and other Centers Providing Similar Programs and Services</i></p> <p><u>https://standards.dswd.gov.ph/wp-content/uploads/2023/05/DSWD-SB-GF-095_REV-00_ACCREDITATION-ASSESSMENT-TOOL-FOR-NATIONAL-VOCATIONAL.docx</u></p>
<p>3. Manual of Operation containing the SWDAs program and administrative policies, procedures and strategies to attain its purpose/s among others (1 original copy)</p> <p>4. Profile of Employees and Volunteers: At least one (1) full time staff who will manage its operations (1 original copy of Profile)</p> <p>Note: The first 2 Basic Documents are needed if only there is an update or amendment on documents recently submitted to the DSWD Standards Section.</p> <p>For Applicant SWA's implementing Child Placement Services:</p> <p>5. Certification from DSWD or one (1) photocopy of the certificate of training attended by the hired RSW related to child placement service (1 photocopy of Certification).</p>	<ul style="list-style-type: none"> • <u>https://standards.dswd.gov.ph/wp-content/uploads/2023/08/DSWD-SB-GF-049_REV-01_MANUAL-OF-OPERATION.docx</u> • The Approved Form for the Profile of Employees and Volunteers is incorporated in the Revised Application Form for Accreditation <u>https://standards.dswd.gov.ph/wp-content/uploads/2023/05/DSWD-SB-GF-097_REV-00_APPLICATION-FORM-FOR-ACCREDITATION-OF-SWD.docx</u>
B. Documents Establishing Corporate Existence and Regulatory Compliance	
<p>6. Certification of no derogatory information issued by SEC (for those operating more than six (6)</p>	<ul style="list-style-type: none"> • Securities Exchange Commission (SEC) - Company Registration and Monitoring

months upon filing of the application (1 Photocopy of Certification) <i>(not applicable for Public SWDA)</i>	Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307
7. For Center Based (Residential) and Community Based (Non-Residential Based), Copy of the valid safety certificates namely: <ul style="list-style-type: none"> a. Occupancy permit (only for new buildings) or Annual Building Inspection Certificate (for old buildings) (1 photocopy of Certificate) b. Fire Safety Inspection Certificate Water (1 photocopy of Certificate) c. Water Potability Certificate or Sanitary Permit (1 photocopy of Certificate) 	<ul style="list-style-type: none"> • City/Municipal Engineering Office of Local Government Unit covering the SWDAs area of operation • Office of the Division of Fire Protection in the City/Municipal Local Government Unit covering the SWDAs area of operation • City/Municipal Health Office of Local Government Unit covering the SWDAs area of operation or Private Service Provider
C. Documents Establishing Track Record and Good Standing	
8. 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 (1 photocopy of Certificate) For RAB President, the Standards Section shall be the one to issue the required certification.	<ul style="list-style-type: none"> • https://standards.dswd.gov.ph/wp-content/uploads/2023/08/DSWD-SB-GF-065_REV-01_ABSNET-Active-Membership-certification.docx
9. Work and Financial Plan for the two (2) succeeding years (1 original copy).	<ul style="list-style-type: none"> • https://standards.dswd.gov.ph/wp-content/uploads/2023/08/DSWD-SB-GF-054_REV-01_Work-and-Financial-Plan.docx
10. Certification from the Board of Trustees and/or the funding agency to financially support the organization to operate for at least two (2) years (1 Notarized and Updated Photocopy of Certification)	<ul style="list-style-type: none"> • Board Resolution by the Organization <p><i>Not applicable for public SWDAs</i></p>

11. Annual Accomplishment Report of the previous year (1 photocopy)	<ul style="list-style-type: none"> https://standards.dswd.gov.ph/wp-content/uploads/2023/08/DSWD-SB-GF-051_REV-01_Annual-Report.docx
12. Audited Financial Report of the previous year (1 photocopy)	<ul style="list-style-type: none"> For Public SWDA, Copy of Consolidated Annual Audit Report; For Licensed SWA, Copy of Audited Financial Statement duly received by BIR or SEC. https://standards.dswd.gov.ph/wp-content/uploads/2023/08/DSWD-SB-GF-053_REV-01_Financial-Report.docx
13. For applicants with past and current partnership with the DSWD that involved transfer of funds (1 photocopy of Certificate).	Certification from DSWD Office that the applicant is free from any financial liability/obligation
14. Processing Fee - ₱1,000.00 (1 Photocopy of Receipt) <ul style="list-style-type: none"> Not applicable to Public SWDA 	Cashier Division, DSWD Central/Field Offices

Note to Applicant: The acceptance of application documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators on the Accreditation Tools based on DSWD Memorandum Circular No. 21 Series of 2022.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure application form thru the DSWD Website/ Field Office	1.1 Upload and make available of the necessary documents in the DSWD website	None	None	Regional Director DSWD Field Offices
2. Submit the application documents, get a stamped receiving copy of the documents submitted and reference number for follow up of the request.	2.1 Receive the documentary requirements, stamped the receiving copy and provide the applicant SWDA with an application reference number for easy tracking.	None	25 minutes	Regional Director DSWD Field Offices

<p>3. Await the result of the documents review and notice of pre-accreditation assessment.</p>	<p>3.1 Conduct desk review of the documentary requirements:</p> <p>3.2 Desk Review:</p> <p>If complete, prepares acknowledgement letter indicating the schedule of the pre-assessment;</p> <p>If Incomplete, prepare an acknowledgement letter indicating the checklist of documents to be submitted</p>	<p>None</p> <p>None</p>	<p>6 days</p> <p>7 hours 30 minutes</p>	<p><i>Regional Director</i> DSWD Field Offices</p>
<p>4. Receive the acknowledgment letter from the DSWD Field Office: Note: 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. If the acknowledgement letter indicates that the submitted documents submitted are incomplete and non-compliant, comply and submit the lacking requirements.</p>	<p>4.1 Prepare necessary documents: pre-assessment tool, powerpoint presentation, special order, etc.</p>	<p>None</p>	<p>Not Applicable (Depends on the SWDA)</p>	<p><i>Regional Director</i> DSWD Field Offices</p>

5. Participate in the conduct of pre-accreditation assessment	5.1 Conduct the pre-accreditation assessment (virtual or actual visit) through the following activities: Focus Group Discussion with Clients 5.1.1 Interview with the staff 5.1.2 Review of documents 5.1.3 Ocular Inspection 5.1.4 Action Planning/ Exit Conference	None	2 days	<i>Regional Director DSWD Field Offices</i>
6. Wait for the result of the assessment.	6.1 Prepare Confirmation Report	None	4 days	<i>Regional Director DSWD Field Offices</i>
	6.2 Review and approval of the confirmation report	None	4 days	<i>Regional Director DSWD Field Offices</i>
	6.3 Transmittal memo to Standards Division attached the confirmation report, complete documentary requirements including the accomplished pre-accreditation assessment tool.	None	3 working days	<i>Regional Director DSWD Field Offices</i>

	6.4 If the result of the pre-accreditation is not favorable, prepare a confirmation report to the SWDA and Standards Division highlighting the indicators / requirements for compliance of SWDA.	None	3 working days	<i>Regional Director DSWD Field Offices</i>
7. Accomplish the Client Satisfaction Measurement Form (CSMF) and submit it to DSWD Field Office.	7.1 Administer the Client Satisfaction Form (either online or paper-based)	None	5 minutes	<i>Regional Director DSWD Field Offices</i>
TOTAL Social Work Agency:		None	20 working days	
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.

14. Registration of Private Social Welfare and Development Agencies 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.

Office or Division:	Policy and Plans Division - Standard Section
Classification:	Complex
Type of Transaction:	G2C - Government to Client G2G - Government to Government
Who may avail:	Any private Social Welfare and Development Agency that implements or intends to engage in Social Welfare and Development (SWD) activities whose coverage or areas of operation is within the region.
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Assessment Procedures for Walk-in Applicants	
1. Duly Accomplished and Notarized Application Form (1 original copy)	<ul style="list-style-type: none"> DSWD Central Office - Standards Division (SB) IBP Road, Constitution Hills, Batasan Pambansa Complex, Quezon City

	<ul style="list-style-type: none"> Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, CARAGA, MIMAROPA & NCR) https://standards.dswd.gov.ph/issuances/(DSW-D-SB-GF-100-REV-00_Application_Form_for_Registration)
2. Updated Certificate of Registration with the Securities and Exchange Commission (SEC), and latest Articles of Incorporation and by-laws wherein the applicant's primary purpose/s is/are within the purview of social welfare and development (1 photocopy of each)	<ul style="list-style-type: none"> Securities Exchange Commission (SEC) - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307 Any SEC Extension Office (Baguio City, Tarlac City, Legazpi City, Cebu City, Iloilo City, Cagayan De Oro City, Davao City, Zamboanga City)
3. Photocopy of any of the following: <ul style="list-style-type: none"> a. Handbook or Manual of Operations of its programs, policies and procedures to attain its purposes. b. Brochure c. Duly signed Work and Financial Plan (for two succeeding years) by the Head of Agency 	<ul style="list-style-type: none"> https://standards.dswd.gov.ph/issuances/(DSWD-SB-GF-049-REV-01_Manual_of_Operations) https://standards.dswd.gov.ph/issuances/(DSWD-SB-GF-050-REV-01_GUIDE_IN_THE_PREPARATION_OF_BROCHURE) https://standards.dswd.gov.ph/issuances/(DSWD-SB-GF-054-REV-01_Work_and_Financial_Plan)
4. Official Receipt (OR) of processing fee on registration amounting to P 1,000.00 (1 Photocopy only)	<ul style="list-style-type: none"> Applicant

Note to Applicant: The acceptance of application documents does not imply that the application is already approved. The applicant should comply with the RA 10847 criteria that it is engaged mainly or generally in social welfare and development activities prior to issuance of Certificate of Registration.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Pre-Registration Procedures for Walk-in Applicants				
1. Submit the application and supporting documents.	1.1 If complete, receive the documentary requirements and provide the	None	20 minutes	Regional Director DSWD Field Offices

	organization an acknowledgement receipt and log the receipt of application documents into the Document Tracking System.			
	1.2 Log its receipt in the document tracking system (DTMS). 1.2.1 Provide the walk-in applicant with a document reference number for easy tracking.	None	10 minutes	<i>Regional Director</i> DSWD Field Offices
	1.3 If incomplete, return all documents submitted accompanied by a checklist of requirements for applicant Organization's compliance.	None	30 minutes	<i>Regional Director</i> DSWD Field Offices
2. Pay the processing fee	2.1 Prepare billing statement	None	10 minutes	<i>Section Head</i> Cash Section
	2.2 Process payment and issue Official Receipt.	₱1,000.00	20 minutes	<i>Section Head</i> Cash Section
3. Provide the DSWD Standards Section the photocopy of the Official Receipt (OR).	3.1 Attach the photocopy of the official receipt of the processing fee.	None	30 minutes	<i>Regional Director</i> DSWD Field Offices
4. Wait for the processing of the application	4.1 Route to Standards Section the Application Documents	None	30 minutes	<i>Regional Director</i> DSWD Field Offices

	4.2 Receive incoming applications and assign them to concerned technical staff.	None	5 hours	Regional Director DSWD Field Offices
	4.3 Conduct a desk review of the received application as to completeness and compliance. The submitted documents must satisfy the criteria under MC 21 series of 2022. If complete and compliant, notify the applicant SWDA on the payment for processing fee. If incomplete , prepare an acknowledgement letter with a checklist of documents indicating the lacking requirement.	None	3 days and 7 hours	Regional Director DSWD Field Offices
	4.4 Preparation of the Confirmation Report with attached draft Certificate of Registration and printing of Security Paper(SECPA)	None	1 day	Regional Director DSWD Field Offices
	4.5 Review and approval of the Confirmation Report; Endorsement for Approval of the Registration Certificate	None	1 day	Regional Director DSWD Field Offices
5. Receive certificate thru pick-up and accomplish the Client satisfaction survey.	5.1 Release of the Certificate of Registration to the SWDA. Secure the filled-out CSMS.	None	30 minutes	Regional Director DSWD Field Offices
	5.2 Administer the Client Satisfaction	None	30 minutes	Regional Director

	Survey Form (either online or paper-based)			DSWD Field Offices
TOTAL				
For Complete and Compliant:		PHP 1,000.00	7 working days	
For Incomplete Submission Walk-in: Courier:		None	30 Minutes 2 days	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
B. Processing Procedures of Applications submitted at Standards Section through Mail/Courier:				
1. Send the Application Form together with the prescribed documentary requirements through Mail or Courier to: respective Standards Section Offices	1.1 Receive the document and log its receipt into the document tracking system.	None	15 minutes	<i>Regional Director DSWD Field Offices</i>
2. Wait for the processing of the application	2.1 Endorse the document to Section Head.	None	15 minutes	<i>Regional Director DSWD Field Offices</i>
	2.2 Receive incoming applications and assign them to concerned technical staff.	None	30 minutes	<i>Regional Director DSWD Field Offices</i>
	2.3 Provide notes/ instructions for action to concerned technical staff.	None	30 minutes	<i>Regional Director DSWD Field Offices</i>
	2.4 Review the submitted documents as to completeness and compliance, both in form and substance. If complete and compliant , notify the SWDA on the	None	4 days	<i>Regional Director DSWD Field Offices</i>

	payment for processing fee. If incomplete , an acknowledgement letter with a checklist of requirements shall be returned to the applicant.			
	2.5 Prepare the Confirmation Report with attached certificate of Registration in Security Paper (SECPA) and duplicate copy	None	6 hrs	<i>Regional Director DSWD Field Offices</i>
	2.6 Review and provide inputs and endorse the Confirmation Report with attached Certificate of Registration in Security Paper (SECPA) and duplicate copy to the PPD Chief for initial.	None	1 day	<i>Regional Director DSWD Field Offices</i>
	2.7 Approval of the Registration Certificate	None	1 day	<i>Regional Director DSWD Field Offices</i>
3. Receive the Certificate, and confirmation letter through mail or pick-up at the field office and accomplish the Client Satisfaction Survey Form	3.1 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	20 minutes	<i>Regional Director DSWD Field Offices</i>
	3.2 Administer the Client Satisfaction Survey Form (either online or paper-based)	None	10 Minutes	<i>Regional Director DSWD Field Offices</i>
TOTAL For Complete and Compliant:		PHP 1,000.00	7 working days	

For Incomplete Submission Walk-in: Courier:	None	30 Minutes 2 days	
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The number of minutes shall be included on the total 7 working days.

PROTECTIVE SERVICES DIVISION (PSD)

FRONTLINE SERVICES

1. Onsite Implementation of the Assistance to Individuals in Crisis Situation Program for Clients Transacting with the DSWD Offices (CIU/CIS/SWAD OFFICES)

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 adversity or crisis through the provision of financial assistance, psychosocial intervention, and referral services that will enable the clients to meet their basic needs in the form of food, transportation, medical, educational, material, funeral, and cash assistance for other support services, among others.

The provision of psychosocial support, including psychological first aid, and counseling, as well as financial assistance to disadvantaged and marginalized sectors, are part of the social protection services of the Department. These protective services aim to help individuals and families cope with the present difficult situation they are 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.

Office or Division:	Protective Service Division-Crisis Intervention Section	
Classification:	Simple	
Type of Transaction:	G2C- Government to Citizen	
Who may avail:	Indigent, marginalized, and vulnerable/disadvantaged individuals and families or are otherwise in crisis situation based on the assessment of the Social Worker	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Any Valid identification card of the client/ person to be interviewed (1 original copy) from the following:		
• PhilSys ID		Philippine Statistics Authority
• UMID ID, SSS or GSIS ID		Social Security System or Government Service Insurance System
• Philhealth ID		Philhealth
• Driver's License		Land Transportation Office
• PRC ID		Professional Regulation Commission
• OWWA ID		Overseas Workers Welfare Administration
• DOLE ID		Department of Labor and Employment
• PAG-IBIG ID		Pag-IBIG Fund
• Voter's ID or Voter's Certification		Commission on Election
• Postal ID		Post Office
• Philippine Passport		Department of Foreign Affairs
• NBI Clearance		National Division of Investigation
• 4Ps ID		Department of Social Welfare and Development

• PWD ID	Local Government Unit
• Solo Parent ID	Local Government Unit
• City or Municipal ID	Local Government Unit
• Barangay ID	Local Government Unit
• Office of Senior Citizen Affairs (OSCA ID)	Local Government Unit
• Police Clearance	Police Station
• or any ID preferably with validity date, and picture and signature of the client.	Barangay Hall
In extremely justifiable circumstances, a Barangay Certification certifying the identity of the client may be presented in lieu of an Identification Card.	Barangay Hall
Signed Authorization Letter (if applicable)	Beneficiary of Assistance except for those who do not have the capacity to act or below 18 years old
TRANSPORTATION ASSISTANCE	WHERE TO SECURE
Other supporting document/s such as but are not limited to (1 original copy):	
Police Blotter	Police Station
Medical Abstract	Hospitals or clinic
Court Order or Subpoena	Supreme Court
Death Certificate	Civil Registry Office
MEDICAL ASSISTANCE FOR HOSPITAL BILL	WHERE TO SECURE
1. Medical Certificate or Clinical Abstract or Discharge Summary or Alagang Pinoy Tagubilin Form with Diagnosis with complete name, license number and signature of the Physician issued within three months (1 Original or Certified true copy)	Medical records of the Hospital or Clinic or the Attending Physician
2. Hospital bill or Statement of Account (outstanding balance) with name and signature of billing clerk or Certificate of balance and promissory note signed by credit and collection officer or billing clerk (1 Original or Certified True Copy)	Billing Office of the Hospital Credit and Collection Office of the Hospital
3. Social Case Study Report or Case Summary. (1 original copy)	Registered Social Worker in public or private practice. DSWD LSWDO NGO Medical Social Service

MEDICAL ASSISTANCE FOR MEDICINE ASSISTIVE DEVICE	WHERE TO SECURE
1. Medical Certificate or Clinical Abstract or Discharge Summary or Alagang Pinoy Tagubilin Form with Diagnosis with complete name, license number and signature of the Physician issued within three months (Original / Certified true copy)	Medical records of the Hospital or Clinic or the Attending Physician
2. Prescription with date of issuance, complete name, license number and signature of the Physician issued within three months	Attending Physician from a hospital or clinic.
If the amount of assistance being requested exceeds PhP10,000.00, the following shall be required as additional requirements	
1. Quotation of Laboratory	Service Provider
2. Social Case Study Report or Case Summary.	Registered Social Worker in public or private practice. DSWD LSWDO NGO Medical Social Service
MEDICAL ASSISTANCE FOR LABORATORY	WHERE TO SECURE
1. Medical Certificate or Clinical Abstract or Discharge Summary or Alagang Pinoy Tagubilin Form with Diagnosis with complete name, license number and signature of the Physician issued within three months (Original or Certified true copy)	Attending Physician or from Medical Records of the hospital or clinic.
2. Laboratory Requests or Laboratory Protocol or Doctor's Order with name, license number, and signature of the Physician	Attending Physician from a hospital or clinic
If the amount of assistance being requested exceeds PhP10,000.00, the following shall be required as additional requirements	
1. Quotation of Laboratory	Service Provider
2. Social Case Study Report or Case Summary.	Registered Social Worker in public or private practice. DSWD LSWDO NGO Medical Social Service
FUNERAL ASSISTANCE FOR FUNERAL BILL	WHERE TO SECURE

1. Death Certificate or Certification from the Tribal Chieftain (Original or certified true copy)	City or Municipal Hall (Civil Registry Office), Hospital, Funeral Parlor, Tribal Chieftain or Imam
2. Promissory Note or Certificate of Balance or Statement of account	Authorized staff of the Funeral Parlor or Memorial Chapel
3. Funeral Contract	Authorized staff of the Funeral Parlor or Memorial Chapel
FUNERAL ASSISTANCE FOR TRANSFER OF CADAVER	WHERE TO SECURE
1. Death Certificate or Certification from the Tribal Chieftain (Original or certified true copy)	City or Municipal Hall (Civil Registry Office), hospital, funeral parlor, tribal chieftain or Imam.
2. Transfer Permit	City or Municipal Hall
EDUCATIONAL ASSISTANCE	WHERE TO SECURE
1. Validated School ID and Valid I. D	School where the beneficiary is enrolled
2. a. Enrolment Assessment Form or b. Certificate of Enrolment or Registration; or c. Statement of Account	School Registrar or Concerned Office where the beneficiary is enrolled
FOOD ASSISTANCE FOR INDIVIDUAL AND FAMILIES ENDORSED IN GROUPS	
1. Barangay Certificate or Residency or Certificate of Indigency or Certificate that the client is in need of assistance may be required or medical document as proof that the beneficiary is admitted	Barangay Hall where the client is presently residing Hospital where the beneficiary is currently admitted
CASH RELIEF ASSISTANCE	WHERE TO SECURE
Depending on the circumstances: a. For Fire Victims: Police Report or Division of Fire Protection Report from the Division of Fire b. For Distressed OFs: Passport, Travel Document/s, certification from OWWA or the Barangay c. For Rescued Client: Certification from a social worker or Case manager from rescued clients. d. For victims of Online Sexual Exploitation: Police Blotter and social worker's certification for the	 Division of Fire or PNP Overseas Workers Welfare Administration or Department of Migrant Workers or Barangay Local Social Welfare and Development Office or other social welfare agencies Local Social Welfare and Development Office or other social welfare agencies

victims of online a. sexual exploitation of children b. For Locally stranded individuals (LSI): LSI without valid IDs, the Medical Certificate or the Travel Authority issued by the Philippine National Police will suffice and be accepted to prove his or her identity.		Police Station Hospital or Clinic		
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 authorities or regulating agencies, as may be applicable such as but not limited to Police Report or Blotter, Spot report from the AFP or PNP, Joint AFP-PNP Intelligence Committee (JAPIC) certificate, Certification of death, Disaster Assistance Family Access Card (DAFAC); Medico-legal certification		<ul style="list-style-type: none"> • Barangay Hall where the client is presently residing • Police Station • AFP or PNP • Office of Civil Registry • Certificate from the LDRMO; or • Local Government Unit • Hospital or Clinic signed by Licensed Physician 		
MATERIAL ASSISTANCE		WHERE TO SECURE		
1.General Intake Sheet		DSWD CIU or CIS or SWAD		
2.Material Assistance Distribution Sheet		DSWD CIU or CIS or SWAD		
ON-SITE TRANSACTION				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Present pertinent documents.	1.1Check the completeness of documents submitted by clients.	NONE	1 hour	Social Welfare Officer III (CIU/CIS/SWAD OFFICES)
	1.2. Verify client's records if within the frequency of availing assistance to Crisis Monitoring System (CrIMS) If it is determined that the client has received assistance beyond the allowed frequency, notify the			

	<p><i>client regarding the provisions stipulated in the guidelines.</i></p> <p>If eligible, provide the client a queuing number and instruct them to proceed with Step 2- Interview and Assessment.</p>			
<p>2. Submit pertinent documents for interview and assessment</p>	<p><i>2.1 The SWO shall Interview and assess the client to determine the actual need and to check the accuracy and authenticity of the documentary requirements presented. Additionally, the SWO shall fill out the assessment area in the GIS.</i></p> <p>If determined to be eligible to receive assistance, the SWO shall recommend the appropriate assistance and fill out the CE.</p> <p><i>For financial assistance amounting to P10,000.00 and below, the SWO shall advise the client to proceed to Step 4 (releasing of assistance) while the GIS, CE, or justification will be subjected to approval.</i></p> <p><i>For assistance through a guarantee letter, the DSWD personnel shall prepare the GL. The DSWD personnel shall forward it to Step 3: Review and Approval along with the GIS, CE,</i></p>	NONE	3 hours	<p>Social Welfare Officer III (CIU/CIS/SWAD OFFICES)</p>

	<p><i>and justification of the social worker.</i></p> <p><i>If for material assistance, depending on the availability, the SWO shall advise the client to proceed to Step 4 Releasing of Assistance.</i></p> <p><i>If documents are found to be incomplete to support the request, the SWO shall advise the client to comply with the documentary requirements needed as listed in the compliance slip per type of assistance.</i></p> <p><i>If the client is found to be ineligible to avail the assistance, the SWO shall issue a letter of disapproval to the client.</i></p> <p><i>If found that services needed are outside the scope of the program, the SWO shall refer the client to the corresponding program concerned.</i></p>			
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3. Receiving Assistance	<p>3.1 The DSWD personnel Shall Forward the documents to the authorized official/s.</p> <p><i>If the authorized official/s finds the request valid and complete, the authorized personnel shall approve the request.</i></p> <p><i>If the approving officer determines that the client's submitted documents are insufficient to support the social worker's assessment, the approving officer shall return the documents to the attending SWO for justification or for further appropriate instruction deemed necessary.</i></p>	NONE	50 Minutes	Social Welfare Officer III (CIU/CIS/SWAD OFFICES)
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4. Fill out Client Satisfaction Measurement Survey

	4.1.4The DSWD personnel shall update client's records into CrIMS or to the existing monitoring tool/system once the assistance is released.			
	4.2. The DSWD personnel shall ensure scan the client's documents or secure a			Social Welfare Officer III (CIU/CIS/SWAD OFFICES)

	<i>copy of documents for filing and references.</i> <i>4.2.1. The client/beneficiary shall accomplish the Client Satisfaction Measurement Survey Form (CSMF) and drop it to the allocated suggestion box</i>			
	TOTAL	NONE	5 Hours 40 Minutes for Cash-Outright 16 Working Hours(2 days) for GL	

2. Offsite Implementation or Assessment of Individual Clients outside the DSWD Offices (CIU/COS/SWAD OFFICES)

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 adversity or crisis through the provision of financial assistance, psychosocial intervention, and referral services that will enable the clients to meet their basic needs in the form of food, transportation, medical, educational, material, funeral, and cash assistance or other support services, among others.

The provision of psychosocial support, including psychological first aid, and counseling, as well as financial assistance to disadvantaged and marginalized sectors, are part of the social protection services of the Department. These protective services aim to help individuals and families to cope with the present difficult situation they are 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.

Prior to Offsite implementation, the identified group of individuals shall undergo cross matching prior to the date of implementation to avoid duplication while the assessment and provision of assistance shall be based on the provisions of the MC 06 s. 2023 and its corresponding Amendments.

The planning and implementation shall be in coordination with the appropriate local government offices/agencies/authorities, as applicable, before, during and after the activities. The implementation shall be conducted by schedule.

Office or Division:	Protective Service Division-Crisis Intervention Section	
Classification:	Simple	
Type of Transaction:	G2C- Government to Citizen	
Who may avail:	Indigent, marginalized, and vulnerable/disadvantaged individuals and families or are otherwise in crisis situation based on the assessment of the Social Worker	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Any valid identification card of the client/ person to be interviewed (1 original copy) from the following:		
<ul style="list-style-type: none"> PhilSys ID 		Philippine Statistics Authority
<ul style="list-style-type: none"> UMID ID, SSS or GSIS ID 		Social Security System or Government Service Insurance System
<ul style="list-style-type: none"> Philhealth ID 		Philhealth
<ul style="list-style-type: none"> Driver's License 		Land Transportation Office
<ul style="list-style-type: none"> PRC ID 		Professional Regulation Commission
<ul style="list-style-type: none"> OWWA ID 		Overseas Workers Welfare Administration
<ul style="list-style-type: none"> DOLE ID 		Department of Labor and Employment
<ul style="list-style-type: none"> PAG-IBIG ID 		Pag-IBIG Fund
<ul style="list-style-type: none"> Voter's ID or Voter's Certification 		Commission on Election
<ul style="list-style-type: none"> Postal ID 		Post Office
<ul style="list-style-type: none"> Philippine Passport 		Department of Foreign Affairs
<ul style="list-style-type: none"> NBI Clearance 		National Division of Investigation
<ul style="list-style-type: none"> 4Ps ID 		Department of Social Welfare and Development
<ul style="list-style-type: none"> PWD ID 		Local Government Unit
<ul style="list-style-type: none"> Solo Parent ID 		Local Government Unit
<ul style="list-style-type: none"> City or Municipal ID 		Local Government Unit
<ul style="list-style-type: none"> Barangay ID 		Local Government Unit
<ul style="list-style-type: none"> Office of Senior Citizen Affairs (OSCA ID) 		Local Government Unit
<ul style="list-style-type: none"> Police Clearance 		Police Station
<ul style="list-style-type: none"> or any ID preferably with validity date, and picture and signature of the client. 		Barangay Hall
In extremely justifiable circumstances, a Barangay Certification certifying the identity of the client may be presented in lieu of an Identification Card.		Barangay Hall
Signed Authorization Letter (1 original copy if applicable)		Beneficiary of Assistance except for those who do not have the capacity to act or below 18 years old

TRANSPORTATION ASSISTANCE	WHERE TO SECURE
Other supporting document/s such as but are not limited to: (1 original copy)	
Police Blotter	Police Station
Medical Abstract	Hospitals or clinic
Court Order or Subpoena	Supreme Court
Death Certificate	Civil Registry Office
MEDICAL ASSISTANCE FOR HOSPITAL BILL	WHERE TO SECURE
1. Medical Certificate or Clinical Abstract or Discharge Summary or Alagang Pinoy Tagubilin Form with Diagnosis with complete name, license number and signature of the Physician issued within three months (1 Original or Certified true copy)	Medical records of the Hospital or Clinic or the Attending Physician
2. Hospital bill or Statement of Account (outstanding balance) with name and signature of billing clerk or Certificate of balance and promissory note signed by credit and collection officer or billing clerk (1 original /certified true copy)	Billing Office of the Hospital Credit and Collection Office of the Hospital
3. Social Case Study Report or Case Summary. (1 original copy)	Registered Social Worker in public or private practice. DSWD LSWDO NGO Medical Social Service
MEDICAL ASSISTANCE FOR MEDICINE ASSISTIVE DEVICE	WHERE TO SECURE
1. Medical Certificate or Clinical Abstract or Discharge Summary or Alagang Pinoy Tagubilin Form with Diagnosis with complete name, license number and signature of the Physician issued within three months (1 Original / Certified true copy)	Medical records of the Hospital or Clinic or the Attending Physician
2. Prescription with date of issuance, complete name, license number and signature of the Physician issued within three months (1 original copy)	Attending Physician from a hospital or clinic.
If the amount of assistance being requested exceeds PhP10,000.00, the following shall be required as additional requirements	
1. Quotation of Laboratory (1 original copy)	Service Provider
2. Social Case Study Report or Case Summary. (1 original copy)	Registered Social Worker in public or private practice. DSWD LSWDO

	NGO Medical Social Service
MEDICAL ASSISTANCE FOR LABORATORY	WHERE TO SECURE
1. Medical Certificate or Clinical Abstract or Discharge Summary or Alagang Pinoy Tagubilin Form with Diagnosis with complete name, license number and signature of the Physician issued within three months (1 Original or Certified true copy)	Attending Physician or from Medical Records of the hospital or clinic.
2. Laboratory Requests or Laboratory Protocol or Doctor's Order with name, license number, and signature of the Physician (1 original/certified true copy)	Attending Physician from a hospital or clinic
If the amount of assistance being requested exceeds PhP10,000.00, the following shall be required as additional requirements	
1. Quotation of Laboratory (1 original copy)	Service Provider
2. Social Case Study Report or Case Summary. (1 original copy)	Registered Social Worker in public or private practice. DSWD LSWDO NGO Medical Social Service
FUNERAL ASSISTANCE FOR FUNERAL BILL	WHERE TO SECURE
1. Death Certificate or Certification from the Tribal Chieftain (Original or certified true copy (1 original/certified true copy)	City or Municipal Hall (Civil Registry Office), Hospital, Funeral Parlor, Tribal Chieftain or Imam
2. Promissory Note or Certificate of Balance or Statement of account (1 original/certified true copy)	Authorized staff of the Funeral Parlor or Memorial Chapel
3. Funeral Contract (1 original/certified true copy)	Authorized staff of the Funeral Parlor or Memorial Chapel
FUNERAL ASSISTANCE FOR TRANSFER OF CADAVER	WHERE TO SECURE
1. Death Certificate or Certification from the Tribal Chieftain (1 Original or certified true copy)	City or Municipal Hall (Civil Registry Office), hospital, funeral parlor, tribal chieftain or Imam.
2. Transfer Permit	City or Municipal Hall
EDUCATIONAL ASSISTANCE	WHERE TO SECURE
1. Validated School ID and Valid I. D (1 original copy)	School where the beneficiary is enrolled
2. (1 original/certified true copy of the following) a. Enrolment Assessment Form or	School Registrar or Concerned Office where the beneficiary is enrolled

b.Certificate of Enrolment or Registration; or Statement of Account	
FOOD ASSISTANCE FOR INDIVIDUAL AND FAMILIES ENDORSED IN GROUPS	
1.Barangay Certificate or Residency or Certificate of Indigency or Certificate that the client is in need of assistance may be required or medical document as proof that the beneficiary is admitted (1 original/certified true copy)	Barangay Hall where the client is presently residing Hospital where the beneficiary is currently admitted
CASH RELIEF ASSISTANCE	WHERE TO SECURE
Depending on the circumstances: a. For Fire Victims: Police Report or Division of Fire Protection Report from the Division of Fire b. For Distressed OFs: Passport, Travel Document/s, certification from OWWA or the Barangay c. For Rescued Client: Certification from a social worker or Case manager from rescued clients. d. For victims of Online Sexual Exploitation: Police Blotter and social worker's certification for the victims of online a. sexual exploitation of children b. For Locally stranded individuals (LSI): LSI without valid IDs, the Medical Certificate or the Travel Authority issued by the Philippine National Police will suffice and be accepted to prove his or her identity.	Division of Fire or Philippine National Police Overseas Workers Welfare Administration or Department of Migrant Workers or Barangay, Local Social Welfare and Development Office or other social welfare agencies Local Social Welfare and Development Office or other social welfare agencies Police Station Hospital or Clinic
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 authorities or regulating agencies, as may be applicable such as but not limited to Police Report or Blotter, Spot	<ul style="list-style-type: none"> • Barangay Hall where the client is presently residing • Police Station • AFP or PNP • Office of Civil Registry • Certificate from the LDRMO; or

report from the AFP or PNP, Joint AFP-PNP Intelligence Committee (JAPIC) certificate, Certification of death, Disaster Assistance Family Access Card (DAFAC); Medico-legal certification		<ul style="list-style-type: none"> Local Government Unit Hospital or Clinic signed by Licensed Physician 		
MATERIAL ASSISTANCE		WHERE TO SECURE		
1.General Intake Sheet		DSWD CIU or CIS or SWAD		
2.Material Assistance Distribution Sheet		DSWD CIU or CIS or SWAD		
OFF-SITE TRANSACTION				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present pertinent document	1.1 Conduct validation of clients/beneficiaries with the official list of target beneficiaries	NONE	5 Minutes	Social Welfare Officer III (CIU/CIS/SWAD OFFICES)
	1.1.1 Check the validity and completeness of the required documents presented by the client. If the documents submitted by the client are incomplete, advise the client to comply with the relevant documents. If complied, check validity and completeness of documents before proceeding to the next step.		5 minutes	
2. Submit pertinent documents for	2.1 Fill out the assessment area in the GIS;	NONE	30 Minutes	Social Welfare Officer III (CIU/CIS/SWAD OFFICES)

Interview and Assessment	<p>2.1.1 The social worker shall conduct an interview and assess the client to determine the eligibility of the client and complete the filling out of the GIS.</p> <p>If the client is eligible to receive assistance, the social workers shall recommend the appropriate assistance and fill out the CE.</p> <p>If the client is ineligible to avail assistance, the DSWD Personnel shall issue a letter of ineligibility signed by the authorized staff</p>			
3. Receive Assistance and fill out Client Satisfaction Measurement Survey	<p>3.1 The authorized DSWD Personnel shall review and release the assistance upon the establishment of the correctness and completeness of documents.</p> <p>3.1 1 .The client/beneficiary shall accomplish the Client Satisfaction Measurement Survey Form (CSMF) and drop it to the allocated suggestion box.</p>	NONE	5 Minutes	<i>Social Welfare Officer III</i> (CIU/CIS/SWAD OFFICES)
	TOTAL	NONE	40 inutes	

3. Auxiliary Social Services to Persons with Disabilities

As a part of Auxiliary Social Services and in support to the Magna Carta for Persons with Disabilities, the DSWD through our Field Offices provides augmentation support under the Medical assistance, Educational assistance, Burial Assistance and Livelihood Assistance for Persons with Disabilities specifically with those Physical Disabilities, Visual Disability and Learners with Disabilities. In doing this, the Department's aim is to contribute to the Physical Restoration, self, and social enhancement of Persons with Disabilities to attain more meaningful and contributing members of society.

Office or Division:	Protective Services Division- Sectoral Unit			
Classification:	Simple/ Complex			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Filipino Children and Persons with Disabilities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Provision of Assistive Devices				
1. Medical Certificate (Indicating the specific assistive devices needed)		Attending Physician (Hospital, Clinic, Barangay Health Worker)		
2. Barangay Certificate of Indigency		Barangay Hall		
3. Social Case Study Report/ Case Summary		Local Government Unit or Medical Social Service		
4. 2x2 Picture or 1 whole body picture		Client		
5. Request letter		Client		
<i>*Provision of the assistance is still based on the record of ailments of the client and assessment of Social Worker.</i>				
<i>*Documents are still subject for verification and additional documents may be required depending on the case.</i>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Persons with Disabilities or Family members of Person with Disability may Visit the SWADT offices or Field Offices (Walk-in Clients) to submit their complete requirements	For walk-in clients 1.1 Social Worker of the Program Focal Person shall receive and review the required documents.	None	3-5 minutes	Section Head Sectoral Unit
	1.2 Interview and assessment of Persons with Disability needs	None	5 minutes	Section Head Sectoral Unit
	1.3 The FO Focal Person/ Social Worker or SWADT Social Worker decides with the Person with Disability/ family member/ guardian shall decide what services can be provided to the client.	None	5 minutes	Section Head Sectoral Unit
	1.4 For AICS, FO Social Worker/ Focal Person shall provide referral letter or endorsement to CIS or SWADT		10 minutes	Section Head Sectoral Unit Division Chief Protective Service Division
	TOTAL	NONE	25 inutes	

4. Implementation of Government Internship Program (GIP) to Field Offices

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

Office or Division:	Protective Services Division – Sectoral Unit
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Filipino Youth (18 – 25 years of age)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<i>A. Application as participants of the program</i>	
1. Duly accomplished Application Form	DSWD Field Office
2. Photocopy of PSA issued Birth Certificate of the Youth or any government issued ID indicating the date of birth – youth must be aged 18-25 years old.	Philippine Statistics Authority (PSA) Concerned Government Agencies
3. Recent School registration form or certification from the school indicating the recent year/semester of the applicant's school attendance.	School
4. Photocopy of income tax return (ITR) of parents/head of the family/guardian or Barangay Certificate of Indigency confirming that family is residing in the barangay.	Barangay or Concerned Office/s of the parents

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
I. Pre-Implementation Phase				
<p>Prior to the submission of the application, a notice of acceptance of the applicant shall be cascaded with the deadline of the submission of the application form and other needed documents. (The announcement can be done during flag-raising ceremonies, through a press release and radio announcements. For the Field Office, a letter/notice of Acceptance of Applications will be sent to the identified LGU recipient.)</p>				

1. Application or Registration	1.1 Issuance of Applications forms 1.1.1 Issuance service sequence number 1.1.2 Encoding of the client's information in Spreadsheet)	None	10 minutes	Section Head Sectoral Unit
2. Submit the required documents to the DSWD Central Office/Field Office	2.1 Screen the required documents its authenticity	None	1 day	Section Head Sectoral Unit
3. Wait for the result of the Assessment of applications	3.1 Conduct table Assessment of the applications based on the qualifications.	None	2 days	Section Head Sectoral Unit
4. Received the notification of qualified applicants for interview	4.1 Notify the qualified applicants for the Interview	None	1 day	Section Head Sectoral Unit
5. Attend the interview at DSWD Central Office/Field Office	5.1 Conduct actual interviews with the applicants.	None	2 days	Section Head Sectoral Unit
6. Wait for the notification on the status of your application	6.1 Final screen the applicants (All qualified applicants shall be notified of the next steps to take while the applicants who did not qualify shall still be notified about the status of their application)	None	1 day	Section Head Sectoral Unit
II. Implementation Phase				

7. Attend Orientation	7.1 Conduct orientation with the selected participants about the GIP program)	None	1 day	Section Head Sectoral Unit
8. Render service in the area of assignment	8.1 Assist and monitor the youth in their area of assignment	None	30 working days	Section Head Sectoral Unit
9. Attend Capacity Building Activities	9. 1 Conduct capacity building activities	None	1 day	Section Head Sectoral Unit
10. Receive stipend	10. 1 Provide stipend to the youth (Stipend is 75% of the current regional minimum wage rate)	None	1 day	Section Head Sectoral Unit
III. Post-Implementation Phase				
11. Attend Program Evaluation Activity	11. Conduct program evaluation activity	None	1 day	Section Head Sectoral Unit
TOTAL:		None	Pre-Implementation Phase - 7 Days	
			Implementation Phase - 33 Days	
			Post-Implementation Phase - 1 Day	

5. Implementation of the Supplementary Feeding Program

The enactment of the Republic Act 11037 or the 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 Playgroup (SNP), 3-4 years old children enrolled in the Child Development Centers (CDC) and 5-year-old children not enrolled in DepEd but is enrolled in the CDCs.

Office or Division:	Protective Services Division – Supplementary Feeding Program
Classification:	Highly Technical
Type of Transaction:	G2G-Government to Government
Who may avail:	Local Government Units
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Duly signed Memorandum of Agreement (MOA) or Memorandum of Understanding (MOU)	Local Government Unit (Office of the Mayor/ C/MSWDO)
Certified True Copy of Sangguniang Bayan Resolution	Local Government Unit (Office of the Mayor)
Duly signed Project Proposal	Local Government Unit (Office of the Mayor/ C/MSWDO)
Weight Monitoring Report (Form 3.A)	C/MSWDO (Child Development Center/ Child Development Worker)/ (Supervised Neighborhood Play/ Supervised Neighborhood Play Worker)
Master list of Beneficiaries (Form 2.A)	C/MSWDO (Child Development Center/ Child Development Worker)/ (Supervised Neighborhood Play/ Supervised Neighborhood Play Worker)
Master list of Child Development Centers (Form 2.B)	Local Government Unit (C/MSWDO)
*These documentary requirements are presented to the DSWD Field Office personnel.	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<i>I Social Preparation for the Implementation of SFP (LGU to Field Offices)</i>				
1. LGU to submit the required documents for the program	1.1 Receive and review the completeness of the documents submitted	None	3 days	DSWD Field Office SFP Focal Person / Unit Head DSWD Field Office

inclusion per Day Care Centers/ Supervised Neighborhood Play				
	1.2 Process the submitted documents for inclusion in the program beneficiaries	None	20 days	<i>DSWD Field Office SFP Focal Person/ Unit Head DSWD Field Office</i>
	1.4 Consolidate all the submitted master list with nutritional status for submission of monthly report to the Central Office	None	20 days	<i>DSWD Field Office SFP Focal Person/ Unit Head DSWD Field Office</i>
	1.5 Keep the document for data banking and comparison on the succeeding nutritional status/ improvement of the children beneficiaries			<i>DSWD Field Office SFP Focal Person/ Unit Head DSWD Field Office</i>
2. Comply with the necessary signatures /action needed for the processing of the documents.	2.1 Facilitate signing and Notarization of Memorandum of Understanding (MOU) between LGU and DSWD FO.	None	20 days	<i>DSWD Field Office SFP Focal Person/ Unit Head DSWD Field Office</i>
	2.2 Proceed with the processing of the procurement of commodities If TOF is allowed, review eligibility of LGU based on previous performances in program implementation and timely and complete liquidation.	None	20 days	<i>DSWD Field Office SFP Focal Person/ Unit Head DSWD Field Office</i>

	If LGU is eligible, facilitate signing and Notarization of Memorandum of Agreement (MOA) between LGU and DSWD FO.	None	20 days	<i>DSWD Field Office SFP Focal Person Regional Director Finance staff DSWD Field Office</i>
	2.3 Facilitate the processing and Distribution of available checks / ADA for the LGU.	None	20 days	<i>DSWD Field Office Cash Section/Disbursing Officer DSWD Field Office</i>
3.LGU to participate to the program orientation	3.1. <i>Conduct program orientation/updates and reiterates necessary documents, proper accomplishment, and signatories for submission to the Field Office.</i>	None	<i>1 day per LGU/Province</i>	<i>DSWD Field Office SFP Focal / Unit Head DSWD Field Office</i>
TOTAL		None	144 days	

Republic Act No. 9184 or Government Procurement Reform Act - Annex C (Recommended Earliest Possible Time and Maximum Period allowed for the Procurement of Goods and Services; Article 11, Section 37,38)
RA 7160, 54a – “The veto shall be communicated by the local chief executive concerned to the sanggunian within fifteen (15) days in the case of a province, and ten (10) days in the case of a city or a municipality; otherwise the ordinance shall be deemed approved as if he had signed it”

II. Creation of Cycle Menu and Supervision of Feeding Implementation

1. Assist in the Conduct of Market Research	1.1 Conduct market research of the most common and available food items in the community.	None	7days	<i>DSWD Field Office SFP Focal / Unit Head</i>
2. Participate in the creation of cycle menu	2.1 Solicit recommendation with LSWDOs/focal persons on Menu preference per province In times of COVID-19 pandemic and other similar emergencies,	None	1 day/per province	<i>DSWD Field Office SFP Focal / Unit Head</i>

	conduct virtual meetings with provinces with capacity on network connection /gadgets 2.1.1 Draft two-four-week cycle menu based on the market research conducted, budget and the agreed Menu preference of the focal persons per province following the 1/3 PDRI requirements of the children beneficiaries and/or DOST-FNRI Pinggang Pinoy for Kids..			<i>DSWD Field Office SFP Focal / Unit Head</i>
3. Finalization of the Cycle menu	3.1 Submit the draft cycle menu for approval of the SFP Focal.	None	4 hours	<i>DSWD Field Office SFP Focal / Unit Head</i> <i>DSWD Field Office SFP Focal / Unit Head</i>
	3.2 Approve the cycle menu for allocation in the purchase request.		4 hours	<i>DSWD Field Office SFP Focal / Unit Head</i>
	3.3 Prepare the Food Distribution Plan per Mun/City, Province, as basis in the allocation in the Purchase Request		20 days	<i>DSWD Field Office SFP Focal / Unit Head</i>
4. Implement the approved cycle menu	4.1 Distribute copy of the menu to the LGU SFP Focal Person for reference and implementation.	None	20 days	<i>DSWD Field Office SFP Focal / Unit Head</i>
5. Receive the delivery of food commodities	5.1 Monitor the delivery of food	None	3 days	

and assist in the delivery of foods to the beneficiaries based on distribution plan	commodities to the implementing LGU			
	5.2 The FO shall monitor the feeding implementation of SFP by the LGUs based on the approved cycle menu, target beneficiaries and areas of implementation.		120 feeding days	<i>DSWD Field Office SFP Focal / Unit Head</i>
6. Submit the Accomplishment Report	6.1 The FO shall acknowledge and analyze the submitted accomplishment reports of LGUs (e.g. Physical, Narrative, Financial, Nutritional status reports) and provide technical assistance as needed.	None	7 days	<i>DSWD Field Office SFP Focal / Unit Head</i>
	6.2 The FO shall consolidate and evaluate the submitted reports of the LGUs for endorsement to the Central Office	None	20 days	<i>DSWD Field Office SFP Focal / Unit Head</i>
	TOTAL	None	198 days and 8 hours	
RA 11037, Section 4a – “...that the program shall include the provision of at least one (1) fortified meal for a period of not less than one hundred twenty (120) days in a year.				
III. Monitoring and Evaluation (Field Office to Local Government Unit)				
1. Coordinate with the Field Office for technical assistance	1.1 Prepare monitoring and technical assistance plan for the implementation of the current SFP cycle	None	4 hours	<i>Focal Person/ Unit Head DSWD Field Office</i>

	based on the result of the program review submitted by the LGUs. 1.1.1 Field Office may conduct spot checks to assess and monitor the implementation (delivery/feeding/weighing, quality and quantity etc.). 1.1.2 Notify the Local Government on the schedule of the actual visit and/or virtual provision of technical assistance 1.1.3 Prepare the Travel Order and/or Virtual Link for the Technical Assistance		3 days per LGU 1 day 1 day	<i>DSWD Field Office SFP Focal / Unit Head</i> <i>DSWD Field Office SFP Focal / Unit Head</i>
	1.2 Provide technical assistance through either demo, actual observation of the procedure and / or virtual provision of technical assistance ensuring LGUs compliance to EODB-ARTA requirements such as the SFP guidelines, among others.		7 days	<i>Focal Person/ Unit Head DSWD Field Office</i>
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.		1 day	<i>DSWD Field Office SFP Focal / Unit Head</i>
	2.2 Prepare the Feedback Report and Confirmation Report to the LGU. 2.2.1 Approve the feedback report and confirmation report.		2 Days and 10 minutes	<i>DSWD Field Office SFP Focal / Unit Head</i> <i>Regional Director</i>

	Focal Person shall be responsible for any e revisions and other instructions in the feedback report and confirmation report. 2.2.2 Log the document number of the confirmation report in the DTS. 2.2.3 Endorse to Records Unit / Section.			<i>Outgoing Administrative Staff</i> <i>Outgoing Administrative Staff</i>
3. Respond to Client Satisfaction Survey Form	3.1 Transmits the approved confirmation report to the LGU and request the LGU counterpart to respond to the Client Satisfaction Survey relative to the TA through a Google form		c/o records unit	<i>Outgoing Administrative Staff /SFP</i>
	Total	None	15 days 4 hours and 10 minutes	

****For procurement process, kindly refer to Citizens Charter of Procurement Management Service/ Section***

6. PLHIV Referral for Care and Support Services

In compliance with Section 35 of the Implementing Rule and Regulations of the *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:	Protective Services Division - Community-based Services / Section
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Persons-living with HIV and their affected families

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) valid identification card of the client or person to be interviewed: <ul style="list-style-type: none">PhilSys IDUMID ID, SSS, or GSIS IDPhilhealth IDDriver's LicensePRC IDOWWA IDDOLE IDPAG-IBIG IDVoters ID or Voter's Certification\Postal IDPhilippine PassportNBI Clearance4Ps IDPWD IDSolo Parent IDCity or Municipal IDBarangay IDOffice of Senior Citizen Affairs (OSCA) IDPolice Clearanceor any ID preferably with validity date, and picture and signature of the client in extreme justifiable circumstances, a Barangay Certification certifying the identity of the client may be presented in lieu of an ID Card		<ul style="list-style-type: none">Philippine Statistics AuthoritySocial Security System or Government Service Insurance SystemPhilhealthLand Transportation OfficeProfessional Regulation CommissionOverseas Workers Welfare AdministrationDepartment of Labor and EmploymentPag-Ibig FundCommission on electionPost OfficeDepartment of ForeignNational Division of InvestigationDepartment of Social Welfare and DevelopmentLocal Government UnitPolice StationBarangay Hall		
Signed Authorization Letter (if applicable)		Beneficiary of Assistance except for those who do not have the capacity to act or below 18 years old		
Form 1: Intake Form		Referring Agency		
Informed Consent				
Form 2: Referral for Service		HIV Treatment Hub;		
Medical Certificate or Clinical Abstract		Designated HIV Treatment Facility		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure a queuing number	1.1 Provide client with queuing number	None	5 minutes	Section Head Community-based Services Section

<p>2. Present self and documents for assessment and review</p>	<p>2.1 Receive and review submitted documents</p> <p>2.1.1 Check the client's record on existing database, e.g. Crisis Intervention Monitoring System, to check whether client had sought assistance within the last three (3) months</p> <p>If a client is eligible based on frequency and/or type of assistance last provided, the staff shall further assess documents presented</p> <p>If client is not eligible, staff shall provide reasons for non-eligibility and shall provide further instruction / information to client</p> <p>2.1.2 Conduct interview with client to further gather information and/or for clarification</p> <p>2.1.3 If necessary, coordinate with the</p>	<p>None</p>	<p>40 minutes</p>	<p><i>Section Head</i> Community-based Services Section</p>
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	receiving agency for validation			
3. Fill-out necessary fields in the prescribed forms	3.1 Handout copies of prescribed forms to client	None	20 minutes	Section Head Community-based Services Section
	3.2 Ask client to fill-out necessary fields and provide instructions			
4. Submit the accomplished forms	4.1 Collect accomplished forms	None	80 minutes	Section Head Community-based Services Section
	4.2 Review and completely accomplish forms			
	4.3 The DSWD Social Worker Officer shall determine the amount that is appropriate and responsive to the needs of the client			
	4.4 Prepare vouchers and other financial documents			

	4.5 Submit forms and supporting documents to the Authorized Approving Officer			
	4.5 Compile approved documents			
5. Client received assistance or any relevant documents for claiming of assistance (e.g. accomplished Form 3: referral for Service or stub)	5.1 Re-confirmation of client's identity	None	15 minutes	<i>Community-based Services Section Head</i>
	5.2 Releasing of assistance to client If outright cash, ask client to check the actual amount received If Guarantee Letter, advise client to review the correctness of the personal information reflected in the document If a client shall be referred again to another office and/or agency, the social worker shall accomplish			

	Form 3: Referral for Service.			
6. Accomplish Client Satisfaction Survey from	6.1 Issue Client Satisfaction Survey Form 6.1.1 Collect accomplished form	None	20 minutes	<i>Community-based Services Section Head</i>
	TOTAL	NONE	180 minutes or three (3) hours for Outright Cash One (1) day or 24 hours for a Guarantee Letter.	

7. Procedure in the Implementation of the Social Pension for Indigent Senior Citizens (SPISC)

The Social Pension for Indigent Senior Citizens (SPISC) is a social protection scheme for the welfare of senior citizens in compliance with the Republic Act No. 9994 or the “Expanded Senior Citizens Act of 2010” which institutionalized social protection to senior citizens by providing additional government assistance to indigent senior citizens which aims to augment the daily subsistence and other medical needs of the eligible beneficiaries based on the eligibility criteria as mentioned below.

Office or Division	Program Management Division (PMB) - Older Persons Unit Regional Social Pension Unit (RSPU) in Field Offices I, II, III, IV-CALABARZON, IV-MIMAROPA, V, VI, VII, VIII, IX, X, XI, XII, CARAGA, CAR, NCR, and MSSD-BARMM
Classification	Highly Technical
Type of Transaction	G2G-Government to Government; G2C-Government to Citizen
Who may avail:	Indigent senior citizens who are: a) 60 years old and above indigent senior citizens who are frail, sickly, bedridden or with disability; b) No permanent source of income;

	c) No regular support from family or relatives; and d) No pension from GSIS, SSS, PVAO and other insurance agencies
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>One (1) photocopy of the OSCA ID or any Valid Government-Issued ID indicating the birth date of the senior citizens such as but not limited to the following:</p> <ol style="list-style-type: none"> 1. PhilSys ID 2. Driver's License 3. Philhealth ID 4. Voter's ID 5. Postal ID 6. Federation ID <p><i>*The indigent senior citizen applicant is likewise encouraged to present the original copy of his/her OSCA ID or valid ID for further information verification.</i></p>	<p>OSCA at the Local Government Unit or any Government Agency issuing the listed identification cards.</p>
<p>One (1) original copy of the fully accomplished and signed Social Pension Application Form</p>	<p>The indigent senior citizen applicant shall inquire and/or submit the needed documentary requirements to the following:</p> <ol style="list-style-type: none"> 1. Barangay Senior Citizens Association (BSCA) 2. Office for Senior Citizens Affairs (OSCA) 3. Local Social Welfare and Development Office (LSWDO) 4. DSWD Field Office through the Regional Social Pension Unit (DSWD FO-RSPU) 5. DSWD Central Office through the Older Persons Unit under the Program Management Division (DSWD CO-OPU) <p>BSCA/ OSCA/ LSWDO/ DSWD FO-RSPU to provide one (1) copy of the Social Pension Application Form to the indigent senior citizen applicant.</p> <p><i>*no application is processed in the DSWD CO-OPU. All applications will be endorsed to the DSWD FO-RSPU.</i></p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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I. APPLICATION AND PRESENTATION OF NECESSARY DOCUMENTARY REQUIREMENTS OF THE INDIGENT SENIOR CITIZEN TO THE SOCIAL PENSION PROGRAM

****The same client steps shall be applied to indigent senior citizens re-applying to the program due to possible previous removal or inactivity to the social pension.***

A. INDIGENT SENIOR CITIZEN APPLIES FOR SOC PEN THROUGH EITHER OF THE FOLLOWING OFFICES LOCATED AT THEIR CITY/ MUNICIPALITY

- a. Barangay Senior Citizens Association (BSCA)
- b. Office for Senior Citizens Affairs (OSCA)
- c. Local Social Welfare and Development Office (LSWDO)

**As recommended, the LGU processes shall be excluded from this citizens' charter thus the LGUs shall prepare a Citizens' Charter to ensure accountability and responsiveness between the DSWD and LGUs. Nonetheless, it must be noted that SocPen application processing through the BSCA/OSCA/LSWDO is the most utilized service modality in the regions.*

B. INDIGENT SENIOR CITIZEN APPLIES FOR SOC PEN THROUGH THE DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT FIELD OFFICE - REGIONAL SOCIAL PENSION UNIT (DSWD FO-RSPU)

1. The indigent senior citizen applicant goes to the DSWD FO-RSPU to apply for his/her possible inclusion in the Social Pension Program.	1.1.The DSWD FO-RSPU Focal/Staff is to provide a copy of the Social Pension Application Form to the Indigent Senior Citizens.	None	None	Division Chief (Social Welfare Officer IV or V) Protective Services Division
2. The indigent senior citizen applicant fills up and submits the accomplished Social Pension Program Application Form to the DSWD FO-RSPU	2.1.The DSWD FO-RSPU Focal/Staff shall assist the indigent senior citizen applicant in filling up the form and provide the necessary information to the senior citizen regarding his application. 2.1.1.The DSWD FO-RSPU Focal/Staff shall accept and verify the	None	30 minutes <i>*processing time for the indigent senior citizen to complete his/her presentation of interest to apply to SocPen at the RSPU.</i>	Division Chief (Social Welfare Officer IV or V) Protective Services Division

	<p>completeness of the accomplished application form together with one (1) original and/or photocopy of the OSCA ID or any valid government-issued ID indicating the birthdate of the senior citizen presented.</p> <p>2.1.2 The DSWD FO-RSPU Focal/Staff shall notify and/or endorse the concerned LGUs for initial validation of applications such as confirmation of residence, etc. upon receipt of applications from walk-in clients.</p> <p>Note: <i>The DSWD FO-RSPU Focal/Staff may provide one (1) photocopy of the received application form to the indigent senior citizen for record purposes.</i></p> <p><i>It is further recommended that the applicant presents his/her original copy of</i></p>			
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	OSCA ID and/or any government-issued IDs for verification purposes.			
C. INDIGENT SENIOR CITIZEN GOES TO THE DSWD CENTRAL OFFICE - OLDER PERSONS UNIT TO SIGNIFY INTEREST IN APPLYING TO SOC PEN FOR ENDORSEMENT TO THE DSWD FO - RSPU				
1. The indigent senior citizen applicant goes to the DSWD CO-OPU to signify interest in applying to the Social Pension Program as a possible beneficiary.	<p>1.1. The DSWD CO-OPU receives and interviews the indigent senior citizen applicant through walk-in, phone-in, and email inquiries to get the following information for referral to the appropriate Field Office:</p> <ul style="list-style-type: none"> a. Name b. Age and Birthdate c. Address d. Contact Information e. Other pertinent details on the application <p>Note: There shall be no processing of program applications being done at the Central Office level.</p> <p>The RSPU shall conduct the necessary application procedures.</p>	None	<p>30 minutes</p> <p><i>*processing time for the indigent senior citizen to complete his/her presentation of interest to apply to SocPen at the DSWD CO</i></p>	<p>Sectoral Programs Division Chief under Program Management Division</p> <p>(Social Welfare Office IV or V)</p>

	<p><i>All application requests received by the DSWD CO-OPU shall be officially communicated with the senior citizen's information to their respective DSWD FO-RSPU for action.</i></p> <p><i>It is further recommended that the applicant presents his/her original copy of OSCA ID and/or any government-issued IDs for verification purposes.</i></p>			
II. THE INDIGENT SENIOR CITIZEN APPLICANTS WILL BE SUBJECTED FOR VALIDATION AND ASSESSMENT BASED ON THE PROGRAM CRITERIA				
2. The indigent senior citizen applicant undergoes validation and assessment to determine if he/she is eligible for the social pension.	<p>2.1.DSWD FO-RSPU Focal/ Staff shall schedule and inform through a written letter and/or other tangible means of communication such as email/ text message, etc. the OSCA/ LSWDO on the conduct of validation and assessment based on either/or of the following received consolidated and certified list from the LSWDO/ walk-</p>	None	<p>1 hour</p> <p><i>*maximum processing for the conduct of the interviews during validation per applicant.</i></p>	<p><i>Division Chief (Social Welfare Officer IV or V) Protective Services Division</i></p> <p><i>OSCA Head/ Representative</i></p> <p><i>LSWDO Head/ Representative</i></p>

	<p>in applicants/ referrals from different stakeholders to the RSPU, as follows:</p> <ol style="list-style-type: none"> List of potential beneficiaries - new applications List of potential beneficiaries - re-application (if any) List of delisted and replacement beneficiaries for inclusion in the beneficiaries to be validated/ re-validated by the RSPU. 			
	<p>2.2DSWD FO-RSPU Focal/ Staff shall take the lead in the conduct of the validation of the indigent senior citizen applicants, validating the information provided, using the General Intake Sheet (GIS) to determine the eligibility to the program.</p>			

	<p>2.2.1. Assessment of the beneficiary will be written in the General Intake Sheet (GIS) or the Social Pension Beneficiary Update Form (SPBUF) and shall be the basis for the final list of beneficiaries to be encoded in the Social Pension Information System (SPIS) and endorsed for cross-matching to the DSWD-OPU.</p> <p>2.2.2. The LSWDO shall also submit the list of delisted/replacement SocPen beneficiaries for validation and assessment.</p> <p>Note: Validation and assessment of potential beneficiaries shall be done through an interview during the home visit.</p>			
III. THE SOCIAL PENSION BENEFICIARY IS NOTIFIED, GOES TO THE PAYOUT VENUE AND RECEIVES HIS/ HER STIPEND				
3. The SocPen beneficiary is notified of his/ her qualification to the program.	3.1 The DSWD FO-RSPU Focal/ Staff shall endorse to the OSCA/LSWD	None	None	Division Chief (Social Welfare Officer IV or V) Protective Services Division

	<p>O the approved list of SocPen beneficiaries. The OSCA Head shall then notify the senior citizen through a written letter and/or other tangible means of communication such as email/ text message, etc. of his/her inclusion as a beneficiary of the program.</p>			<p><i>OSCA Head/ Representative</i></p> <p><i>LSWDO Head/ Representative</i></p>
<p>4. Appear during the payout schedule</p> <p>a. Present the original and/or photocopy copy of his/her OSCA ID or any valid government-issued ID/federation ID indicating his/her date of birth.</p> <p>In cases of SocPen beneficiary who cannot personally appear at the payout venue, S/he may designate his/her authorized representative and shall present and submit the original and photocopy of</p>	<p>4.1 The DSWD FO-RSPU Focal/ Staff and/or the LGU shall conduct a brief orientation to the SocPen beneficiaries and/or their authorized representatives on the procedure of the program.</p> <p>4.1.1 The DSWD FO SDOs/ LGU SDOs shall ensure the completeness and authenticity of the presented requirements by the SocPen beneficiary before</p>	None	<p>12 hours</p> <p><i>*maximum processing time a social pension beneficiary undergoes in a payout as it depends on the number of SocPen beneficiaries present at the payout to receive his/her stipend.</i></p> <p><i>** Please note that the payout for one barangay is a whole-day activity and</i></p>	<p><i>Division Chief (Social Welfare Officer IV or V) Protective Services Division</i></p> <p><i>Identified DSWD or LGU SDOs (*positions of assigned SDO shall depend on the FOs and LGUs)</i></p> <p><i>BSCA Head/ Representative</i></p> <p><i>OSCA Head/ Representative</i></p> <p><i>LSWDO Head/ Representative</i></p>

the following requirements:	releasing the stipend.		<i>may take up to 5 days for the whole LGU.</i>	
a. Authorized representative's valid government-issued ID or any valid certificate such as birth certificate, etc. b. SocPen beneficiary's OSCA ID or any valid government-issued ID. c. Authorization/certification letter from the beneficiary indicating the name of the authorized representative and the reason/s of inability to personally claim his/her stipend at the time of the payout.				
IV. FILLING OUT OF THE CLIENT SATISFACTION MEASUREMENT FORM				
5. The SocPen beneficiary or his/her authorized representative shall accomplish the Client Satisfaction Measurement Form (CSMF) to rate the	5.1 The DSWD FO-RSPU Focal/Staff to assist the SocPen beneficiary or his/her authorized representative in the	None	5 minutes	<i>Division Chief (Social Welfare Officer IV or V) Protective Services Division</i>

services provided by the DSWD. The accomplished CSMF shall be submitted to the DSWD FO-RSPU Focal/Staff.	accomplishment of the CSMF. 5.1.1 The DSWD FO-RSPU Focal/Staff shall ensure confidentiality and proper consolidation of the CSMF for subsequent submission to the CART Secretariat as MOVs.			
	TOTAL:	None	13 hours and 40 minutes for the total processing time a SocPen Beneficiary and/or his/her authorized representative undergoes from application, validation, notification, payout, and accomplishment of CSMF regardless of where s/he applies. *Processing time depends on the number of beneficiaries per Barangay, per LGU, and the output capability of SDOs.	

NOTE: This Citizens' Charter (CC) is limited to the DSWD processes involving the client - the indigent senior citizen applicant and the SocPen beneficiaries. The CC shall cover the following procedures, as follows: (1) application and presentation of documents of the indigent senior citizen, (2) participation of the indigent senior citizen in the validation and assessment, (3) notification and attendance of the SocPen beneficiary to the cash payout through the DSWD or LGUs under TOF, (4) Filling out of the CSMF of the SocPen Beneficiaries or his/her authorized representative.

Other DSWD processes not directly involving the client shall be separated and included in the program's Standard Operating Procedures. The processing of eligibility and release of cash advances of the social pension payment is a separate process being done by the DSWD Field Office in coordination with the concerned LGUs.

The SPISC is currently implementing two modes of payments, (a) Cash Payment through identified SDOs and (2) Transfer of funds to LGUs, hence, there may be differences in the turnaround/processing time. The SocPen Team needs staff augmentation from other programs/units for the conduct of simultaneous pay-outs considering the huge number of beneficiaries per region. It is further noted

that the program has no plantilla personnel hence, the pay-out depends on the number of SDOs of other programs/units who are available to handle the social pension cash advances.

The Turnaround/ Processing time depends on the social pension beneficiary's capacity, availability of the DSWD Field Office identified SDOs, schedules of payout, number of social pension beneficiaries present at the conduct of the payout, and other geographical location/ logistical requirements as agreed upon by the FOs and LGUs. .

8. Provision of Assistance to Person Living with HIV (PLHIVs)

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

Office or Division:	Protective Service Division – Community Based Services Section
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may avail:	People-living with HIV (PLHIVs) and their affected families
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
One (1) valid identification card of the client/ person to be interviewed;	
• PhilSys ID	Philippine Statistics Authority
• UMID ID, SSS or GSIS ID	Social Security System or Government Service Insurance System
• Philhealth ID	Philhealth
• Driver's License	Land Transportation Office
• PRC ID	Professional Regulation Commission
• OWWA ID	Overseas Workers Welfare Administration
• DOLE ID	Department of Labor and Employment
• PAG-IBIG ID	Pag-IBIG Fund
• Voter's ID or Voter's Certification	Commission on Election

• Postal ID	Post Office
• Philippine Passport	Department of Foreign Affairs
• NBI Clearance	National Division of Investigation
• 4Ps ID	Department of Social Welfare and Development
• PWD ID	Local Government Unit
• Solo Parent ID	Local Government Unit
• City or Municipal ID	Local Government Unit
• Barangay ID	Local Government Unit
• Office of Senior Citizen Affairs (OSCA ID)	Local Government Unit
• Police Clearance	Police Station
• or any ID preferably with validity date, and picture and signature of the client.	Barangay Hall
In extremely justifiable circumstances, a Barangay Certification certifying the identity of the client may be presented in lieu of an Identification Card.	Barangay Hall
Signed Authorization Letter (if applicable)	Beneficiary of Assistance except for those who do not have the capacity to act or below 18 years old
Medical Abstract or Referral Letter or Accomplished DSWD Form Three (3)	<ul style="list-style-type: none"> • Designated Treatment Hub / HIV Primary Care Facility; • Local Government Unit
TRANSPORTATION ASSISTANCE	
1. Original and one (1) photocopy of supporting document/s such as, but are not limited to, Medical Certificate, Death Certificate, and/or Court Order or Subpoena	<ul style="list-style-type: none"> • Police Station - Police Blotter; • Hospitals or Clinic - Medical Abstract; • Court - Court Order or Subpoena; and • Civil Registry - Death Certificate.
MEDICAL ASSISTANCE FOR HOSPITAL BILL	
1. One (1) Original and/or Certified True Copy of Medical Certificate or Clinical Abstract or Discharge Summary or <i>Alagang</i> issued within three (3) months and with the following information: (i) final diagnosis; and (ii) complete name, license number and signature of the Physician	Medical records of the Hospital or Clinic or the Attending Physician

2. One (1) original and one (1) photocopy of Hospital Bill or Statement of Account (outstanding balance) with the complete name and signature of the Billing Clerk; or Certificate of Balance and Promissory Note signed either by the Credit and Collection Officer or Billing Clerk.	<ul style="list-style-type: none"> • Statement of Account - Billing Office of the hospital • Certificate of Balance and Promissory Note - Credit and Collection Office
3. One(1) original copy of Social Case Study Report or Case Summary.	Registered Social Worker, whether from public or private practice, from any of the following: <ul style="list-style-type: none"> • Department of Social Welfare and Development; • Local Social Welfare and Development Office; • Non-Government Organization; or • Medical Social Service.
MEDICAL ASSISTANCE FOR MEDICINE OR ASSISTIVE DEVICE	
1. One (1) original and/or Certified True Copy of Medical Certificate or Clinical Abstract or Discharge Summary or <i>Alagang</i> issued within three (3) months and with the following information: (i) final diagnosis; and (ii) complete name, license number and signature of the Physician.	Medical records of the Hospital or Clinic of the Attending Physician
2. One (1) original and one (1) photocopy of prescription issued within three (3) months and with the following information: (i) date of issuance; and (ii) complete name, license number and signature of the Physician.	Attending Physician from a hospital or clinic.
If the amount of assistance being requested exceeds PhP10,000.00, the following shall be required as additional documentary requirements	
1. One (1) original and one (1) photocopy of the Quotation of Medicine or Assistive Device	Service Provider
2. One(1) original copy of Social Case Study Report or Case Summary.	Registered Social Worker, whether from public or private practice, from any of the following: <ul style="list-style-type: none"> • Department of Social Welfare and Development; • Local Social Welfare and Development Office; • Non-Government Organization; or • Medical Social Service
MEDICAL ASSISTANCE FOR LABORATORY	

1. One (1) original and/or Certified True Copy of Medical Certificate or Clinical Abstract or Discharge Summary or <i>Alagang</i> issued within three (3) months and with the following information: (i) final diagnosis; and (ii) complete name, license number and signature of the Physician.	Attending Physician or from Medical Records of the hospital or clinic.
2. One (1) original and/or one(1) Certified True Copy of Social Case Study Report or Case Summary.	Registered Social Worker, whether from public or private practice, from any of the following: <ul style="list-style-type: none"> • Department of Social Welfare and Development; • Local Social Welfare and Development Office; • Non-Government Organization; or • Medical Social Service.
If the amount of assistance being requested exceeds PhP10,000.00, the following shall be required as additional requirements	
1. One(1) original and/or photocopy of the Quotation of Laboratory)	Service Provider
2. One(1) original copy of Social Case Study Report or Case Summary.	Registered Social Worker, whether from public or private practice, from any of the following: <ul style="list-style-type: none"> • Department of Social Welfare and Development; • Local Social Welfare and Development Office; • Non-Government Organization; or • Medical Social Service.
MEDICAL ASSISTANCE FOR LABORATORY	
1. One (1) original and/or Certified True Copy of Medical Certificate or Clinical Abstract or Discharge Summary or <i>Alagang</i> issued within three (3) months and with the following information: (i) final diagnosis; and (ii) complete name, license number and signature of the Physician	Attending Physician or from Medical Records of the hospital or clinic.
2. One (1) original and one (1) photocopy of laboratory requests or laboratory protocol or Doctor's Order with name, license number, and signature of the Physician	Attending Physician from a hospital or clinic
3. One (1) original and/or one(1) Certified True Copy of Social Case Study Report or Case Summary.	Registered Social Worker, whether from public or private practice, from any of the following: <ul style="list-style-type: none"> • Department of Social Welfare and Development; • Local Social Welfare and Development Office; • Non-Government Organization; or

	<ul style="list-style-type: none"> • Medical Social Service.
If the amount of assistance being requested exceeds PhP10,000.00, the following shall be required as additional requirements	
1. One(1) original and/or photocopy of the Quotation of Laboratory	Service Provider
2. One (1) original and/or one(1) Certified True Copy of Social Case Study Report or Case Summary. (1 Original or Photocopy)	Registered Social Worker in public or private practice. <ul style="list-style-type: none"> • DSWD • LSWDO • NGO • Medical Social Service
FUNERAL ASSISTANCE FOR FUNERAL BILL	
1. One (1) original and/or one(1) Certified True Copy of Death Certificate or Certification from the Tribal Chieftain	City or Municipal Hall (Civil Registry Office), Hospital, Funeral Parlor, Tribal Chieftain or Imam
1. One (1) original copy of Promissory Note or Certificate of Balance or Statement of Account	Authorized staff of the Funeral Parlor or Memorial Chapel
2. One (1) original and/or Photocopy of Funeral Contract	City or Municipal Hall
EDUCATIONAL ASSISTANCE	
1. One (1) original and/or photocopy of Validated School ID and Valid I.D	School Registrar where the beneficiary is enrolled
1. One (1) original and/or photocopy of any of the following: <ol style="list-style-type: none"> Enrolment Assessment Form; or Certificate of Enrolment; or Registration; or Statement of Account 	School Registrar or Concerned Office where the beneficiary is enrolled
FOOD ASSISTANCE	
1. One (1) original and/or photocopy of Barangay Certificate or Residency or Certificate of Indigency or Certificate that the client is in need of assistance may be required or medical document as proof that the beneficiary is admitted	<ul style="list-style-type: none"> • Barangay Hall where the client is presently residing • Hospital where the beneficiary is currently admitted
CASH RELIEF ASSISTANCE	
Depending on the circumstances:	<ul style="list-style-type: none"> • Division of Fire or PNP • Overseas Workers Welfare Administration or Department of Migrant Workers or Barangay

<p>a. For Fire Victims: One (1) original and/or photocopy of Police Report or Division of Fire Protection Report from the Division of Fire;</p> <p>b. For Distressed OFs: One (1) original and/or photocopy of Passport, Travel Document/s, certification from OWWA or the Barangay;</p> <p>c. For Rescued Client: One (1) original and/or photocopy of Certification from a social worker or Case manager from rescued clients.</p> <p>d. For victims of Online Sexual Exploitation: One (1) original and/or photocopy of Police Blotter and social worker's certification for the victims of online sexual exploitation of children</p> <p>e. For Locally stranded individuals (LSI): LSI without valid IDs – One (1) original and/or photocopy of the Medical Certificate or the Travel Authority issued by the Philippine National Police will suffice and be accepted to prove his or her identity.</p>	<ul style="list-style-type: none"> Local Social Welfare and Development Office or other social welfare agencies Local Social Welfare and Development Office or other social welfare agencies Police Station - Police Blotter Hospital or Clinic - Medical Certificate signed by the Registered Physician 			
<p>For all other incidents:</p> <p>1. One (1) original and/or photocopy of any of the following: 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 or regulating agencies, as may be applicable such as but not limited to Police Report or Blotter, Spot report from the AFP or PNP, Joint AFP-PNP Intelligence Committee (JAPIC) certificate, Certification of death, Disaster Assistance Family Access Card (DAFAC); Medico-legal certification</p>	<ul style="list-style-type: none"> Barangay Hall where the client is presently residing Police Station Armed Forces of the Philippines or Philippine National Police Office of the Civil Registry Certificate from the Local Disaster Risk Management Office; or Local Government Unit Hospital or Clinic signed by Licensed Physician 			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Secure a queuing number	1.1 Provide client with queuing number	None	5 minutes	<i>Admin/ Security Personnel</i>
2. Present self and documents for assessment	2.1 Conduct initial interview for assessment	None	40 minutes	<i>Section Head Community Based Services Section (CBSS)</i>
	2.1.1 Check the client's record to the existing database – e.g Crisis Intervention Monitoring System, to check whether the client had sought assistance within the last three (3) months. If a client is eligible (based on frequency and/or type of assistance last provided), the staff shall further assess documents presented. If a client is not eligible , the staff shall provide the reasons for non-eligibility and shall further provide further instruction / information. 2.1.2 Check the documents presented by the client.			

	<p>If documents are complete and valid, the client will be advised to fill-out necessary forms and submit documents pertinent to their request.</p> <p>If supporting documents are incomplete and non-compliant, provide a checklist.</p> <p>2.1.3 If necessary, coordinate with the client's designated treatment hub or LGU to further verify validity of documents presented</p>			
3 Fill-out necessary fields in the prescribed forms	<p>3.1 Handout copies of prescribed forms to client</p> <p>3.1.1 Ask client to fill-out the necessary fields in the prescribed forms</p>	None	20 minutes	Section Head Community Based Services Section (CBSS)
4. Submit accomplished forms and required documents. If necessary, attend the interview for further clarification.	<p>4.1 Collect the accomplished forms and documentary requirements from client</p> <p>4.1.1 Verify the submitted documents for veracity, consistency, and authenticity.</p>	None	80 minutes	Section Head Community Based Services Section (CBSS)

	<p>4.1.2 If necessary, conduct interviews with the client and; or additional coordination with treatment hubs, LGUs, and or the referring agency.</p> <p>4.1.3 The DSWD Social Welfare Officer (SWO) shall determine the amount that is appropriate and responsive to the needs of the client.</p> <p>4.1.4 Preparation of vouchers and financial documents.</p> <p>4.1.5 Forward the Client's Document to the Authorized Approving Officer.</p> <p>4.1.6 Compile the approved documents of the client.</p>			
5. Receive assistance	<p>5.1 Confirmation of client's identity;</p> <p>5.1.1 Releasing of actual assistance to client;</p> <p>5.1.2 Releasing of actual assistance to client;</p>	None	15 minutes	<p><i>Section Head</i> Community Based Services Section (CBSS)</p>

	<p>If through outright cash, ask client to check the actual amount received;</p> <p>If through Guarantee Letter, advise clients to review the correctness of the personal information reflected in the document.</p>			
6. Accomplish Client Satisfaction Measurement Survey	<p>6.1 Provide a copy of the Client Satisfaction Measurement Survey;</p> <p>6.2 Collect accomplished Client Satisfaction Measurement Survey</p>	None	20 minutes	Section Head Community Based Services Section (CBSS)
TOTAL		None	<p>180 minutes or three (3) hours for Outright Cash</p> <p>One (1) day or 24 hours for a Guarantee Letter.</p>	

9. Provision of Assistance to Solo Parent

Solo parents are those who are left alone with the responsibility of rearing their children regardless of marital status and based on National Statistics Office (NSO) data, there are about 14 million solo parents in the Philippines as of 2015. The increasing number of solo parents has led the national government to pass Republic Act No. 8972 or the Solo Parents' Welfare Act of 2000, which was promulgated on November 7, 2000. On 04 June 2022, the Republic Act No. 11861 (RA 11861) or the Expanded Solo Parents

Welfare Act lapsed into law and its Revised Implementing Rules and Regulations took effect on 01 November 2022. The passage of RA 11861 expanded the benefits of the solo parents, promotes the rights of Filipino solo parents and ensures that they can receive adequate social protection programs from the government.

RA 11861 directs the Department of Social Welfare and Development (DSWD), in coordination with other agencies to develop a “comprehensive package” of social protection services for solo parents and their families which includes livelihood opportunities, legal advice and assistance, counseling services, parent effectiveness services, and stress debriefing, among others, regardless of financial status.

DSWD is mandated to protect and promote the welfare of the disadvantaged group including the solo parents, and provide technical assistance to partner stakeholders (National Government, Local Government Unit, and Civil Society Organizations). Any solo parent whose income in the place of residence is equal to or below the poverty threshold as set by the PSA and subject to the assessment.

Office or Division:	Community Based Service Section
Classification:	Simple
Type of Transaction:	G2C – Government to Client
Who may avail:	REGISTERED SOLO PARENT
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Valid Solo Parent Identification Card	Local Government Unit

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit the Field Office for assistance	1. The DSWD office Security Guard/Public Assistance and Complaints Desk (PACD) Officer shall direct the client to the Field Office (FO)/Social Welfare and Development Team (SWADT) social worker or solo parent focal person.	None	0 minute	<i>Division Chief</i> Protective Services Division
2. Attend Interview for assessment of needs	2.1 FO / SWADT social worker / Focal Person shall validate the Solo Parent Identification Card (SPIC) of the client.	None	10 minutes	<i>Head</i> Community Based Service Section

	2.1.1 Interview the client and fill-out the general intake sheet and indicate recommendations based on assessed needs			
3. Attend psychological intervention, psychological first aid and/or counseling	3.1 FO / SWADT social worker / Focal Person shall provide psychological intervention, psychological first aid and/or counseling based on their solo parent concerns. Recommendation may be provided to help in the needs of the family.	None	30 minutes	<i>Division Chief</i> Protective Services Division or <i>Head</i> Community Based Service Section
	<p>If no further assistance is to be provided, the client shall accomplish the Client Satisfaction Measurement Form (CSMF) and return the form to the social worker before leaving.</p> <p>3.1.1 FO / SWADT social worker / Focal Person shall encode the client's information in the caseload inventory of solo parents provided with assistance</p>	None	5 minutes	<i>Division Chief</i> Protective Services Division or <i>Head</i> Community Based Service Section
4. Preparation of referral / endorsement for Assistance to Individuals in Crisis Situation (AICS) or Sustainable Livelihood Program (SLP) or to another office or agency if the	<p>4.1 Preparation of referral / endorsement for Assistance to Individuals in Crisis Situation (AICS) or Sustainable Livelihood Program (SLP) or to another office or agency if the need of the client cannot be met by the DSWD.</p> <p>For AICS, FO / SWADT social worker / Focal Person shall provide a referral or endorsement letter to CID / CIS / SWADT and fill-out the General Intake Sheet</p>	None	40 minutes	<i>Division Chief</i> Protective Services Division or <i>Head</i> Community Based Service Section

need of the client cannot be met by the DSWD.	<p>For livelihood assistance, FO / SWADT social worker / Focal Person shall provide a referral or endorsement letter to SLP for possible provision of assistance.</p> <p>For other agency/ies, FO / SWADT social worker / Focal Person to provide a referral or endorsement letter to appropriate agency/ies.</p>			
	4.2. Referral or endorsement letter for approval of Division Chief, Division/Regional Director or COmbased Section Head / PSD Chief in SWADT.	None	2 days	<i>Division Director</i>
5. Receive the referral/ endorsement letter	5. Send the referral / endorsement letter to appropriate agency/ies	None	5 minutes	<i>Division Chief Protective Services Division</i>
	TOTAL	2 working days, 90 minutes		

10. Provision of Assistance under the Recovery and Reintegration Program for Trafficked Persons (RRPTP)

The RRPTP is a comprehensive program that ensures adequate recovery and reintegration services provided to trafficked persons. It utilizes a multi-sectoral approach and delivers a complete package of services that will enhance the psychosocial, social, and economic needs of the clients, the families, and the communities where the trafficked persons will be eventually reintegrated. It also improves community-based systems and mechanisms that ensure the recovery of the victim-survivors and prevents other family and community members from becoming victims of trafficking.

Office or Division:	Central Office - Sectoral Programs Division Field Office I-XII, CARAGA, CAR, NCR
Classification:	Highly Technical
Type of Transaction:	G2C- Government to Citizens
Who may avail:	1. Victim-survivor of trafficking 2. Families of the victim-survivor of trafficking. 3. Witnesses of cases of human trafficking. 4. Communities with incidence of human trafficking.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Case Management	
Travel document (for Repatriated TIP Victims) (1 Photocopy) Valid ID (1 Photocopy) Social Case Study Report	Department of Foreign Affairs / Philippine Embassy (for Repatriated TIP Victims)
Medical Assistance	
Clinical Abstract / Medical Certificate with signature and license number of the attending physician (issued within three months) (1 Original and 1 Photocopy) Hospital Bill (for payment of hospital bill) or Prescription (for medicines) or Laboratory requests (for procedures). Barangay Certificate of Residency and Valid ID for the client	Hospital or health facility where the client is admitted or seen (Clinical Abstract and Hospital Bill) Barangay Hall (Barangay Certificate) Government Institutions (Valid ID)
Educational Assistance	
School registration and/ or certificate of enrolment Statement of Account for tertiary education Valid school ID Valid ID of the parent/ guardian	School where the client is enrolled (School Registration, Certificate of Enrolment, Statement of Account) Government Institutions (Valid ID)
Skills Training	
Official receipt from the training school (TESDA/ CHED accredited training school. (1 Original and 1 Photocopy) Valid ID	TESDA / accredited training school where the client is enrolled Government Institutions (Valid ID)
Financial Assistance for Employment (e.g. driver's license, NBI and police clearance, Medical Certificate etc.)	
Contract of Employment or any similar document which indicates that they are hired Valid ID (1 Original and 1 Photocopy)	Employer of the client Government Institutions (Valid ID)
Financial Assistance for Livelihood	
1. Result of the Handa Ka Na Bang Magnegosyo? The client score's must be 75 and above in order to be eligible for the livelihood Program, to	DSWD Field Offices

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. 2. 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. 3. Valid ID (1 Original and 1 Photocopy) 4. Social Case Study Report	Government Institutions (Valid ID) DSWD Field Office or Local Social Welfare and Development Office
Logistical Support During and Post-Rescue Operation of Victim-survivors of Trafficking	
No Documents needed.	DSWD Field Offices -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.
Provision of Temporary Shelter	
3. Referral Letter from the Social Worker (1 Original and 1 Photocopy)	DSWD Field Offices -Victim-survivors of trafficking may be placed in DSWD run/ registered, licensed and accredited residential care facilities for protective custody.
Support for Victim-survivors/ Witness and Transportation Assistance	
Valid ID Social Case Study Report	Government Institutions (Valid ID) DSWD Field Offices

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The victim survivors of trafficking may visit the DSWD Field/ Regional Office or Rescued by Social Worker	1.1 Interview of the client 1.1.1 Provide Psychosocial Counseling	None	2 Hours	<i>Community Based Services Section Head/ Social Welfare Officer III</i> Protect Services Division

	<p>1.1.2 Conduct Assessment</p> <p>If the Client needs Temporary Shelter refer to Residential Care Facility.</p> <p>1.1.3 The Social Worker shall provide a list of documentary requirements depending on the assistance to be provided.</p> <p>1.1.4 Refer to the list of requirements.</p>			<p><i>Community Based Services Section Head/ Social Welfare Officer III</i> Protect Services Division</p>
2. Submit Documentary Requirement for the service/s to be availed	<p>2.1 Screening of the submitted documents (Note: Given all requirements are submitted by the client)</p> <p>2.1.1 For livelihood assistance, the RRPTP Social Worker shall forward the documents to the Sustainable Livelihood Program for further assessment.</p>	None	10 minutes	<p><i>Community Based Services Section Head/ Social Welfare Officer III</i> Protect Services Division</p> <p><i>Sustainable Livelihood Program Section Head and Community Based Services Section Head/ Social Welfare Officer III</i> Protect Services Division</p>
	<p>2.2 Processing of the assistance being sought;</p> <p>a. Preparation of Voucher (if financial related</p>	None	7 Days	<p><i>Community Based Services Section Head/ Social Welfare Officer III</i> Protect Services Division</p>

	b. Social Case Study Report c. Preparation of referral letter (if needs other program assistance)			
	2.3 PSU/ CBU Division Chief and Budget Officer recommend the provision of assistance for approval of the Regional Director.	None	3 working days	<i>Community Based Services Section Head/ Social Welfare Officer III Protect Services Division</i>
	2.4 The Regional Director shall approve the provision of assistance to the victim-survivors of trafficking.	None	2 working days	<i>Regional Director</i>
	2.5 Releasing of the assistance to client (Cash or Non-Cash)	None	2 working days	<i>Cash Section Head Financial Management Division-Cash Section</i>
3. Accomplish Client Satisfaction Measurement Survey (CSMS)	3.1 RRPTP Social Worker shall provide the client the copy of the CSMS to provide feedback regarding the service received.	None	5 minutes	<i>Community Based Services Section Head/ Social Welfare Officer III</i>
	Total	None	For Temporary Shelter -2 hours	
	Total	None	For Livelihood Assistance - 12 Days	
	Total	None	For other Assistance - 5 Days	

11. Provision of Centenarian Gifts to Centenarian

Republic Act No. 10868 or the Centenarians Act of 2016 gives due recognition to Filipino citizens, both in the Philippines and abroad, who reached the age of 100 years old. The Act mandated the Department to provide the centenarian benefit of

Php100,000.00, Letter of Felicitation signed by the President of the Philippines for the living centenarians and Posthumous Plaque of Recognition to the deceased centenarians, at the national level

Office or Division:	Program Management Division – Sectoral Programs Division Field Offices I-XII, CARAGA, CAR, NCR and MSSD-BARMM
Classification:	Complex
Type of Transaction:	G2C-Government to Citizen
Who may avail:	All Filipino citizens who reached the age of 100 years old
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Living Centenarians: <i>(One original or one certified true copy)</i>	
Birth certificate	Philippine Statistics Authority (PSA) or Local Civil Registrar (LCR)
Philippine Passport	Department of Foreign Affairs (DFA)
Identification cards	Office for Senior Citizens Affairs (OSCA); Land Transportation (LTO)-issued Driver's License; social security cards like the Government Service Insurance System (GSIS) and Social Security System (SSS); Professional Regulatory Commission (PRC) license; Philippine Postal; Commission on Elections (COMELEC); Philippine Identification System; Philhealth MDR
Marriage Certificate	Philippine Statistics Authority (PSA) or Local Civil Registrar (LCR)
Birth Certificates of children	Philippine Statistics Authority (PSA) or Local Civil Registrar (LCR)
Affidavit executed by at least two (2) disinterested persons	Lawyer (either public or private)
Old School or Employment records	School or Employment agency
Baptismal and/or Confirmation records	Parish church and other religious denomination
Medical and/or Dental examination	Government / private doctors or dentist
Other related documents	National Commission on Muslim Filipinos (NCMF) / National Commission on Indigenous People (NCIP); AFPSLAI, AMWSLAI, Veterans
For Deceased Centenarians: <i>(One original or one certified true copy)</i>	
Death certificate	Philippine Statistics Authority (PSA) or Local Civil Registrar (LCR)
Identification card of the nearest surviving relative	Office for Senior Citizens Affairs (OSCA); Land Transportation (LTO)-issued Driver's License, social security cards like the Government Service Insurance System (GSIS), and Social Security System (SSS), Professional Regulatory Commission (PRC) license, Philippine Postal,

	Commission on Elections (COMELEC); Philippine Identification System; Philhealth MDR
Proof of Relationship <ul style="list-style-type: none"> • Certificate of live birth of the nearest surviving relative • Marriage Certificate • Baptismal 	Philippine Statistics Authority (PSA) or Local Civil Registrar (LCR) Parish church and other religious denomination
Affidavit of Adjudication and/or Special Power of Attorney	Lawyer (either public or private)
Warranty and Release from Liability	DSWD Field Offices
<i>*Documents stated in the living centenarians, shall also be required to be submitted by the nearest surviving relative of the deceased centenarians that will prove the deceased centenarians' age eligibility at the time RA 10868 took effect if any</i>	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Centenarian and/or nearest surviving applicant submit the one (1) original or one (1) certified true copy of the necessary documentary requirements to the Office for Senior Citizens Affairs (OSCA)	1.1. The DSWD FO shall receive the masterlist of potential centenarians through the following: <ul style="list-style-type: none"> a. Submitted consolidated list from the Local Government Units through the OSCA b. Endorsement from legislators; Office of the President, among others; 	None	1 working day	Division Chief (Social Welfare Officer IV/V) <i>Protective Services Division</i>

	c. Walk-in clients			
	<p>1.2. The DSWD FO shall conduct desk or home validation to the identified potential centenarians and/or nearest surviving relative</p> <p>If assessed as eligible, the DSWD FO shall send a letter duly signed by the DSWD Regional Director citing the eligibility of the applicant. The LGU shall then inform the centenarian and/or nearest surviving relative applicant.</p> <p>If the documents submitted are incomplete and/or with discrepancy, the DSWD FO shall inform and request the LGU to provide technical assistance to the centenarian and/or nearest surviving relative applicants to comply with the additional requirements and/or reconcile the</p>	None	<p>Desk validation: 3 working days</p> <p>Home validation: 15 working days</p> <p>5 working days</p>	<p>Division Chief (Social Welfare Officer IV/V) <i>Protective Services Division</i></p>

	documents with discrepancies.			
2. Centenarian and/or nearest surviving relative receive the centenarian benefit	2.1. The DSWD FO shall facilitate the preparation of documents such as disbursement voucher, obligation request, payroll, etc. corresponding to the number of eligible centenarians to be awarded.	None	5 working days	Division Chief (Social Welfare Officer IV/V) <i>Protective Services Division</i>
	2.2. The DSWD FO shall prepare a notification letter to the LGU duly signed by the Regional Director citing the scheduled payout to the eligible centenarians and/or nearest surviving relative.	None	3 working days	Division Chief (Social Welfare Officer IV/V) <i>Protective Services Division</i>
	2.3. The DSWD FO shall release the centenarian benefit to the eligible centenarian and/or nearest surviving relative in the following mode: Cash: House-to-house delivery and/or plaza type by the FO-Special Disbursing Officer together with the Centenarian focal person	None	20 working days	<i>DSWD FO-Special Disbursing Officer and Protective Services Division Chief (Social Welfare Officer IV/V)</i>

	Cheque: Deposit in the existing savings or current account or deliver through house-to-house and/or plaza type			
3. Centenarian and/or nearest surviving relative shall fill-out the Client Satisfaction Measurement Form	3.1. The DSWD FO shall consolidate the filled-out Client Satisfaction Measurement Form for subsequent submission to DSWD FO CART focal person	None	5 minutes	Division Chief (Social Welfare Officer IV/V) <i>Protective Services Division</i>
	TOTAL	None	52 days and 5 minutes	

12. 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 is traveling abroad alone or with someone other than their biological parents.

Office or Division:	Protective Services Division- Minor's Traveling Abroad	
Classification:	Simple	
Type of Transaction:	G2C- Government to Citizen	
Who may avail:	Filipino Minors Traveling Abroad	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
A. For Minors Traveling Alone to a Foreign Country for the First Time		
1. Duly Accomplished Application Form (1 Original Copy or Electronic Copy)	DSWD Field Offices or download form at www.dswd.gov.ph	
2. LSWDO/SWAD Social Worker's assessment, in the absence of the biological parent/s or an appointed legal guardian (1 Original Copy)	Local Social Welfare and Development Office/SWAD where the minor resides	

3. PSA issued Birth Certificate of Minor (1 Original and 1 Photocopy**)	Philippine Statistics Authority (PSA)
4. 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 Barangay or religious leader; or PSA issued CENOMAR for non-marital minors on SECPA; (1 Original and 1 Photocopy**)	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 and valid visa or valid ID issued abroad, if parents are working abroad. (1 Original)	Law Office and Notarized at the place where the parent/s resides/Philippine Embassy (if minors parent/s are abroad)
6. Original colored passport size photos of the minor (in White, Red or Blue Background) taken within the last 6 months. No scanned picture is allowed. (2 pcs.)	Applicant
7. Notarized 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.) (1 Original)	Applicant or Sponsoring Person/Agency
8. PSA issued Death Certificate (for deceased parent/s) on SECPA (1 Original and 1 Photocopy)	Applicant
9. Unaccompanied Minor Certificate from the Airlines (if available)	Airline Company where ticket is obtained
10. Waiver from the parents releasing DSWD from any liability/responsibility in case of untoward incident during the travel of the child.	Applicant
For Succeeding Travel of Unaccompanied minor or Traveling ALONE	
1. Duly Accomplished Application Form (1 Original Copy or Electronic Copy)	DSWD Field Office/ DSWD website: www.dswd.gov.ph
2. Notarized Affidavit of Consent or Written Consent of both parents/ legal guardian/solo parent, whichever is applicable. Photocopy of valid passport and valid visa or valid ID issued abroad, if parents are working abroad. (1 Original)	Law Office and Notarized at the place where the parent/s resides/Philippine Embassy (if minors parent/s are abroad)

3. Original copy of the previous Travel Clearance issued	Applicant
4. Original colored passport size photos of the minor (in White, Red or Blue Background) taken within the last 6 months. No scanned picture is allowed. (2 pcs.)	Applicant
5. Unaccompanied Minor Certificate from the Airlines (if available)	Airline Company where ticket is obtained
6. Waiver from the parents releasing DSWD from any liability/responsibility in case of untoward incident during the travel of the child.	Applicant
Minor Travelling for the FIRST TIME with persons other than the Parents or Legal Guardian	
1. Duly Accomplished Application Form (1 Original Copy or Electronic Copy)	DSWD Field Office/ DSWD website: www.dswd.gov.ph
2. PSA issued Birth Certificate of Minor (1 Original and 1 Photocopy**)	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. (1 Original)	Law Office and Notarized at the place where the parent/s resides/Philippine Embassy (if minors parent/s are abroad)
4. 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 Barangay or religious leader; or PSA issued CENOMAR for non-marital minors on SECPA; (1 Original and 1 Photocopy**)	Philippine Statistics Authority (PSA); Court who handled the Legal Guardianship petition; Shariah Court or Religious Leader
5. Two (2) colored passport size pictures of the minor (in white, red or blue background) taken within the last 6 months. No scanned pictures will be accepted.	Applicant
6. Photocopy of the valid passport of the traveling companion.	Minor's traveling companion
Minors Traveling subsequently with a Person Other than the Parents of Legal Guardian	
1. Duly Accomplished Application Form (1 Original Copy or Electronic Copy)	DSWD Field Office/ DSWD website: www.dswd.gov.ph
2. Original copy of the Travel Clearance previously issued by the DSWD Field Office;	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. (1 Original)	Law Office and Notarized at the place where the parent/s resides/Philippine Embassy (if minors parent/s are abroad)
4. Two (2) original colored passport size photos of the minor taken within the last six (6) months. No scanned pictures will be accepted;	Applicant
5. Photocopy of the valid passport of the traveling companion.	Minor's traveling companion
Additional Requirements for Minors Under Special Circumstances:	
For Filipino Minors Migrating to Another Country	
1. Visa Petition Approval	Applicant
For Minors Studying Abroad	
1. Acceptance or Certificate of Enrollment or Registration from the School where the minor is to be enrolled.	Applicant
For Minors who will attend Conference, Study Tours, Competition, Student Exchange Program, Summer Camp, Pilgrimage, World Youth Day and Other Related Activities:	
1. Certification from Sponsoring Organization	Sponsoring Organization
2. Affidavit of Undertaking of Companion indicating safety measures undertaken by the School, Sports Agency, or Organization	School, Sports Agency, or Sponsoring Organization
3. Signed Invitation from the Sponsoring Agency/Organization abroad with itinerary of travel and list of participants and duration of the activity/travel	School, Sports Agency, or Sponsoring Organization
Minors going Abroad for Medical Purposes	
1. Medical Abstract of the Minor (1 Original Copy)	Attending Physician
2. Recommendation from the Attending Physician that such medical procedure is not available in the country (if applicable)	Attending Physician
3. Letter from the Sponsor (if applicable)	Sponsoring Person
Minors going Abroad with pending petition for Inter-Country or Domestic Adoption	
1. Placement Authority issued by NACC-RACCO	National Authority for Child Care (NACC)
2. Consent to Travel issued by NACC-RACCO	National Authority for Child Care (NACC)
3. Notarized Affidavit of Undertaking from the Prospective Adoptive Parent/s (1 Original)	Applicant

4. Court Order (for those with Pending Court Petition)	RTC who has jurisdiction over the case			
1. Placement Authority issued by NACC-RACCO	National Authority for Child Care (NACC)			
Minors under Foster Care				
1. Notarized Affidavit of Undertaking by the Foster Parent/s	Foster Parent/s			
2. Consent to Travel issued by NACC-RACCO	National Authority for Child Care (NACC)			
Minors under Legal Guardianship who will be unaccompanied by their Legal Guardian				
1. Court Order on Legal Guardianship (1 Certified True Copy)	Court			
For Minors whose parents are Seafarers				
1. Certification from the Manning Agency attesting that the parent/s is on board employment (1 Original or 1 Electronic Copy)	Applicant			
2. Seaman's Book of Parent/s (1 Photocopy)	Applicant			
3. Parent/s Written Consent (1 Electronic Copy)	Applicant			
For Minors with alleged missing parent/s				
1. Social Case Study Report from the LSWDO where the alleged missing parent's last known address (1 Original)	Local Social Welfare and Development Office			
2. Blotter Report from either local police or Barangay Certification from the Locality of the last known address of the alleged missing parent (1 Original)	Local Police or Barangay of the alleged missing parent/s last known address			
3. Returned registered mail to the last known address of the alleged missing parent/s known address (1 Original, if available)	Applicant			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Register information in MTA client's logbook	1.1 Issue Service Sequence Number 1.1.2 Encoding of the client's information in online Spreadsheet	None	5 minutes	Section Head - Minor's Travelling Abroad
2. Fill out and Submit Accomplished Application Form and Documentary Requirements for Screening	2.1 Accept and review the accomplished MTA application form and the authenticity of the presented documentary requirements If the documents are complete, assigns control number on the application form If the documents are incomplete, request the client to comply with the lacking documents. Provides the client the initial findings.	None	10 minutes	Section Head - Minor's Travelling Abroad
	2.2 Conduct interview and prepare assessment of the application. 2.2.1 Review and approval of the supervisor of the assessment report.	None	30 minutes	Section Head - Minor's Travelling Abroad

	<p>2.3 Approve/ Disapprove the application</p> <p>If approved, fill-out the payment slip and order of payment and advise the applicant to proceed to the cashier for payment.</p> <p>If disapproved, provide the client with a written explanation stating the reasons of the disapproval</p> <p>If exempted, prepare the Certificate of Exemption for Approval of the Regional Director</p>	None	5 minutes	<i>Regional Director/ ARDO/ARDA / PSD Chief / CBSS Section Head</i>
	2.4 Notify the DFA, BI, DSWD-CO on the list of Approved and Disapproved Travel Clearance Applications	None	5 minutes	<i>Section Head - Minor's Travelling Abroad</i>
3. Pay the prescribed amount and receives the Official Receipt	3.1 Receive the Order of Payment	Php300.00 for 1 year validity;	5 minutes	<i>Cash Section Head Financial Management Division</i>

Field Office - Caraga Region

6. Accomplish and Submit the Client Satisfaction Measurement Form (CSMF)	6. Receive the Filled up CSMF Form	None	5 minutes	Section Head -Minor's Travelling Abroad
	TOTAL	For or 1 year validity- Php 300.00 Php 600.00 for 2 years validity	1 hour and 40 minutes	

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

***For comparison and validation purposes of the social worker.*

****Processing time may vary per region but shall not exceed a maximum of three (3) days as indicated in AO 12, series of 2017*

13. Provision of Resource Person to DSWD Intermediaries and Stakeholders

This process responds to the request for a resource person to capacitate the external 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.

Office or Division:	Protective Services Division – Capability Building Section				
Classification:	Complex				
Type of Transaction:	Government to Government (G2G) Government to Business (G2B)				
Who may avail:	All external intermediaries and stakeholders such as other National Government Agencies (NGAs), Non-Government Organizations (NGOs), Local Government Units (LGUs), and Academe and Civil Society Organizations (CSOs)				
<table border="1"> <thead> <tr> <th>CHECKLIST OF REQUIREMENTS</th><th>WHERE TO SECURE</th></tr> </thead> <tbody> <tr> <td>1. Request Letter (1 scanned or printed copy) 2. Request Form (if applicable; 1 scanned copy)</td><td>1. Requesting party</td></tr> </tbody> </table>		CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	1. Request Letter (1 scanned or printed copy) 2. Request Form (if applicable; 1 scanned copy)	1. Requesting party
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE				
1. Request Letter (1 scanned or printed copy) 2. Request Form (if applicable; 1 scanned copy)	1. Requesting party				

3. Client Satisfaction Measurement Survey	2. Field Office (FO) Capacity Building Section (CBS) or Social Welfare Institutional Development Section (SWIDS) 3. Field Office (FO) Capacity Building Section (CBS) or Social Welfare Institutional Development Section (SWIDS)
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter	1.1 Receive, check, and log the request letter. After recording, forward the request letter to the CBS/SWIDS Note: Generate copies of the request and copy furnish the ORD, ARD, and Assigned DCs for information.	None	4 Hours	<i>Administrative Officer II</i> <i>Field Office Records and Archives Management Section</i> <i>(FO RAMS)</i>
	1.2 Receive and record the request letter, and forward it to the Section Head/OIC/ for review of the request.	None	2 Hours	<i>Training Specialist III</i> <i>Protective Services Division</i>
	1.3. Receive and review the request letter, and forward it to the assigned staff for processing.	None	4 Hours	<i>Social Welfare Officer V</i> <i>Protective Services Division</i>
(If applicable) Submit accomplished Request Form to CBS or SWIDS assigned staff	1.4. Review the completeness of the request. 1.4.1 If the details of the request are complete, identify a resource person by checking the directory of Core Group of Specialists 1.4.2 If not complete, coordinate with the requestor to complete the details.	None	4 Hours	<i>Training Specialist III</i> <i>Protective Services Division</i>

	<p><i>Note:</i></p> <p><i>If the request indicates preference in RP for the activity, the assigned CBS/ SWIDS staff shall check the available list and offer to change the RP if there shall be an available RP on top of the preferred one.</i></p> <p><i>If the request letter provides unclear information, send the Request Form to the requester</i></p>			
	<p>1. 5. Once the senior specialist is identified per database/list, coordinate with the supervisor of the CGS member (Specialist)/ to inform and check on their availability.</p> <p><i>Note: If the supervisor of the CGS member will not be able to respond within an hour, assigned CBS/SWIDS staff shall email the CGS member with the details of the request.</i></p> <p>1.5.1. If the senior specialist is not available, coordinate with the prospective RPs in the following order: 1. Junior Specialist (JS) 2. Program Focal (PF) 3. SWDL-Net Member 4. Other DSWD Experts</p> <p>1.5.2. If no RP is available, coordinate</p>	None	18 Hours	Training Specialist III Protective Services Division

	<p>with the requestor and negotiate the date of the activity to suit the availability of the prospective RP and the requester.</p> <p>1.5.2.1. If the requester is amenable to changing the date, the same process of coordination, following the sequence, shall be done.</p> <p>Note: If an RP is available, send a confirmation slip for approval of the immediate supervisor of the RP</p>			
(If regret) Accomplish CSM Survey	<p>1.6. Prepare and forward the Confirmation Letter/ Regret Letter, and RSO/ Referral Letter to the CB/SWID Section Head for review and initials.</p> <p>1.6.1. If no RP is available and the requester is not amenable to changing the date, prepare a letter of regret.</p>	None	8 Hours	<i>Training Specialist III</i> Protective Services Division
	<p>1.7. Review and forward the confirmation Letter/ Regret Letter, and RSO/ Referral Letter to the Office of the Regional Director.</p> <p><i>1.7.1. with corrections:</i> Return the Confirmation Letter/ Regret Letter and draft RSO to the assigned CBS/ SWIDS staff.</p> <p><i>1.7.2. with no correction:</i></p>	None	4 Hours	<i>Social Welfare Officer V</i> Protective Services Division

	Forward the Confirmation Letter/ Regret Letter, and RSO to the Regional Director. Note: Forward the RSO to the DC of the RP for countersigning before submission for approval of the RD			
	1.8. Review and approve the Confirmation Letter/ Regret Letter, and RSO/ Referral Letter. <i>1.8.1. if with corrections:</i> Return the Confirmation Letter/ Regret Letter, and RSO/ Referral Letter to CBS/SWIDS Head. <i>1.8.2. If with no corrections:</i> Approve the Confirmation Letter/ Regret Letter, and RSO/ Referral Letter then forward to CBS/SWIDS Administrative Staff.	None	8 Hours	<i>Regional Director</i> Field Office
	1.9. Send the Confirmation Letter/ Regret Letter, and CSMS Form (google form) to the Requester. Then provide the RP supervisor with an RSO/ Referral Letter to SWD L-Net Member. Encode the rest of the details of the request to the Database.	None	3 Hours and 50 minutes	<i>Training Specialist III</i> Protective Services Division
2. Accomplish CSM Survey	2.1 Administer the accomplished CSMS Form (google form), convert it to PDF then forward to the Document Custodian via Email.	None	10 minutes	<i>Training Specialist III</i> Protective Services Division

	TOTAL	None	7 Days	
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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

Office or Division:	DSWD Caraga (PSD-Regional Rehabilitation Center for Youth)			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government, G2C – Government to Citizen			
Who may avail:	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
Pre-Admission Phase				
1. Attends pre-admission conference	2.1 Conduct of pre-admission with referring party, client's family and other center staff to discuss the problem of the client in line with his admission of the facility, and	None	2 hours	Case Manager, Referring Party, Parents or any available family members, if possible.

	<p>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>Remarks: <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>*Social Workers/Case Managers (Please see attached list of names)</p>
Admission Phase				
1. Attends admission conference	<p>1.1 Facilitates conduct of admission conference, Contract Setting with referring party and orientation on the general rules and policies of the facility.</p> <p>The Case Manager accomplish Admission Slip, and requires referring party's signature.</p>	None	1 day	<p>Helping Team/Multidisciplinary Team, Referring Party</p> <p>*Multidisciplinary Team (please see attached name of staff)</p> <p>*Case Manager (Please see</p>

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 *Pahintulot Hinggil sa Pagkalihim ng Datos* is also facilitated in compliance to Data Privacy Act of 2012.

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.

Remarks: In new normal situation/emerging infectious diseases, the LGUs are encouraged to refer clients in group considering health and safety protocols and use of available isolation facility in the RCE.

attached list of names)

*Social Worker
on-duty/Case
Manager,
Houseparent
(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 st 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 st 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 the case background to enable the Houseparent to understand the client's/resident's behavior and interact with him properly.	None	During client's first day in the facility	*Social Worker, Houseparent (Please see attached list of names)

Center-based Intervention Phase

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 st 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 nd to 7 th 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 to the concerned LGU.	None	During client's 2 nd to 3 rd week of in the facility	Helping Team/Multidisciplinary members, Referring Party, LGU Social Worker *Multidisciplinary Team (Please see attached list of names)
	1.4 Drafts the Initial Social Case Study Report, and Intervention Plan with the client/resident. The Social Worker		Within 5 days after admission	Social Worker, Client/Resident *Social worker (Please see

	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 15 days after admission for the Intervention Plan	attached list of names)
	<p>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</p> <p>Case conference is also conducted as need arises</p>	None	During client's 4 th week in the facility;	<p>Helping Team/Multidisciplinary Team, Referring Party, LGU</p> <p>*Multidisciplinary Team (Please see attached list of names)</p>
	1.6 Review and update the Intervention Plan based on the result of the case conference, if necessary.		During client's 4 th week in the facility;	*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 social functioning and rehabilitation goal	None	During the client's/resident's stay in the facility which is a minimum of 18 months with exception to the following:	*Multidisciplinary Team (Please see attached list of names)

			a. Early reintegration/ rehabilitation prior to 18 months; b. 18 months and beyond depending on the coping of client/ resident and other circumstances of the case and the assessment of the Social Worker.	
	2.2 Monitors the progress of the client in relation to achievement of goals. The Helping Team/ Multidisciplinary Team conducts regular case conference as part of monitoring the case.	None	Monthly	*Multidisciplinary Team (please see attached list of names)

	2.3 Reassesses and modifies the intervention plan per developments/changes along helping process and based on the assessment of other members of the Helping Team/Multidisciplinary Team.	None	During client's 3 rd month in the facility	*Social Worker/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)
Evaluation and Termination				
	1. The Social Worker conducts individual or group session with clients/residents and meets with the Helping Team/Multidisciplinary Team to evaluate the progress of the clients/residents in relation to the helping goals set.	None	3 months prior to discharge	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	*Social Worker (please see attached list of names)

			reintegration	
	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 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</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>family and community. Likewise, the receiving agency is hereby informed of the necessary preparation for the transfer of the client.</p> <p>If the family is assessed to be not yet ready for the reunification, the LGU is requested to provide the necessary intervention.</p>			
	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 examination to the client.	None	One week prior scheduled discharge	Helario Al-ag, III- Nurse I
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,	None	2 hours	<p>Multidisciplinary Team, Client, Family, concerned SWDAs, LGU</p> <p>*Multidisciplinary Team (please see attached list)</p>

	adoption or foster care.			
	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)
Post Center based Intervention Phase				
	1. Sends request to concerned LGU for the submission of detailed progress report on the adjustment of the client in his/her family and community, likewise the status of implementation of after-care services provided based on the agreed After Care Plan. The submission of Progress Report is also discussed with the LGU during the Discharge Conference.	None	6 months to 1 year after discharge	Social Worker, LGU, other Stakeholders, Client, Client's family *Social worker (please see attached list of names)

	In some facility, the request for LGU to submit aftercare report is incorporated in the Final Report submitted to Honorable Courts.			
	2. Reviews and evaluates the after-care service report, and check if the agreed after care plan/reintegration agreement is achieved or not.	None	Upon receipt of the report	*Social Worker (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 from the client, the Social Worker recommends to the Helping Team/ Multidisciplinary Team the closing of the case or for referral to other agencies for other support services, and thus prepares the Closing Summary Report.		Upon completion of at least 50% of the After- Care Program Plan	*Social Worker (please see attached list of names)

TOTAL	NON E	1 year and six months or 18 months for Center Based Phase
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PROMOTIVE SERVICES DIVISION **(PROMOTIVE)**

FRONTLINE SERVICES

1. Grievance Management Process

The Grievance Management Process at the NPMO level provides the initial implementation of facilitating the request of individual clients, and the final and full implementation of the process shall be at the Field Office (RPMO) level.

Office or Division:	Sustainable Livelihood Program – RPMO			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	All DSWD FOs, DSWD OBSUs, or other Agencies/Institutions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) Copy of Filled-up SLP Grievance Form – for walk-in clients; 2. One (1) Copy of complaint letter received from OBSUs, NGAs, NGOs, concerned citizen, social media and others; and 3. One (1) Photocopy each of supporting documents - <i>Clients Testimony</i> - <i>Witness Testimony (if necessary)</i> - <i>Barangay / Police Report (if necessary)</i>		SLP Helpdesk 3 rd Floor, Mahusay Building		
ACTIVITIES TO BE UNDERTAKEN BY THE SLP-NPMO/RPMO:				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The clients shall ratify or concur on the Data Privacy Consent's content. <i>Proceed to customer step number 2 after approval.</i>	1. Explain to and request the client to sign or place his/her thumb mark on the Data Privacy Act (DPA) of 2012. <i>Brief orientation on the SLP Processes</i>	None	3 Minutes	<i>Grievance Management Officer (GMO)/ Technical Officer (TO) of the day Sustainable Livelihood Program</i>
2. Fill-up the walk-in logbook	2.1. Instruct the client to register in the Walk-in Clients Log Book.	None	2 minutes	<i>RPC Sustainable Livelihood Program</i>
	2.2. Conduct the initial interview on the complaint.	None	10 minutes	<i>RPC Sustainable Livelihood Program</i>

3. Fill-out the SLP Grievance Form	3.1. Request the client to fill out the SLP Grievance Form.	None	10 minutes	RPC Sustainable Livelihood Program
	3.2. Validate any lacking information of the client/s as necessary.	None	3 Minutes	RPC Sustainable Livelihood Program
4. Received the Walk-in Client Slip	4.1. Issue SLP Walk-in Client Slip. 4.1.1 Certify that clients appeared at the SLP NPMO	None	3 Minutes	RPC Sustainable Livelihood Program
5.Fill- out the CSMF	5.1. Request the client to fill-out the Client Satisfaction Measurement Form	None	5 Minutes	RPC Sustainable Livelihood Program
	5.2. Encode client/s profile in the SLP Referral Management System (SLP GMS)	None	5 minutes	RPC Sustainable Livelihood Program
	5.3. Classify the complaint / grievance.	None	3 Minutes	RPC Sustainable Livelihood Program
	5.4. Validate if the findings are valid. If invalid, notify the concerned process owner for the invalid findings, and validate lacking information of the client/s as necessary.	None	10 minutes	RPC Sustainable Livelihood Program
	5.5. Encode the details in the SLP GMS and EDTMS	None	6 minutes	RPC Sustainable Livelihood Program

	5.6. Refer/ Endorse the Grievance for verification to concerned DSWD Field Offices, OBSUs, NGAs, NGOs, CSOs and other institutions.	None	8 hours	<i>RPC</i> Sustainable Livelihood Program
	5.7. Monitor and follow-up feedback/ updates to concerned FOs	None	3 days (simple) 7 days (complex) 10 days (highly technical)	<i>RPC</i> Sustainable Livelihood Program
	5.8. Classify the Complaint / Grievance.	None	3 Minutes	<i>RPC</i> Sustainable Livelihood Program

FOR GRIEVANCES AT THE SLP- REGIONAL LEVEL:

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>5.9. Processing of Grievance</p> <p>For Non-Cognizable Grievance (Simple Transactions) - Does not require verification</p> <p>The GRMO shall provide technical assistance, explain and orient on program implementation.</p> <p>For Cognizable Grievance (Highly Technical Transactions)</p> <p>The SLP Regional Grievance Management Committee shall convene to manage and decide the</p>	None	7 days	<p><i>Fact Finding Team</i></p> <p><i>(For Non-cognizable Grievance)</i></p>
		None	10 days	<p><i>SLP Regional Grievance Management Committee</i></p>

	<p>resolution of the grievance.</p> <p>For grievances that need further assessment, the SLP Regional Grievance Management Committee (RMGC) shall collaborate to include the deployment of Fact-Finding Team.</p> <p>Gather data and other essential information in order to determine the reasons/ factors that trigger the filing of grievance.</p>			(For Cognizable Grievance)
	5.10. The Fact-finding team shall conduct field visits for assessment/ validation, investigation and other duties and responsibilities under GMP.	None	3 days	SLP Regional Grievance Management Committee
	5.11. Include in the feedback other essential information, reasons or factors that trigger the filing of grievance.	None	3 days	Fact Finding Team
	5.12. Provide recommendation and decision for endorsement to concerned OBSUs towards the resolution of the grievance.	None	1 day	SLP Regional Grievance Management Committee
	5.13. Provide feedback to the complainant on the action taken.	None	1 day	RPC Sustainable Livelihood Program
	5.14. The SLP RGMC shall endorse	None	1 day (FO RGC)	SLP Regional Grievance

	unresolved grievances to the DSWD FO Regional Grievance Committee for resolution.			<i>Management Committee</i>
	<p>5.15. The SLP RGMC shall endorse gathered information/ documentation to Management (FO RGMC/AG-AC/RD)</p> <p>5.15.1. Endorse the gathered documentation for submission to the Office of the Secretary</p> <p>5.15.2. Process the gathered SLP RGMC information or documentation based on the existing guidelines.</p> <p>LGU Employees - Endorse to the Local Government Unit – Local Chief Executives</p> <p>5.15.3. Endorse SLP RGMC information/ documentation in the form of Grievance Management Report to the Regional Director for action.</p> <p>5.15.4. Endorse SLP RGMC 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.</p>	None	1 day	<p><i>RPC Sustainable Livelihood Program</i></p> <p><i>SLP RGMS/ AG-AG</i></p>

	<p>5.16 Issuance of Resolution based on the decision by the authority.</p> <p>If Resolution was issued by the:</p> <p>PC – Appeal processed by the SLP RGMC</p> <p>SLP RGMC or SLP RPMO – The appeal shall be processed by the SLP NPMO GMC</p> <p>SLP NPMO GMC – Appeal process by Office of the Secretary or OBSUs concerned.</p>	None	2 days	<i>RPC</i> Sustainable Livelihood Program
	<p>5.17. Monitor the status of newly resolved grievances to ensure that recommendations provided are properly executed and followed by the involved persons/parties.</p> <p>5.17.1 Encode in the SLP Grievance Tracker.</p>	None	1 day	<i>RPC</i> Sustainable Livelihood Program

FOR GRIEVANCES AT THE SLP- PROVINCIAL LEVEL:

	<p>5.9 Processing of Grievance.</p> <p>For Non-Cognizable Grievance (Simple Transactions)</p> <p>The Non-Cognizable (invalid) grievance</p>	None	7 working days	<i>Fact Finding Team</i> <i>(For Non-Cognizable Grievance)</i>
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	<p>does not require verification</p> <p>The GRMO shall provide Technical Assistance, simple explanation, and orientation on program implementation.</p> <p>For Cognizable Grievance (Highly Technical Transactions)</p> <p>The SLP Regional Grievance Management Committee shall convene to manage and decide the resolution of the grievance.</p> <p>For grievances that need further assessment, the SLP Regional Grievance Management Committee (RMGC) shall be activated to include the deployment of Fact-Finding Team.</p> <p>5.9.1 Gathering of data and other essential information in order to determine the reasons/factors that trigger the filing of grievance.</p>	None	10 days	<p><i>SLP Regional Grievance Management Committee (For Cognizable Grievance)</i></p>
	<p>5.10. Assess grievances and sort based on the validity or gravity.</p> <p>5.10.1 Ensure the accomplished forms,</p>	None	1 day	<p><i>RPC Sustainable Livelihood Program</i></p>

	prepare letters of acknowledgement. For Non – cognizable Grievance (invalid) - Does not require verification 5.10.2 Encode in the Database.			
	5.11. Non-Cognizable Grievance (Simple Transactions) 5.11.1 The PGMIO shall provide technical assistance, explain and orient on program implementation.	None	1 day	RPC Sustainable Livelihood Program
	5.11.2 Endorse all major grievances to RPMO.	None	1 day	RPC Sustainable Livelihood Program
	5.12 Gather data and other essential information to determine the reasons or factors that trigger the filing of grievance.	None	4 days	RPC Sustainable Livelihood Program
	5.13. Endorse data gathered and other essential information to the RPMO.	None	1 day	RPC Sustainable Livelihood Program
	5.14. Provide feedback to the complainant on the actions taken.	None	1 day	RPC Sustainable Livelihood Program
	5.15. Monitor the status of newly resolved grievances to ensure that recommendations provided are properly executed by the involved persons/parties. 5.15.1 Encode in the SLP Grievance Tracker.	None	1day	RPC Sustainable Livelihood Program

FOR GRIEVANCES AT THE SLP- MUNICIPAL LEVEL:

	<p>5.9 Assess grievances (e.g. <i>involvement of PDO</i>) and sort based on the validity or gravity.</p> <p>5.9.1 Secure the accomplished forms, prepare letter of acknowledgement.</p> <p>5.9.2 Encode to the Database.</p>	None	2 hours	RPC Sustainable Livelihood Program
	<p>5.10 Non-Cognizable Grievance (Simple Transactions)</p> <p>The FPDO shall provide technical assistance, explain, and orient on program implementation.</p>	None	3 days	RPC Sustainable Livelihood Program
	5.11 Endorse all major grievances to the RPMO.	None	1 day	RPC Sustainable Livelihood Program
	<p>5.12 Gather data and other essential information to determine the reasons or factors that trigger the filing of grievance.</p> <p>5.12.1. The PGO shall check the involvement of the PDO.</p>	None	1 day	RPC Sustainable Livelihood Program
	5.13. Provide feedback to the complainant on the action taken.	None	1 day	RPC Sustainable Livelihood Program

	5.14 Monitor the status of newly resolved grievances to ensure that recommendations provided are properly executed by the involved persons/parties. 5.14.1. Encode in the SLP Grievance Tracker.	None	1 day	RPC Sustainable Livelihood Program
Activities to be undertaken by the SLP-NPMO/RPMO		None	For Simple - 4 Days and 1 Hour For Complex - 8 Days and 1 Hour For Highly Technical - 11 Days and 1 Hour	
For Grievances at the SLP- Regional Level		None	30 Days	
For Grievances at the SLP- Provincial Level		None	27 Days	
For Grievances at the SLP- Municipal Level		None	7 days and 2 Hours	
*The processing of grievances is based on the Guidance Note on the Grievance Management Process of the Sustainable Livelihood Program.				

2. Process for Referrals received through Individual / Group/ Association or organization referred from OBSUs, NGAs, NGOs, CSOs, LGUs and Other Institutions

The process for referrals received by the Sustainable Livelihood Program - Regional Program Management Office (RPMO) aims to enumerate the steps and procedures that the referring office, client and concerned DSWD personnel to undertake to efficiently facilitate the request for livelihood assistance of referred individuals received by the DSWD SLP RPMO.

Office or Division:	Sustainable Livelihood Program - Regional Program Management Office
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizens G2G – Government to Government

Who may avail:	All Qualified Walk-in Program Participants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) Photocopy of any valid identification of the client/person applying for Livelihood Assistance Grants		Government Agencies issuing identification cards such as SSS, Philhealth, PAG-IBIG, LTO, DFA, PRC, COMELEC, NBI and others		
ACTIVITIES TO BE UNDERTAKEN BY THE SLP-NPMO/RPMO:				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File the application for livelihood assistance from SLP-NPMO, OBSUs, NGAs, NGOs, CSOs, LGU, and other institutions through email.	1.1. The PDO/RMO shall acknowledge the receipt of individual referral applications for livelihood assistance through email.	None	10 minutes	<i>Project Development Officer (PDO)</i> National Program Management Office (NPMO) <i>RPC</i> Sustainable Livelihood Program
	1.2. The PDO/RMO shall check and review the completeness of the client's information and validate lacking information, if any.	None	10 minutes	<i>RPC</i> Sustainable Livelihood Program
2. Wait for the call/email/text or personal visit of the PDO from the SLP-RPMO.	2.1. For the SLP-NPMO: 2.1.1. The PDO shall prepare the endorsement memorandum to be signed by the National Program Manager to the DSWD-FO through the SLP-RPMO with complete attachments. 2.1.2. The PDO shall prepare a letter/ memorandum to be signed by the National Program	None	6 hours	<i>Project Development Officer (PDO) or National Program Manager</i> NPMO <i>RMO, PC, RPC, and RD-RPMO</i>

	<p>Manager informing the referring party that the referral has been endorsed to the DSWD-FO through the SLP-RPMO.</p> <p>2.1.3. For the SLP-RPMO:</p> <p>2.1.3.1. Once received by the SLP-RPMO, the RMO shall acknowledge receipt of individual referral applications for livelihood assistance from SLP-NPMO through email. The RMO shall review the completeness of the client's information as necessary and coordinate with the referring party.</p> <p>2.1.3.2. The RMO shall undertake name-matching to the endorsed list of Pantawid Familyang Pilipino Program (4Ps) Targets of SLP.</p> <p>For those not found in the List of Pantawid Familyang Pilipino Program (4Ps) Targets of SLP, the RPMO shall conduct name-matching with the</p>			<p><i>RPC</i> Sustainable Livelihood Program</p>
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	<p>Listahanan 3 Database.</p> <p>For those tagged as non-poor in the Listahanan - The RMO shall prepare a letter for endorsement of the client to stakeholders for review of the RPC and for approval by the Regional Director (RD).</p> <p>For those found in the endorsed list of 4Ps targets of SLP and tagged “No Match” in the Listahanan 3 Database - The RMO shall prepare a memorandum addressed to the Provincial Coordinator (PC) to refer the clients that are found in the endorsed list of 4Ps targets of SLP and those tagged as “no-match” for the conduct of SLP Means Test for onward submission to Regional Program Coordinator (RPC).</p>			
	2.2. The RMO shall encode the details of the client in the SLP Information System (SLPIS)	None	30 minutes	<i>RPC</i> Sustainable Livelihood Program
	2.3. The RMO shall email, text, or call the referring party and clients to inform them that the	None	10 minutes	<i>RPC</i> Sustainable Livelihood Program

	application was endorsed to the concerned SLP Provincial Office for the conduct of succeeding steps.			
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ACTIVITIES TO BE UNDERTAKEN BY THE SLP-RPMO/PROVINCIAL OFFICE				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Wait for the call/email/text or personal visit of the IPDO from the SLP-Provincial Office.	3.1. The PC shall acknowledge receipt of the memorandum from the RPC through email.	None	10 minutes	RPC - RPMO
	3.2. The PC shall review the completeness of the client's information. 3.2.1 The PC shall coordinate with the Implementing Project Development Officer (IPDO) to conduct succeeding steps for the referred applicant	None	2 hours	RPC - RPMO
	3.3 The IPDO shall email, text, or call applicant/s to inform them that the application was received by the concerned SLP Provincial Office and there shall be an assessment to be conducted.	None	15 minutes	RPC - RPMO

4. Undergo the SLP Means Test	<p>4.1. If the referred client is tagged as no-match in the Listahanan 3 Database:</p> <p>4.1.1. The IPDO shall administer the SLP Means Test to determine the client's qualification to the program. The SLP Means Test shall be approved by the Provincial Coordinator. The PC shall provide feedback to the RPC on the result of SLP Means Test.</p>	None	6 hours	RPC - RPMO
	<p>If qualified in the SLP Means Test - proceed to client step 5.</p> <p>If not qualified in the SLP Means Test - After the approval of the PC of the SLP Means Test, the IPDO shall inform the client on the result. The PC shall inform the RMO for the latter to prepare letter for endorsement of the client to stakeholders to be reviewed by the RPC and to be approved by the RD</p>			

5. Accomplish the SLP Data Privacy Consent Form	<p>If the referred client is found in the endorsed list of Pantawid Pamilyang Pilipino Program (4Ps) Targets of SLP, tagged as Poor in the Listahanan and tagged as “no-match” in the Listahanan but qualified in the SLP Means Test:</p> <p>The IPDO shall explain the data privacy protocol of the program by reading and explaining the SLP Data Privacy Notice and Consent Form before proceeding with the SLP processes for referrals.</p>	None	10 minutes	RPC - RPMO
	5.2. The IPDO shall assist in the administration of the Data Privacy Consent Form. Once the client concurs, he/she shall sign or place his/her thumb mark in the consent form	None	15 minutes	RPC - RPMO
6. Participate in the SLP Orientation	6. The IPDO shall conduct a brief orientation to the client on the general description of SLP, Program Tracks, Program Modalities, and Program Eligibility Requirements.	None	30 minutes	RPC - RPMO

7. Accomplish the Letter of Intent or SLP Waiver Form.	7. The client shall accomplish the Letter of Intent (LOI) signifying the interest to pursue engagement with SLP as program participants while for clients who decided not to proceed with the succeeding activity must sign the SLP Waiver Form .	None	15 minutes	<i>RPC - RPMO</i>
8. Accomplish the SLP Profile Form	8. The IPDO shall assist the client in accomplishing the SLP Profile Form.	None	20 minutes	<i>RPC - RPMO</i>
9. Accomplish the Livelihood Skills Assessment Form (LSAF)	<p>9.1. The IPDO shall assist the administration of the Livelihood Skills Assessment Form (LSAF).</p> <p>For those who passed the LSAF and decided to continue, proceed to client step 10.</p> <p>The clients who decided not to proceed to the succeeding activity must sign the SLP Waiver form</p>	None	6 hours	<i>RPC - RPMO</i>

10. Participate in the Micro-Enterprise Development Training 1 (MEDT1) and Basic Employment Skills Training (BEST1)	<p>10.1. Conduct of MEDT1 or BEST1</p> <p>For the clients qualified for MD Track - The IPDO shall conduct MEDT 1 for all MD Track.</p> <p>For the clients qualified for EF track - The IPDO shall conduct BEST 1 for all EF Track.</p>	None	4 hours	RPC - RPMO
	<p>For the participants who decided not to proceed - The clients must sign the SLP Waiver form.</p> <p>Note: <i>In case that the IPDO may not be able to act as the Subject Matter Expert (SME), the CPDO may act as the SME, if the CPDO will not be available, the CPDO must coordinate with the PC for the identification of SME from the pool of business development partners.</i></p>			
	10.2. The IPDO shall update the client's information in the SLP Information System (SLPIS).	None	30 minutes	RPC - RPMO
11. Prepare and sign the Modality Application Form (MAF)	11. The IPDO shall guide/assist the client in the preparation of the MAF.	None	2 hours	RPC - RPMO

12. Receive the SLP Grant	12.1. The IPDO shall prepare the attachments to the Mungkahing Proyekto (MP) or Project Proposal such as the Certificate of Eligibility (COE), MAF and other documents needed for the review and approval of the MP.	None	6 hours	RPC - RPMO
	12.2. Project Proposal Review at the Provincial Level. The PC shall review the MP using the Project Assessment Tool (PAT). <i>Note: MPs with findings that need revision / enhancement or replacement will be endorsed to IPDO by the PC.</i>	None	1 day	RPC - RPMO
	12.3. Project Proposal Review at the Regional Level The RPC shall review and sign the MP as to completeness of attachment and compliance to program standards. After which, it shall be forwarded to RD for approval.	None	1 day	Division Chief/ RPC - RPMO

	12.4. Project Proposal Approval The RD shall approve the MP prior to processing.	None	2 days	<i>RPC - RPMO</i>
	12.4.1. Project Proposal Processing After the approval of the RD, the project proposal shall undergo review by the Finance Management Division (FMD) of the FO to ensure compliance to accounting and auditing procedures. Then, prepare the Obligation Request.			
	12.5. Process the Disbursement Voucher.	None	2 days	<i>Division Chief (FMD)</i>

	12.6. Preparation for Grant Releasing 12.6.1. The IPDO shall monitor the issuance of the approved check for disbursement. 12.6.2. The IPDO shall notify the program participant/s for the release of the check through text, email, call, visit, etc.	None	1 day	RPC - RPMO
	12.7. Grant Releasing 12.7.1. The IPDO to coordinate with the client for the schedule of grant releasing 12.7.2. The IPDO to conduct Financial Literacy Training before the grant releasing 12.7.3. The client shall receive the grant in the form of cash through cash payout or via check through disbursement vouchers.	None	1 day	RPC - RPMO (For Step 12.7.1) Special Disbursement Officer (RPC - RPMO – RPMO) (For Step 12.7.3)
13. Fill out the Client Satisfaction Measurement Form (CSMF)	13.1. Administer the CSMF with assistance from the IPDO.	None	5 minutes	RPC - RPMO
	13.2. The IPDO shall update the client's information to the SLP IS.	None	30 minutes	RPC – RPMO
Activities to be undertaken by SLP - NPMO/SLP - RPMO		None	7 hours	

Activities to be undertaken by SLP – RPMO	None	11 days and 5 hours
TOTAL	None	12 days and 4 hours

3. Process for the Provision of Livelihood Assistance to Walk-in Clients

The process for Walk-in Individuals Seeking Livelihood Assistance aims to enumerate the steps and procedures that the client and concerned DSWD personnel undertake to efficiently facilitate the request for livelihood assistance of individuals that personally appeared at the DSWD Sustainable Livelihood Program-National or Regional Program Management Offices.

Office or Division:	Sustainable Livelihood Program – Regional Program Management Office			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizens G2G – Government to Government			
Who may avail:	All Qualified Walk-in Program Participants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) Photocopy of any valid identification of the client/person applying for the Livelihood Assistance Grants.		Government Agencies issuing identification cards such as SSS, Philhealth, PAG-IBIG, LTO, DFA, PRC, COMELEC, NBI and others.		
ACTIVITIES TO BE UNDERTAKEN BY THE SLP-NPMO/SLP-RPMO:				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish the SLP Data Privacy Consent Form and Attendance Sheet	1.1. The Project Development Officer (PDO) at the SLP National Program Management Office (NPMO) or Referral Management Officer (RMO) at the SLP Regional Program Management Office (RPMO) shall explain the data privacy protocol of the program by reading and explaining the SLP	None	10 minutes	<i>Project Development Officer (PDO - SLP-NPMO)</i> <i>Referral Management Officer (RMO - SLP-RPMO)</i>

	Data Privacy Notice and Consent Form.			
	1.2. Request client to fill-out attendance sheet. For the walk-in clients from the SLP NPMO - the PDO shall request the client to fill-out the attendance sheet.	None	30 minutes	<i>PDO NPMO</i>
	For the walk-in clients from the SLP RPMO - the RMO shall request the client to fill-out the attendance sheet.			<i>RPC RPMO</i>
2. Participate in the SLP Orientation	2.1. The PDO/RMO shall conduct a brief orientation to the client on the general description of SLP 2.1.1 Facilitate the administration of the Walk-in Client Information Sheet (WCIS) to gather basic information of the clients.	None	1 hour	<i>RPC RPMO</i>
3. Claim the SLP Reference Slip	3. The PDO/RMO shall issue the SLP Reference Slip and inform the client of the next steps.	None	10 minutes	<i>RPC RPMO</i>
4. Fill-out the Client Satisfaction Measurement Form (CSMF)	4.1. Administer the CSMF with assistance from the PDO/RMO.	None	5 minutes	<i>RPC RPMO</i>
	4.2. For the SLP-NPMO: 4.2.1. The PDO shall prepare the endorsed memorandum to be signed by the National	None	6 hours	<i>PDO / SLP NPM – NPMO (For Step 4.2.1)</i>

	<p>Program Manager to the DSWD-FO through the SLP-RPMO with complete attachments.</p> <p>For the SLP-RPMO: 4.2.2. Once received by the SLP-RPMO, the RMO shall acknowledge receipt of individual referral applications for livelihood assistance from SLP-NPMO through email. The RMO shall check and review the completeness of the client's information as necessary and coordinate with the referring party.</p> <p>4.2.3. The RMO shall undertake name-matching to the endorsed list of Pantawid Pamilyang Pilipino Program (4Ps) Targets of SLP.</p> <p>For those not found in the List of Pantawid Pamilyang Pilipino Program (4Ps) Targets of SLP - The RPMO shall conduct name-matching with the Listahanan 3 Database.</p> <p>For those tagged as non-poor in the Listahanan - The RMO shall prepare a letter for endorsement of the client to stakeholders for</p>			<p><i>RMO, PC, RPC, and RD - RPMO (For Step 4.2.2)</i></p>
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	review of the RPC and for approval by the Regional Director (RD).			
	<p>For those found in the endorsed list of 4Ps Targets of SLP and tagged as “No Match” in the Listahanan 3 Database - The RMO shall prepare a memorandum addressed to the Provincial Coordinator (PC) to refer the clients found in the endorsed list of 4Ps targets of SLP and those tagged as “no-match” for the conduct of SLP Means Test for onward submission to Regional Program Coordinator (RPC).</p>			<p><i>RPC</i> <i>RPMO</i></p>
	4.3. The RMO shall encode the details of the client in the SLP Information System (SLPIS)	None	30 minutes	<p><i>RPC</i> <i>RPMO</i></p>
	4.4. The RMO shall email, text, or call the clients to inform them that the application was endorsed to the concerned SLP Provincial Office for the conduct of succeeding steps.	None	10 minutes	<p><i>RPC</i> <i>RPMO</i></p>

ACTIVITIES TO BE UNDERTAKEN BY THE SLP-RPMO/PROVINCIAL OFFICE				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Wait for the call/email/text or personal visit of the IPDO from the SLP Provincial Office.	5.1. The PC shall acknowledge receipt of the memorandum from the RPC through email and review the completeness of the client's information.	None	2 hours	RPC RPMO
	5.1.1 The PC shall coordinate with the Implementing Project Development Officer (IPDO) to assess the referred client.			RPC RPMO
	5.2. The IPDO shall email, text, or call clients to inform them that the application was received by the concerned SLP Provincial Office and there shall be an assessment to be conducted.	None	15 minutes	RPC RPMO

6. Undergo the SLP Means Test	<p>6.1 Actions to be undertaken by the IPDO after receipt of the referred walk-in client:</p> <p>If no-match in the Listahanan 3 Database - The IPDO shall conduct the SLP Means Test to determine the client's qualification to the program. The SLP Means Test shall be approved by the Provincial Coordinator. The PC shall provide feedback to the RPC on the result of SLP Means Test.</p> <p>If qualified in the SLP Means Test - proceed to client step 7.</p>	None	6 hours	RPC RPMO
	<p>If not qualified in the SLP Means Test - After the approval of the PC of the SLP Means Test, the IPDO shall inform the client on the result. The PC shall inform the RMO for the latter to prepare a letter for endorsement of the client to stakeholders to be reviewed by the RPC and to be approved by the Regional Director (RD).</p>			

7. Accomplish the SLP Data Privacy Consent Form	. The IPDO shall explain the data privacy protocol of the program by reading and explaining the SLP Data Privacy Notice and Consent Form before proceeding with the SLP processes for referrals.	None	10 minutes	RPC RPMO
	7.2 The IPDO shall assist in the administration of the Data Privacy Consent Form. Once the client concurs, he/she shall sign or place his/her thumb mark in the consent form.	None	15 minutes	RPC RPMO
8. Participate in the SLP Orientation	8. The IPDO shall conduct a brief orientation to the client on the general description of SLP, Program Tracks, Program Modalities, and Program Eligibility Requirements.	None	30 minutes	RPC RPMO
9. Accomplish the Letter of Intent or SLP Waiver Form	9. The client shall accomplish the Letter of Intent (LOI) signifying the interest to pursue engagement with SLP as program participants, while clients who decided not to proceed with the succeeding activity must sign the SLP Waiver Form .	None	15 minutes	RPC RPMO
10. Accomplish the SLP Profile Form	10. The IPDO shall assist or guide the client in accomplishing the SLP Profile Form.	None	20 minutes	RPC RPMO

11. Accomplish the Livelihood Skills Assessment Form (LSAF)	<p>11.1. The IPDO shall administer the Livelihood Skills Assessment Form (LSAF).</p> <p>For the clients who passed the LSAF and decided to continue, proceed to client step 8.</p> <p>The clients who decided not to proceed to the succeeding activity must sign the SLP Waiver form.</p>	None	6 hours	RPC RPMO
12. Participate in the Micro-Enterprise Development Training 1 (MEDT1) and Basic Employment Skills Training (BEST1)	<p>12.1. Conduct of MEDT 1 or BEST1.</p> <p>For clients who are qualified for MD Track - The IPDO shall conduct the MEDT 1 for all MD Track.</p> <p>For clients who are qualified for EF track - The IPDO shall conduct the BEST 1 for all EF Track.</p>	None	4 hours	RPC RPMO
	<p>For the clients who decided not to proceed - The clients must sign an SLP Waiver form</p> <p>Note: <i>In case that the IPDO may not be able to act as the Subject Matter Expert (SME), the CPDO may act as the SME, if the CPDO will not be available, the CPDO must coordinate with the PC for the identification of SME from the pool of business development partners.</i></p>			

	12.2. The IPDO shall update the client's information in the SLP IS.	None	30 minutes	RPC RPMO
13. Prepare and sign the Modality Application Form (MAF)	13. The IPDO shall guide/assist the client in the preparation of the MAF.	None	2 hours	RPC RPMO
14. Receive the SLP Grant	14.1. The IPDO shall prepare the attachments to the Mungkahing Proyekto (MP) or Project Proposal such as the Certificate of Eligibility (COE), MAF and other documents needed for the review and approval of the MP.	None	6 hours	RPC RPMO
	<p>14.2. Project Proposal Review at the Provincial Level</p> <p>The PC shall review the MP using the Project Assessment Tool (PAT).</p> <p>Note: <i>MPs with findings that need revision / enhancement or replacement will be endorsed to IPDO by the PC.</i></p>	None	1 day	RPC RPMO

	14.3. Project Proposal Review at the Regional Level The RPC shall review and sign the MP as to completeness of attachment and compliance to program standards. After which, it shall be forwarded to RD for approval.	None	1 day	<i>Division Chief/ RPC RPMO</i>
	14.4. The RD shall approve the MP prior to processing. 14.4.1 After the approval of the RD, the project proposal shall undergo review by the Finance Management Division (FMD) of the FO to ensure compliance to accounting and auditing procedures. Then, prepare the Obligation Request.	None	2 days	<i>Regional Director RPMO</i>
	14.5. Process the Disbursement Voucher	None	2 days	<i>Division Chief Finance Management Division (FMD)</i>
	14.6. Preparation for Grant Releasing 14.6.1. Monitor the issuance of the approved check for disbursement. 14.6.2. Notify the program participants for the release of the check through text, email, call, visit, etc.	None	1 day	<i>RPC RPMO</i>

	14.7. Grant Releasing 14.7.1. The IPDO to coordinate with the client for the schedule of grant releasing. 14.7.2. The IPDO shall conduct Financial Literacy Training. 14.7.3. The clients shall receive the grant in the form of cash through cash payout or via check through disbursement vouchers.	None	1 day	<i>RPC</i> RPMO (For Step 14.7.1.) <i>RPC</i> RPMO (For Step 14.7.3.)
15. Fill out the Client Satisfaction Measurement Form (CSMF)	15.1. The client shall fill-out the CSMF with assistance from the IPDO.	None	5 minutes	<i>RPC</i> RPMO
	15.2. The IPDO shall update the client's information to the SLP IS.	None	30 minutes	<i>RPC</i> RPMO
Activities to be undertaken by SLP - NPMO/SLP – RPMO		NONE	1 day, 1 hour and 15 minutes	
Activities to be undertaken by SLP – RPMO		NONE	11 days 2 hours and 5 minutes	
TOTAL		NONE	12 ays and 4 hours	

4. Handling of 8888 Inquiries, Complaints, and Grievances

The Department of Social Welfare and Development established the Agency Operations Service (AOS) under President Rodrigo Roa Duterte's Executive Order No. 06, Series of 2016. This order institutionalized the 8888 Citizens' Complaint Hotline and established the 8888 Citizens' Complaint Center. The AOS must ensure adherence to the mandated 72-hour response on inquiries, complaints, and grievances referred to the DSWD through the 8888 hotline portal.

Office or Division:	Agency Operations Service- DSWD 8888 Action Center / Regional Operations Center
Classification:	Simple

Type of Transaction:	G2C - Government to Citizens G2G - Government to Government			
Who may avail:	A person who has inquiries, complaints, and grievances to the Department of Social Welfare and Development (DSWD) is received through the 8888 Citizens' Complaint Hotline portal.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Required documents for processing 8888 Citizens' Complaint Hotline inquiries, complaints, or grievances: <ol style="list-style-type: none"> 1. One (1) Copy of the Referral Letter (PDF format): <i>This contains the Ticket Reference Number issued by the 8888 Citizens' Complaint Center.</i> 2. Client Information (if available): <i>This includes the client's name, address, telephone number, and email address (if applicable).</i> 3. Inquiry/Complaint/Grievance Details: <i>This provides a complete and detailed description of the concern.</i> 		8888 Citizens' Complaint Center		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client or Citizen to lodge/file their inquiries, complaints, or grievances, regarding the Department of Social Welfare and Development (DSWD) programs, services, or staff via the 8888 Hotline.	1.1 The Technical Staff shall receive, review, evaluate, and determine if the client's inquiry, complaint, or grievance is a DSWD concern. If yes, the Technical Staff shall refer to the concerned Office/Divisions/Units/Services (OBSUs)/Field Offices (FOs)/Attached Agencies (AAs). If not, the Technical Staff shall request for reversion to the 8888 CCC Administrator through the 8888	None	15 Minutes	Director IV DSWD 8888 Action Center

	Citizens' Complaint Hotline Portal. 1.2 The Technical Staff shall encode the client's details into the 8888 unified monitoring matrix.			
2. The 8888 client/s shall receive a response/ action on the concern.	2.1 The Technical Staff shall receive, review, and refer 8888 ticket/s to the concerned Division/Unit/ Service for appropriate action.	None	5 Minutes	<i>Regional Director</i> DSWD 8888 Action Center and <i>8888 OBSU/FO/AA Focal Person</i> OBSU/FO/AA
	2.2 The Technical Staff shall respond to the concern of the client accordingly.		71 Hours, 10 Minutes	Regional Director DSWD 8888 Action Center and <i>8888 Focal Person of the Concerned Division/Center/RCFs/ Sections/Units in FO level.</i>
	2.3 The Technical Staff shall conduct a Client Satisfaction Measurement Survey (CSMS) to the client, provided that the client's information is available.		5 Minutes	Regional Director DSWD 8888 Action Center and <i>8888 Focal Person of the Concerned Division/Center/RCFs/ Sections/Units in FO level.</i>

	<p>2.4 The Technical Staff shall submit the signed feedback report/memorandum addressed to the DSWD 8888 Permanent Focal Person to the AOS, detailing the action/s taken, and the complete attachments² on the ticket referred by the DSWD 8888 Action Center.</p>		5 Minutes	<p><i>Regional Director</i> DSWD 8888 Action Center</p> <p>and</p> <p><i>8888 OBSU/FO/AA Focal Person</i></p>
<p>3. Receive a response or resolution to the client's concern.</p>	<p>3.1 The Technical Staff shall receive, review, and acknowledge the signed an official memorandum of responses submitted by the concerned OBSU/FO/AA.</p> <p>If the responses are not deemed as concrete and specific actions, the Technical Staff shall return the submitted official memorandum and attachments to the respective OBSU/FO/AA through the official email address for further compliance.</p> <p>If the responses are deemed concrete and specific³, and</p>	None	8 Minutes	<p><i>Director IV</i> DSWD 8888 Action Center</p>

² Signed feedback report/memorandum, proof of communication with the client not limited to email attachments, a screenshot of the text message, or call logs that include the client's contact number with the date and time of call, text or email.

³ It refers to actual and factual action to the complaint. It must be within the mandate of the Agency and a clear, exact, and relevant response to the complainant.

	accompanied by complete attachments, proceed to the next step.			
	3.2 The Technical Staff shall recommend the closure of the ticket in the 8888 Citizens' Complaint Hotline Portal.	None	2 minutes	<i>Director IV</i> DSWD 8888 Action Center
	3.3 Once closed, the Technical Staff shall notify the concerned OBUS/FO/AA that the ticket has been closed in the 8888 Citizens' Complaint Hotline Portal. 3.3.1 The Technical Staff shall acknowledge the provided update. 3.3.2 The Technical Staff shall update the 8888 unified monitoring matrix and mark the ticket as closed.	None	10 Minutes	<i>Director IV</i> DSWD 8888 Action Center and 8888 OBSU/FO/AA Focal Person OBSU/FO/AA
	TOTAL:	None	72 Hours or 3 Calendar Days	

5. Handling of Inquiries, Request for Assistance, and Complaints/Grievances from the General Public and Referral Letters received from other National Government Agencies (NGAs), Local Government Units (LGUs), and other concerned offices

To address and provide an immediate effective response to all incoming and referral letters, Public Assistance and Complaints Desk/Walk-In, DSWD Inquiry Email, and DSWD Hotline requesting assistance, inquiries, feedback, or complaints received from the general public and other National Government Agencies (NGAs), Local Government Units (LGUs), and other concerned offices in compliance with Republic Act No. 11032: "An Act Promoting Ease of Doing Business and Efficient Delivery of Government Services, amending for the Purpose Republic Act No. 9485, Otherwise Known as Anti-Red Tape Act of 2007".

Office or Division:	Agency Operations Service (AOS) – Client Support Section (CSS) / Regional Operations Center			
Classification:	Simple			
Type of Transaction:	Government-to-Citizens (G2C); Government-to-Government (G2G)			
Who may avail:	Person who has inquiries, requests for assistance, and complaints/grievances to the Department of Social Welfare and Development (DSWD) received thru the Public Assistance and Complaints Desk (PACD), DSWD Inquiry Email, and DSWD Hotline.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Required documents for processing of inquiries, requests for assistance, and complaints, or grievances; <ol style="list-style-type: none"> 1. Client's Information: (Name, Address, Telephone number, E-mail Address), and the complete details of concern; or 2. Referral Letter from the National Government Agencies (NGAs), Local Government Units (LGUs), and other concerned offices 		Agency Operations Service – Client Support Section (CSS) / Regional Operations Center		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client shall submit or send communication of their inquiry, request, complaints/ grievances.	1.1 AOS/ROC Technical /Grievance Officer shall receive, review, and assess the inquiry, request for assistance, and complaint/grievance of the client 1.1.1 AOS/ROC Technical /Grievance Officer shall receive inquiries, requests, complaints/ grievances, or endorsement letters from the Public Assistance and Complaints Desk (PACD), DSWD Inquiry Email, DSWD Hotline, Social Media platform referrals, and	None	2 Minutes	DSWD AOS Director-Director IV / Regional Director

	Presidential Action Center (PACe).			
	<p>1.2 AOS Technical /Grievance Officer shall review and assess the received inquiries, requests, and complaints/ grievances of the client/s.</p> <p>For inquiries received through PACD/Walk-In clients, the PACD officer shall respond through the PACD.</p> <p>For inquiries received through the DSWD Inquiry Email, the AOS Technical/ Grievance Officer shall respond through the DSWD email;</p> <p>For inquiries received through the DSWD Hotline, the AOS Technical/ Grievance Officer shall respond through phone call/hotline;</p> <p>For inquiries received through referral letters from the NGAs, LGUs and concerned office, the AOS Technical /Grievance Officer shall draft an official memorandum and respond through an official letter.</p>		3 Minutes	DSWD AOS Director- Director IV / Regional Director
	1.3 AOS Technical /Grievance Officer shall review and assess the received inquiries, requests, and		2 minutes	DSWD AOS Director- Director IV /

	complaints/ grievances of the client/s and determine whether the received inquiry, requests, complaint /grievance is within the mandate of the DSWD.			Regional Director
2. The client's submitted inquiry, request, and complaints/grievances will be reviewed, assessed, and categorized.	<p>2.1. For DSWD concerns with complete contact information, proceed to the next step.</p> <p>For DSWD concerns with no contact information of the client or non-DSWD concern, request for reversion.</p> <p>For non-DSWD concerns received through email, revert the concern to the proponent's office through email.</p> <p>For non-DSWD concern referral letters, revert the concern through an official letter and send it to the provided address or email address (if available).</p> <p>For non-DSWD concerns received through the DSWD hotline and PACD, respond accordingly and refer the client to the concerned NGAs, and/or LGUs.</p> <p>2.1.2 For client/s who chose to remain anonymous and the client's concern was</p>		3 Minutes	DSWD AOS Director- Director IV / Regional Director

	<p>categorized as a complaint in nature without documentary or direct evidence, respond to the client's concern based on the AO 17, s, 2022, section 15:</p> <p><i>"No anonymous complaint shall be entertained unless the act complained of is of public knowledge or the allegations can be verified or supported by documentary or direct evidence"</i></p>			
<p>3. The client's submitted inquiry, request, and complaints/grievances will be reviewed, assessed, and categorized.</p>	<p>3.1 AOS/ROC Technical /Grievance Officer shall categorize the concern whether Simple, Complex, or Highly Technical, and encode the client's details in the AOS Monitoring Matrix/Tool.</p> <p>For simple queries: The AOS Technical / Grievance Officer shall respond to the concern of the client through the DSWD hotline/email/letter, through the provided contact information (e.g., e-mail address or phone number).</p> <p>For PACD clients, the assigned PACD Officer shall respond to the client's concern accordingly.</p>	None	<p>10 Minutes (For simple queries and complex concerns)</p> <p>25 Minutes (For PACD clients)</p>	DSWD AOS Director-Director IV / Regional Director

	<p>For requests for assistance and non-contentious grievances that require validation and are classified as “Complex”, the AOS Technical / Grievance Officer shall endorse/refer the matter to the concerned Field Offices or Offices/Divisions/services/Units (FOs/OBSU) for reference and appropriate action.</p> <p>For grievances and confidential complaints that are classified as “Highly Technical”, AOS Technical / Grievance Officer shall draft a memorandum and endorse/refer the matter to the concerned office (closed envelope) for reference and appropriate action.</p>		60 Minutes - 24 hours (For the referral of highly technical concerns)	
4. The client's submitted inquiry, request, complaints/grievances is referred to the concerned OBSU/FO	<p>4.1 OBSU/FO Technical Grievance officer shall receive the referral email/memorandum and attachments from the Agency Operations Service (AOS) through the official email address (inquiry@dswd.gov.ph) and/or hard copy.</p> <p>4.1.1 OBSU/FO Technical /Grievance</p>	None	10 Minutes	<p>Regional Director</p> <p>Non-8888 and Non-CSC CCB Focal Person</p> <p>(OBSU/FO Technical /Grievance Officer)</p>

	<p>Officer shall review and determine to which Division/Unit/Services the concern will be forwarded.</p> <p>4.1.2. OBSU/FO Technical /Grievance Officer shall endorse the email/ referral letter to the concerned Division/Unit/ Services for appropriate action.</p> <p>4.1.3 OBSU/FO Technical/ Grievance Officer shall encode the client's details in the Monitoring Matrix/Tool.</p>			
5. The client to receive a response/action on the concern.	<p>5.1 The concerned Division/Unit shall provide appropriate action/update the client on the status of his/her concern.</p> <p>5.1.2 The concerned Division/Unit shall conduct a Client Satisfaction Measurement Survey (CSMS) on the client.</p> <p>5.1.3 The concerned Division/Unit shall provide and submit a feedback report.</p>	None	<p>a. Simple Transaction (three (3) working days)</p> <p>b. Complex Transaction (seven (7) working days)</p> <p>c. Highly Technical Transaction (twenty (20) working days)</p>	<p>Regional Director</p> <p>Non-8888 and Non-CSC CCB Focal Person of the Concerned Division/Unit in DSWD FOs/OBSU.</p>
6. The DSWD CO-AOS is to receive a response/resolution to the client's inquiry, request for assistance, complaints/grievance.	<p>6.1 The OBSU/FO Technical/ Grievance Officer shall submit to DSWD CO-AOS the copy of the signed document/feedback report/ memorandum with supporting documents including the accomplished CSMS</p>	None	5 Minutes	<p>Regional Director</p> <p>Non-8888 and Non-CSC CCB Focal Person</p> <p>(OBSU/FO Technical</p>

	Form (if available) stating the concrete and specific action/s undertaken by the concerned Division/Unit to respond/resolve the complaint/grievance of the client and update the Monitoring Matrix/Tool.			/Grievance Officer)
7. The DSWD CO-AOS to receive a response/resolution to the client's inquiry, request for assistance, complaints/grievance.	7.1 The AOS Technical/ Grievance Officer shall review the submitted signed official document/ memorandum/ feedback report.		5 Minutes	DSWD AOS Director-Director IV
	<p>7.2 AOS Technical /Grievance Officer shall review the action undertaken by the concerned office.</p> <p>7.2.1 For PACe referral, the AOS Technical/ Grievance Officer shall recommend the closure of the ticket to the Presidential Action Center Administrator through email and proceed to the next step if the submitted response is considered concrete and specific.</p> <p>7.2.2 For actions/feedback reports not considered concrete and specific, return the submitted report for compliance.</p>	None	10 Minutes	DSWD AOS Director-Director IV

	7.3 AOS Technical/ Grievance Officer shall acknowledge the receipt of the official document/ memorandum/ feedback report.		5 Minutes	DSWD AOS Director- Director IV
	7.4 Update the AOS/ROC monitoring matrix and mark the inquiry, request for assistance, and complaints/grievances as responded/closed.		5 Minutes	DSWD AOS Director- Director IV / Regional Director
	TOTAL	NONE	1 hour and 15 Minutes	

6. Request for Technical Approval under the KALAHY-CIDSS National Community-Driven Development Program Additional Financing (NCDDP AF)

Technical Review of the proposed sub-projects with a grant amount of 5 million and above to ensure compliance of requirements of the Community-Based Infrastructure Manual.

Office or Division:	Field Office - KALAHY - CIDSS NCDDP	
Classification:	Complex	
Type of Transaction:	G2G – Government to Government	
Who may avail:	Barangay Development Council - Technical Working Group (BDC - TWG) through the Regional Program Management Office (RPMO)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
One (1) Scanned or Photocopy of Endorsement Letter signed by the Regional Director (RD)		Regional Program Management Office / Area Coordinating Team
One (1) Scanned or Photocopy of Sub-project Proposal		Barangay Local Government Unit / BDC-TWG, Project Preparation Team (PPT)
Technical documents: a) Design Plans; b) Technical Specifications; c) Program of Works; d) Quantity and Cost Estimates; e) Construction Schedule;		Municipal Engineer's Office and/or Regional Program Management Office / Area Coordinating Team Office

f) Equipment Schedule; g) Manpower Schedule. - Scanned or Photocopy				
Safeguards Documents: a) Environmental and Social Screening Checklist; b) Environmental and Social Management Plan (ESMP); - Scanned or Photocopy		Department of Environment and Natural Resources (DENR)		
One (1) Scanned or Photocopy of Site Validation Report		Area Coordinating Team,		
One (1) Scanned or Photocopy of Certification of Prevailing Labor Rate		Municipal Engineering Office		
One (1) Scanned or Photocopy of PPMP/Emergency Community Procurement Plan - Scanned or Photocopy		Barangay Local Government Unit or Procurement Team		
One (1) Scanned or Photocopy of Operation and Maintenance Plan		Barangay Local Government Unit or Operations and Maintenance Group		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Regional Program Management Office shall submit a request for a Technical Approval to the National Program Management Office.	1. NPMO Staff shall receive the request for printing and attach checklist for directives of the NPM; <i>For requests submitted directly to our Engineering and Procurement Division, the PDO IV shall forward the document to our Admin Records for incoming documents and for proper tracking.</i>	None	30 Minutes	<i>Division Chief/ Regional Program Coordinator KC</i>

<p>2. Wait for the result of the assessment by the NPMO</p>	<p>2.1 The Admin Assistant II shall review the completeness of the submitted documents based on the checklist.</p> <p>If the submitted endorsement is complete, the documents are then logged, printed and routed to the ONPM by the assigned Admin Assistant</p> <p>If the submitted endorsement is incomplete, the NPMO shall provide a response through email that only a complete set of technical documents are accepted and advise the RPMO to comply with the missing requirements first prior to their request for Technical Approval.</p>	<p>None</p>	<p>30 Minutes</p>	<p><i>Division Chief/ Regional Program Coordinator KC</i></p>
	<p>2.2 The ONPM shall endorse the document to the PDO IV for Engineering and Procurement on the assigned cluster responsible for the request that shall review the</p>	<p>None</p>	<p>10 Minutes</p>	<p><i>Division Chief/ Regional Program Coordinator KC</i></p>

	submitted documents for the drafting of the Technical Approval			
	<p>2.3 Review as per compliance to standards, correctness, and consistency of documents, and drafting of technical approval or clarificatory memorandum.</p> <p>If the request is compliant, the MATA Team shall prepare the draft Technical Approval, affix his/her initials and forward it to the Admin Assistant II for routing to the NPM.</p> <p>If the request is non-compliant, the MATA Team shall prepare a response letter incorporating the findings of the review and request for compliance on the findings and/or missing documentary requirements for the issuance of Technical Approval, affix his/her initials, and forward it to</p>	None	4 Days	<i>Division Chief/ Regional Program Coordinator KC</i>

	the Admin Assistant for routing.			
	2.3.1 Encode to EDTMS and Routing of response for review and approval of Division Head	None	20 Minutes	<i>Division Chief/ Regional Program Coordinator KC</i>
	2.4 Review for Approval / Disapproval of Request Technical Approval <i>If the request is approved proceed to Step 2.12</i> <i>If the request is disapproved, return to Step 2.9.</i>	None	2 Hours	<i>Division Chief/ Regional Program Coordinator KC</i>
	2.5 Encode to EDTMS and Routing of response for review and approval of NPM	None	15 Minutes	<i>Division Chief/ Regional Program Coordinator KC</i>
	2.6.1 Review for Approval / Disapproval of Request Technical Approval <i>If approved, proceed to Step 3.1</i> <i>If disapproved, return to Step 2.5</i>	None	30 Minutes	<i>National Program Manager</i>
3. Receive the Issuance of	3. The Administrative	None	15 Minutes	<i>Division Chief/</i>

Technical Approval.	Assistant shall route the signed response to KALAH-CIDSS Records and issue the Technical Approval to the RPMO.			<i>Regional Program Coordinator</i> KC
4. Fill-out the CSMF	4. Request the RPMOs to fill up and accomplish the Client Satisfaction Measurement Survey Form through email.	None	5 mins	<i>Division Chief/ Regional Program Coordinator</i> KC
TOTAL		None	4 Days, 4 Hours and 30 Minutes	

OFFICE OF THE REGIONAL DIRECTOR (ORD)

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.

Office or Division:	Office of the Regional Director - Social Technology Unit			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen G2G – Government to Government			
Who may avail?:	National Government Agencies (NGAs), Local Government Units (LGUs), Non-Government Organizations (NGOs), and academe			
CHECKLIST OF REQUIREMENT			WHERE TO SECURE	
Request Letter			From the requesting DSWD Field Office, LGU, NGO, or NGA	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.) Send the request for technical assistance along program/project development or enhancement to Social Technology Division (STB) / DSWD Field Office Social Technology Unit (STU) through:	1) Receive and record the request.	None	2 hours	<i>Regional Director or Section Head</i> Social Technology Unit

a. Letter signed by the Requesting Party, in any form; b. Accomplished Request Form; c. E-mail; or d. Ticketing System.				
	1.2) Prepare, review, and send responses to the requesting party.	None	7 days	<i>Regional Director or Section Head Social Technology Unit</i>
	1.3) If the request involves conduct of actual technical assistance activity including orientation and capability building activities, either via face-to-face or online means: a.) Activity flow b.) Powerpoint presentation c.) Attendance Sheet d.) Other logistical requirements	None	5 days <i>Note: Turn around time does not include days between sending a response and actual conduct of activity.</i>	<i>Regional Director or Section Head Social Technology Unit</i>
2.) Answer the Client Satisfaction Survey (CSS)	1.4.) Administer/Monitor/Follow-up Client Satisfaction Survey (CSS).	None	Not applicable	<i>Regional Director or Section Head Social Technology Unit</i>

TOTAL	If the Technical Assistance requested may be provided via official communications.	None	7 days 2 hours	
	If the request involves conduct of actual technical assistance activity	None	12 days 2 hours	

2. Technical Assistance On Social Technology Division (STB) Developed Programs And Projects

Refers to the provision of technical assistance on concerns relative to the ongoing and completed social technology programs and projects of the Social Technology Division (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.

Office Division:	or	Office of the Regional Director- Social Technology Unit
Classification		Highly Technical
Types of Transaction:		G2G – Government to Government G2C - Government to Citizens
Who may avail:		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 along program/project development or enhancement to Social Technology Division (STB) / DSWD Field Office Social Technology Unit (STU) through: <ul style="list-style-type: none"> a. Letter signed by the Requesting Party, in any form; b. Accomplished Request Form; c. E-mail; or d. Ticketing System. 	1) Receive and record the request.	None	2 hours	<i>Regional Director or Section Head Social Technology Unit</i>
	1.2) Prepare, check, and send response to the request, and conduct the Technical Assistance.	None	7 days	<i>Regional Director or Section Head Social Technology Unit</i>
	1.3) If the request involves conduct of actual technical	None	8 days	<i>Regional Director or Section Head</i>

	assistance activity including orientation and capability building activities, either via face-to-face or online means:		<i>Note: Turn around time does not include days between sending a response and actual conduct of activity.</i>	Social Technology Unit
2. Accomplish the Client Satisfaction Survey (CSS).	2. Administer/ Monitor/Follow-up Client Satisfaction Survey (CSS).	None	Not applicable	Regional Director or Section Head Social Technology Unit
	TOTAL If the Technical Assistance is sharing data, information and knowledge product	None	7 days 2 hours	
	TOTAL If the request involves conduct of actual technical assistance activity	None	15 days 2 hours	

FIELD OFFICE CARAGA

NON-FRONTLINE SERVICES

ADMINISTRATIVE SERVICE (AS)

NON-FRONTLINE SERVICES

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

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.

Office/Division:	Administrative Division – Property and Supply Section (PSS)
Classification:	Complex Transaction
Type of Transaction:	G2G – Government to Government
Who may avail:	Department of Social Welfare and Development (DSWD) Employees who are: a. DSWD employees and officials
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. One (1) original copy of duly accomplished and notarized Report of Loss, Stolen, Damaged and Destroyed Property (RLSDDP).	1. From PSAMD 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
Processing of Request for Relief				
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 Office, Divisions, and Services (HOBS) / Head of Offices, Divisions, and Sections (HODS) concerned.	1.1 The property personnel receive the request for relief with attachments. Review if the submitted request has complete documentary requirements as provided for under Sec. 6.9 of AO 6, s. 2017.	None	5 Minutes	Division Chief / Section Head PSS
	1.2 Property personnel shall verify if the property is already tagged in PREMIS as lost/damaged/destroyed; If not, tag property as lost under the module RLSDDP/RLSD DSP. If not complete: prepare a reply Memorandum to the accountable officer thru the HOBS to	None	2 Hours (May be extended depending on the number of transactions being handled and the availability of documents and information to support the issuance of recommendation.)	Division Chief / Section Head PSS

require submission of the identified lacking documentary requirements.

- If complete,**
proceed to the
next step

1.3 Prepare recommendation/ comments addressed to COA, copy furnished the Accountable Officer and HOBS concerned, to be signed by the Undersecretary for GASSG/Regional Director

1.3.1 The Administrative Service Director and Head/Administrative Division Chief and Head of Property Office shall affix his/her initial on the draft

None

5 Days

Division Chief /
Section Head
PSS

5 days

(May be extended depending on the number of transactions being handled and the availability of documents and information to support the issuance of

Division Chief /
Section Head
PSS

	Recommendation/ Comment; 1.3.2 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 1.3.3 Property personnel shall submit the original copy to COA and photocopy to the Accountable Officer and HOBS/HODS concerned.		recommendation.)	Division Chief / Section Head PSS
TOTAL:		None	5 Days, 2 Hours, 5 Minutes	

Provision of Technical Assistance upon Receipt of COA Decision				
1. Forward copy of COA decision on the request for relief from property accountability	1.1 Property personnel will receive copy of COA decision on the accountable officer's Request for Relief from Property Accountability	None	5 Minutes	Division Chief / Section Head PSS
	1.2 The property personnel shall review the Decision of COA to determine the appropriate assistance to be provided to the	None	3 Days (May be extended depending on the number of	Division Chief / Section Head PSS

	<p>accountable officer, as follows:</p> <p>If Relief is Granted Prepare Memorandum 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 Director/ Concerned Division Chief in Field Office, copy furnished the Accountable Officer through the HOBS/HODS</p> <p>1.2.1 Update records/PREMIS</p> <p>If Relief is Denied – Property personnel will 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>Replacement <i>Pagpapalit–</i> Accountable Officer to submit to Property Office through a memorandum the details of the proposed item/s with same or higher specifications as replacement to the lost property</p>		<p>transactions being handled)</p>	
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	Payment –Accountable Officer to settle/pay the “money value” of the lost property based on the existing COA accounting rules and guidelines			
2. For Replacement: Present replacement unit for the lost property	2.1 Inspect/Validate the offered replacement item/s If Non-Compliant, Inform the Accountable Officer of the reason/s for non-compliance and require to meet the needed requirements If Compliant, Proceed to next step	None	4 Hours (May be extended depending on the number of transactions being handled.)	Division Chief / Section Head PSS
	2.2 Once the replacement unit is compliant with the approved recommendation, the Property Personnel shall: a. Accept replacement unit upon concurrence of COA Representative and Prepare necessary documentation/update record in PREMIS b. Prepare Memorandum to Finance and Management Service (FMS)/Finance and Management Division (FMD) and COA on the acceptance of offered replacement items for reference	None	4 Hours (May be extended depending on the number of transactions being handled.)	Division Chief / Section Head PSS

	and recording in the Books of Accounts			
2. For Reimbursement Request for Assistance for securing the Order of Payment from Accounting Division/Accounting Section and pay the money value of the lost property in accordance with the approved recommendation 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	2.1 The accountable officer, through the assistance of property personnel, shall secure from the Accounting Division/Section an Order of Payment and pay to the Cash Division/Section the Money Value of the lost property in accordance with the approved recommendation.	None	2 Hours	Division Chief / Section Head PSS
3. Fill-out CSMF	3. Upon completion of the process, the Property Personnel shall administer CSMF (either online or paper-based) from the client/accountable officer through the prescribed customer feedback form	None	5 Minutes	Division Chief / Section Head PSS
TOTAL:		None	For Replacement - 3 Days, 8 Hours, 10 Minutes For Reimbursement - 3 Days, 2 Hours, 10 Minutes	

2. 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.

Office/Division:	Administrative Division – Property and Supply Section (PSS)
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Department of Social Welfare and Development (DSWD) Officials and Employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>One (1) original copy of duly accomplished request for issuance of Sticker Pass</p> <p><u>In the absence of the authorized signatory secure any of the following:</u></p> <ol style="list-style-type: none"> 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 2. Digitally signed using the PNPKI registered digital signature 3. Printed copy of email using the official DSWD email account requesting for the issuance of sticker pass 	<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"> 1. Records and Archives Management Division (RAMD) 2. Digital signature of: <ul style="list-style-type: none"> • Authorized signatory or; • Authorized representative with attached 1 photocopy of SO for order of succession 3. From the: <ul style="list-style-type: none"> • Authorized signatory or; • Authorized representative with attached 1 photocopy of SO for order of succession

4. Present the property to claim sticker pass		4. To be presented by the requester		
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	1.1. The property personnel shall receive the duly accomplished request for issuance Sticker Pass from 8am to 3pm	None	5 Minutes	<i>Division Chief / Section Head PSS</i>
	1.2 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 an 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 Ensure that the client has provided their satisfaction feedback in PREMIS	None	1 Hour, 30 Minutes	<i>Division Chief / Section Head PSS</i>

	which will automatically generate the name of service provider once request was approved.			
	1.3. Generate and print sticker pass and forward to Head of Property Office together with the Sticker Pass request for approval of the request and for signature of the generated Sticker Pass	None	30 Minutes	<i>Division Chief / Section Head PSS</i>
	1.4. Approve Sticker Pass Request and sign printed Sticker Pass	None	15 Minutes	<i>Division Chief / Section Head PSS</i>
	1.5. Attach signed sticker pass to the submitted sticker pass request and file in the data file folder according to numerical sequence	None	15 Minutes	<i>Division Chief / Section Head PSS</i>
2. Claim Sticker Pass	2.1. 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.	None	30 Minutes	<i>Division Chief / Section Head PSS</i>

	If incorrect details, inform the requester and request for the right item. 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	None	30 Minutes	Division Chief / Section Head PSS
	2.3. Update PREMIS and marked sticker pass as claimed	None	30 Minutes	Division Chief / Section Head PSS
	TOTAL:	None	4 Hours, 5 Minutes	

3. Procurement under Agency to Agency

Procurement of Goods and Services, Infrastructure Projects, and 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 9th Edition 2016 Revised IRR of R.A. 9184 as the applicable Alternative Method of Procurement.

Office or Division:	Administrative Division - Procurement Section (AD-PS) Bids and Awards Committee (BAC)
Classification:	Highly Technical
Type of Transaction:	G2G - Government-to-Government) / G2B Government to Business
Who may avail:	DSWD Central Office Office/ Division/ Service/ Unit (OBSU)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
All Purchase Request (PR) with DRN number must be submitted in three (3) copies signed by the Head of the OBS indicating complete technical specifications of the goods and services requested with a	End-user Unit (OBSUs) submit to BAC Secretariat located at the 2nd Floor, Mahusay Building, DSWD Central Officer

certified true copy of approved PPMP and other supporting documents per request as follows: <ul style="list-style-type: none"> • Approved Project Proposal • Approved Terms of Reference • Justification • Price Quotation/ Proposal • Market Scanning/ Research, if applicable 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. OBSU endorses approved PR to the BAC through its Secretariat	1.1 The PPMS Procurement Officer endorses to the BAC, through its Secretariat, a transmittal memorandum requesting for BAC Resolution recommending the adoption of Negotiated Procurement – Agency-to-Agency as the mode of procurement and award of contract to the identified Servicing Agency, together with the accomplished Checklist for AMPs (DSWD-AS-GF-0	None	One (1) calendar day	<i>Division Chief / Section Head PS</i>
	1.2 Upon receipt of the documents, BAC Secretariat Procurement Officer shall review and verify the veracity and completeness of the documents – e.g. justification, market study/ research, price quotations/ proposals – to ensure that the Servicing Agency is technically, legally and financially capable to deliver the goods and/or services in accordance	None	Within Fifteen (15) calendar days	<i>Division Chief / Section Head PS</i>

	<p>with the provision of R.A. No. 9184 and its 2016 Revised IRR.</p> <p>1.2.1 The BAC Secretariat Procurement Officer, upon the BAC's due deliberation, shall then prepare the BAC Resolution recommending adoption of Negotiated Procurement – Agency-to-Agency modality and award of contract to the Servicing Agency.</p> <p>1.2.2 The BAC Resolution shall be endorsed to the Head of the BAC Secretariat for final review and comments, prior to its routing for signature of the members of the BAC, and eventually for signature and approval of the Head of the Procuring Entity (HoPE).</p> <p>1.2.3 The BAC Resolution is routed by the BAC Secretariat among the BAC Members for their signature.</p> <p>1.2.4 The BAC Resolution is routed to the HoPE for signature and/or approval.</p> <p>1.2.5 The BAC Secretariat Procurement Officer shall endorse the approved BAC Resolution Certified True Copy (CTC) with complete supporting documents and the accomplished Checklist</p>			
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	<p>for AMPs to BAC Secretariat Receiving Officer for the updating of PMT and afterwards endorse to PMD-CMS for preparation of Memorandum of Agreement (MOA)/ Memorandum of Understanding (MOU)/ Purchase Order (PO).</p> <p>1.2.6 In the event the HoPE shall disapprove the recommendation, such disapproval shall be based only on valid, reasonable, and justifiable grounds to be expressed in writing, addressed to the BAC.</p> <p>The BAC deliberates and informs the End-user on the decision/disapproval by the HoPE.c</p>			
2. Prepare the ORS and have the PO signed by the HoPE	<p>2.1 Upon receipt of the complete documents from BAC Secretariat, the PS receiving officer updates the PMT and hands over the documents to the Procurement Officer, to review and afterwards endorses the documents to the designated Project Procurement Officer (PPO) to prepare MOA/ MOU/ PO.</p> <p>In case of MOA/ MOU: Prepare draft MOA/ MOU between the Department and Servicing Agency and endorse the same with outgoing clerk for</p>	None	Six (6) calendar days (exclusive of End-user and FMS process)	<i>Division Chief / Section Head PS</i>

	<p>onward endorsement to the Legal Service (LS) for review.</p> <p>2.1.1 Within three (3) days from receipt of comments, the concerned PPO shall then finalize the MOA/MOU in accordance with the comments of LS, and all the documents and endorse to the End-user concerned the entire document.</p> <p>NOTE: <i>In case the Servicing Agency has their prescribed or template MOA/MOU and requires their prior vetting/review, an additional number of days is allotted to the SA and End-user Unit.</i></p> <p>In case of PO: Prepare Purchase Order (PO) and Obligation Request and Status (ORS). Then, endorse to the End-user concerned the entire document.</p> <p>2.1.2 The PPO prepares the PO and ORS Form and endorses it to the end-user to facilitate signature on Box A of ORS by the Head of Office/Division/Section (HODS).</p> <p>2.1.3 Once signed, the end-user then forwards the documents for fund</p>			
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	obligation by FMD-Budget Section (FMD-BS) and certification of funds availability by FMD-Accounting Section (FMD-AS). 2.1.4 FMD shall forward the PO for approval by the HoPE.			
	2.2 Upon receipt of the duly funded MOA/ MOU/ PO, the CMS Procurement Officer shall notify and serve immediately to the Servicing Agency (SA) the MOA/ MOU/ PO and facilitate the signing by the duly authorized representative of the SA.	None	Three (3) calendar days	<i>Division Chief / Section Head PS</i>
	2.3 The PPO, shall post the MOA/ MOU/ PO, for information purposes, in the PhilGEPS website, the DSWD website, and at any conspicuous place reserved for this purpose in the DSWD premises within ten (10) days from their issuance, except for contracts with ABC of Fifty Thousand Pesos (₱50,000.00) and below.	None	Within Ten (10) days	<i>Division Chief Procurement Management Division</i>
	TOTAL:	NONE	35 Calendar Days	

4. Procurement under Direct Contracting

Procurement of Goods based on the requirement needed by the Agency to be procured using **Direct Contracting under Section 50** of the 9th Edition 2016 Revised Implementing Rules and Regulations (IRR) of Republic Act (RA) 9184 as the applicable Alternative Method of Procurement.

Office or Division:		Administrative Division – Procurement Section (AD-PS) Bids and Awards Committee (BAC)		
Classification:		Highly Technical		
Type of Transaction:		G2G Government-to-Government / G2B Government to Business		
Who may avail:		DSWD Field Office Office/Division /Section/ Unit (ODSU)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
All Purchase Request (PR) with DRN number must be submitted in three (3) copies signed by the Head of the OBS indicating complete technical specifications of the goods and services requested with a certified true copy of approved PPMP and other supporting documents per request as follows: <ul style="list-style-type: none"> • Pre-repair Inspection Report • Service Provider Diagnostic Report • Certificate of Exclusive/ Sole Distributorship • Market Survey/ Market Research, if applicable • Property Accountability Report (PAR), if applicable • Price Quotation 		End-User Unit (ODSUs) except for c. Property Accountability Report (PAR), if applicable – secure from Administrative Division - Property and Supply Section d. Price Quotation – from the Service Providers/Suppliers		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The End-user (ODSUs) endorses approved PR to the Procurement Officer through its receiving officer.	1.1 The PS receiving officer shall record, update the Procurement Monitoring Tool (PMT) and endorse to the Procurement Officer for further review and forward to the designated PPO who then prepares the RFQ and ensures that specific	None	Three (3) calendar days	<i>Division Chief / Section Head PS</i>

	<p>requirements indicated in the approved PR are consistent with the approved technical specifications and/or supporting documents. He/She then endorses the RFQ and other relevant supporting documents to the Procurement Officer for signature.</p> <p>1.1.1 The Procurement Officer signs the RFQ Form.</p> <p>1.1.2 Once the RFQ is signed, the PS receiving officer updates the PMT, and endorses the RFQ to the PPO to facilitate the procurement process.</p> <p>1.1.3 The PPO, through the Canvassers shall send the RFQ to the identified direct supplier and require the same to submit price quotation including the terms and conditions of sale, and a certification of exclusive dealership and/or sole distributorship, patents or copyrights.</p> <p>1.1.4 Upon receipt of the price quotation</p>			
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	and required documents, the Procurement Officer endorses to the BAC, through its Secretariat, requesting for BAC Resolution recommending the adoption of Direct Contracting as the mode of procurement and award of contract to the identified direct supplier.			
	<p>1.2 Upon receipt of the documents, BAC Secretariat shall review and verify the veracity and completeness of the documents submitted – e.g. justification, market study, price quotations and others. Otherwise, BAC Secretariat shall coordinate with PS to comply with the lacking document.</p> <p>1.2.1 The BAC may conduct simplified negotiations on the terms and conditions of the contract to ensure that the direct supplier is technically, legally and financially capable to deliver the goods at the most advantageous price and contract</p>	None	Within Fifteen (15) calendar days	<i>Division Chief / Section Head PS</i>

	<p>for the Government.</p> <p>1.2.2 Upon successful negotiations, the BAC shall recommend the award of contract to the HoPE in accordance with Section (IV)(L) of the Guideline [Annex "H"].</p> <p>1.2.3 The BAC Secretariat, upon the BAC's due deliberation, shall then prepare the BAC Resolution recommending adoption of Direct Contracting modality and award of contract in favor of the direct supplier.</p> <p>1.2.4 The BAC Resolution shall be endorsed to the Head of the BAC Secretariat for final review and comments, prior to its routing for signature of the members of the BAC, and eventually for signature and approval of the Head of the Procuring Entity (HoPE).</p> <p>1.2.5 The BAC Resolution is routed by the BAC Secretariat among the BAC</p>			
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	<p>Members for their signature.</p> <p>1.2.6 Then, the BAC Resolution is routed to the HoPE for signature and/or approval.</p> <p>1.2.7 In the event the HoPE shall disapprove the recommendation, such disapproval shall be based only on valid, reasonable, and justifiable grounds to be expressed in writing, addressed to the BAC.</p> <p>1.2.8 The BAC deliberates and informs the End-user on the decision/disapproval of the HoPE.</p> <p>1.2.9 Upon receipt of The approved resolution with complete supporting documents, the PS receiving officer shall update the PMT and afterwards endorse to PPO for preparation of Purchase Order (PO) and ORS.</p>			
2. Prepare the ORS and have the PO signed by the HoPE.	2.1 The PPO shall prepare and facilitate the	None	Three (3) calendar days (exclusive of FMS process)	<i>Division Chief Section Head PS</i>

	<p>issuance of PO and ORS.</p> <p>2.1.1 The designated PPO, shall prepare the Purchase Order and Obligation Request and Status (ORS). Then endorses to the End-user concerned the entire document.</p> <p>2.1.2 The End-user facilitates the signature on Box A of ORS by the HODS.</p> <p>2.1.3 Then, the End-user facilitates the processing of fund obligation by FMD-Budget Section and certification of funds availability by FMD-Accounting Section.</p> <p>2.1.4</p> <p>2.1.4 Then, FMD-Accounting Section will endorse the PO for approval by the HoPE.</p>			
	<p>2.2 Upon receipt of the duly funded PO, the PPO shall immediately notify and serve to the supplier the PO.</p> <p>2.2.1 The HoPE or his duly authorized representative shall issue the Notice to</p>	None	Three (3) calendar days	<i>Division Chief</i> Procurement Management Division

	Proceed (NTP), if necessary, and a copy of the approved PO to the Supplier within three (3) calendar days from the date of approval of the contract.			
	3.1 The PPO shall post the NOA, PO, including the NTP if necessary, for information purposes, in the PhilGEPS website, the DSWD website, and at any conspicuous place reserved for this purpose in the DSWD premises within ten (10) days from their issuance, except for contracts with ABC of Fifty Thousand Pesos (₱50,000.00) and below.	None	Within ten (10) days	<i>Division Chief / Section Head PS</i>
	TOTAL:	None	34 Calendar Days	

5. Procurement under Direct Detail Purchase of Petroleum Fuel, Oil and Lubricant (POL) Products and Airline Tickets

Procurement of Goods and Services based on the requirement needed by the Agency to be procured using Negotiated Procurement - Direct Retail Purchase of Petroleum Fuel, Oil and Lubricant (POL) Products and Airline Tickets under Section 53.14 of the 9th Edition 2016 Revised Implementing Rules and Regulations (IRR) of Republic Act (RA) 9184 as the applicable Alternative Methods of Procurement.

Office or Division:	Administrative Division - Procurement Section (AD-PS) Bids and Awards Committee (BAC)
Classification:	Highly Technical

Type of Transaction:		Government-to-Government (G2G) / Government to Business (G2B)		
Who may avail:		DSWD Field Office Office/ Bureau/ Service/ Unit (ODSU)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
All Purchase Request (PR) with DRN number must be submitted in three (3) copies signed by the Head of the OBS indicating complete technical specifications of the goods and services requested with a certified true copy of approved PPMP and other supporting documents per request as follows: <ul style="list-style-type: none"> • Approved Project Proposal • Approved Terms of Reference (TOR) • Justification Letter • Market Survey/ Market Research • Price Quotation/ Proposal 		End-user Unit (OBSUs)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The End-user (ODSUs) endorses approved PR to the Procurement Officer through its receiving officer.	1.1 The Procurement Officer endorses to the BAC, through its Secretariat, requesting for BAC Resolution recommending the adoption of Negotiated Procurement – Direct Retail Purchase of POL products and Airline Tickets as the mode of procurement and award of the contract to the identified supplier and/or service provider, together with PR Tracking Slip.	None	One (1) calendar day	<i>Division Chief</i> <i>Section Head</i> PS
	1.2 Upon receipt of the documents, the BAC Secretariat shall review and verify the veracity and completeness of the documents to ensure that the conditions have been met.	None	Within Fifteen (15) calendar days	<i>Division Chief</i> <i>Section Head</i> PS

	<p>Otherwise, BAC Secretariat shall coordinate with the PS to comply with the lacking document.</p>			
	<p>1.3 The BAC Secretariat , upon the BAC's due deliberation, prepares the BAC Resolution with the following recommendation:</p> <p>1.3.1 The end-user delegated to directly purchase POL products and airline tickets in accordance with Part IV (J) of the Guidelines for Alternative Methods of Procurement (AMPs) shall determine the supplier or service provider capable of delivering the required POL products and airline tickets at retail pump price or at the most reasonable retail price, as the case may be.</p> <p>1.3.4 Taking into account the usual trade and business practices being observed in the industry and the requirements and other reasonable considerations identified by the end-user, direct retail purchase of the required POL products or airline tickets shall be carried out in accordance with pertinent accounting principles and practices as well as of sound</p>			

	<p>management and fiscal administration provided that they do not contravene existing laws and regulations applicable to financial transactions.</p> <p>1.3.5 The BAC Resolution shall be endorsed to the Head of the BAC Secretariat for final review and comments, prior to its routing for signature of the members of the BAC, and eventually for signature and approval of the Head of the Procuring Entity (HoPE).</p> <p>1.3.6 The BAC Resolution is routed by the BAC Secretariat among the BAC Members for their signature.</p> <p>1.3.7 Then, the BAC Resolution is routed to the HoPE for signature and/or approval.</p> <p>Upon receipt of the duly approved BAC Resolution, the BAC Sec-in-Charge shall then endorse the approved BAC Resolution Certified True Copy (CTC) with complete supporting documents and the accomplished Checklist for AMPs to BAC Sec receiving officer for the updating of PMT and afterwards endorse to End-user (ex.AD-GSS), copy furnish PS.</p>			
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	<p>In the event the HoPE shall disapprove the recommendation, such disapproval shall be based only on valid, reasonable, and justifiable grounds to be expressed in writing, addressed to the BAC.</p> <p>1.3.8 The BAC shall deliberate and inform the End-user on the decision/ disapproval by the HoPE.</p>			
	TOTAL	NONE	16 Calendar Days	

6. Procurement under Emergency Cases

Procurement of Goods and Services, Infrastructure Project, and Consulting Services based on the requirement needed by the Agency to be procured using **Negotiated Procurement - Emergency Cases under Section 53.2** of the 9th Edition 2016 Revised Implementing Rules and Regulations (IRR) of Republic Act (RA) 9184 as the applicable Alternative Methods of Procurement.

Office or Division:	Administrative Division - Procurement Section (AD-PS) Bids and Awards Committee Secretariat (BAC SEC)
Classification:	Highly Technical
Type of Transaction:	Government-to-Government (G2G) / Government to Business (G2B)
Who may avail:	DSWD Field Office Office/ Division/ Service/ Unit (OBSU)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>All Purchase Request (PR) with DRN number must be submitted in three (3) copies signed by the Head of the OBS indicating complete technical specifications of the goods and services requested with a certified true copy of approved PPMP and other supporting documents per request as follows:</p> <ul style="list-style-type: none"> Approved Project Proposal 	End-user Unit (OBSUs)

<ul style="list-style-type: none"> • Approved Terms of Reference (TOR) • Justification Letter • Market Survey/ Market Research 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The End-user (ODSUs) endorses approved PR to the Procurement Officer through its receiving officer.	<p>1.1 The Procurement Section (PS) receiving officer checks the submitted PR and its supporting documents as hand carried by the End-user staff.</p> <p>If found complete, the PS receiving officer stamps receive the PR. Then, records the approved PR with proper signatories – in consonance with the existing guidelines – and with complete supporting documents, and encodes in the Procurement Monitoring Tool (PMT).</p> <p>If found incomplete, the PR is immediately declined for appropriate action by the End-user.</p> <p>1.1.1 PS receiving officer shall check the inclusion of the procurement project in the approved Supplemental PPMP and completeness of required supporting documents. If found in order, affixes</p>	None	One (1) calendar day	<i>Division Chief / Section Head</i> PS

	<p>his/her initial, then endorses to the BAC Sec Head through its receiving officer..</p> <p>Otherwise, if no approved Supplemental PPMP the PS receiving officer will not receive the documents and returns the PR to the End-User for appropriate action.</p>			
	<p>1.2 The Procurement Officer endorses to the BAC, through its Secretariat, requesting for BAC Resolution recommending the adoption of Negotiated Procurement– Emergency Cases as the mode of procurement and award of contract to the identified Servicing Agency, attached with PR Tracking Slip.</p> <p>1.2.1 The BAC Resolution shall be endorsed to the Head of the BAC Secretariat for final review and comments, prior to its routing for signature of the members of the BAC, and eventually for signature and approval of the Head</p>	None	Within One (1) calendar day	<i>Division Chief / Section Head PS</i>

	<p>of the Procuring Entity (HoPE).</p> <p>1.2.2 The BAC Resolution is routed by the BAC Secretariat among the BAC Members for their signature.</p> <p>1.2.3 Then, the BAC Resolution is routed to the HoPE for signature and/or approval.</p> <p>1.2.4 Once approved the Procurement Section may proceed with securing quotations.</p> <p>1.2.5 If NP-EC is directly negotiated, proceed to Step # 14.</p> <p>1.2.6 In the event the HoPE shall disapprove the recommendation, such disapproval shall be based only on valid, reasonable, and justifiable grounds to be expressed in writing, addressed to the BAC.</p> <p>1.2.7 The BAC deliberates and informs the End-user on the decision/disapproval by the HoPE.</p>			
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	<p>1.3 The PS receiving officer records, updates the PMT and endorses to PPO who then prepares the RFQ/ Request for Proposal (RFP) and ensures that the specific requirements indicated in the approved PR are consistent with the approved technical specifications/ project proposal/ TOR and/or supporting documents.</p> <p>1.3.1 The PPO shall endorse the RFQ/RFP and other relevant supporting documents to the Procurement Officer for signature. Once the RFQ/RFP is signed, the PS receiving officer updates the PMT, and endorses it to the PPO to facilitate the procurement process.</p> <p>1.3.2 The PPO sends</p> <p>out through the Canvassers/ emails the RFQ/ RFP and requests the prospective suppliers, service providers, contractors and/or consultants, to submit a price quotation/ proposal that is responsive to the minimum</p>	None	Three (3) calendar days	<i>Division Chief / Section Head PS</i>
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	technical specifications/ requirements set by the End-user Unit.			
2. Submit a bid quotation/ bid proposal through the official email	<p>2.1 The Supplier/ Contractor/ Consultant shall submit a bid quotation/ bid proposal through the official email address and/or fax number of the BAC Secretariat dedicated for the receipt of quotations/proposals or submits personally to the BAC Secretariat office.</p> <p>2.1.1 The PPO shall endorse to the BAC, through its Secretariat, a transmittal memorandum for BAC evaluation and/or deliberation of quotations received.</p>	None	In accordance with the deadline set in the RFQ/RFP	<i>Division Chief / Section Head</i> PS
	2.2 Upon receipt of the price quotations/ proposals, the BAC, through the BAC Sec. Procurement Officer or through the designated Technical Working Group (TWG) if any, shall then proceed to examine and evaluate the submitted documents, and determine their compliance to the minimum technical specifications set by	None	Three (3) calendar days	<i>Division Chief / Section Head</i> PS

	the end-user Unit, and recommend to the BAC their findings.			
	<p>2.3 Upon receipt of the documents, BAC Sec reviews and verifies the veracity and completeness of the appropriate supporting documents to ensure that the supplier, contractor, or consultant is technically, legally and financially capable to deliver the goods and/or services.</p> <p>2.3.1 The BAC Resolution shall be endorsed to the Head of the BAC Secretariat for final review and comments, prior to its routing for signature of the members of the BAC, and eventually for signature and approval of the HoPE.</p> <p>2.3.2 The BAC Resolution is routed by the BAC Secretariat among the BAC Members for their signature.</p> <p>2.3.3 The BAC Resolution is routed to the HoPE for signature and/or approval.</p>	None	Within Fifteen (15) calendar days	<i>Division Chief / Section Head</i> PS

	<p>2.3.4 Upon receipt of the duly approved BAC Resolution, the BAC Sec -in-Charge shall then endorse the approved BAC Resolution (CTC) with complete supporting documents to BAC Sec receiving officer for the updating of PMT and afterwards endorse to AD-PS for preparation of Purchase Order (PO) and ORS.</p> <p>2.3.5 In the event the HOPE shall disapprove the recommendation, such disapproval shall be based only on valid, reasonable, and justifiable grounds to be expressed in writing, addressed to the BAC.</p> <p>2.3.6 The BAC deliberates and informs the End-user on the decision/ disapproval by the HoPE.</p>			
3. Prepare the ORS and have the PO signed by the HoPE	<p>3.1 The AD-PS prepares and facilitates the issuance of PO and printing of ORS.</p> <p>3.1.1 Upon receipt of the complete documents, e.g.</p>	None	Three (3) calendar days (exclusive of FMS process)	Division Chief / Section Head PS

	<p>certified true copies of the BAC Resolution, PR, and other relevant documents from BAC Secretariat, the PS receiving officer updates the PMT and hand over the documents to the PPO, upon coordination with the PS Section Head, to review and prepare Purchase Order and Obligation Request and Status (ORS). Then endorses to the End-user concerned the entire documents.</p> <p>3.1.2 The End-user facilitates the signature on Box A of ORS by the HODS.</p> <p>The End-user facilitates the processing of fund obligation by FMD-Budget Section (FMD- BS) and certification of funds availability by FMD-Accounting Section (FMD-AS) then forwards the documents for approval of the HoPE.</p>			
	<p>3.2 Upon receipt of the duly funded PO, the CMS Procurement Officer shall immediately notify and serve to</p>	None	One (1) calendar day	Division Chief / Section Head PS

	the supplier, contractor or consultant the PO. Then, he/she facilitates and/or ensures the signing of PO by the supplier, contractor or consultant to signify the acceptance of the award made to them.			
	3.3 The PPO, shall post the PO, for information purposes, in the PhilGEPS website, the DSWD website, and at any conspicuous place reserved for this purpose in the premises of the DSWD within ten (10) days from their issuance, except for contracts with ABC of Fifty Thousand Pesos (₱50,000.00) and below.	None	Within Ten (10) days	<i>Division Chief / Section Head PS</i>
	TOTAL	NONE	38 Calendar Days	

7. Procurement under Highly Technical Consultant

Procurement of Consulting Services based on the requirement needed by the Agency to be procured using **Negotiated Procurement - Highly Technical Consultant under Section 53.7** of the 9th Edition 2016 Revised IRR of R.A. 9184 as the applicable Alternative Method of Procurement.

Office or Division:	Administrative Division - Procurement Section (AD-PS) Bids and Awards Committee Secretariat (BAC SEC)
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Classification:		Highly Technical		
Type of Transaction:		Government-to-Government (G2G) / Government to Business (G2B)		
Who may avail:		DSWD Central Office Office/ Division/ Service/ Unit (OBSU)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
All Purchase Request (PR) with DRN number must be submitted in three (3) copies signed by the Head of the OBS indicating complete technical specifications of the goods and services requested with a certified true copy of approved PPMP and other supporting documents per request as follows: <ul style="list-style-type: none"> • Approved Project Proposal • Approved Terms of Reference • Justification • Curriculum Vitae 		End-user Unit (ODSUs)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The End-user (ODSUs) endorses approved PR to the Procurement Officer through its receiving officer.	1.1 The Procurement Officer endorses to the BAC, through its Secretariat, requesting for BAC Resolution recommending the adoption of Negotiated Procurement - Highly Technical Consultant as the mode of procurement and award of contract to the identified individual consultant with the PR Tracking Slip.	None	One (1) calendar day	<i>Division Chief / Section Head</i> PS
	1.2 Upon receipt of the documents, the BAC Secretariat shall review and verify the veracity and completeness of the documents - e.g. justification, TOR, CV, and others. Otherwise, BAC Secretariat shall coordinate with AD-	None	Within Fifteen (15) calendar days	<i>Division Chief / Section Head</i> PS

	<p>PS to comply with the lacking document.</p> <p>1.2.1 The BAC shall undertake the negotiation with the individual consultant based on the TOR prepared by the End-user. Considering the nature of the consultancy work, the negotiations need not be elaborate, it is enough that the BAC has validated that the individual is legally, technically and financially capable to undertake and fulfill the consultancy work based on the TOR.</p> <p>1.2.2 Upon successful negotiation, the BAC shall recommend the award of contract to the HoPE in accordance with Section (IV)(L) of the Guideline [Annex "H"].</p> <p>1.2.3 The BAC Secretariat Procurement Officer, upon the BAC's due deliberation, shall then prepare the BAC Resolution recommending the adoption of Negotiated Procurement – Highly Technical Consultant modality and award of contract to the individual consultant. The Notice of Award</p>			
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	<p>(NOA) is also prepared.</p> <p>1.2.4 The BAC Resolution shall be endorsed to the Head of the BAC Secretariat for final review and comments, prior to its routing for signature of the members of the BAC, and eventually for signature and approval of the HoPE.</p> <p>1.2.5 The BAC Resolution is routed by the BAC Secretariat among the BAC Members for their signature.</p> <p>1.2.6 The BAC Resolution is routed to the HoPE for signature and/or approval.</p> <p>1.2.7 In the event the HoPE shall disapprove the recommendation, such disapproval shall be based only on valid, reasonable, and justifiable grounds to be expressed in writing, addressed to the BAC.</p> <p>1.2.8 The BAC deliberates and informs the End-user on the decision/disapproval of the HoPE.</p> <p>1.2.9 Upon receipt of the duly signed NOA, the BAC Sec Procurement Officer serves it at once to the</p>			
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	awarded individual consultant. The BAC Sec shall then endorse the approved BAC Resolution (CTC) with complete supporting documents to BAC Sec Receiving Officer for the updating of Procurement Monitoring Tool (PMT) and afterwards endorse to AD-PS for preparation of Contract by the designated PPO.			
2. Prepare the ORS and have the PO signed by the HoPE	<p>2.1 Upon receipt of the complete documents e.g. CTC of the BAC Resolution, NOA, PR, and other relevant documents from BAC Secretariat, the PS receiving officer updates the PMT and hands over the documents to the PPO, upon coordination with the PS Section Head, to review and prepare the draft Contract.</p> <p>2.1.1 The PPO prepares the draft Contract between the Department and the Consultant and endorses the same with outgoing clerk for onward endorsement to the LS for review.</p> <p>2.1.2 Within three (3) days from receipt of comments, the PPO shall then finalize the</p>	None	Six (6) calendar days	<i>Division Chief / Section Head PS</i>

	<p>Contract in accordance with the comments of LS, and prepare the PO and ORS and endorse to the End-user concerned the entire document.</p> <p>2.1.3 The End-user facilitates the signature and approval of the Contract by the HoPE.</p> <p>2.1.4 The end-user facilitates the signature on BOx A of ORS by the HODS.</p> <p>2.1.5 Once the contract is signed and approved by the HoPE, the End-User facilitates the processing of fund obligation by FMD-Budget Section (FMD-BS) and certification of funds availability of FMD-AS.</p>			
	<p>2.2 Upon receipt of the duly funded Contract, the PPO shall immediately notify and serve to the consultant the Contract.</p> <p>2.2.1 The HoPE or his duly authorized representative shall issue the Notice to Proceed (NTP), if necessary, and a copy of the approved Contract to the Consultant within three</p>	None	Three (3) calendar days	<i>Division Chief / Section Head</i> PS

	(3) calendar days from the date of approval of the contract. 2.2.2 The PPO shall immediately furnish the BAC Secretariat with a scanned copy of the duly conformed NOA and Contract, including the NTP if necessary, for posting.			
	2.3 The PPO shall post the NOA, Contract, including the NTP if necessary, for information purposes, in the PhilGEPS website, the DSWD website, and at any conspicuous place reserved for this purpose in the DSWD premises within ten (10) days from their issuance, except for contracts with ABC of Fifty Thousand Pesos (₱50,000.00) and below.	None	Within Ten (10) days	<i>Division Chief / Section Head</i> PS
	TOTAL:	None	35 Calendar Days	

8. Procurement under Lease of Real Property and Venue

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

Office or Division:	Administrative Division - Procurement Section (AD-PS) Bids and Awards Committee Secretariat (BAC SEC)
Classification:	Highly Technical
Type of Transaction:	Government-to-Government (G2G) / Government to Business (G2B)
Who may avail:	DSWD Field Office Office/ Division/ Service/ Unit (OBSU)

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
All Purchase Request (PR) with DRN Number must be submitted in three (3) copies signed by the Head of the OBS indicating complete technical specifications of the goods and services requested with a certified true copy of approved PPMP and other supporting documents per request as follows: <ul style="list-style-type: none"> • Approved Project Proposal • Evaluation Criteria/ Rating Factor • Justification on the proposed venue/ location • Certification that DSWD facilities are not available 		End-user Unit (ODSUs)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The End-user (ODSUs) endorses approved PR to the Procurement Officer through its receiving officer.	1.1 The PS receiving officer shall record, update the PMT and endorse it to Procurement Officer for further review and forwards to the PPO who then prepares the Request for Quotation (RFQ) and ensures that the specific requirements indicated in the approved PR are consistent with the approved Project Proposal and/or supporting documents. He/She then endorses the RFQ and other relevant supporting documents to the receiving officer for signature of the Procurement Officer. 1.1.1 The Procurement Officer signs the RFQ Form.	None	Three (3) calendar days	<i>Division Chief / Section Head</i> PS

	<p>1.1.2 Once the RFQ is signed, the PS receiving officer updates the PMT, and endorses the RFQ to the PPO to facilitate the procurement process.</p> <p>1.1.3 The PPO sends out through the Canvassers/ emails the RFQ and requests the prospective service providers/Lessors to submit a price quotation/ proposal that is responsive to the minimum technical specifications/ requirements set by the End-user Unit (ODSUs).</p> <p>Real Property</p> <p>The PPO shall invite at least three (3) prospective Lessors to submit sealed price quotations.</p> <p>Venue</p> <p>The PPO shall send the RFQ to at least three (3) venues within the vicinity of the selected location. Receipt of at least one (1) quotation is sufficient to proceed with the evaluation thereof.</p>			
2. Submit price quotations/ bid	2.1 The Service Providers/Lessors	None	In accordance with the	<i>Division Chief / Section Head PS</i>

proposal through official email address and/or fax number of the BAC Secretariat/ Procurement Section Office	submit price quotation through the official email address and/or fax number of the Procurement Section Office / BAC Secretariat dedicated for the receipt of quotation or submits personally to the BAC Secretariat office, on or before the deadline for submission of quotation indicated in the RFQ.		deadline set in the RFQ	
	2.2 The PPO/ BAC shall proceed with the, evaluation and/or deliberation of quotations received and award of contract to the legally, technically and financially capable service provider/ Lessor.	None	Within One (1) calendar day from the deadline for submission of quotations	<i>Division Chief / Section Head PS</i>
	2.3 Upon the deadline for receipt of the price quotations, BAC Secretariat shall then proceed to recommend to the BAC, if warranted, the creation of Technical Working Group (TWG) from the pool of technical experts in the Department who will examine and evaluate the submitted documents, and determine their compliance to the minimum technical specifications set by the end-user unit/s (OBSUs), and	None	Three (3) calendar days	<i>Division Chief / Section Head PS</i>

	<p>recommend to the BAC their findings.</p> <p>Real Property</p> <p>On a specified date, submitted price quotations shall be opened to determine the Lowest Calculated Quotation. Receipt of at least one (1) quotation is sufficient to proceed with the evaluation thereof.</p> <p>The real property being offered by the Lessor with the Single or Lowest Calculated Quotation shall be rated in accordance with the technical specifications and the reasonableness of its price quotation shall be determined in accordance with the methodology prescribed in Appendix B of Annex "H".</p> <p>Upon determination of the responsiveness and reasonableness of the quotation, the BAC shall recommend to the HOPE the award of contract in favor of the Lessor with the Single or Lowest Calculated a. and Responsive Quotation. Award of contract shall be made in accordance with Section IV(L) of</p>			
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	<p>the Guidelines (Annex "H").</p> <p>Venue</p> <p>Receipt of at least one (1) quotation is sufficient to proceed with the evaluation thereof.</p> <p>The venue being offered by the Lessor with the Lowest Calculated Quotation shall then be rated in accordance with the technical specifications prepared pursuant to Appendix B of Annex "H". Compliance rating with technical specifications may be conducted through ocular inspection, interviews, or other forms of due diligence.</p> <p>Upon determination of the responsiveness of the quotation, the BAC shall recommend to the HOPE the award of contract in favor of the Lessor with the Single or Lowest Calculated and Responsive Quotation. Award of contract shall be made in accordance with Section IV(L) of the Guidelines (Annex "H").</p> <p>In case of failure of procurement, the</p>			
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	The PPO shall advise the End-user to conduct mandatory review of specifications and/or requirements prior to conduct of another round of procurement.			
	<p>2.4 The PPO, prepares the Abstract of Quotations (AOQ) recommending to the HoPE the adoption of the Negotiated Procurement – Lease of Real Property or Venue modality and award of contract to the service provider/Lessor with the Single or Lowest Calculated and Responsive Quotation.</p> <p>2.4.1 The AOQ shall be endorsed to the Head of the BAC Secretariat for final review and comments, prior to its routing for the signature of the members of the BAC, and eventually for the signature and approval of the HoPE.</p> <p>2.4.2 The AOQ is routed by the BAC Secretariat among the BAC Members for their signature.</p> <p>2.4.3 Then, the AOQ will be routed to the</p>	None	Within Fifteen (15) calendar days	<i>Division Chief / Section Head PS</i>

	<p>HOPE for signature and/or approval.</p> <p>2.4.4 Upon receipt of the approved Abstract of Quotations with complete supporting documents, the PS receiving officer shall update PMT and afterwards endorse to PPO for preparation of Purchase Order (PO) and ORS.</p> <p>2.4.5 In the event the HOPE shall disapprove the recommendation, such disapproval shall be based only on valid, reasonable, and justifiable grounds to be expressed in writing, addressed to the BAC.</p> <p>The BAC deliberates and informs the End-user on the decision/ disapproval of the HOPE.</p>			
3. Prepare the ORS and have the PO signed by the HoPE	<p>3.1 The PPO shall prepare and facilitate the issuance of Contract (for Lease of Real Property) / Purchase Order (for Lease of Venue) and Obligation Request and Status (ORS).</p> <p>3.1.1 Upon receipt of the complete documents, e.g. Abstract of Quotations, PR, and other relevant</p>	None	Three (3) calendar days	<i>Division Chief / Section Head PS</i>

	<p>documents. The PPO prepare Purchase Order/ Contract and the ORS. Then endorses to the End-user concerned the entire documents.</p> <p>3.1.2 The End-user facilitates the signature on Box A of ORS by the HODS.</p> <p>3.1.3 The End-user facilitates the processing of fund obligation by FMD-Budget Section and certification of funds availability by FMD-Accounting Section.</p> <p>3.1.4 The FMD-Accounting Section shall then forward the PO with all the attached documents for approval of the HoPE.</p>			
	<p>3.2 Upon receipt of the duly funded PO/Contract, the PPO shall immediately notify and serve to the service provider/Lessor the PO/Contract, as follows:</p> <p>3.2.1 The HoPE or his duly authorized representative (ex. Procurement Section) shall issue the approved PO/Contract to the</p>	None	Three (3) calendar days	<i>Division Chief / Section Head PS</i>

	Service Provider/ Lessor within three (3) calendar days from the date of approval of the contract.			
	3.3 The PPO shall post the PO including the NTP if necessary, for information purposes, in the PhilGEPS website, the DSWD website, and at any conspicuous place reserved for this purpose in the DSWD premises within ten (10) days from their issuance, except for contracts with ABC of Fifty Thousand Pesos (₱50,000.00) and below.	None	Within Ten (10) days	<i>Division Chief Procurement Management Division</i>
	TOTAL:	None	38 Calendar Days <i>(exclusive of FMS process)</i>	

9. Procurement Under Repeat Order

Procurement of Goods based on the requirement needed by the Agency to be procured using **Repeat Order** under Section 51 of the 9th Edition 2016 Revised Implementing rules and Regulations (IRR) of Republic Act (RA) 9184 as the applicable Alternative Method of Procurement.

Office or Division:	Administrative Division - Procurement Section (AD-PS) Bids and Awards Committee Secretariat Section (BAC SEC) Contract Monitoring Section (CMS)
Classification:	Highly Technical
Type of Transaction:	Government-to-Government (G2G) / Government to Business (G2B)
Who may avail:	DSWD Field Office Office/ Division/ Service/ Unit (OBSU)
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	

<p>All Purchase Request (PR) with DRN number must be submitted in three (3) copies signed by the Head of the OBS indicating complete technical specifications of the goods and services requested with a certified true copy of approved PPMP and other supporting documents per request as follows:</p> <ul style="list-style-type: none"> • Justification • Market Survey/ Market Research • Previously Awarded Contract, BAC Resolution, Notice of Award, Notice to Proceed • Inspection and Acceptance Certificate • Price Quotation 	<p>End-user Unit (OBSUs) submit to BAC Secretariat located at the 2nd Floor, Mahusay Building, DSWD Central Office</p>
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The End-user (ODSUs) endorses approved PR to the Procurement Officer through its receiving officer.	1.1 The Procurement Officer endorses to the BAC, through its Secretariat, requesting for BAC Resolution recommending the award of contract through Repeat Order.	None	Three (3) calendar days	<i>Division Chief / Section Head</i> PS
	1.2 Upon receipt of the document, the Procurement Officer shall review and verify the veracity and completeness of the documents submitted – e.g. justification, market study, price quotations and others. Otherwise, BAC Secretariat shall coordinate with AD-PS to comply with the lacking document. 1.2.1 The BAC Secretariat Procurement Officer, upon the BAC's due	None	Within Fifteen (15) calendar days	<i>Division Chief / Section Head</i> PS

	<p>deliberation, shall then prepare the BAC Resolution recommending award of contract through Repeat Order.</p> <p>1.2.2 The BAC Resolution shall be endorsed to the Head of the BAC Secretariat for final review and comments, prior to its routing for signature of the members of the BAC, and eventually for signature and approval of the HoPE.</p> <p>1.2.3 The BAC Resolution is routed by the BAC Secretariat among the BAC Members for their signature.</p> <p>1.2.4 Then, the BAC Resolution is routed to the HoPE for signature and/or approval.</p> <p>1.2.5 In the event the HoPE shall disapprove the recommendation, such disapproval shall be based only on valid, reasonable, and justifiable grounds to be expressed in writing, addressed to the BAC.</p>			
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	<p>1.2.6 The BAC deliberates and informs the End-user on the decision/disapproval of the HoPE.</p> <p>1.2.7 Upon receipt of the approved BAC Resolution with complete supporting documents. The PS Receiving Officer shall update the Procurement Monitoring Tool (PMT) and afterwards endorse to Procurement Section for preparation of Purchase Order (PO).</p>			
2. Prepare the ORS and have the PO signed by the HoPE	<p>2.1 The designated PPO prepares and facilitates the issuance of PO.</p> <p>2.1.1 The PS receiving officer updates the PMT and hand over the documents to the PPO, upon coordination with the PS Section Head, to review and prepare Purchase Order (PO) and ORS. Then endorses to the End-user concerned the entire documents.</p> <p>2.1.2 The End-user facilitates the signature on Box A of ORS by the HOBS.</p> <p>2.1.3 Then, the End-user facilitates the</p>	None	Three (3) calendar days (exclusive of FMS process)	<i>Division Chief</i> Procurement Management Division

	<p>processing of fund obligation by FMD-Budget Section (FMD-BS) and certification of funds availability by FMD-Accounting Section (FMD-AS).</p> <p>2.1.4 The FMD shall forward the PO for approval by the HoPE</p>			
	<p>2.2 Upon receipt of the duly funded PO, the PPO shall immediately notify and serve to the supplier the PO.</p> <p>2.2.1 The HoPE or his duly authorized representative shall issue the NTP, if necessary, and a copy of the approved PO to the Supplier within three (3) calendar days from the date of approval of the contract.</p>	None	Three (3) calendar days	<i>Division Chief</i> Procurement Management Division
	<p>2.3 The PPO shall post the PO, including the NTP if necessary, for information purposes, in the PhilGEPS website, the DSWD website, and at any conspicuous place reserved for this purpose in the DSWD premises within ten (10) days from their issuance, except for contracts with ABC of Fifty Thousand Pesos (₱50,000.00) and below.</p>	None	Within Ten (10) days	<i>Division Chief / Section Head</i> PS

	TOTAL	None	34 Calendar Days (exclusive of FMS process)

10. Procurement under Scientific, Scholarly or Artistic Work, Exclusive Technology and Media Services

Procurement of Goods and Services, Infrastructure Project, and Consulting Services based on the requirement needed by the Agency to be procured using **Negotiated Procurement - Scientific, Scholarly, or Artistic Work, Exclusive Technology and Media Services under Section 53.6** of the 9th Edition 2016 Revised IRR of R.A. 9184 as the applicable Alternative Method of Procurement.

Office or Division:	Administrative Division - Procurement Section Bids and Awards Committee Secretariat (BAC SEC)			
Classification:	Highly Technical			
Type of Transaction:	Government-to-Government (G2G) / Government to Business (G2B)			
Who may avail:	DSWD Field Office Office/ Division/ Section/ Unit (ODSUs)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
All Purchase Request (PR) with DRN number must be submitted in three (3) copies signed by the Head of the OBS indicating complete technical specifications of the goods and services requested with a certified true copy of approved PPMP and other supporting documents per request as follows: <ul style="list-style-type: none"> • Approve Project Proposal • Approved Terms of Reference • Justification • Price Quotation/ Proposal • Market Scanning/ Research 		End-user Unit (ODSUs)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The End-user (ODSUs) endorses approved PR to the Procurement Officer through its receiving officer.	1.1 The Procurement Officer endorses to the BAC, through its Secretariat, requesting for BAC Resolution recommending the adoption of Negotiated Procurement – Scientific, Scholarly, or	None	One (1) calendar day	Division Chief / Section Head PS

	Artistic Work, Exclusive Technology and Media Services as the mode of procurement and award of contract to the identified supplier, contractor or consultant.			
	<p>1.2 Upon receipt of the documents, the BAC Secretariat shall review and verify the veracity and completeness of the documents – e.g. justification, market study, price quotations/proposals – to ensure that the supplier, service provider, contractor, or consultant is technically, legally and financially capable to deliver the goods and/or services in accordance with the provision of R.A. No.9184 and its 2016 Revised IRR.</p> <p>1.2.1 1.2.1 The BAC shall undertake the negotiation with a technically, legally and financially capable supplier, contractor or consultant based on the technical specifications, scope of work or terms of reference prepared by the End-user.</p> <p>1.2.2 Upon successful negotiation, the BAC shall recommend the</p>	None	Within Fifteen (15) calendar days	<i>Division Chief / Section Head PS</i>

	<p>award of contract to the HoPE in accordance with Section (IV)(L) of the Guideline [Annex "H"].</p> <p>1.2.3 The BAC Secretariat, upon the BAC's due deliberation, shall then prepare the BAC Resolution recommending adoption of Negotiated Procurement – Scientific, Scholarly or Artistic Work, Exclusive Technology and Media Services modality and award of contract to the supplier, service provider, contractor, or consultant. The Notice of Award is also prepared.</p> <p>1.2.4 The BAC Resolution and the NOA shall be endorsed to the Head of the BAC Secretariat for final review and comments, prior to its routing for signature of the members of the BAC, and eventually for signature and approval of the Head of the Procuring Entity (HoPE).</p> <p>1.2.5 The BAC Resolution is routed by the BAC Secretariat among the BAC Members for their signature.</p> <p>1.2.6 Then, the BAC Resolution together with the NOA is routed to the HoPE for</p>			
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	<p>signature and/or approval.</p> <p>1.2.7 Upon receipt of the duly signed NOA, the BAC Sec serves it at once to the awarded supplier, service provider, contractor, or consultant. The BAC Sec-in-Charge shall then endorse the approved BAC Resolution Certified True Copy (CTC) with complete supporting documents to BAC Sec. Receiving Officer for the updating of PMT and afterwards endorse to AD-PS for preparation of Purchase Order (PO) and Obligation Request and Status (ORS).</p> <p>1.2.8 In the event the HoPE shall disapprove the recommendation, such disapproval shall be based only on valid, reasonable, and justifiable grounds to be expressed in writing, addressed to the BAC.</p> <p>1.2.9 The BAC deliberates and informs the End-user on the decision/disapproval of the HoPE.</p>			
2. Prepare PO and ORS for funding and approval by the HoPE	<p>2.1 The PPO prepares and facilitates the issuance of PO and ORS.</p> <p>2.1.1 Upon receipt of the complete documents, e.g. certified true copies of</p>	None	Three (3) calendar days	<i>Division Chief / Section Head PS</i>

	<p>the BAC Resolution, NOA, PR, and other relevant documents from BAC Secretariat, the PS receiving officer updates the PMT and hand over the documents to the PPO, upon coordination with the Procurement Section Head, to review and prepare PO and ORS. Then endorses to the End-user concerned the entire documents.</p> <p>2.1.2 The End-user facilitates the signature on Box A of ORS by the HODS.</p> <p>2.1.3 Then, the End-user facilitates the processing of fund obligation by FMD-Budget Section (FMD-BS) and certification of funds availability by FMD-Accounting Section (FMD-AS).</p> <p>2.1.4 Then FMD to forward the PO for approval of HoPE.</p>			
	<p>2.2 Upon receipt of the duly funded PO, the PPO shall immediately notify and serve to the supplier, contractor or consultant the PO.</p> <p>2.2.1 The HoPE or his duly authorized representative shall issue the Notice to Proceed (NTP), if necessary, and a copy of the approved PO to the Supplier, Contractor or Consultant within</p>	None	Three (3) calendar days	<i>Division Chief / Section Head PS</i>

	three (3) calendar days from the date of approval of the contract.			
	2.3 The PPO shall post the PO, including the NTP if necessary, for information purposes, in the PhilGEPS website, the DSWD website, and at any conspicuous place reserve for this purpose in the DSWD premises within ten (10) days from their issuance, except for contracts with ABC of Fifty Thousand Pesos (Php 50,000.00) and below.	None	Within Ten (10) days	<i>Division Chief / Section Head PS</i>
	TOTAL:	None	32 Calendar Days <i>(exclusive of FMS process)</i>	

11. Procurement under Shopping under Section 52.1 (B)

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 a mode of procurement.

Office or Division:	Administrative Division - Procurement Section Bids and Awards Committee Secretariat (BAC SEC)
Classification:	Highly Technical
Type of Transaction:	Government-to-Government (G2G) / Government to Business (G2B)
Who may avail:	DSWD Field Office Office/ Division/ Section/ Unit (ODSUs)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
All Purchase Request (PR) with DRN number must be submitted in three (3) copies signed by the Head of the OBS indicating complete technical specifications of the goods and services requested with a certified true copy of approved PPMP and other supporting documents per request as follows: <ul style="list-style-type: none"> Approved Terms of Reference 	End-user Unit (ODSUs)

<ul style="list-style-type: none"> TA Report (BGMD/ICTMS/SMS) 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The End-user (ODSUs) endorses approved PR to the Procurement Officer through its receiving officer.	<p>1.1 The AD-PS receiving officer records, updates the Procurement Monitoring Tool (PMT) and endorses with PR Tracking Slip to the Procurement Officer for further review and forwards to the PPO who then prepares the RFQ and ensures that the specific requirements indicated in the approved PR are consistent with the approved technical specifications and/or supporting documents. He/She then endorses the RFQ and other relevant supporting documents to the PS receiving officer for signature of the Procurement Officer.</p> <p>1.1.1 The Procurement Officer/OIC signs the RFQ Form.</p> <p>1.1.2 Once the RFQ is signed, the PS receiving officer updates the PMT, and endorses the RFQ to the PPO to facilitate the procurement process. Proceed to step # 9.</p>	None	Three (3) calendar days	<i>Division Chief / Section Head</i> PS

	1.1.3 For those projects/ activities with an Approved Budget of the Contract (ABC)			
	<p>1.2 The posting of RFQ by the designated PPO.</p> <p>1.2.1 The designated PPO shall post the RFQ at the PhilGEPS website, DSWD website and at the conspicuous place reserved for this purpose in the premises of the DSWD-CO/FO for a period of three (3) calendar days.</p> <p>1.2.2 The PPO shall forward the posted RFQ together with the proof of postings to the PS receiving officer.</p>	None	Two (2) calendar days	<i>Division Chief / Section Head</i> PS
	<p>1.3 The PS receiving officer updates the PMT and forwards the posted RFQ to the PPO.</p> <p>1.3.1 The PPO shall send out through the canvassers /email the RFQ to at least three (3) suppliers of known qualifications and requests to submit price quotation that is responsive to the minimum requirements on technical specifications, quantity, ABC and other terms and conditions of the contract set by the End-user Unit (ODSUs). This, notwithstanding, those who respond through any of the required</p>	None	One (1) calendar day	<i>Division Chief / Section Head</i> PS

	postings shall be allowed to participate.			
2. Submit price quotations through official email address and/or fax number of the Procurement Section Office/ BAC Secretariat	<p>2.1 The suppliers must submit their price quotation through the official email address and/or fax number of the Procurement Section Office/ BAC Secretariat dedicated for the receipt of quotation or submits personally to the BAC Secretariat office, on or before the deadline for submission of the quotation indicated in the RFQ.</p> <p>2.1.1 At least three (3) price quotations must be obtained to proceed with the evaluation thereof.</p>	None	In accordance with the deadline set in the RFQ	<i>Suppliers Service Providers</i>
	<p>2.2 The deadline for submission may be extended thrice, if none or less than the required number of quotations are received.</p> <p>2.2.1 For ABCs more than Fifty Thousand Pesos (P50,000.00), extensions of deadline shall likewise be posted for a period of three (3) calendar days in the PhilGEPS, the website of the Procuring Entity, if any, and at any conspicuous place in the Procuring Entity's premises.</p>	None	Before the original deadline for submission	<i>Division Chief / Section Head PS</i>

	2.2.2 In case no supplier responded after the third extension, the BAC shall conduct a mandatory review in accordance with Section IV(K) of the Guidelines.			
	2.3 The BAC Sec/PPO conduct the evaluation and/or deliberation of quotations received and award of contract to the legally, technically and financially capable supplier to supply and deliver the goods.	None	Within one (1) calendar day from the deadline for submission of quotations	<i>Division Chief</i> Procurement Management Division
	2.4 Upon the deadline for receipt of the price quotations, the BAC Sec Procurement Officer shall conduct evaluation, reviews and verifies the veracity and completeness of the submitted quotations to ensure that the supplier is technically, legally and financially capable to deliver the goods or services in accordance with the provision of R.A. No. 9184 and its 2016 IRR. If the BAC Secretariat procurement officer could not proceed with the evaluation due to the complexity of the technical specifications, the BAC Secretariat may recommend to the	None	Three (3) calendar days	<i>Division Chief</i> Procurement Management Division

	<p>BAC, if warranted, the creation of Technical Working Group (TWG) from the pool of technical experts in the Department who will examine and evaluate the submitted documents, and determine their compliance to the minimum technical specifications/ requirements set by the end-user unit/s (OBSUs), and recommend to the BAC their findings.</p> <p>In case of failure of procurement, the BAC Secretariat Head issues a Memorandum to PMD-PPMS copy furnished the End-user informing the result and advising End-user to conduct mandatory review of specifications and/or requirements prior to conduct of another round of procurement.</p>			
	<p>2.5 The BAC Sec Procurement Officer, upon the BAC's due deliberation, prepares the AOQ recommending to the HoPE the adoption of the Shopping under Section 52.1(b) modality and the award of contract in favor of the supplier with the Single or Lowest Calculated and</p>	None	Within Fifteen (15) calendar days	<i>Division Chief</i> Procurement Management Division

	<p>Responsive Quotation, as the case may be.</p> <p>The AOQ shall be endorsed to the Head of the BAC Secretariat for final review and comments, prior to its routing for signature of the members of the BAC, and eventually for the signature and approval of the Head of the Procuring Entity (HoPE).</p> <p>2.5.1 The AOQ is routed by the BAC Secretariat among the BAC Members for their signature.</p> <p>2.5.2 Then, the AOQ is routed to the HoPE for signature and/or approval.</p> <p>2.5.3 The BAC Sec Procurement Officer shall then endorse the approved AOQ with complete supporting documents and the accomplished Checklist for AMPs to BAC Sec receiving officer for the updating of the PMT and afterwards endorse to PMD-CMS for preparation of Purchase Order (PO).</p> <p>2.5.4 In the event the HoPE shall disapprove the recommendation, such disapproval shall be based only on valid, reasonable, and justifiable grounds to be expressed in</p>			
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	<p>writing, addressed to the BAC.</p> <p>2.5.5 The BAC deliberates and informs the End-user on the decision/disapproval of the HoPE.</p>			
3. Prepare the ORS and have the PO signed by the HoPE.	<p>3.1 Upon receipt of the complete documents e.g. AOQ, PR, and other relevant documents from the BAC Secretariat, the CMS receiving officer updates the PMT and hands over the documents to the CMS Procurement Officer, upon coordination with the CMS Section Head, to review and prepare the PO and ORS</p> <p>3.1.1 The PPO prepares the PO and ORS. Then endorses to the End-user concerned the entire document.</p> <p>3.1.2 The End-user facilitates the signature on Box A of ORS by the HODS.</p> <p>3.1.3 The End-user facilitates the processing of fund obligation by FMD-Budget Section and certification of funds availability by FMD-Accounting Section.</p> <p>3.1.4 The FMD-Accounting Section shall then forwards the</p>	None	Three (3) calendar days	<i>Division Chief / Section Head</i> PS

	PO with all the attached documents for approval of the HoPE.			
	3.2 Upon receipt of the duly funded PO, the PPO shall notify and serve immediately to the Supplier the PO and facilitate the signing by the duly authorized representative.	None	Three (3) calendar days	<i>Division Chief</i> Procurement Management Division
	3.3 The PPO, shall post the PO, including the NTP if necessary for information purposes, in the PhilGEPS website, the DSWD website, and at any conspicuous place reserved for this purpose in the DSWD premises within ten (10) days from their issuance, except for contracts with an Approved Budget for the Contract of Fifty Thousand Pesos (₱50,000.00) and below.	None	Within Ten (10) calendar days	<i>Division Chief</i> Procurement Management Division
	TOTAL:	None	41 Calendar Days <i>(exclusive of End-User and FMS process)</i>	

12. Procurement under Small Value Procurement

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

Office or Division:	Administrative Division - Procurement Section Bids and Awards Committee Secretariat (BAC SEC)
Classification:	Highly Technical

Type of Transaction:		Government-to-Government (G2G) / Government to Business (G2B)		
Who may avail:		DSWD Field Office Office/ Division/ Section/ Unit (ODSUs)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p>Three (3) copies of Procurement Request (PR) with DRN Number signed by the Head of the OBS indicating complete technical specifications of the goods and services requested</p> <p>One (1) certified true copy of approved PPMP and other supporting documents per request as follows:</p> <ul style="list-style-type: none"> • Approved Terms of Reference • Technical Assistance (TA) Report (BGMD/ICTMS/SMS) 		End-user Unit (OBSUs) submit to BAC Secretariat		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The End-user (ODSUs) endorses approved PR to the Procurement Officer through its receiving officer.	<p>1.1 The PS receiving officer shall record, and update the Procurement Monitoring Tool (PMT) and endorse to the Procurement Officer for thorough review then forwards with PR Tracking Slip to the PPO who then prepares the RFQ/ RFP and ensures that the specific requirements indicated in the approved PR are consistent with the approved technical specifications, scope of work, terms of reference (TOR) and/or supporting documents.</p> <p>1.1.1 The PPO shall endorse the RFQ/RFP and other relevant supporting documents to the PS receiving officer</p>	None	Three (3) calendar days	<i>Division Chief / Section Head PS</i>

	<p>for signature of the Procurement Officer.</p> <p>1.1.2 The Procurement Officer/OIC shall sign the RFQ/RFP Form.</p> <p>1.1.3 Once the RFQ/RFP is signed, the PS receiving officer shall update the PMT, and endorse the RFQ/RFP to the PPO to facilitate the procurement process.</p> <p>1.1.3 For those projects/activities with an Approved Budget for the Contract (ABC) above Fifty Thousand Pesos (₱50,000.00) but not more than One Million Pesos (₱1M), the PS receiving officer shall endorse the RFQ/RFP to the BAC, through its Secretariat, to proceed with the required postings.</p>			
	<p>1.2 The BAC Sec Head assigns the RFQ/RFP to BAC Sec Procurement Officer for posting.</p> <p>1.2.1 The BAC Sec Procurement Officer shall post the RFQ/RFP at the PhilGEPS website, DSWD website and at the conspicuous place reserved for the purpose in the premises of the DSWD CO/FO for a period of three (3) calendar days.</p> <p>1.2.2 The BAC Sec procurement officer shall forward the posted RFQ/RFP together with the proofs of postings to</p>	None	Two (2) calendar days	<i>Division Chief / Section Head PS</i>

	<p>the BAC Sec records officer for updating in the PMT.</p> <p>1.2.3 The BAC Sec procurement officer shall endorse the documents to the PPMS receiving officer.</p>			
	<p>1.3 The PS receiving officer shall update the PMT and forward the posted RFQ/RFP to the PPO.</p> <p>1.3.1 The PPO shall send out/email the RFQ/RFP to at least three (3) suppliers, service providers, contractors or consultants of known qualifications and requests to submit price quotation/proposal that is responsive to the minimum requirements on technical specifications/ scope of work/ TOR, ABC and other terms and conditions set by the End-user Unit (ODSUs). This, notwithstanding, those who respond through any of the required postings shall be allowed to participate.</p>	None	One (1) calendar day	<i>Division Chief / Section Head PS</i>
2. Submit price quotations/ bid proposal through official email address and/or fax number of the BAC Secretariat	2.1 The suppliers, service providers, contractors or consultants must submit their price quotation/bid proposal through the official email address and/or fax number of the BAC Secretariat	None	In accordance with the deadline set in the RFQ/RFP	

	<p>dedicated for the receipt of quotation or submits personally to the BAC Secretariat office, on or before the deadline for submission of quotation indicated in the RFQ/RFP.</p> <p>Receipt of at least one (1) quotation is sufficient to proceed with the evaluation thereof.</p>			
	<p>2.2 The Procurement Officer shall endorse to the BAC, through its Secretariat, requesting for BAC evaluation and/or deliberation of quotations/proposals received and award of contract to the legally, technically and financially capable service provider/ Lessor.</p>	None	Within one (1) calendar day from the deadline for submission of quotations	<i>Division Chief / Section Head</i> PS
	<p>Evaluation of quotations/ proposals</p> <p>2.3 Upon the deadline for receipt of the price quotations/ proposals, the BAC Sec Procurement Officer shall conduct evaluation, review and verify the veracity and completeness of the submitted quotations/proposal to ensure that the supplier is capable to deliver the goods or services in accordance with the provision of RA No. 9184 and its 2016 Revised IRR.</p>	None	Three (3) calendar days	<i>Division Chief</i> Procurement Management Division

	<p>If the BAC Secretariat procurement officer could not proceed with the evaluation due to the complexity of the specifications, scope of works, or TOR, the BAC Secretariat may recommend to the BAC, if warranted, the creation of Technical Working Group (TWG) from the pool of technical experts in the Department who will examine and evaluate the submitted documents, and determine their compliance to the minimum technical specifications/ qualifications set by the end-user unit/s (OBSUs), and recommend to the BAC their findings.</p> <p>In case of failure of procurement, the BAC Secretariat Head shall issue a Memorandum to PMD-PPMS copy furnished the End-user informing the result and advising End-user to conduct mandatory review of specifications and/or requirements prior to conduct of another round of procurement.</p>			
	2.4 The BAC Sec Procurement Officer, upon the BAC's due deliberation, shall prepare the BAC Resolution or AOQ recommending to the	None	Within Fifteen (15) calendar days	<i>Division Chief</i> Procurement Management Division

	<p>HoPE the adoption of the Negotiated Procurement - Small Value Procurement modality and the award of contract in favor of the supplier, service provider, contractor with the Single or Lowest Calculated and Responsive Quotation (for goods or infrastructure projects), or in favor of the consultant with the Single or Highest Rated and Responsive Proposal (for consulting services) as the case may be. Likewise, the NOA is also prepared in cases of infrastructure projects and consulting services.</p> <p>2.4.1 The BAC Resolution/AOQ and the NOA (if applicable) shall be endorsed to the Head of the BAC Secretariat for final review and comments, prior to its routing for signature of the members of the BAC, and eventually for the signature and approval of the HoPE.</p> <p>2.4.2 The BAC Secretariat shall route the BAC Resolution/AOQ among the BAC Members for their signature.</p> <p>2.4.3 The AOQ/BAC Resolution and NOA are routed to the HoPE for</p>			
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	<p>signature and/or approval.</p> <p>2.4.4 Upon receipt of the duly signed NOA, the BAC Sec Procurement Officer shall serve it to the awarded supplier, contractor or consultant.</p> <p>2.4.5 The BAC Sec Procurement Officer shall endorse the approved AOQ/ BAC Resolution Certified True Copy (CTC) with complete supporting documents and the accomplished Checklist for AMPs to BAC Sec Receiving Officer for the updating of the PMT and afterwards endorse to PMD-CMS for preparation of Purchase Order (PO) and ORS.</p> <p>In the event the HoPE shall disapprove the recommendation, such disapproval shall be based only on valid, reasonable, and justifiable grounds to be expressed in writing, addressed to the BAC.</p> <p>2.4.6 The BAC shall deliberate and inform the End-user on the decision/ disapproval of the HoPE.</p>			
3. Prepare the ORS and have the PO signed by the HoPE	3.1 Upon receipt of the complete documents from the BAC Secretariat, the PS receiving officer shall update the PMT and	None	Six (6) calendar days	<i>Division Chief Procurement Management Division</i>

	<p>endorse the documents to the CMS Procurement Officer, upon coordination with the CMS Section Head, to review and prepare the PO or Contract.</p> <p>In case of Contract for Consulting Services: Prepare the draft Contract between the Department and the Consultant and endorse the same to the outgoing clerk for onward endorsement to the Legal Service (LS) for review.</p> <p>Within three (3) days from receipt of comments, the concerned Procurement Officer shall then finalize the Contract in accordance with the comments of LS, prepare the FMS-AD COA Checklist and executive summary (if necessary) and label all the documents. Then endorse to the End-user (OBS) concerned the entire document and the accomplished Checklist for AMPs.</p> <p>In case of PO for Goods and Infrastructure Projects:</p> <p>Prepare the PO. Then endorses to the End-user concerned the entire documents and</p>			
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	<p>the accomplished Checklist for AMPs.</p> <p>3.1.1 The End-user shall prepare the ORS form and facilitate the signature on Box A of ORS by the HOBS.</p> <p>3.1.2 The End-user facilitates for signature and approval of the PO or Contract by the HoPE.</p> <p>3.1.3 Once the PO or Contract is signed and approved by the HoPE, the End-user shall facilitate the processing of fund obligation by FMS-Budget Division and certification of funds availability by FMS-Accounting Division.</p>			
	<p>3.2 The PPO shall post the PO including the NTP if necessary, (if any), for information purposes, in the PhilGEPS website, the DSWD website, and at any conspicuous place reserved for this purpose in the DSWD premises within ten (10) days from their issuance, except for contracts with an Approved Budget for the Contract (ABC) of Fifty Thousand Pesos (₱50,000.00) and below.</p>	None	Within Ten (10) calendar days	<i>Division Chief / Section Head PS</i>
	TOTAL:	None	41 Calendar Days <i>(exclusive of End-User and FMS process)</i>	

13. Procurement Under Two Failed Biddings under Section 53.1

Procurement of Goods, Infrastructure Projects or Consulting Services based on the requirement needed by the Agency to be procured using **Negotiated Procurement – Two Failed Biddings under Section 53.1** of the 9th Edition 2016 Revised Implementing Rules and Regulations (IRR) of Republic Act (RA) 9184 as the applicable Alternative Method of Procurement.

Office or Division:		Administrative Division - Procurement Section Bids and Awards Committee Secretariat (BAC SEC)		
Classification:		Highly Technical		
Type of Transaction:		Government-to-Government (G2G) / Government to Business (G2B)		
Who may avail:		DSWD Field Office Office/ Division/ Service/ Unit (ODSU)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Three (3) copies of Purchase Request (PR) with DRN number must be submitted signed by the Head of the OBS indicating complete technical specifications of the goods and services requested One (1) certified true copy of approved PPMP and other supporting documents per request as follows: <ul style="list-style-type: none"> • Approved Terms of Reference • Approved Project Proposal • BAC Resolution declaring 2nd Failure of Bidding 		End-user Unit (ODSUs)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The End-user (ODSUs) endorses approved PR to the Procurement Officer through its receiving officer.	1.1 The PS receiving officer shall record, update the PMT and endorses with PR Tracking Slip to the Procurement Officer for further review and forwards to the PPO who shall prepare the Draft RFQ/RFP and ensures that the specific requirements indicated in the approved PR are	None	One (1) calendar day	<i>Division Chief / Section Head PS</i>

	<p>consistent with the approved technical specifications, scope of work, Terms of reference (TOR) and/or other supporting documents.</p> <p>1.1.1 The Procurement Officer signs the RFQ Form.</p> <p>1.1.2 The PS receiving officer shall then transmit the RFQ/RFP and other relevant supporting documents to the assigned PPO to proceed with the required postings.</p>			
	<p>1.2 The PPO shall post the procurement opportunity (e.g. RFQ/RFP) at the PhilGEPS website, DSWD website and at the conspicuous place reserved for this purpose in the premises of the DSWD-FO for a period of at least three (3) calendar days.</p> <p>1.2.1 The posted RFQ/RFP together with the proofs of postings. The PPO shall keep the records and then update the PMT.</p>	None	Two (2) calendar days	<i>Division Chief / Section Head</i> PS
	<p>1.3 The PS receiving officer shall update the PMT and forward the posted RFQ/RFP to the procurement officer.</p> <p>1.3.1 The Procurement Officer, through the PPO and Canvassers shall</p>	None	One (1) Calendar day	<i>Division Chief / Section Head</i> PS

	<p>send out/email the RFQ/ RFP to at least three (3) suppliers, contractors or consultants, including those disqualified in previous biddings for the project, for negotiations to ensure effective competition. This, notwithstanding, those who responded through any of the required postings shall be allowed to participate. Even if only one (1) bidder should respond to such invitation or posting, the BAC shall proceed with the negotiation subject to the rules prescribed hereunder.</p>			
	<p>1.4. Any requirements, guidelines, documents, clarifications, or other information relative to the negotiations that are communicated by the BAC to a supplier, contractor, or consultant shall be communicated on an equal basis to all other suppliers, contractors, or consultants engaging in negotiations with the BAC relative to the procurement. The prospective bidders shall be given equal time and opportunity to negotiate and discuss the technical and financial requirements of the project to be able to submit a responsive quotation or proposal.</p> <p>1.4.1 Following completion of the negotiations, the BAC</p>	None	Within Fifteen (15) calendar days	<i>Division Chief / Section Head PS</i>

	<p>shall request all suppliers, contractors, or consultants in the proceedings to submit, on a specified date (e.g. within five calendar days), a best offer based on the final technical and financial requirements together with their post-qualification documents.</p> <p>1.4.2 Upon receipt of the best and final offer, together with their post-qualification documents, the BAC Sec shall conduct evaluation, review and verify the veracity and completeness of the documents to ensure that the supplier, contractor, or consultant is capable to deliver the goods/render the services and in accordance with the provision of RA No.9184 and its 2016 Revised IRR.</p> <p>1.4.3 The BAC Secretariat may recommend to the BAC, if warranted, the creation of Technical Working Group (TWG) from the pool of technical experts in the Department who shall examine and evaluate the submitted documents (best and final offer and post-qualification documents), and determine their compliance to the minimum technical specifications, scope of work or terms of reference set by the end-</p>			
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	user unit/s (ODSUs), and recommend to the BAC their findings.			
	<p>1.5 The BAC Sec Procurement Officer, upon the BAC's due deliberation, shall prepare the BAC Resolution recommending to the Head of the Procuring Entity (HoPE) the adoption of the Negotiated Procurement –Two Failed Bidding and the award of contract in favor of the supplier, contractor with Single or Lowest Calculated and Responsive Quotation (for goods or infrastructure projects), or in favor of the consultant with the Single or Highest Rated and Responsive Proposal (for consulting services) as the case may be. Likewise, the NOA is also prepared in cases of infrastructure projects and consulting services.</p> <p>1.5.1 The BAC Resolution and the 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 HoPE.</p> <p>1.5.2 The BAC Secretariat shall route the BAC Resolution among</p>	None	Within Fifteen (15) calendar days	<i>Division Chief</i> Procurement Management Division

	<p>the BAC Members for their signature.</p> <p>1.5.3 The BAC Resolution and NOA are routed to the HoPE for signature and/or approval.</p> <p>In the event the HoPE shall disapprove the recommendation, such disapproval shall be based only on valid, reasonable, and justifiable grounds to be expressed in writing, addressed to the BAC.</p> <p>1.5.4 The BAC shall deliberate and inform the End-user on the decision/disapproval of the HoPE.</p> <p>1.5.5 Upon receipt of the duly signed NOA, the BAC Sec Procurement Officer shall serve it to the awarded supplier, contractor or consultant.</p> <p>1.5.6 The BAC Sec Procurement Officer shall endorse the approved BAC Resolution Certified True Copy (CTC) with complete supporting documents and the accomplished Checklist for AMPs to BAC receiving officer for the updating of PMT and afterwards endorse to PMD-CMS for preparation of the Contract.</p>			
2. Prepare the ORS and have	2.1 Upon receipt of the complete documents from the BAC Secretariat,	None	Six (6) Calendar Days	<i>Division Chief</i>

the PO signed by the HoPE	<p>the CMS receiving officer shall update the PMT and hand over the documents to the CMS Procurement Officer, upon coordination with the CMS Section Head, to review and prepare the draft Contract.</p> <p>2.1.1 The PPO shall prepare the draft Contract between the Department and the Supplier, Contractor or Consultant and endorse the same with outgoing clerk for onward endorsement to the LS for review.</p> <p>2.1.2 Within three (3) days from receipt of comments, the concerned Procurement Officer shall finalize the Contract in accordance to the comments of LS, prepare the FMS-AD COA Checklist and label all the documents.</p> <p>2.1.3 The PPO facilitate the signature on Box A of ORS by the HOBS and approval of the Contract by the HoPE.</p> <p>2.1.4 Once the Contract is signed and approved by the HoPE, the PPO shall facilitate the processing of fund obligation by FMS-Budget Division and certification of funds availability by FMS-Accounting Division.</p>		<i>(exclusive of End-user and FMS process)</i>	Procurement Management Division
	2.2 Upon receipt of the duly funded Contract, the	None	Three (3) calendar days	<i>Division Chief</i>

	<p>CMS Procurement Officer shall notify and serve to the Supplier, Contractor or Consultant the Contract, as follows:</p> <p>2.2.1 The HoPE or his duly authorized representative shall issue the Notice to Proceed (NTP), if necessary, and a copy of the approved Contract to the Supplier, Contractor or Consultant within three (3) calendar days from the date of approval of the contract.</p>			Procurement Management Division
	<p>2.3 The PPO shall post the Contract, including the NTP if necessary, for information purposes, in the PhilGEPS website, the DSWD website, and at any conspicuous place reserved for this purpose in the DSWD premises within ten (10) days from their issuance, except for contracts with ABC of Fifty Thousand Pesos (₱50,000.00) and below..</p>	None	Within Ten (10) days	<i>Division Chief</i> Procurement Management Division
	TOTAL:	None	56 Calendar Days <i>(exclusive of End-user and FMS process)</i>	

14. 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.

Office/Division:	DSWD Central Office Administrative Service – Property Supply and Asset Management Division (AS-PSAMD)
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		DSWD Field Office – Property and Supply Section (PSS)		
Classification:		Simple Transaction		
Type of Transaction:		G2G – Government to Government		
Who may avail:		Department of Social Welfare and Development (DSWD) Officials and Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) Original copy 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		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare a 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	60 Minutes (Verification of request may take longer hours depending on technicality of details, availability and volume of items)	<i>Division Chief</i> Property Supply and Asset Management Division

2. Process the signing of FETS of the recipient office or accountable person for the re-issuance of item or equipment	2.1 Inform requesting Office on the availability/non-availability of items 2.1.1 Request approval of FETS for confirmation of transfer 2.1.2 AS Property Officer shall inform the OBS non-availability of equipment	None	120 Minutes (Processing of request may take longer hours depending on technicality of details, availability and volume of items)	<i>Division Chief</i> Property Supply and Asset Management Division
3. Recording of re-Issuance through PREMIS	3.1 Update PREMIS and generate PAR/ICS and barcode	None	90 Minutes (Updating of PREMIS and generation of PAR/ICS and barcode may take longer hours depending on technicality of details, availability and volume of items)	<i>Division Chief</i> Property Supply and Asset Management Division
	3.2 Transfer accountability through updating of database and issuance of PAR or ICS	None	45 Minutes (Processing and approval of request may take longer hours depending on technicality of details and volume of items)	<i>Division Chief</i> Property Supply and Asset Management Division
	3.3 Attach generated barcode sticker on the requested item	None	15 Minutes (Barcode placement may take longer hours depending on	<i>Division Chief</i> Property Supply and Asset Management Division

			the volume of items)	
	3.4 Physical issuance of item or equipment and filing of PAR or ICS	None	60 Minutes (Issuance of item/s may take longer hours depending on volume of items and response of the end-user or requesting office)	<i>Division Chief</i> Property Supply and Asset Management Division
	3.5 Provide customer feedback form to the requesting party for the the service provided	None	5 Minutes	<i>Division Chief</i> Property Supply and Asset Management Division
	TOTAL:	None	6 Hours, 35 Minutes <i>(Total time for continuous and non-continuous transactions and may take longer time depending on volume, technicality, documents, and available resources</i>	

15. 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 Warehouse Management Section subject to approval of the Chief of AS-PSAMD.

Office/Division:	Administrative Division – Property and Supply Section (PSS)
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Classification:		Simple Transaction		
Type of Transaction:		G2G – Government to Government		
Who may avail:		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 2. One (1) Photocopy of approved PPMP of requesting Office 3. One (1) Photocopy of approved Technical Assistance Request, if required 4. One (1) Photocopy of project proposal, if required		1. RIS template issued to respective Offices with prescribed format; 2. Designated Supply/Property Officer of respective Office, Divisions, Services, Units; 3. Focal person of concerned technical support office such as AS-BGMD/GSS, ICTMS/RICTMU, SMS, among others, depending on the nature of technical assistance request without any prescribed format 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 Division (PMD)/Procurement Management Section (PMS) including required attachment such as Project Procurement Management Plan (PPMP) and Technical Assistance Request (TAR)	1.1 Property Officer shall receive and validate the accuracy and completeness of all attached documents. 1.1.1 Upon receipt of RIS from PMD/PMS the Property Officer shall review and verify the completeness of information and attachments as follows: a. Photocopy of approved PPMP b. Inventory of Supplies on-	None	20 Minutes (per submitted RIS)	<i>Division Chief / Section Head PSS</i>

	<p>hand duly noted by the requesting Office's Head;</p> <p>c. Technical Report from concerned Offices, if necessary;</p> <p>d. Pre-repair inspection, if necessary</p> <p>1.1.2 Property/Supply Staff shall return the RIS should the following be encountered:</p> <p>a. Incomplete documents</p> <p>b. Issuance will result in surplus of inventory of the requesting office.</p> <p>c. Item requested is not the intended item for replacement</p> <p>d. The specification of the item requested is not the same as provided in the Technical Report.</p>			
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	<p>1.2 Property Officer shall check completeness of document</p> <p>If no, request for the lacking document(s);</p> <p>If yes, assign the RIS number, encode the RIS details in the monitoring tool, check the items if included in the Approved PPMP and proceed to the next step.</p>	None	30 Minutes (per submitted RIS)	<i>Division Chief / Section Head PSS</i>
	<p>1.3 Supply Officer shall check availability of Supplies</p> <p>1.3.1 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</p>	None	80 Minutes (per submitted RIS and actual availability verification)	<i>Division Chief / Section Head PSS</i>

	<p>Head in the RIS for the issuance of the item/s.</p> <p>1.3.2 Indicate the quantity issued in the “issued-quantity” column and any remarks in the “issued-remarks” column.</p>			
	<p>1.4 Prepare the items to be issued by observing the First In First Out (FIFO)/ First Expired First Out (FEFO) method. Issue and sign the “Issued by” portion.</p> <p>1.4.1 Goods to be issued must be recorded in the Stock and Bin Card and existing database.</p> <p>1.4.2 The property staff shall issue the available requested items to the end user.</p> <p>1.4.3 The End-User shall validate the quantity and specification of received items. If accurate/in order, sign the “received by” portion of RIS.</p> <p>1.4.4 The property/supply staff shall retain the original copy of the duly signed RIS for preparation</p>	None	<p>4 Hours (Average working hours per RIS, however, transactions time may differ due to volume or quantity of items, distance of origination and destination, response time of the end user or requesting office)</p>	<p><i>Division Chief / Section Head</i> PSS</p>

	of Report of Supplies and Materials Issued (RSMI), while the 2nd copy shall be given to the end-user.			
	1.5 The property staff shall provide CSMF to the client for the service provided.	None	5 Minutes	<i>Division Chief / Section Head PSS</i>
	1.6 After completion of the issuance of expendable/consumable supplies, the concerned property personnel shall prepare monthly RSMI to be submitted to the Accounting Division/Section	None	60 Minutes (Average time per RIS, depending on volume of transactions and simplicity or complexity of information)	<i>Division Chief / Section Head PSS</i>
	TOTAL:	None	7 Hours, 25 Minutes (Average working hours and not a continuing process per step and applicable to 1-10 types of items for less than 50 total quantity of items)	

16. 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 Supply and Asset Management Division (PSAMD) in the Central Office or Property Supply/Units in the Field Offices for recording and property tagging.

Office/Division:		Administrative Division – Property and Supply Section (PSS)		
Classification:		Simple Transaction		
Type of Transaction:		G2G – Government to Government		
Who may avail:		Department of Social Welfare and Development (DSWD) Officials and Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. 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 Section 2. Concerned Offices, Divisions, Services, Units (OBSUs)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward complete documents to Property Office:	1.1. The Inspection Committee shall submit from 8am to 5pm, Mondays to Fridays, except holidays: For Purchased Property a. Purchase Order (PO) Or Contract b. Sales Invoice (SI)/Delivery Receipt (DR) c. Notice to Proceed, Certificate of Completion/Inspection and Acceptance Report (IAR)/ Property Transfer Report	None	5 Minutes	<i>Division Chief / Section Head PSS</i>

	<p>(PTR) for transferred property from Central Office (CO) to Field Office (FO) / FO to CO / FO to FO</p> <p>d. Copy of Purchase Contract</p> <p>e. Approved Distribution List</p> <p>For Donated Properties</p> <p>a. Deed of Donation</p> <p>b. Approved Distribution List</p> <p>For properties attached to subscription</p> <p>a. Copy of Contract</p> <p>b. Approved Distribution List</p> <p>For fabricated and constructed buildings</p> <p>a. Liquidation Report for fabricated properties; and</p> <p>b. Approved Distribution List</p> <p>Note: Prior to recording, ensure the following:</p> <p>a. that the items are properly inspected prior to transmittal of documents</p>			
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	b. Documents are endorsed with routing slip			
	1.2. The Property Personnel shall validate the accuracy and completeness of all attached documents	None	15 Minutes	<i>Division Chief / Section Head PSS</i>
	1.3. If no, request for the lacking document/s If yes, proceed to the next step	None	5 Minutes	<i>Division Chief / Section Head PSS</i>
	1.4. The Property Personnel shall determine property acquisition cost and record the property details, identified end user and other information in PREMIS	None	30 Minutes	<i>Division Chief / Section Head PSS</i>
	1.5. The property officer shall determine property acquisition cost and record the property details, identified end user and other information in PREMIS Upon successful encoding electronically, a property number shall be automatically generated by the	None	30 Minutes	<i>Division Chief / Section Head PSS</i>

	system for property identification.			
	1.6. The Property Personnel shall print the property label/barcode to be placed in the most visible and secured part of the property and print the PAR/ICS and Undertaking (if with secondary end-user) for Approval of the Head of Property Office	None	30 Minutes	<i>Division Chief / Section Head PSS</i>
	1.7. The property officer shall prepare Memorandum to endorse the approved PAR/ICS and Undertaking (if with secondary end user) forms with attached routing slip and CSMF to the identified end user	None	15 Minutes	<i>Division Chief / Section Head PSS</i>
	1.8. issuance of Semi expendable property, the property personnel shall prepare the Report of Semi-Expendable Property Issued (RSPI) to report the issued property and forward to Accounting Division/Section/ Unit	None	1 Day	<i>Division Chief / Section Head PSS</i>
	1.9. Scan barcode PAR/ICS to update the following	None	30 Minutes	<i>Division Chief / Section Head PSS</i>

	information of the property in PREMIS: 1. Date the PAR/ICS was returned with signature of the End-User 2. Date of approval of PAR/ICS			
	1.10. The copy of PAR/ICS and undertaking (if with secondary accountable person) shall be filed for reference	None	5 Minutes	<i>Division Chief / Section Head PSS</i>
	TOTAL:	None	1 Day, 2 Hours, 25 Minutes	

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

This technical assistance is particular to the provision of clean and virus/bacteria free offices and facilities. Regular sanitation and disinfection of the offices is being conducted annually even without a request from offices. Considering that Covid-19 virus is still existing in the country up to this time. In special cases, the office/s may request a special schedule of sanitation and disinfection beyond its regular schedule if it seems necessary This can be scheduled during working days provided that the request must be properly coordinated with the HUMAN RESOURCE MANAGEMENT AND DEVELOPMENT DIVISION (HRMDD) and General Services Section for recommendation and approval.

Office or Division:	Administrative Service – General Services Section
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	All Divisions, Offices, Sections and/or Units of the Field Office
<div>CHECKLIST OF REQUIREMENTS</div> <div>WHERE TO SECURE</div>	

1. Accomplished manual request form (Request for Technical Assistance)		General Services Section Office and Submit to the same office after its accomplishment			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit Technical Assistance (TA) request the General Services Section office.	<p>1.1. Upon receiving, the requests shall be properly reviewed, checked, and coordinated with HRMDD.</p> <p>1.1.1 Forward the approved request to the assigned personnel for appropriate action.</p>	None	10 minutes	Division Chief / Section Head GSS	
	<p>1.2. Verify the availability of the disinfection team and pending schedule, if any.</p> <p>1.2.1 The assigned personnel have the right to reject the requested date/time of the requesting office. Hence, the assigned personnel shall inform the requesting office the next available day/time of sanitation and disinfection.</p>	None	20 minutes	Division Chief / Section Head GSS	
2. The assigned Administrative Officer / Sanitation Inspector shall confirm and approve the final date/time of sanitation and disinfection schedule.	2.1. Disinfection and Sanitation Team composed of 3 Janitorial Staff with the supervision of the Technical Staff shall perform all necessary preparation prior to the execution.	None	1 hour	Service Provider supervised by the Division Chief / Section Head GSS	
	2.2. Proceed to the area to be sanitized and disinfected, and implement the Department's safety and health protocols.	None	1 hour	Service Provider	

	2.3. After the activity, advised the Disinfection and Sanitation Team to begin with the cleaning and sanitizing of the whole office area including the office equipment, furniture and fixtures.	None	1 hour	Chief / Officer-in-Charge BGMD, BGM Section (FO)
	2.4. Upon completion, notify the assigned Administrative Officer / Sanitation Inspector to coordinate with the requesting office. ❖ Advise the requesting office to wait for at least two hours in order to avoid the possible inhalation of chemicals that may affect their health.	None	10 minutes	Division Chief / Section Head GSS
3. Once completed, accomplish the Customer Satisfaction Measurement Form (CSMF).	3.1. Forward the accomplished CSMF with the attached copy of TA/email request to the administrative staff for proper recording and filing.	None	10 minutes	Division Chief / Section Head GSS
	TOTAL:	None	3 hours and 50 minutes	

18. Request for Technical Assistance Relative to Building and Grounds Management

This process covers the provision of technical assistance for preventive/corrective maintenance, renovation, fabrication, office layout, and engineering/architectural solution. The required work/action, preparation, technical document varies depending on the subject/type of requests submitted by the Department offices using the electronic system or manual request form.

The technical assistance can be categorized into:

A. Corrective and/or Preventive Maintenance

- This shall be limited to corrective and/or preventive maintenance, and it does not need any materials to purchase. These requests can be

done with immediate solution by the expertise of the skilled/technical personnel

B. Repair, Replacement, In-house Fabrication, Construction and/or Renovation

- This is highly technical that may be completed in a couple of days, weeks and/or months depending on the complexity of the requests (excluding procurement process). It will be evaluated, performed and supervised by the skilled personnel and Engineer/Architect.

C. Engineering and Architectural Documents and Practices

- This is particular to the Engineer and Architect expertise related to providing technical specification (materials, furniture, equipment etc.), office arrangement, plans/layouts, detailed estimates, and other engineering and architectural matters.

Office or Division:		Administrative Service – General Services Section		
Classification:		Highly Technical		
Type of Transaction:		G2G - Government to Government G2B - Government to Business		
Who may avail:		All Divisions, Offices, Sections and/or Units of the Field Office		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished manual request form (Request for Technical Assistance)		GSS or through DSWD Resource Site		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The concerned office shall submit their request through: a. Manual request form ❖ Ensure that all needed information is provided.	1.1. Upon receiving, the request/s shall be properly reviewed, checked and corrected if applicable. 1.1.1 Determine and identify the scope of the request/s.	None	1 hour	<i>Division Chief / Section Head GSS</i>
	1.2. Upon reviewing, secure duplicate copy and forward the request to the assigned staff. 1.2.1. The assigned technical staff/skilled personnel may conduct ocular inspection, if necessary.	None	1 day	<i>Division Chief / Section Head GSS</i>

	<p>1.2.2. If upon inspection and/or further analysis, the work required has other areas of concern, assigned to another skilled personnel who are authorized to do the job.</p> <p>1.2.3. If it can be resolved within the assigned skilled personnel level, perform/ implement the actual work needed.</p> <p>1.2.4. If the request requires assistance beyond the capability of the available skilled personnel, the assigned technical staff shall immediately inform the requesting office for the out-sourcing of services.</p>			
	<p>1.3. All requests that require fabrication, installation, plans/layout, technical specification and material procurement the assigned technical staff shall prepare all necessary documents like:</p> <p>A. Plans/ Layout</p> <p>B. Program of Works</p> <p>C. Technical Specification</p> <p>D. Bill of Quantities / Estimates</p> <p>E. Terms of Reference (TOR)</p> <p>F. Project Proposal</p> <p>(whichever is applicable)</p>	None	7 days	<i>Division Chief / Section Head GSS</i>
	<p>1.4. All applicable documents shall be endorsed to the requesting office for confirmation and approval.</p>	None	3 days	<i>Division Chief / Section Head GSS</i>

	1.4.1 Revisions or adjustments may be requested by the requesting office.			
2. Review and approve the submitted technical document/s, if applicable.	<p>2.1. Assigned technical staff shall review and revise the documents until approved by the requesting office.</p> <p>2.1.1 Upon approval of the requesting office, all documents shall now be submitted to the Head of the Office for final approval.</p>	None	3 days	<i>Division Chief / Section Head GSS</i>
3. The requesting office's Procurement Officer shall prepare the Requisition and Issue Slip (RIS) and Purchase Request (PR) and facilitate the rest of the procurement process, if applicable.	<p>3.1. Assigned technical staff shall wait until the delivery schedule of materials and/or mobilization of service provider.</p> <p>3.1.1 Conduct Pre-construction Conference, if necessary.</p>	None	Varies (Depending on the procurement process)	<i>Division Chief / Section Head GSS</i>
4. Notify the GSS once all resources needed are available to begin with the implementation, if applicable.	<p>4.1. All assigned technical staff and/or service provider/contractor shall strictly follow the health and safety measures of the Department.</p> <p>If the nature of the work required does not affect the usual work operations, the execution shall be performed within office hours.</p> <p>If the nature of the work may affect the usual work operations, execution shall be performed after office hours or during weekends</p> <p>4.1.1 The Service Provider shall submit and secure</p>	None	30 days	<i>Division Chief / Section Head GSS</i>

	necessary permit, including but not limited to: A. Request for Entry to DSWD Premises B. Request to Stay C. Request for Overtime 4.1.2 Monitor the implementation and document the progress of work. 4.1.3 Coordinate with the requesting office for proper turnover and acceptance of work.			
5. Participate in the Post-repair Inspection and/or Joint Inspection for the acceptance and turnover of work, if applicable.	5.1. Facilitate the possible correction/adjustment until approved, if necessary.	None	7 days	<i>Division Chief / Section Head GSS</i>
	5.2. The assigned Technical Staff shall prepare the Certificate of Completion or Certificate of Acceptance, for approval if necessary.	None	1 day	<i>Division Chief / Section Head GSS</i>
6. Once completed and accepted, accomplish the Customer Satisfaction Measurement Form (CSMF).	6.1. Forward the accomplished CSMF with the attached TA request copy to the administrative staff for proper recording and filing.	None	1 hour	<i>Division Chief / Section Head GSS</i>
	TOTAL:	None	60 Days (Excluding Procurement of Resources)	

19. Request for the Use of DSWD Conference Rooms

The use of conference rooms is provided for all DSWD Officials and Employees as a venue for meetings, events and other official activities at the Field Office.

Office or Division:	Administrative Division (AD) – General Services Section (GSS)
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Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All DSWD Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Check availability & booked a conference hall through My PORTAL System		My PORTAL – DSWD Resource Site		
2. Submit one (1) copy of the duly accomplished Request for Use of Conference Room Form		GSS Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Request For Use Of Dswd Conference Rooms Through Manual Form				
1. Submit one (1) copy of the accomplished Request Conference Room Form to the GSS Office	1.1 Receive and assign a control number to the submitted request form and/or send an acknowledgement email to the Requesting Party.	None	3 minutes	<i>Division Chief / Section Head GSS</i>
	1.2 Confirm the availability/non-availability of the Conference Room to the Requesting Party and provide recommended approval/disapproval to General Services Section Head	None	10 minutes	<i>Division Chief / Section Head GSS</i>
	1.3 Inform the requesting party of the approved/disapproved request through call	None	5 minutes	<i>Division Chief / Section Head GSS Division</i>
2. Before the actual event, check the arrangement set up	3. Before the actual event, check that all event requirements are arranged as requested 3.1 Provision of Service	None	10 minutes	<i>Division Chief / Section Head GSS</i>
4. Accomplish the Client Satisfaction Measurement Form (CSMF) through online or pen and paper.	4. Secure the accomplished CSMF	None	2 minutes	<i>Division Chief / Section Head GSS</i>
TOTAL		None	Manual Form- 30 minutes	

20. Request for Use and Monitoring of Vehicle

Administrative Division -General Services Section (AD – GSS) commits itself to deliver a very satisfactory delivery and conveyance of the officials, personnel, staff and services of the department at all times.

This service is to provide a systematic procedure in response to the official requests for the vehicle of the Officials and other employees of the Field Office.

Office	Administrative Division – General Services Division			
Classification	Complex			
Type of Transaction	G2G Government-to-Government			
Who may avail	All DSWD personnel regardless of nature of employment or rank			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
1.Accomplished one (1) copy of Request for Use of Service Vehicle Form (AS-TMS-01) to be received by the GSS	AD-GSS			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the filled–out Request Form (AS-TMS-01) Note: Submission of request must be at least 2 days prior to the actual travel.	1.1 Receives and stamps “Received” in the receiving copy. 1.1.1 Review/validate the received request if properly accomplished; special directives or emergency requests may be received through the accomplishment of the Vehicle Request Form.	None	2 minutes 3 minutes	<i>Division Chief / Section Head GSS</i>
2. Coordinates / follows up with the GSD/GSS regarding their request. Note: If the vehicle is not available, please proceed to Step 3. Otherwise, proceed to Step 4.	2.1 Request shall be forwarded within the same day to the technical staff or personnel in charge for evaluation of the request. 1. 2.1.1 Review the current schedule of availability of	None	3 minutes 3 minutes	<i>Division Chief / Section Head GSS</i>

	<p>vehicle. The GSS personnel/ in-charge shall fill-out the portion of the request if the vehicle is “available” or “not available”. If available, the dispatcher shall also fill-out details of vehicle to be used including the driver assigned.</p> <p><i>Note: If the vehicle is not available, proceed to Step 3. Otherwise, proceed to Step 4</i></p> <p>2.1.2 If the vehicle is not available, inform the end-user thru phone call or text message.</p>		10 minutes	
3. Receives the confirmation of travel details from the GSD/GSS personnel.	<p>3.1 If vehicle is available, the technical staff or personnel in charge identifies the appropriate vehicle to accommodate the request through number of passengers and destination;</p> <p>3.1.1 The technical staff or personnel in charge prepares Trip ticket for trips within Metro Manila;</p>	None	<p>2 minutes</p> <p>15 minutes</p>	Division Chief / Section Head GSS
	3.2 The technical staff or personnel in charge prepares Travel Order of the driver and Trip ticket in case of out-of-town trip;	None	15 minutes	Division Chief / Section Head GSS
	3.3 The GSS Head reviews and signs the Trip Ticket and the		2 minutes	Division Chief Administrative Division

	Travel Order shall be signed by FO Administrative Division Chief			
	3.4 Upon approval of the Trip Ticket and/or Travel Order, the technical staff or personnel in charge shall immediately coordinate with requesting party/end-user for the confirmation of the travel details thru phone call and issue to the driver the Trip Ticket and/or Travel Order.		10 minutes	<i>Division Chief General Services Division</i>
4. Use of DSWD vehicle	4. At the scheduled date of the trip, the driver shall wait at the designated area identified by the requesting party/end-user.	None	As needed	<i>Division Chief / Section Head GSS</i>
5. End of travel and/or back to work station <i>Note: Passenger to fill-out "Client Satisfaction Measurement Form" (CSMF) thru online or drop the CSMF thru the drop boxes available in the GSD/GSS.</i>	5.1 Driver must travel back to the workstation or park the vehicle at the designated DSWD garage. 5.1.1 The driver and Security Guard shall briefly assess the condition of the vehicle and check if there are major damage/s. 5.1.2 The Security Guard shall record the vehicle's condition on the Guard's Report / Security Guard Logbook. <i>Note: The driver shall surrender the vehicle keys to the Security Guard. All vehicles must be stationed at the</i>		20 minutes	<i>Division Chief / Section Head GSS</i>

	DSWD Central Office/Field Office, or at any DSWD Satellite Office/facility at the end of each official trip. 5.3 All relevant documents such as Trip Ticket, Fuel Consumption and Monitoring Form, Receipts of Toll Fees, and Travel Order shall be filed accordingly.			
	TOTAL:	None	1 Hour and 51 Minutes	

21. 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.

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

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"> 1 photocopy of Technical Assistance Report Inspection Report 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 ODSUs (IT Equipment – ICTMS/RICTMU; Motor Vehicle, Office Equipment, Furniture and Fixtures – GSD/GSS; Maintenance Equipment – BGMD/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. End- User will apply for clearance for property accountability	1.1 The Property Personnel will verify and evaluate the following: <ul style="list-style-type: none"> Duly Accomplished and signed FETS; RRPS (if applicable) Pre-Inspection report or TA(if required\ Surrendered Property Item/s 1.1.1 Any discrepancy will be discussed with the DPSC or end-user for rectification of	None	90 Minutes (Depending on the distance of origin and destination office and volume of items to be surrendered)	<i>Division Chief / Section Head PSS</i>

	<p>documents or replacement of surrendered items.</p> <p>1.1.2 Identify when rectification of documents applies</p> <p>1.1.3 Identify when replacement of surrendered items</p> <p>1.1.4 The Property Personnel shall prepare recommendation either rectification or replacement</p>			
2. Property Accountability Cancellation	<p>2.1 The Property Personnel/ Warehouse Officer shall receive the surrendered property item/s including the submitted FETS, RRSP (if applicable) and other pertinent documents then shall sign the "Received By" portion in the FETS.</p> <p>The property staff shall provide the customer feedback for manually requested FETS to the requesting party for the service provided.</p> <p>2.1.1 Property Personnel Shall Generate and print two (2) copies PAR or ICS through PREMIS; and,</p>	None	55 Minutes (Processing may take longer hours depending on technicality and volume of items)	<i>Division Chief / Section Head</i> PSS

	2.1.2 Generate and print the barcode sticker, then attach to each surrendered property item/s			
3. Updating of Records	<p>3.1 The property staff shall sign the generated PAR/ICS under the "Received by" portion</p> <p>3.1.1 Forward to the Property Division/Section Head for signature on the "Approved by" portion.</p> <p>3.1.2 The property personnel shall scan and provide copy of approved PAR/ICS to the DPSC/End User as reference and confirmation of cancellation of property accountability of the end user</p> <p>3.1.3 Property Personnel shall forward the signed PAR/ICS to the concerned personnel for filing and uploading.</p>	None	55 Minutes (Signing may take longer hours depending on volume of items)	<i>Division Chief / Section Head</i> PSS

TOTAL	None	4 Hours, 45 Minutes <i>(Total time for continuous and non-continuous transactions and may take longer time depending on volume, technicality, documents and available resources)</i>	
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22. 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.

Office/Division:	Administrative Division – Property and Supply Section (PSS)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Department of Social Welfare and Development (DSWD) Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) original copy of the duly accomplished Furniture and Equipment Transfer Slip (FETS)		To be prepared by the client Office's Designated Property and Supply Custodian (DPSC) through the Property Records and Equipment Monitoring Inventory System (PREMIS);		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished request for Furniture and Equipment Transfer Slip (FETS)	1.1. To facilitate the transfer of property from one end user to another, the requester shall accomplish and submit the FETS for transfer to Property Office from 8:00 AM to 5:00 PM, Mondays to	None	10 Minutes	<i>Division Chief / Section Head PSS</i>

	Fridays except holidays			
	1.2. The property personnel shall review the accomplished FETS form if the needed signatures are complete	None	15 Minutes	<i>Division Chief / Section Head PSS</i>
	1.3. Check completeness of documents. If incomplete, FETS shall be returned to the requester for completion. If complete, proceed to the next step	None	30 Minutes	<i>Division Chief / Section Head PSS</i>
	1.4. 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	None	30 Minutes	<i>Division Chief / Section Head PSS</i>
	1.5. The property personnel shall generate and print the Property Transfer Report (PTR)/Inventory Transfer Report (ITR), 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	None	30 Minutes	<i>Division Chief / Section Head PSS</i>

	<p>procedure under the Recording, Documentation and Issuance of PPE and Semi-expendable properties.</p> <p>Generate and print barcode sticker with number of copies as follows:</p> <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 partition per property number</td></tr><tr><td>Blinds</td><td>Depends on the number of blinds per property number</td></tr><tr><td>Other property</td><td>1</td></tr></table> <p>Generated PTR/ITR with/without undertaking and barcode stickers shall be forwarded to the requesting office for signature.</p>	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			
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													
2. 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	2.1 Provide one copy of PTR/ITR and undertaking (if with secondary accountable person) to the end user for their reference	None	4 Hours, 15 Minutes	Division Chief / Section Head PSS										

<p>Property personnel/Designated Property and Supply Custodian (DPSC)/Designated Property Officer (DPO)/Designated Property Custodian (DPC) shall ensure that the barcode sticker is attached to the most visible and secured area of the property.</p> <p>The end user shall return the signed PTR/ITR, undertaking (if with secondary accountable person) to the property office</p>				
	<p>2.2. Scan barcoded PTR/ITR and update the following information of the property in PREMIS and file for reference:</p> <p>a. Date the PTR/ITR and undertaking (if with secondary accountable person) was returned with signature of the end user</p> <p>b. Date of approval of PTR/ITR</p>	None	15 Minutes	Division Chief / Section Head PSS
TOTAL		None	6 Hours, 20 Minutes	

OFFICE OF THE REGIONAL DIRECTOR (ORD)

NON-FRONTLINE SERVICES

1. Provision of Technical Assistance on Branding Designs

The service aims to provide technical assistance to all Office/Division/Service/Units (OBSUs) and Field Offices (FOs) on the consistent application of the DSWD branding in all visual elements in all agency collaterals, communication and marketing materials.

Office or Division:	ORD – Social Marketing Unit			
Classification:	Simple			
Type of Transaction:	G2G (Internal)			
Who may avail:	DSWD Offices, Divisions, Services, and Units (OBSUs) and Field Offices (FOs)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Draft IEC material layout and memo		SMS Ticketing System: https://sms-ta.dswd.gov.ph/		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send the request for TA using the DMS Ticketing System link	1.1 Administrative Staff (AS) shall receive and review the Technical Assistance (TA) request and its corresponding attachments through email or SMS Ticketing System. 1.1.1 Shall assign the TA to the Social Media Division (SMU)	None	5 minutes	Section Head SMU Or Regional Director
	1.2 SMU Head (DC) or Officer-in-Charge (OIC) shall review the request and supporting requirements, and assign a technical staff to check the IEC materials in accordance with the Branding and Visual Identity Guidelines.	None	10 minutes	Section Head SMU Or Regional Director
	1.3 SMU Technical Staff (TS) shall review and inspect the submitted documents using the Memorandum Circular No. 01, Series of 2024 - Branding and Visual Identity Guidelines	None	12 hours	Section Head SMU Or Regional Director)

	<p>1.3.1 Shall coordinate with the requesting party regarding the TA request</p> <p>1.3.2 Shall draft the response memo to the requesting party if there are comments/inputs or if their request was approved.</p> <p>Note: Prior coordination with the requesting party should be done and preliminary instructions/ revisions should be conveyed immediately to the requesting party to fast-track the approval of the IEC branding compliance.</p>			
	<p>1.4 SMU Head/OIC shall review the documents.</p> <p>1.4.1 If there are comments, the branding review results shall be returned to the SMU technical staff for revisions (return to Step 1.3)</p> <p>1.4.2 If there are no further comments, the SMU Head/OIC shall affix recommending approval signature and endorse the documents to the DMS Director</p>	None	2 hours and 10 mins	<p>Section Head SMU</p> <p>Or</p> <p>Regional Director <i>Director</i> Digital Media Service (DMS)</p>
	<p>1.5 Shall review the documents</p> <p>1.5.1 If there are comments, the branding review results shall be returned to the SMU (return to Step 1.4)</p>	None	55 mins	<i>Director</i> Digital Media Service (DMS)

	1.5.2 If there are no further comments, the DMS Director shall affix approval signature.			
	1.6 SMU AS shall attach the approved Branding Compliance Memo to the SMS Ticketing System	None	10 mins	Section Head SMU Or Regional Director)
2. Answer the Client Satisfaction Measurement Form (CSMF)	1.7 SMU AS shall close the SMS Ticket and submit the Approved Branding Compliance Memo to Requesting OBSU with attached Client Satisfaction Measurement Survey Form 1.7.1 Shall file the necessary documents.	None	10 mins	Section Head SMU Or Regional Director <i>Director</i> Digital Media Service (DMS)
	TOTAL	NONE	15 working hours and 40 minutes	

HUMAN RESOURCE MANAGEMENT AND DEVELOPMENT DIVISION (HRMDD)

NON-FRONTLINE SERVICES

1. Issuance of Certificate of Employment to Current Officials, Employees and Contract of Service Workers

The COE is being issued to current Officials, employees, and COS Workers in the Central Office, which certifies their services rendered.

Office or Division:	HRMDD - Personnel Administration Section			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Current Field Office officials, employees and COS workers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) HRMDD-PAS HRMIS online system		PAS Receiving Area		
One (1) Document Request Form or formal letter or e-mail request		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request via My PORTAL, or send request through /e-mail or accomplish the HRMDD-PAS Request Form (write contact details as, as needed) and submit to PAS together with complete supporting documents, if any.	1. Receive and acknowledge request for COE from the client, then forward to personnel handling COE requests (via: My PORTAL, DRF/email/	None	10 minutes	PAS Head/Chief, HRMDD

2. Wait for the email notification regarding the status of the requested COE or advice of the assigned PAS Focal Person	2.1. Upon receipt of request from receiving clerk, the responsible personnel shall review and draft/print the COE based on the purpose indicated in the request following the standard template <i>Note: Use Service Card/201 File or Index Card for COS Workers as reference</i>	None	2 Days, 4 hours (depending on the period of retrieving the files)	PAS Head/Chief, HRMDD
	2.2. Authorized Certifying authority shall review/ sign/initial the COE	None	3 hours and 30 minutes (depending on the availability of signatories)	PAS Head/Chief, HRMDD
	2.3 Inform the client that the COE is ready for releasing via HRMIS/email/ SMS/call.	None	20 minutes	PAS Head/Chief, HRMDD
3. Proceed to PAS and get the requested document.	3. Provide one (1) duly signed COE to the client and request the client to accomplish the CSMF to be submitted via dropbox, email or google form	None	10 minutes	PAS Head/Chief, HRMDD

TOTAL	None	3 Days	
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2. Issuance of Certificate of Leave Credits (CLC) to Current Officials and Employees

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

Office or Division:	HRMDD - Personnel Administration Section			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Current FO Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) HRMDD-PAS One (1) Request Form or formal letter or e-mail request		PAS Receiving Area Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request via My PORTAL, or Send mail/e-mail or for walk-in without any written request, accomplish the HRMDD-PAS Request Form and submit to PAS.	1.1 Receive the complete documents submitted and forward the request to the PAS Focal person	None	5 minutes	PAS Head/Chief, HRMDD
2. Wait for advice of the assigned Focal Person	2.1 Review the documents submitted and check if the client already has an encoded	None	6 days, 5 hours and 45 minutes <i>(May be shortened if there is already a reviewed ELARS, or may be</i>	PAS Head/Chief, HRMDD

	<p>ELARS⁴.</p> <p>2.1.1 If there is none, encode the ELARS.</p> <p>2.1.2 If there is an encoded ELARS, proceed to step 2.1.4.</p> <p>2.1.3 If there is an encoded and reviewed ELARS, proceed to step 2.1.6.</p> <p>2.1.4 Review/check the ELARS vis-à-vis the leave card.</p> <p>2.1.5 Reprint the corrected ELARS, if errors are found.</p> <p>2.1.6 Encode the needed details to the CLC, print the issuance and attach the necessary documents and forward to the certifying authority</p>		<p><i>extended depending on the number of ELARS being encoded/ reviewed at a given time, the time needed to review the ELARS, or length of service of the client.)</i></p>	
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⁴ Electronic Leave Administration and Recording System

	2.2 The Certifying Authority shall sign the CLC.	None	2 hours	PAS Head/Chief, HRMDD
3. Claim the CLC.	3.1 Inform the client that the CLC is ready for releasing via email/SMS/call/chat. 3.1.1 Provide one (1) duly signed CLC to the client and request the client to accomplish the CSMF to be submitted via drop box, email or Google form.	None	10 minutes	PAS Head/Chief, HRMDD
TOTAL		None	7 days	

3. Issuance of Certificate of Leave Without Pay (CLWOP)/No LWOP (CNLWOP) to Current Officials and Employees

The CLWOP/CNLWOP is being issued to current Officials and employees in the Central Office (CO), which certifies that they have/do not have LWOP for a certain period.

Office or Division:	HRMDD - Personnel Administration Section	
Classification:	Complex	
Type of Transaction:	G2G – Government to Government	
Who may avail:	Current FO Officials and Employees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
One (1) HRMDD-PAS One (1) Request Form or formal letter or e-mail request		PAS Receiving Area Client

CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request via My PORTAL, Send mail/e-mail or for walk-in without any written request, accomplish the HRMDD-PAS Request Form and submit to PAD.	1.1 Receive the complete documents submitted and forward the request to the PAS Focal Person	None	5 minutes	PAS Head/Chief, HRMDD
2. Wait for advice of the assigned Focal Person	<p>2.1 Review the documents submitted and check if the client already has an encoded ELARS⁵.</p> <p>2.1.1 If there is none, encode the ELARS.</p> <p>2.1.2 If there is an encoded ELARS, proceed to step 2.1.4.</p> <p>2.1.3 If there is an encoded and reviewed ELARS, proceed to step 2.1.7.</p> <p>2.1.4 Review/check the ELARS vis-à-vis the leave card.</p> <p>2.1.5 Reprint the corrected ELARS, if errors are found.</p> <p>2.1.6 Encode the needed details to the CLWOP/ CNLWOP, print the issuance and attach the necessary documents and forward the CNLWOP/ CNLWOP to the Certifying Authority</p>	None	<p>6 days, 5 hours and 45 minutes</p> <p><i>(May be shortened if there is already a reviewed ELARS, or may be extended depending on the number of ELARS being encoded/ reviewed at a given time, the time needed to review the ELARS, or length of service of the client.)</i></p>	PAS Head/Chief, HRMDD

⁵ Electronic Leave Administration and Recording System

	2.2.1 The Certifying Authority shall sign the CLWOP/ CNLWOP.	None	2 hours	PAS Head/Chief, HRMDD
3. Claim the CLWOP/ CNLWOP.	3.1 Inform the client that the CLWOP/ CNLWOP is ready for releasing via email/SMS/call/ chat. 3.1.1 Provide one (1) duly signed CLWOP/ CNLWOP to the client and request the client to accomplish the CSMF to be submitted via drop box, email or Google form.	None	10 minutes	PAS Head/Chief, HRMDD
TOTAL		None	7 days	

4. Issuance of Service Record to Current Officials and Employees

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

Office or Division:	HRMDD - Personnel Administration Section			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Current Field Office Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) HRMDD-PAS Request Form or formal letter or e-mail request		PAS Receiving Area Client		
One (1) FO Clearance Certificate		Client or if none, FILE 201 / PER 16		
One (1) Authorization Letter		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Request via My PORTAL, or send request through e-mail or accomplish the HRMDD-PAS Request Form (write contact details, as needed) and submit to PAS together with supporting documents, if any.	1. Receive and acknowledge request for SR from the client, then forward to personnel handling SR requests (via: Request via My PORTAL, DRF/email)	None	10 minutes	PAS Head/Chief, HRMDD
2. Wait for the advice of the assigned PAS Focal Person	2.1. Responsible personnel shall review and draft/print the SR based on the purpose indicated in the request following the standard template. <i>Note: Use Service Card or 201 File as reference in preparing the SR</i>	None	2 Days, 4 hours	PAS Head/Chief, HRMDD
	2.2. Authorized Certifying authority shall review/sign/initial in the SR	None	3 hours and 30 minutes	PAS Head/Chief, HRMDD
	2.3 Inform the client that the SR is ready for releasing via e-mail/SMS/call.	None	20 minutes	PAS Head/Chief, HRMDD

3. Proceed to PAS and get the requested document.	3. Provide one (1) duly signed SR to the client and request the client to accomplish the CSMF to be submitted via drop box, email or Google form	None		
	TOTAL	None	3 Days	

5. Issuance of Certificate of Performance Rating

The service covers the facilitation of issuance of Certificate of Performance Rating to officials and individuals in the Central Office for the performance period upon request.

Office or Division:	HRMDD - Human Resource Planning and Performance Management Section			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	FO Officials, Employees and COS Workers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
(1) Online Request Form		FO Caraga MyPORTAL		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish the online request form.	1. Acknowledge receipt of the request.	None	4 Hours	OIC-Division Chief and HRPPMS Head
2. Wait for further instructions from HRPPMS.	2.1 Check the availability of performance ratings from the database. 2.1.1 Prepare the Certificate of Performance Rating for approval, if performance ratings are available. 2.1.2 Prepare the Certificate of No Performance Rating for	None	16 Hours	OIC-Division Chief and HRPPMS Head

	approval, if HRPPMD has no records of performance ratings.			
3. Receive or pick-up the certificate and accomplish the customer feedback form.	3. Inform the concerned personnel of the availability of the certificate.	None	4 Hours	OIC-Division Chief and HRPPMS Head
4. Submit the accomplished customer feedback form.	4. File the receiving copy of certificate and update the monitoring tool	None		OIC-Division Chief and HRPPMS Head
TOTAL		None	24 Hours	

POLICY AND PLANS DIVISION (PPD)

NON-FRONTLINE SERVICES

1. Data Sharing with DSWD OBSUs - List of Data Subjects

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

Office or Division:	PPD - National Household Targeting Sections (NHTS)			
Classification:	Complex			
Type of Transaction:	Government to Government (G2G), Government to Business (G2B), Government to Citizen			
Who may avail:	All DSWD Offices, Divisions, Services, Units (OBSUs) at the Central and Field Offices, Centers, Residential Care Facility, Sections, and Units (CRCFU) at the regional level, and attached agencies.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> With existing and valid Non-Disclosure Agreement (NDA): <ol style="list-style-type: none"> One (1) original/copy of letter of request (indicating purpose for the request, the list of data sets required and how these will be used, and a reasonable timeline as to when the requested data is needed) No existing and valid Non-Disclosure Agreement (NDA): <ol style="list-style-type: none"> One (1) original/certified true copy of document indicating the appointed and NPC-registered Data Protection Officer One (1) original copy of accomplished Non-Disclosure Agreement (NDA) One (1) copy of List of personnel who will have access to the Listahanan data together with the purpose and data processing they will employ in the treatment of data 		Provided by the Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Endorse the letter of request with attached e-copy of data requirements (if available) to NHTO/NHTS.	1.1 Receive and record the request in the document transaction/tracking system. 1.1.1 Advise the requesting party that they will receive an email or call after 2-3 working days on the	None	15 minutes	<i>Division Chief/ Section Head</i> National Household Targeting Section <i>Division Chief/ Section Head</i> National Household Targeting Section

	approval of their request and the expected schedule of release of the results. 1.1.2 Forward the request to the NHTO Director/ NHTS Policy and Plans Division (PPD) Chief for approval.			
	1.2 Review, input comment, and decide if the request is for processing or not, then endorse it to the NHTO Operations Division Chief/ RFC.	None	6 hours	<i>PPD Chief</i> National Household Targeting Sections
	1.3 Input recommendations and endorse it to the designated Data Privacy Officer (DPO)	None	6 hours	<i>ITO</i> National Household Targeting Section
	1.4 Review the request and make recommendations if the request is for approval or not, then endorse it to the NHTO Director/	None	3 hours	<i>Division Chief/ Section Head</i> National Household Targeting Section
2. Submission of signed Non-Disclosure Agreement (NDA) Agreement and other documentary requirements not included in the submission of letter of request to the NHTO/ NHTS	2.1 The NHTO Director/NHTS PPD Chief endorses the recommendation to the assigned Project Development Officer to inform the client on the approval or disapproval of the data request based on the DSWD AO 19, s. 2021. • If Approved – Communicate with the requesting	None	2 hours	<i>Division Chief/ Section Head</i> National Household Targeting Section

for review on completeness	<p>party, facilitate the signing of the NDA, and review all the documentary requirements</p> <ul style="list-style-type: none"> • If Disapproved- Return to the requesting party and prepare a Denial of Request for Data Form highlighting the grounds for such denial. <i>End of process.</i> <p>2.1.1 After accomplishing the NDA and reviewing the completeness of the documentary requirements, endorse to the NHTO IT Division Chief or designated IT personnel/ NHTS Information Technology Officer</p>			
	2.2 Generate the requested data.	None	1 day	<i>Information Technology Officer (ITO)</i> NHTS Database Management Section
	2.3 Review result of the data generation.	None	1 day	<i>Division Chief/ Section Head</i> National Household Targeting Section
	2.4 Secure the data by adding password protection to the file.			
	2.4.1 Prepare Data Release Form (DRF), draft memorandum reply, and burn results in	None	1 day	<i>Information Technology Officer (ITO)</i> NHTS Database Management Section

	<p>a compact disc (CD), USB stick, or hard drive.</p> <ul style="list-style-type: none"> • Other storage devices may apply as long as it is approved by the IT Head and the storage device is provided by the requesting party. • Google drive may also be used as a storage of the requested data as long as it is encrypted and password-protected. Further, the password will only be released to the authorized personnel of the requesting party. <p>2.4.2 Counter sign in the DRF.</p> <p>2.4.3 Finalize the memo, attach the Data Release Form (DRF) and secure data then forward it to the Administrative unit.</p>			
	2.5 Track and scan the document before releasing the result to the requesting party.	None	10 minutes	<i>Division Chief/ Section Head National Household Targeting Section</i>

3. Call NHTO/NHTS for retrieval of password upon receipt of the result and submit the signed Certificate of Acceptance	3.1 Provide the password of the file to the requesting party thru phone upon inquiry and receive the signed Certificate of Acceptance from the requesting party. 3.1.1 Administer the Client Satisfaction Measurement Survey (CSMS) form per Committee on Anti-Red Tape (CART) guidelines.	None	10 minutes	
TOTAL: <i>*with possible extension on the actual data processing depending on the type of data being requested and the compliance and submission of the documentary requirements by the requesting party.</i>		None	5 days, 1 hour and 35 minutes	

2. Data Sharing with DSWD OBSUs – Name Matching Request

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

Office or Division:	PPD - National Household Targeting Sections (NHTS)
Classification:	Highly Technical
Type of Transaction:	Government to Government (G2G), Government to Business (G2B), Government to Citizen
Who may avail:	All DSWD Offices, Divisions, Services, Units (OBSUs) at the Central and Field Offices, Centers, Residential Care Facility, Sections, and Units (CRCFU) at the regional level, and attached agencies.
CHECKLIST OF REQUIREMENTS	
• With existing and valid Non-Disclosure Agreement (NDA): 1. One (1) original/copy of letter of request (Indicate reason for name matching)	
WHERE TO SECURE	
Provided by the Requesting Party	

2. One (1) electronic copy (Preferably in CSV format) of the name to be matched which includes the following: <ul style="list-style-type: none"> • Complete name (Last name, First Name, Middle Name, Extension Name) • Birth Date (YYYY-MM-DD format) • Philippine Standard Geographic Classification of (PSGC) Province, City/Municipality, and Barangay • No existing and valid Non-Disclosure Agreement (NDA): 3. One (1) original Non-Disclosure Agreement (NDA) signed by the: (1) Head of Office as Personal Information Controller (PIC), (2) designated Data Privacy Officer (DPO) or Compliance Officer (COP)				
4. One (1) copy of List of Personnel who will access, process, and safeguard the Listahanan data, including the employed data processing				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide the letter of request together with the electronic copy of the names for name matching	1.1 Receive and record the request. 1.1.1 Endorse request to the NHTO Director / Regional Director	None	15 minutes	<i>Division Chief/ Section Head National Household Targeting Section</i>
	1.2 Provide instruction to facilitate/review the request. 1.2.1 Endorse to the NHTO OD Chief / Policy and Plans Division (PPD) Chief.	None	2 hours	<i>Regional Director DSWD Field Office</i>
	1.3 Provide recommendations on the request.	None	1 hour	<i>Division Chief PPD</i>

	1.3.1 Endorse to the assigned Project Development Officer (PDO) to inform the client about the status of their request.			
	1.4 Inform the client on the status of data request based on the DSWD AO 19, s. 2021. <ul style="list-style-type: none"> Disapproved – Sign the letter of disapproval and endorse it to the client. <i>End of process</i> Approved – Notify and provide the NDA and documentary requirements to the client 	None	1 hour	<i>Division Chief/ Section Head</i> National Household Targeting Section
2. Provide the documentary requirements and 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)	2.1 Review all documentary requirements including the NDA submitted by the client. <ul style="list-style-type: none"> Non-Compliant – Inform the client regarding the incomplete requirement via email. Compliant – <ol style="list-style-type: none"> Sign the NDA and endorse to the DPO for signature Endorse the signed NDA to Information 	None	2 hours	<i>Division Chief/ Section Head</i> National Household Targeting Section

	Technology Division (ITD) for processing			
	2.2 Review the compliance of the electronic copy of names with the required template/format: <ul style="list-style-type: none"> • Non-Compliant – Inform the client about the findings via email • Compliant – Process the request within the set deadline depending on the volume or number of names to be matched 	None	1 day (5,000 and below) 3 days (5,001 – 50,000) 7 days (50,001 – 400,000) 18 days (400,001 – 1,000,000)	Information Technology Officer NHTS
3. Provide a storage device that is approved by the IT Chief or request for a Google Drive link	3.1 Secure the data by adding a password to the file. 3.1.1 Prepare the Data Release Form (DRF). 3.1.2 Draft the response memorandum. 3.1.3 Save the results in a compact disc (CD), Universal Serial Bus (USB) stick, or hard drive. 3.1.4 Sign the DRF. 3.1.5 Endorse the finalized documents to the NHTO Director / PPD Chief.	None	3 hours	Information Technology Officer NHTS Information Technology Officer NHTS
	3.2 Sign the memorandum and endorse it to the	None	1 hour	Regional Director

	Administrative Assistant for release.			
4 Receive the results of name matching	2.1 Track and scan a copy of the documents for record keeping 2.1.1 Release the document to the client	None	10 minutes	<i>Division Chief/ Section Head National Household Targeting Section</i>
3. Fill-out the Client Satisfaction Measurement Survey (CSMS)	5 Provide the client the CSMS form per Committee on Anti-Red Tape (CART) guidelines	None	10 minutes	<i>Information Technology Officer NHTS</i>
TOTAL: <i>*With possible extension on the actual data processing and depending on the number of names required but shall not exceed forty (40) days as reference in RA-IRR-11032.Rule 7.Section 3.c.</i>		None	For 5000 names and below: 2 days, 3 hours and 35 minutes For 5,001 - 50,000 names: 4 days, 3 hours and 35 minutes For 50,000 – 400,000 names: 8 days, 3 hours and 35 minutes For 400,001- 1,000,000 names: 21 days, 3 hours and 35 minutes	

3. Data Sharing with DSWD OBSUs – Statistics/Raw Data Request

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

Office or Division:	PPD - National Household Targeting Sections (NHTS)
Classification:	Simple

Type of Transaction:		Government to Government (G2G)		
Who may avail:		DSWD Offices/Divisions/Services/Units		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) original or copy of letter of request (specify purpose and data requested)		Provided by the Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter or email re: request for Listahanan data – addressed to the NHTO Director/ Regional Director.	1.1 Receive and record the request.	None	30 minutes	Division Chief/ Section Head National Household Targeting Section
	1.1.1 Forward request to NHTO Operations Division/ National Household Targeting Section (NHTS), then furnish the NHTO Director/ Regional Director and the Policy and Plans Division (PPD) a copy of the request			
	1.2 Review the request based on AO 19 s.2021.	None	2 hours	Division Chief/ Section Head National Household Targeting Section
	1.2.1 Input comment/s then endorse to the NHTO Statistics Section/ NHTS Associate Statistician			
	1.3 Provide instruction based on the data requested. If the request is: <ul style="list-style-type: none"> • Not clear a. In case of vague data request, instruct the Associate Statisticians to	None	3 hours	Statistician / Section Head NHTS

	coordinate with the data users (through emails, recorded calls or text) and clarify the data requirement. b. In case the requested data is not available in the Listahanan database, instruct the Associate Statistician to coordinate with the requesting party and provide recommendations on other data available in the Listahanan. • Clear - Forward request to the Associate Statistician for data generation.			
	1.4 Generate the requested data from the Listahanan database, and export into excel or any format available. 1.4.1 Draft response letter to the requesting party and attach routing slip. 1.4.2 Submit to the NHTO Statistics Section Head/ NHTS RFC for review.	None	1 day	<i>Division Chief/ Section Head National Household Targeting Section</i>
	1.5 Review the generated statistical /raw data.	None	3 hours	<i>Statistician / Section Head</i>

	<p>In case the generated data is:</p> <ul style="list-style-type: none"> • Not accurate – Return the generated statistical/raw data to the Associate Statisticians for revision. • Accurate – Submit to the NHTO Operations Division Chief / FO PPD Chief for review and recommending approval. 			NHTS
	1.6 Countersign response letter and endorse the same to the NHTO Director/ Regional Director for approval.	None	2 hours	<i>Regional Director / PPD Chief</i>
	<p>1.7 Approval of the facilitated data request for release to the requesting party.</p> <ul style="list-style-type: none"> • <i>If Disapproved</i> – Provide note on the reason of disapproval; then return the facilitated request to the Operations Division / NHTS for revision. • <i>If Approved</i> – Sign the response letter for data release. 	None	5 hours	<i>NHTO Director/ Regional Director</i>

2. Receive the data requested and fill-out the CSMS form	2.1 Track and facilitate the release of the approved data request to the requesting party. 2.1.1 Administer Client Satisfaction Measurement Survey (CSMS) during the release of approved data request.	None	30 minutes	<i>Statistician / Section Head NHTS</i>
Total:		None	3 days	

PROTECTIVE SERVICES DIVISION (PSD)

NON-FRONTLINE SERVICES

1. Borrowing and Returning of KEC or RLRC Materials and Collections

This process ensures that all DSWD officials and staff, general public, and business entities who may avail of the KEC/RLRC borrowing and returning of materials/collections shall be efficiently and effectively attended by the KEC/RLRC Librarian/Staff at all times and in a timely manner during business hours from Monday to Friday.

Office or Division:	Protective Services Division – Capability Building Section	
Classification:	Simple	
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
Borrowing for Internal Clients		
1. Employee ID (1 original)		1. Requesting Party
2. Registration Form (1 online form)/ Logbook		2. Knowledge Exchange Center
3. Book Card (1 per book)		3. Knowledge Exchange Center
Borrowing for External Clients		
1. Valid ID (1 original)		1. Requesting Party
2. Registration Form (1 online form)		2. Knowledge Exchange Center
3. Book Card (1 per book)		3. Knowledge Exchange Center
Renewal (for Internal Clients Only)		
1. Book Card (1 per book)		1. Knowledge Exchange Center
2. Registration Form/ Logbook (For walk-in); (1 online form)		2. Knowledge Exchange Center
Returning for Internal Clients		
1. Registration Form/ Logbook (1 online form)		1. Knowledge Exchange Center
2. Book Card (1 per book)		2. Knowledge Exchange Center
3. Client Satisfaction Measurement Survey Form (1 online form)		3. Knowledge Exchange Center
Returning for External Clients		
1. Book Card (1 per book)		1. Knowledge Exchange Center
2. Client Satisfaction Measurement Survey Form (1 online form)		2. Knowledge Exchange Center

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Borrowing for Internal Clients				
1. Inquire about the availability of book/ material and present ID	1.1 Receive the client's inquiry and request the client to present the employee ID and register or log.	None	10 minutes	<i>Division Chief / Section Head CBS</i>
2. Log in to the Registration Desktop	2.1 Check the availability of the book/material.	None	20 minutes	<i>Division Chief / Section Head CBS</i>
	2.2 If available , check if it is a circulating or non-circulating book/material. If not available , inform its non-availability and/or refer to other RLRCs/libraries. END HERE.	None	5 minutes	<i>Division Chief / Section Head CBS</i>
	2.3 If circulating material , inform the client it may be borrowed for "Room Use" or home reading. If not circulating material , inform for "Room Use" only and photocopy part of the material needed as a reference.	None	3 minutes	<i>Division Chief / Section Head CBS</i>
	2.4 Request the client to fill out the Book Card (Date Borrowed/ Name and OBS).	None	5 minutes	<i>Division Chief / Section Head CBS</i>

3. Fill out the Book Card	3.1 Update Borrower's Matrix by entering the borrowing transaction details and write the date the materials are due on the Date Due Slip and on the Book Card based on: <ul style="list-style-type: none"> The prescribed borrowing period of seven (7) work days (for home reading) 	None	10 minutes	Division Chief / Section Head CBS
	3.2 Release the book/material to the client and remind proper handling and to always cite references used.	None	2 minutes	Division Chief / Section Head CBS
	3.3 If borrowed for home reading , compose a scheduled email of the book due reminder to be sent to the client at least 2 days before the exact date the material is due.	None	2 minutes	Division Chief / Section Head CBS
Returning for Internal Clients				
4. Log in to the Registration Desktop	4.1 Receive the client and the returned KEC or RLRC material	None	3 minutes	Division Chief / Section Head CBS
	4.2 Evaluate the book/ material to be returned. If not overdue , request the client to fill out the Book Card and return to its pocket.	None	15 minutes	Division Chief / Section Head CBS

	Update <i>Borrowers' Matrix</i> and <i>Date Due Slip</i> . If overdue , enforce the following penalty: <i>1st Offense: Verbal warning</i> <i>2nd Offense: Written warning</i> <i>3rd Offense: Memo informing suspension of borrowing privileges for three (3) months.</i> Send CSMS to the client.			
5. Accomplish the Book Card and CSMS Survey	5.1 Accomplished CSMS shall be collected and included in the CSM Report (CSMR). Return the book/ material to its shelf	None	2 minutes	<i>Division Chief / Section Head CBS</i>
	TOTAL	NONE	1 Hour and 17 minutes	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Borrowing for External Clients				
1. Inquire about the availability of book/ material and present ID	1.1 Receive the client's inquiry and request the client to present the Visitor's ID and register or log.	None	10 minutes	<i>Division Chief / Section Head CBS</i>
1.1 Log in to the Registration Desktop	1.2 Check the availability of the book/material.	None	20 minutes	<i>Division Chief / Section Head CBS</i>

	<p>1.3 If available, inform for “Room Use” only and/or may photocopy part of the material needed as a reference.</p> <p>If not available, inform its non-availability and/or refer to other RLRCs/libraries.</p>	None	10 minutes	<i>Division Chief / Section Head CBS</i>
	1.5 Request the client to fill out the Book Card (Date Borrowed/ Name and OBS).	None	3 minutes	<i>Division Chief / Section Head CBS</i>
2. Fill out the Book Card	2.1 Update Borrower’s Matrix by entering the borrowing transaction details and date borrowed on the Book Card and Date Due Slip .	None	10 minutes	<i>Division Chief / Section Head CBS</i>
	2.2 Release the book/material to the client and remind proper handling and to always cite references used.	None	2 minutes	<i>Division Chief / Section Head CBS</i>
Returning for External Clients				
3. Log in to the Registration Desktop	<p>3.1 Receive the client and the returned KEC or RLRC material</p> <p>Evaluate the book/ material to be returned.</p> <p>Send CSMS to the client.</p>	None	3 minutes	<i>Division Chief / Section Head CBS)</i>
4. Accomplish the Book Card	4.1 Return the book/ material to its shelf	None	17 minutes	<i>Division Chief / Section Head</i>

and CSMS Survey	Accomplished CSMS shall be collected and included in the CSM Report (CSMR).			CBS)
	TOTAL	NONE	1 Hour and 15 minutes	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Renewal - Via Email (For Internal Clients Only)				
1. Request for renewal of the borrowed KEC or RLRC material	1.1 Acknowledge the client's request.	None	5 minutes	<i>Division Chief / Section Head</i> CBS
	1.2 Update Book Card and Borrower's Matrix by entering the renewal transaction details and writing the date the material is due based on five (5) work days borrowing period for renewal.	None	10 minutes	<i>Division Chief / Section Head</i> CBS
	1.3 Compose a scheduled email of book due reminder to be sent to the client (at least 2 days before the exact date the material is due.)	None	5 minutes	<i>Division Chief / Section Head</i> CBS
	TOTAL	NONE	20 minutes	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Renewal - Walk-in (For Internal Clients Only)				
2. Request for renewal of the borrowed KEC or RLRC material	2.1 Request client to register.	None	3 minutes	<i>Division Chief / Section Head</i> CBS

	2.2 Request client to fill out the Book Card (Date Borrowed/ Name and OBS).	None	5 minutes	<i>Division Chief / Section Head CBS</i>
3. Fill out the Book Card	3.1 Update Borrower's Matrix by entering the renewal transaction details and writing the date the material is due on the Date Due Slip and on the Book Card based on the prescribed renewal period of five (5) work days for home reading.	None	10 minutes	<i>Division Chief / Section Head CBS</i>
	3.2 Release the book/material to the client and remind proper handling and to always cite references used.	None	2 minutes	<i>Division Chief / Section Head CBS</i>
	3.3 Compose a scheduled email of book due reminder to be sent to the client at least 2 (two) days before the exact date the material is due.	None	5 minutes	<i>Division Chief / Section Head CBS</i>
	TOTAL	NONE	25 minutes	

2. Endorsement of Continuing Professional Development Application and Completion Report

The application for accreditation of Continuing Professional Development (CPD) Program by the DSWD Central Office and Field Offices is endorsed to the Professional Regulation Commission (PRC) for the approval of credit units. The CPD application is uploaded to the Continuing Professional Development Accreditation System (CPDAS). After the conduct of the 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 Division (SWIDB) email. However,

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

Office or Division:	Protective Services Division- Capability Building Division (CBS)
Classification:	Highly Technical
Type of Transaction:	Government to Government (G2G)
Who may avail:	All offices in DSWD Central Office and Field Offices
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
CPD Application 1. CPD Application Form (1 electronic copy) 2. Instructional Design (1 electronic copy) 3. Evaluation Tool (1 electronic copy) 4. Program of Activities (1 electronic copy) 5. Resume of Speaker/s (1 electronic copy) 6. Current Professional ID of Speaker/s (1 electronic copy) 7. Breakdown of Expenses for the Conduct of Program (1 electronic copy) 8. Certificate of Participation (1 electronic copy) 9. Letter of Undertaking (1 electronic or scanned copy) <i>Additional Requirements (Online Learning)</i> 10. Declaration of Minimum Technical Requirements (1 electronic copy) 11. Privacy Policy (1 electronic copy)	Requirements #1 - #11: CPD Portal http://tinyurl.com/SWIDBCPDPortal > or SWIDB GDrive folder: https://tinyurl.com/PRC-SWIDB-CPDForms >
CPD Completion Report 1. CPD Completion Report Form (1 electronic copy) 2. CPD Attendance Sheet (1 electronic copy) 3. Actual Program of Activities with List of Resource Speakers (1 electronic copy) 4. Lecture Materials (1 electronic copy) 5. Summary of Evaluation of Speakers (1 electronic copy) 6. Summary of Evaluation of Learning of Participants (1 electronic copy) 7. Financial Report (1 electronic copy) 8. Relevant Photographs (1 electronic copy) 9. Client Satisfaction Measurement Survey (1 online form)	Requirements #1 - #8 CPD Portal http://tinyurl.com/SWIDBCPDPortal > or SWIDB GDrive folder: https://tinyurl.com/PRC-SWIDB-CPDForms > 9. Social Welfare Institutional Development Division

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
CPD Application				
1. Submit the CPD Application requirements through CPD Portal < http://tinyurl.com/SWIDBCPDPortal >	1.1 Receive and track the submitted CPD application via CPD Portal	None	2 Hours	<i>Division Chief / Section Head CBS</i>
	1.2. Acknowledge receipt of CPD Application by sending an email to the Proponent Office	None	1 hour	<i>Division Chief / Section Head CBS</i>
	1.3. Review the submitted CPD application	None	4 days	<i>Division Chief / Section Head CBS</i>
	1.4. Forward the initial review checklist to the proponent	None	3 hours	<i>Division Chief / Section Head CBS</i>
2. PO submits revised files based on SWIDB's Initial Review	2.1. After the proponent's revision, review and finalize the application If complete and compliant , proceed to the next step. If not, return to the proponent until complete.	None	3 days	<i>Division Chief / Section Head CBS</i>
	2.2. Forward the CPD Application Requirements to the Capability Building Division or	None	3 hours	<i>Division Chief / Section Head CBS</i>

	Section Head for review and initials			
	2.3. Review and affix initials on the Application documents. If there are concerns/comments from the CBD/CBS-DC, relay to the proponent (if needed). Forward the signed file to the DSWD CPD Focal Person	None	4 Hours	<i>Regional Director</i>
	2.4 Review and sign the Application documents <i>Note: If the CPD Focal is on leave/absent, the alternate CPD Focal will sign the CPD Application form.</i> If there are concerns/comments from the DSWD CPD Focal Person that can be addressed by the proponent only, relay to the proponent.	None	4 Hours	<i>Regional Director</i>
	2.5. Merge the files and upload the final PDF application	None	4 Hours	<i>Division Chief / Section Head CBS</i>

	attachments to SWIDB/CBS Google Drive – CPD Folder			
	2.6. Upload and encode the requirements online via CPDAS	None	1 Day	<i>Division Chief / Section Head CBS</i>
	2.7. Track the submitted application. If PRC has comments on the submitted application, CPD Technical Staff shall immediately inform the Proponent to comply within 2 working days. FOs that are accredited CPD providers must submit to their corresponding PRC Regional Office.	None	N/A	<i>Division Chief / Section Head CBS</i>
3. Submit required documents per PRC-NCR's evaluation	3.1. Receive required documents from the Proponent per PRC's evaluation and submit to PRC by uploading in CPDAS	None	2 Days	<i>Division Chief / Section Head CBS</i>
	3.2. Update the monitoring sheet in Google Drive	None	3 Hours	<i>Division Chief / Section Head CBS</i>
	3.3. Upon PRC accreditation, e-mail the proponent office on the	None	1 Day	<i>Division Chief / Section Head CBS</i>

	status of their submitted application.			
CPD Completion Report				
4. Submit Attendance Sheet (Excel file/GSheet) through CPD Portal < http://tinyurl.com/SWIDBCPDPortal >	4.1. Receive and encode the Attendance Sheet in CPDAS	None	1 day	<i>Division Chief / Section Head CBS</i>
5. Submit the CPD Completion requirements through CPD Portal < http://tinyurl.com/SWIDBCPDPortal >	5.1. Track the Completion Report via CPD Portal	None	1 Hour	<i>Division Chief / Section Head CBS</i>
	5.2. Review the Completion documents per PRC and DSWD standards	None	1 day	<i>Division Chief / Section Head CBS</i>
	5.3. Forward the initial review checklist to the Proponent	None	1 Hour	<i>Division Chief / Section Head CBS</i>
6. PO submits revised files based on SWIDB's Initial Review	6.1. After the proponent's revision, review and finalize the completion report requirements If complete and compliant, proceed to the next step If not, return to the proponent until complete.	None	1 Day	<i>Division Chief / Section Head CBS</i>
	6.2. Forward the merged CPD Completion Requirements to the	None	1 Hour	<i>Division Chief / Section Head CBS</i>

	Capability Building (CBD/CBS) Division Chief for review and initials			
	6.3. Review and affix initials on the Completion documents If there are concerns/comments from the CBD-DC, relay them to the proponent (if needed) and respond. Forward the signed file to the DSWD CPD Focal Person	None	4 Hours	<i>Reginal Director</i>
	6.4. Review and sign the Completion documents If there are concerns/comments from the DSWD CPD focal person, relay to the proponent (if needed), then respond.	None	3 Hours	<i>Regional Director</i>
	6.5. Merge and upload the final PDF completion attachments to SWIDB/CBS Google Drive – CPD Folder	None	2 Hours	<i>Division Chief / Section Head CBS</i>
	6.6. Upload the requirements online via CPDAS	None	1 Hour	<i>Division Chief / Section Head CBS</i>

	6.7. Update the monitoring sheet in Google Drive	None	1 Hour	<i>Division Chief / Section Head CBS</i>
	6.8. Upon submission of the completion report, email the proponent on the status and include the Client Satisfaction Measurement Survey (CSMS)	None	2 Hours	<i>Division Chief / Section Head CBS</i>
7. Accomplish CSMS Form	7.1. Technical staff process the CSMS responses and include them in the CSM Report (CSMR).	None	N/A	<i>Division Chief / Section Head CBS</i>
TOTAL		NONE	20 days	

3. KEC Function Room Reservation and Use

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

Office or Division:	Protective Services Division – Capability Building Section		
Classification:	Simple		
Type of Transaction:	Government to Government (G2G)		
Who may avail:	DSWD officials and staff		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Conference Room Reservation			
1. Inquiry from the end user (1 in email, chat, or call)		1. Requesting Party	
2. Registration Form (1 online form)/ Logbook		2. Email sent by the Librarian	
Use			
1. Registration Form (1 online form)/ Logbook		1. Knowledge Exchange Center	
After Use			

1. Client Satisfaction Measurement Survey Form (1 online form)	1. Knowledge Exchange Center
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Conference Room Reservation				
1. Inquire about the availability of the Conference Room	1.1. Receive the inquiry of the client.	None	5 minutes	<i>Division Chief / Section Head CBS</i>
	1.2. Check the Calendar for the availability of rooms. If available , reply confirming availability with the link of the Online Reservation Form with reminders of room guidelines. If not available , inform the client of its non-availability.	None	15 minutes	<i>Division Chief / Section Head CBS</i>
2. Submit accomplished Online Reservation Form	2.1. If the Reservation Form is filled out, perform booking on the KEC Calendar.	None	10 minutes	<i>Division Chief / Section Head CBS</i>
	2.2. Send an email confirming the reservation with the details. <i>If the Client canceled the reservation of the room, delete the scheduled reservation in the Calendar and update the changes in the Reservation Responses Matrix. After which, inform the Client of the action taken and send a CSMS form to the client.</i>	None	10 minutes	<i>Division Chief / Section Head CBS</i>

	<p>2.3. In case of rescheduling as requested by the client, check the Calendar for availability.</p> <p>If available, reply informing availability, perform re-booking in the KEC Calendar and confirm reservation.</p> <p>If not available, inform the client of its non-availability.</p>	None	15 minutes	<i>Division Chief / Section Head CBS</i>
Use of Conference Room				
3. Approach the librarian and Log in to the Registration Desktop	<p>3.1. Upon entering the KEC, request the client to register on the Registration desktop.</p> <p>After use of the room, send a CSMS to the client.</p>	None	5 minutes	<i>Division Chief / Section Head CBS</i>
4. Accomplish the CSM Survey	4.1. Accomplished CSMS are collected and included in CSM Reports (CSMR).	None	15 minutes	<i>Division Chief / Section Head CBS</i>
	TOTAL	NONE	1 Hour and 10 minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback and/or complaints	<p>Accomplish the Client Satisfaction Measurement Survey (CSMS) Form and drop it at the designated drop box of the PACD, or fill up the link provided in the email response from the DSWD hotline email.</p> <p>Contact info: 303-8620 or thru email hotline.focrg@dswd.gov.ph</p>
How feedbacks are processed	<p>The designated Technical Staff shall compile and record all feedback submitted.</p> <p>For feedback requiring answers/updates, they shall be forwarded to the concerned personnel/unit and are required to respond within three (3) days upon receipt of the feedback.</p> <p>The response of the personnel/unit is then relayed to the client/citizen on how the complaints are received by the concerned OBSUs.</p> <p>For inquiries and follow-up, clients may contact the DSWD Field Office Contact info: 303-8620 or thru email hotline.focrg@dswd.gov.ph</p>
How to file a complaint	<p>Accomplish the Grievance Information Form (GIF) and drop it at the designated drop box of the PACD. It can also be filed via telephone (DSWD Official Hotline), DSWD Hotline email, or through the Integrated Grievance Redress Management System Public Portal. Make sure to provide the following information:</p> <ul style="list-style-type: none"> - Name of person being complained - Incident - Evidence <p>For inquiries and follow-up, clients may contact the DSWD Field Office Contact info: 303-8620 or thru email hotline.focrg@dswd.gov.ph</p>
How complaints are processed	<p>The Regional Operations Center (ROC) shall evaluate the complaints received daily. The designated Technical Staff shall coordinate and forward the complaint to the concerned personnel/ unit to respond to the complaint and/or investigate.</p> <p>If necessary after the concern has been addressed or after the conduct of the investigation, the designated Technical Staff to prepare and submit a feedback report to the AOS Director for information and further instruction.</p>

	<p>The designated Technical Staff shall give feedback to the client/s.</p> <p>For inquiries and follow-up, clients may contact the DSWD Field Office Contact info: 303-8620 or thru email hotline.focrg@dswd.gov.ph</p>
Contact Information of CCB, PACE, ARTA	<p>Anti Red Tape Authority (ARTA) complaints@arta.gov.ph or call at 8478–5091 or 8478–5093.</p> <p>Presidential Action Center (PACE) pace@op.gov.ph Hotline 8888 or 82498310 loc. 8175 or 8182 Tel Nos. 8736-8645, 8736-8603, 8736-8606, 8736-8629, 8736-8621</p> <p>Contact Center ng Bayan (CCB) email@contactcenterngbayan.gov.ph 0908-881-6565</p>

LIST OF OFFICES

Office	Address	Contact Information
Promotive Services Division		
Office of the Promotive Services Division Chief	3 rd Floor, Lumilihok Building, DSWD Caraga, R. Palma Street, Barangay Dagohoy, Butuan City	Tel. Nos.: (085) 303-8620 loc. 126
Pantawid Pamilyang Pilipino Program	3 rd Floor, Lumilihok Building, DSWD Caraga, R.	Tel. Nos.: (085) 303-8620 loc. 119

Program Management office	Palma Street, Barangay Dagohoy, Butuan City	
Pantawid Encoding Station	3 rd Floor, Pahigayon Building, DSWD Caraga, R. Palma Street, Barangay Dagohoy, Butuan City	Tel. Nos.: (085) 303-8620 loc. 120
KALAHI CIDSS Program Management office	2 nd 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 st Floor, Lumilihok Building, DSWD Caraga, R. Palma Street, Barangay Dagohoy, Butuan City	Tel. Nos.: (085) 303-8620 loc. 125
Regional Operations Center	4th Floor, Pag-amoma Building, DSWD Caraga, R. Palma Street, Barangay Dagohoy, Butuan City	Tel. Nos.: (085) 303-8620
Protective Services Division		
Office of the Protective Services Division Chief	1 st Floor, Pahigayon Building, DSWD Caraga, R. Palma Street, Barangay Dagohoy, Butuan City	Tel. Nos.: (085) 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 nd Floor, Pahigayon Building, DSWD Caraga, R. Palma Street, Barangay Dagohoy, Butuan City	Tel. Nos.: (085) 303-8620 loc. 131
Regional Learning Commons	3 rd Floor, Pahigayon Building, DSWD Caraga, R. Palma Street, Barangay Dagohoy, Butuan City	Tel. Nos.: (085) 303-8620 loc. 132
Crisis Intervention Section	1 st Floor, Pag-amoma Building, DSWD Caraga, R. Palma Street, Barangay Dagohoy, Butuan City	Tel. Nos.: (085) 303-8620 loc. 103
Policy and Plans Division (PPD)		
Office of the PPD Chief	3 rd Floor, Pahigayon Building, DSWD Caraga, R.	Tel. Nos.: (085) 303-8620 loc. 247

	Palma Street, Barangay Dagohoy, Butuan City	
Policy Development and Planning Section	3 rd Floor, Pahigayon Building, DSWD Caraga, R. Palma Street, Barangay Dagohoy, Butuan City	Tel. Nos.: (085) 303-8620 loc. 244
National Household Targeting Section	3 rd 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 th floor, Pag-amoma Building, DSWD Caraga, R. Palma Street, Barangay Dagohoy, Butuan City	Tel. Nos.: (085) 303-8620
Standards Section	2 nd Floor, Pag-amoma Building, DSWD Caraga, R. Palma Street, Barangay Dagohoy, Butuan City	Tel. Nos.: (085) 303-8620 loc. 105
Disaster Response Management Division (DRMD)		
Office of the DRMD Chief	3 rd 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		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 nd 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 st Floor, Pahigayon Building, DSWD Caraga, R. Palma Street, Barangay Dagohoy, Butuan City	Tel. Nos.: (085) 303-8620 loc. 118
Administrative Division		
Office of the Administrative Division Chief	1 st Floor, Pahigayon Building, DSWD Caraga, R. Palma Street, Barangay Dagohoy, Butuan City	Tel. Nos.: (085) 303-8620 loc. 129
Property and Supply Section	1 st Floor, Pag-amoma Building, DSWD Caraga, R. Palma Street, Barangay Dagohoy, Butuan City	Tel. Nos.: (085) 303-8620 loc. 243
Records Management Section	Palma Street, Barangay Dagohoy, Butuan City	Tel. Nos.: (085) 303-8620 loc. 240

Dormitory	2 nd 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
Procurement Section	1 st 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 nd 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 Performance Management Section	2 nd Floor, Pag-Amoma Building, DSWD Caraga, R. Palma Street, Barangay Dagohoy, Butuan City	Tel. Nos.: (085) 303-8620 loc. 114
Human Resource Welfare Section		Tel. Nos.: (085) 303-8620 loc. 114
Office of the Regional Director		
Office of the Regional Director	2 nd Floor, Pahigayon Building, DSWD Caraga, R. Palma Street, Barangay Dagohoy, Butuan City	Tel. Nos.: (085) 303-8620 loc. 248
Social Technology Unit	2 nd Floor, Pag-Amoma Building, DSWD Caraga, R. Palma Street, Barangay Dagohoy, Butuan City	Tel. Nos.: (085) 303-8620 loc. 126
Internal Audit Section	2 nd Floor, Pahigayon Building, DSWD Caraga, R. Palma Street, Barangay Dagohoy, Butuan City	Tel. Nos.: (085) 303-8620 loc. 248
Social Marketing Section	2 nd Floor, Pag-amoma Building, DSWD Caraga, R. Palma Street, Barangay Dagohoy, Butuan City	Tel. Nos.: (085) 303-8620 loc. 126
Legal Services Section	2 nd Floor, Pahigayon Building, DSWD Caraga, R. Palma Street, Barangay Dagohoy, Butuan City	Tel. Nos.: (085) 303-8620 Loc. 242
Public Assistance and Complaints Desk	Main gate DSWD Caraga, R. Palma Street, Barangay Dagohoy, Butuan City	Tel. Nos.: (085) 303-8620 Loc. 102

Approved by:



MARI-FLOR A. DOLLAGA-LIBANG
Regional Director