Department of Social Welfare and Development

Field Office - Caraga Region

DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT

FIELD OFFICE CARAGA

CITIZEN'S CHARTER

2026 (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.

Department of Social Welfare and Development

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DSWD
Department of Social Welfare and Development

FIELD OFFICE CARAGA

FRONTLINE SERVICES

DSWD
Department of Social Welfare and Development

ADMINISTRATIVE DIVISION

1. Processing of Freedom of Information Request

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 and Archives Management Section
Classification:	Covered by special law/order (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) Accomplished FOI Request Form 2. One (1) photocopy of government issued I.D or valid school I.D (for registered students) (front and back) with photo	The requesting party may visit: http://bit.ly/3H1bTnN for the FOI Request Form or Secure FOI Request Form in the Office of the FOI Receiving Officer / Field Office FOI Receiving Officer
If unable to make a written request, because of illiteracy or disability 1. Visit the nearest DSWD Office or contact Mr. William V. Garcia Jr. in DSWD-Central Office at (02) 8-951-7119 for inquiries	The requesting party may visit the nearest DSWD Office
MANUAL REQUEST (THROUGH FOI REQUEST FORM)	

1. Submit the FOI request form	1.1 Review the completeness of the request and supporting documents; if incomplete or requiring clarification, notify the requesting party via email or through the eFOI Portal and await the response. If no response is received within sixty (60) calendar days, the request shall be closed.	None	1 hour	*FRO / FRO Process Focal* AS-RAMD *Field Office (FO) FOI Receiving Officer (FO-FRO)/FRO Process Focal* FO AD-RAMS
	1.2 Review the FOI request and accept if accurate and complete; otherwise, deny.	None	40 minutes	*FRO / FRO Process Focal* AS-RAMD *FO-FRO/FRO Process Focal* FO AD-RAMS
	1.3 Outright denial shall apply if the: a. information is already available online; b. substantially similar or identical to a previous request; or c. not maintained by the Department but available from another government agency In which case, the request shall be denied, and a reply letter signed by the FRO/Regional Director shall be transmitted to	None	4 hours	*FRO / FRO Process Focal* AS-RAMD *FO-FRO* FO AD-RAMS

	the requesting party, indicating the full reason for denial.			
	1.4 Draft a memorandum endorsing the request to the FOI Decision Maker (FDM) / Field Office FOI Decision Maker (FO-FDM) for evaluation.	None	1 hour	*FRO / FRO Process Focal* AS-RAMD *FO-FRO/FRO Process Focal* FO AD-RAMS
	1.5 Sign the memorandum.	None	30 minutes	*FRO* *FO-FRO* FO AD-RAMS
	1.6 Transmit the memorandum endorsing the FOI request to FDM / FO FDM	None	30 minutes	*FRO / FRO Process Focal/Outgoing Staff* AS-RAMD *FO-FRO/Outgoing Staff* FO AD-RAMS
	1.7 Update status in the FOI Monitoring Tool and file a copy of the endorsement letter and FOI request form.	None	15 minutes	*FRO / FRO Process Focal* AS-RAMD *FO-FRO/FRO Process Focal* FO AD-RAMS
	1.8 Receive the endorsement letter from FRO / FO FRO.	None	10 minutes	*FDM Process Focal* CO Legal Service *FO-FDM / FDM Process Focal* Office of the Regional Director
	1.9 Conduct an assessment of the FOI request to determine if the request falls within FOI exemptions. 1.9.1 If the request does not fall within the exemptions, conduct the necessary	None	1 day, 3 hours, and 30 minutes	*DSWD FDM / FDM Process Focal* CO Legal Service *FO-FDM / FDM Process Focal* Office of the Regional Director

	research and coordinate with the concerned offices to gather the information. 1.9.2 If the request falls within the FOI exemptions, prepare a written response explaining the reason for denial. 1.10 Send the official reply to the client through e-mail.			
	1.11 Prepare and endorse a memorandum to the concerned Office/Bureau/Service/ Unit (OBSU/s) and/or FO counterparts. 1.11.1 Upon approval, the memorandum shall be finalized and issued to facilitate the processing of the FOI request. 1.11.2 If there are revisions required, the draft memorandum shall be updated to incorporate the comments and re-submitted to the LS-OD for approval.	None	1 day, 3 hours	*FDM Process Focal* CO Legal Service *FO-FDM / FDM Process Focal* Office of the Regional Director
	1.12 Sign the memorandum for release to the concerned CO OBSUs / FO counterparts.	None	30 minutes	*DSWD FDM* Legal Service *FO FDM* Office of the Regional Director
	1.13 Record, scan, and send the signed	None	30 minutes	*Administrative Aide IV*

	memorandum to the concerned CO OBSU/s/FO counterparts through e-mail or hard copy, to notify them accordingly.			CO Legal Service *Administrative Aide IV* Office of the Regional Director
	1.14 Route the hard copy of the signed memorandum to the concerned CO / FO OBSDs	None	20 minutes	*Administrative Aide IV* CO Legal Service *Administrative Aide IV* Office of the Regional Director
	1.15 Receive the memorandum from the DSWD FOI Decision Maker (FDM) / FO FOI Decision Maker (FO-FDM)	None	15 minutes	*Concerned DSWD CO/FO Office/s*
	1.16 Retrieve the requested information and transmit it to the FOI Receiving Officer within ten (10) working days from receipt of the endorsement. If the concerned office does not maintain the requested information, it shall notify the FOI Receiving Officer in writing within two (2) working days from receipt of the referral. 1.17 Depending on the complexity of the request, the concerned office may be granted an extension of up to twenty (20) additional working days, as allowed under the Executive Order. Any	None	9 days, 6 hours, and 25 minutes	*Concerned DSWD CO/FO Office/s*

	approved extension shall be communicated to the requesting party through the FDM focal person at least three (3) days before the initial response deadline.			
	1.18 Forward the requested data to the FOI Receiving Officer / FO FRO.	None	1 hour and 20 minutes	*Concerned DSWD CO/FO Office/s*
	1.19 Receive the response from the DSWD office with the requested information.	None	15 minutes	*DSWD FRO Process Focal* AS-RAMD *DSWD FO FRO Process Focal* AD-RAMS
	1.20 Review the submitted information for completeness. 1.20.1 If complete, prepare a formal letter endorsing the information to the Requesting Party. 1.20.2 If incomplete, return the submission to the concerned office for completion.	None	5 hours	*DSWD FRO Process Focal* AS-RAMD *DSWD FO FRO* AD-RAMS
	1.21 Sign the letter endorsing the data/information to the Requesting Party	None	1 hour and 25 minutes	*DSWD FOI Receiving Officer (FRO)* AS-RAMD *DSWD Field Office FOI Decision Maker (FDM)* Office of the Regional Director

2. Receive the requested information through e-mail or hard copy.	2.1 Transmit the approved information to the requesting party via e-mail or mail.	None	1 hour	*DSWD FRO Process Focal* AS-RAMD *DSWD FO FRO Process Focal* AD-RAMS
	2.1 Update the status in the FOI Monitoring Tool and file a copy of the endorsement letter to the requesting party.	None	20 minutes	*DSWD FRO Process Focal* AS-RAMD *DSWD FO FRO Process Focal* AD-RAMS
	TOTAL:	**None**	(Per EO 02 s2016) 15 working days **Note:** As prescribed by the EO, the total processing time may be extended to 35 working days, depending on the complexity of the request.	

DISASTER RESPONSE MANAGEMENT DIVISION

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 SOP. 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:	Field Office Disaster Response Management Divisions			
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: *Situational Report / Disaster Incident Report and its relative attachments based on existing guidelines* - (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 (RD) with either of the following attachments: Situational Report / Disaster Incident Report and its relative attachments based on existing guidelines.	1.1 Receive the request and log the documents, and route LGU request to Disaster Response Management Division (DRMD) Chief	None	5 Minutes	*Regional Director (RD)*

	1.2 Endorse the request to Disaster Response and Rehabilitation Section (DRRS) Head for review	None	10 Minutes	*Disaster Response Management Division (DRMD) Chief*
	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: a. latest Disaster Response Operations Monitoring and Information Center (DROMIC) Report b. Rapid Damage Assessment and Needs Analysis (RDANA) Report c. DSWD Predictive Analytics If assessed to be invalid, proceed to Agency Action Step 1.9	None	2 Hours	*Disaster Response and Rehabilitation Section (DRRS) Head*
	1.4 Coordinate with the Regional Resource Operation Section (RROS) Head / Staff to validate availability of FNI	None	30 Minutes	DRRS Head

	Resources for augmentation to LGUs, and to determine other logistics requirements.			
	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 (OUSDRMG), attention Disaster Response Management Bureau (DRMB). 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	None	1 Hour	DRRS and/or Regional Resource Operation Section (RROS) Head
	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 in order, return to AA #1.3.	None	1 Hour	DRMD Chief
	1.7 Review all documents and provide recommendations; if found in order initial RIS/IF and other pertinent documents	None	1 Hour	Assistant Regional Director for Operations (ARDO)

	and endorse to the Regional Director. If documents are not in order, return to AA #1.6			
	1.8 Approval / Disapproval of RD, and route to DRMD for action.	None	1 Hour	Regional Director (RD)
	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. 1.10 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	*DRMD Chief* *DRRS/RROS Head*
2. Receive response from DSWD. If the request is approved, confirm / agree on the schedule of delivery / hauling of goods.	2.1 Facilitate preparation and signature of Delivery Receipt by RROS Head;	None	1 Hour	*DRRS/RROS Head*
	2.2 Facilitate release of goods to LGUs as per the delivery plan agreed upon by both DSWD and the requesting LGU. 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.	None	within 5 Days, 5 Hours and 45 Minutes	*DRRS/RROS Head*

3. Receive requested goods through hauling or delivery and sign the receipt of RIS/IF and Delivery Receipt / Issuance Receipt. 3.1 Fill-out Client Satisfaction Measurement Form (CSMF)	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. 3.2 Report on the release of FNIs thru submission of any of the following – • Summary Report • Feedback Report • Signed RIS • Delivery Receipts • FNI Augmentation and Delivery Report – reflecting release of goods to the DRMD Head and DROMIC	None	1 Hour	*RROS / DRRS Head*
TOTAL		**None**	For the processing of request - **1 Day, 2 Hours, 15 Minutes** 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

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 Bureau of Internal Revenue Memorandum Circular No. 86-2014 dated December 5, 2014.

Office or Division:	Financial Management Division
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
A. Requesting of Certificate 1. Request form for Certificate of Donation (1 Original Copy)	For Central Office (CO) - ADRP Records and Reporting Section For Field Offices (FO) - Accounting Section Schedule of request: Monday – Friday, 8:00 AM – 5:00 PM
2. Cash Donation and Acceptance Form (for cash donations above P5,000) or Notarized Deed of Donation (1 Original Copy)	For Cash Donation and Acceptance Form - Cash Division of Financial Service (CO) / Cash Section (FO) For Notarized Deed of Donation - Requesting Party/Donor
3. Official receipt for Cash Donations or Acknowledgement receipt and Delivery receipt for Donations in Kind (1 Original Copy)	For Cash Donation - Cash Division of Financial Service (CO) / Cash Section (FO) For Donations in Kind - Office/Bureau in DSWD who receive the donation
B. Claiming of Certificate 4. Claim Stub (1 Original Copy)	For Central Office (CO) - ADRP Records and Reporting Section For Field Offices (FO) - Accounting Section
For online clients	
A. Requesting of Certificate 1. Request form for Certificate of Donation (1 Electronic Copy)	Download and print the request form from https://bit.ly/FSGeneralForms (select DSWD-FMS-GF-002_REV 01_REQUEST FORM FOR CERTIFICATE OF DONATION [word])

2. Cash Donation and Acceptance Form (for cash donations above P5,000) or Notarized Deed of Donation (1 Electronic Copy)	For Cash Donation and Acceptance Form - Cash Division of Financial Service (CO) / Cash Section (FO) For Notarized Deed of Donation - Requesting Party/Donor
3. Official receipt for Cash Donations or Acknowledgement receipt and Delivery receipt for Donations in Kind (1 Electronic Copy)	For Cash Donation - Cash Division of Financial Service (CO) / Cash Section (FO) For Donations in Kind - Office/Bureau in DSWD who receive the donation
B. *Claiming of Certificate* 4. E-mail Acknowledgement Receipt (1 Printed Copy) • Cash Donation and Acceptance Form (for cash donations above P5,000) or 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)	E-mail from accounting@dswd.gov.ph for CO or accounting.fo#@dswd.gov.ph for FOs For Cash Donation and Acceptance Form - Cash Division of Financial Service (CO) / Cash Section (FO) For Notarized Deed of Donation - Requesting Party/Donor For Cash Donation - Cash Division of Financial Service (CO) / Cash Section (FO) For Donations in Kind - Office/Bureau 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 each)	• Requesting Party/Donor and His/Her Authorized Representative

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit the ADRP Records and Reporting Section of the CO or Accounting Section in the FO to secure the request form. -or-	1.1 Provide the request form for Certificate of Donation to walk-in client/s.	None	5 Minutes	Central Office: *Division Chief,* ADRP Field Office: *Section Chief,* Accounting Section

Secure the request form by visiting the link and download the form via https://bit.ly/FSGeneralForms				
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). -or- Fill-out and submit the scanned form together with the supporting documents and email the documents via accounting@dswd.gov.ph for CO or accounting.fo#@dswd.gov.ph for FO. *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 Accounting Staff on the schedule to claim the Certification.	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. -or- 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. *Note:* Only requests with complete requirements shall be accepted and processed. All requests with incomplete requirements shall be returned to the client.	None	5 Minutes (Walk-in/Online)	Central Office: *Division Chief,* ADRP Field Office: *Section Chief,* Accounting Section
	2.2 The Accounting Staff shall record in the monitoring sheet the details of the donation	None	5 Minutes	Central Office: *Division Chief,* ADRP Field Office:

	and indicate on the claim stub or email acknowledgement the schedule of release of BIR Form 2322: Certificate of Donation.			*Section Chief,* Accounting Section
	2.3 The Accounting Staff shall prepare the Certificate of Donation for signature of the FS Director and seal of the Office of the Secretary	None	6 Days, 7 Hours	Central Office: *Division Chief,* ADRP Field Office: *Section Chief,* Accounting Section
	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	Central Office: *Division Chief,* ADRP Field Office: *Section Chief,* Accounting Section
3. The donor/ authorized representative shall personally visit the 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	3.1 The Accounting Staff shall issue the BIR Form 2322: Certificate of Donation and assist the client to sign in the logbook as a proof that the Certification has been received.	None	5 Minutes	Central Office: *Division Chief,* ADRP Field Office: *Section Chief,* Accounting Section

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-issue d ID of the donor and his/her authorized representative, if applicable				
	TOTAL:	**None**	**6 Days, 7 Hours, 30 Minutes**	

HUMAN RESOURCE MANAGEMENT AND DEVELOPMENT DIVISION

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 Central Office (CO) 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 (PAS)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Separated Central Office Officials, Employees and COS Workers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. One (1) original copy of Document Request Form (DRF) or formal letter or e-mail request	PAD Receiving Area Client
2. One (1) photocopy of CO Clearance Certificate	Client or if none, FILE 201 / PER 16
3. One (1) original copy or scanned copy (for email request) of Authorization Letter (if necessary)	Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send the request through mail/ e-mail or accomplish the DRF (write contact details, as needed) and submit to PAD together with supporting documents, if any.	1.1 Receive or acknowledge request for COE from the client and forward to personnel handling COE requests (via DRF or email)	none	10 minutes	*Division Chief, Personnel Administration Section*
2. Wait for advice of the assigned PAD Focal Person	2.1 Review the request based on the purpose indicated in the request.	none	2 days, 4 hours	*Division Chief, Personnel Administration Section*

	2.2 Draft/ print and forward the COE following the standard template to the authorized signatory for review/ certification *Note: Use Service Card or 201 File/ PER 16 or Database for COS Workers as reference in preparation of COE*			
	2.3 If the COE is to be sent via courier service, prepare and print the transmittal letter and attach the COE			
	2.4 Review/ sign/affix initials on the COE/transmittal.	none	3 hours and 30 minutes	*Division Chief, Personnel Administration Section*
3. If the COE is for pick-up, proceed to PAD and get the requested document. If the COE is to be sent via courier service, wait until the parcel is sent to a given address. Submit an authorization letter if the COE will be claimed by a representative on behalf of the requesting party	3.1 Inform the client that the COE is ready for releasing via e-mail/SMS/call. 3.2 Provide one (1) duly signed COE to the client.	none	20 minutes	*Division Chief, Personnel Administration Section*

	3.3 If the COE is to be sent via courier service, forward the document to the Records and Archives Management Division (RAMD).	none		
	TOTAL	**none**	**3 working days**	

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

The CLWOP/CNLWOP is issued to separated Officials and employees in the Central Office (CO) 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 (PAS)
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Separated CO Officials and Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. One (1) original copy of HRMDS-PAD Request Form or formal letter or e-mail request	PAD Receiving Area Client
2. One (1) photocopy of CO Clearance Certificate	Client or if none, 201 FILE
3. One (1) original copy or scanned copy (for email request) of Authorization Letter (if necessary or applicable)	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, accomplish the HRMDS-PAD Document Request Form and submit to PAD. *(Write also the*	1.1 Receive the complete documents submitted. 1.2 Forward the request to the PAD Focal Person.	none	5 minutes	*Division Chief, Personnel Administration Section*

contact details for courier purposes, if needed) and submit to PAD together with complete supporting documents.				
2. Wait for advice of the assigned Focal Person	2.1 Review the submitted documents and verify if the client has an existing ELARS[1] record. 2.1.1 If no ELARS record exists, encode the ELARS. 2.1.2 If an ELARS record exists but has not been reviewed, review/check the ELARS vis-à-vis the leave card. 2.1.3 If an ELARS record exists and has already been reviewed, reprint the corrected ELARS, if errors are found. 2.2 Encode the required details in the CLWOP/CNLWOP, print the issuance, and attach the required supporting documents.	none	6 days, 4 hours, and 35 minutes	*Division Chief, Personnel Administration Section*
	2.3 Forward the CLWOP/CNLWOP to the Certifying Authority for certification. 2.4 The Certifying Authority shall sign	none	2 hours	*Division Chief, Personnel Administration Section*

[1] Electronic Leave Administration and Recording System

	the CLWOP/ CNLWOP.			
3. Inform PAD of preferred method of receiving the duly-signed Certificate.	3.1 Inform the client via email/SMS/call/chat that the CLWOP/ CNLWOP is ready for release, and ask for the client's preferred method of receiving the duly signed CLWOP/ CNLWOP.	none	5 minutes	*Division Chief, Personnel Administration Section*
4. *If the Certificate is to be sent via courier service*, wait until the parcel is sent to the given address.	4.1 Outgoing Clerk or Email Custodian shall return the CLWOP/ CNLWOP to the Focal Person. 4.2 The Focal Person shall prepare the transmittal with information on how to return the CSMF. Attach the duly signed CLWOP/ CNLWOP 4.3 The Certifying Authority shall sign the transmittal letter. 4.4 Encode tracking details in the applicable document tracking system used by the office or through logs. 4.5 Forward the document to the Records and Archives Management Division/Section for courier service.	none	1 hour and 5 minutes	*Division Chief, Personnel Administration Section*
5. *If the Certificate is for pick-up in the DSWD CO*, proceed to PAD and claim the	5.1 If the CLWOP/ CNLWOP is for pick-up, provide one (1) duly signed	none	10 minutes	*Division Chief, Personnel Administration Section*

requested document.	CLWOP/CNLWOP to the client.			
TOTAL		**none**	**7 working days**	

3. Issuance of Service Record to Separated Officials and Employees

The Service Record (SR) is being issued to separated officials and employees in the Central Office (CO) 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 (PAS)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Separated Central Office Officials and Employees

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. One (1) original copy of Document Request Form or formal letter or e-mail request	PAD Receiving Area Client
2. One (1) photocopy of CO Clearance Certificate	Client or if none, FILE 201 / PER 16
3. One (1) original copy or scanned copy (for email request) of 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 Document Request Form (write contact details as needed) and submit to PAD together with supporting documents, if any.	1.1 Receive or acknowledge request for SR from the client and forward to personnel handling SR requests (via: DRF/email)	none	10 minutes	*Division Chief, Personnel Administration Section*
2. Wait for advice of the assigned PAD Focal Person	2.1 Review the request based on the purpose indicated therein	none	2 days, 4 hours	*Division Chief, Personnel Administration Section*

	2.2 Draft/print and forward the SR following the standard template to the authorized signatory for review/ certification *Note: Use Service Card or 201 File/as reference in preparing SR*			
	2.3 If the SR is to be sent via courier service, prepare and print the transmittal letter and Attach the SR			
	2.4 The Authorized Certifying authority shall review/ sign/initial the SR / transmittal letter.	none	3 hours and 30 minutes	*Division Chief, Personnel Administration Section*
3. If the SR is for pick-up, proceed to PAD 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.	3.1 Inform the client that the SR is ready for releasing via e-mail/SMS/call. 3.2 Provide one (1) duly signed SR to the client. 3.3 If the SR is to be sent via courier service, forward the document to the Records and Archives Management Division (RAMD).	none	20 minutes	*Division Chief, Personnel Administration Section*
	TOTAL	**none**	**3 working days**	

DSWD
Department of Social Welfare and Development

PANTAWID PAMILYANG PILIPINO PROGRAM

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 with an initial response. This Standard Operating Procedure 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)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	4Ps Beneficiaries, and General Public

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. 4Ps ID or 1 valid ID (Original Copy), Any Proof of grievance, if available	4Ps ID: City or Municipal Operations Office (C/MOO) for 4Ps beneficiary Valid ID: Any government office responsible for the issuance of valid ID for non-4Ps beneficiary

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Proceed to the 4Ps Assistance Desk, and provide details about the grievance. Present the 4Ps ID for 4Ps beneficiary or 1 valid ID for non-4Ps, for verification of identity.	1.1. Verify the identity of the client and assess/ evaluate the received complaint. 1.2. If the client is a beneficiary or a former beneficiary, check the status of the concerned beneficiary in the Pantawid Pamilya Information System (PPIS).	None	10 minutes	*Project Development Officer (PDO) V, 4Ps*

	Note: *Refer to the Grievance Redress System Field Manual for guidance on the intake of grievances.*			
	1.3. Encode the transaction correctly and completely in the GRS Information System. **Note**: *For instances when the GRS Information System is inaccessible, the staff may use the Client Assistance Form for the grievance intake.*	None	5 minutes	*PDO V, 4Ps*
	1.4. Depending on the type of grievance, check supporting documents provided, if available.	None	2 minutes	*PDO V, 4Ps*
	1.5. Assess all the data and information available and discuss with the client the findings and next steps to take. 1.5.1. If all information is readily available to resolve the case, resolve the grievance and provide feedback to the client. and proceed to step 3.1. 1.5.2. If other information is needed and the grievance cannot	None	15 minutes	*PDO V, 4Ps*

	be resolved immediately, explain to the client the process that will be undertaken in processing the grievance, and inform the client that he/she will be contacted thru his/her mobile number. 1.5.3. Print and provide a copy of the encoded transaction to the client. **Note**: *For instances when the GRS Information System is inaccessible, the client will be given an acknowledgment receipt found at the bottom of the Client Assistance Form.*			
2. Wait for the updates on the status of the grievance.	2.1. Endorse the case to the concerned office (DSWD Field Office, and/or OBSU), through email notification, for processing and updating of the transaction in the GRS Information System (GIS), reflecting the actions taken by the concerned office within three (3) working days.	None	4 hours	*PDO V, 4Ps*

	2.2. Monitor the status of the transaction and check for updates from the concerned office in the GRS Information System.	None	2 days, 3 hours and 18 minutes	*PDO V, 4Ps*
3. Receive update or feedback on the status of the grievance.	3.1. Provide the client an update or feedback about the status of the case. **Note**:*For cases that are not immediately resolved upon intake, and are referred to other offices for appropriate action, provide feedback either through text messaging or phone call. For instances when the clients did not provide contact information, the provision of feedback may be coursed through the assigned City/Municipal Link.*	None	5 minutes	*PDO V, 4Ps*
	3.2. Update the status of the case in the GRS Information System.	None	5 minutes	*PDO V, 4Ps*
Total	**If the grievance is resolved outright**	**None**	**42 minutes**	
	If the grievance is referred to the concerned office (DSWD Field Office, and/or OBSU) for resolution and feedback is provided to the client	**None**	**3 days**	

DSWD
Department of Social Welfare and Development

POLICY AND PLANS DIVISION

POLICY DEVELOPMENT AND PLANNING SECTION

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

This external service outlines DSWD's "research protocol", including review, submission, and approval processes for research requests. It aims to streamline the process for researchers to submit complete applications and ensure timely approvals.

Requests for primary data for academic, policy or program development purposes, shall be part of the scope of this procedure. However, it does not cover the following research study-related activities / requests:

1. Requests for secondary data (refer to Memorandum Circular No. 1, s. of 2023);
2. Review and approval of in-house, joint, or outsourced researches initiated by the Department (refer to DSWD-PDPB-SOP-003);
3. Review of DSWD-initiated studies per ethical standards (refer to Memorandum Circular No. 8, s. of 2022);
4. Conduct of Time and Motion studies for process mapping and re-engineering of programs and services under the EODB Law; and
5. Conduct of Regulatory Impact Assessment of DSWD programs and services.

Office or Division:	Central Office: Policy Development and Planning Bureau (PDPB) - Policy and External Assistance Division (PEAD); Field Offices: 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 researchers (e.g., students, academe, other government agencies including members of other branches of government, local and international organizations or research institutions, and other independent researchers, 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 copy)	Researcher
2. Research instruments and/or Data gathering tools, if applicable (1 copy)	Researcher

If the request shall undergo Research Protocol:	
1. Request letter (1 copy)	Researcher
2. Research Request Form (1 copy)	PDPB-PEAD / PPD-PDPS
3. Research Brief (1 copy)	PDPB-PEAD / PPD-PDPS
4. Research Instruments and/or Data Gathering Tools (1 copy)	Researcher
5. Informed Consent Forms (1 copy)	Researcher
6. Data Privacy and Consent Form (1 copy)	PDPB-PEAD / PPD-PDPS

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 / PPD Chief / PDPS Section Head and/or the research request documents and ensure the details are encoded in the office's document tracking / monitoring system, and the researcher is furnished with a receiving copy of the request letter. 1.2. Orient the researcher on the process and provide them copies of the printed / digital Information, Education and Communication (IEC) Materials and Citizen's Charter detailing the process flow and requirements	None	2 hours	Central Office: *Director* Policy Development and Planning Bureau Field Office: *Regional Director* Field Office

	1.3. If the request is received through email, reply and acknowledge receipt with attached digital leaflets / IEC materials and Citizen's Charter showing the process flow and requirements. 1.4. Endorse to the Division Chief (PDPB - Policy and External Assistance Division / Policy and Plans Division) or Policy Development and Planning Section Head for assignment and further instructions (if any) to the concerned technical staff.			
	1.5. Review the request and assign to available Technical Staff 1.6. Requests for secondary data will be coursed through the DSWD FOI Portal or FOI Receiving Officer and will be forwarded to the concerned OBSU/ODSU. For non-confidential information falling within the PDPB's scope, the request will be forwarded to the relevant division without the need for CSMS administration.	None	4 hours	Central Office: *Division Chief (DC)* Policy and External Assistance Division Field Office: *Section Head* Policy Development and Planning Section

	1.7. Review the request and assess if it shall undergo research protocol using the *Checklist for Reviewing Research*. 1.7.1. If the request needs to secure a Data Sharing / Non-Disclosure Agreement (DSA/NDA), endorse to the concerned OBSU and their Compliance Officer for Privacy (COP) for review and onward facilitation of DSA / NDA. Note: The DSA/NDA can be processed alongside research approval, but data gathering will not commence until the DSA/NDA is approved, even if the research request has been approved. 1.7.2. If the request will undergo research protocol, check for completeness of submitted requirements. 1.7.2.1. If requirements are incomplete, disapprove the request and inform the researcher of the decision, including the list of missing requirements. If the researcher resubmits	None	2 hours	<u>Central Office:</u> *Division Chief (DC)* Policy and External Assistance Division <u>Field Office:</u> *Section Head* Policy Development and Planning Section

	with complete requirements, the request will be treated as a new transaction and will return to Step 1 of the process.			
	1.7.3. If the request will not undergo research protocol, endorse the researcher to the concerned DSWD OBSUs using the *Endorsement of Research Request Form*. Copy furnish the researcher.		4 days *(only for requests that will not undergo research protocol)*	
	1.8. For requests with complete documentary requirements, proceed to the review of the research request in consultation with the concerned OBSUs / ODSUs using the *Research Review Checklist for External Research Requests*. 1.9. Receive the comments / inputs and recommendations from other offices.	None	7 days	<u>Central Office:</u> *Division Chief (DC)* Policy and External Assistance Division <u>Field Office:</u> *Section Head* Policy Development and Planning Section
	1.10. Assess if the request shall be recommended for approval.	None	1 day	<u>Central Office:</u> *Division Chief (DC)* Policy and External Assistance Division <u>Field Office:</u> *Section Head*

				PPD - Policy Development and Planning Section
	1.10.1. If recommended for approval, prepare recommendation for approval using the *Outline Memorandum of Recommendation on the Research Request* for review and initials of the PEAD Chief / PDPS Head and approval of the PDPB Director / PPD Chief. This shall include the consolidated recommendations from the concerned OBSUs / FOs. 1.10.2. If not recommended for approval, communicate the decision to the researcher using the *Letter to Researcher re: Decision on Research Request* and inform them of relevant revisions that are needed to be made. Two (2) days will be given to the researcher to officially respond, through a letter or email, if they will continue or terminate their request. 1.10.2.1 If pursuing the request, ask the	None	1 day	<u>Central Office:</u> *Division Chief (DC)* Policy and External Assistance Division <u>Field Office:</u> *Section Head* Policy Development and Planning Section

	researcher to submit a revised proposal based on DSWD's comments then go back to Step 1.10. Note that the tracking of hours / days will pause and only resume once it reaches Step 1.10.			
	1.11. Approve / disapprove request based on recommendations 1.11.2. If approved, inform the researcher and endorse them to the concerned OBSUs / FOs. 1.11.2.1. Coordinate with the concerned office where the research request was endorsed and assist the researcher in matters related to conduct of data gathering activities. 1.11.3. If not approved, go back to Step 1.10.2. (Continuation or Termination of Request)	None	2 days	<u>Central Office:</u> *Director* Policy Development and Planning Bureau <u>Field Office:</u> *Division Chief* Policy and Plans Division
	TOTAL:	**None**	**5 days (non-protocol); 12 days (protocol)**	

STANDARDS SECTION

1. 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:	DSWD Field Office - 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)	• 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: ***a.*** Pictures of office and direction sketch (1 photocopy); and ***b.*** At least one of the following documents (1 original copy): *i. Barangay certification* *ii. Certification or endorsement from at least two (2) publicly known individuals in the community* ***iii.*** *Other documents showing proof of existence*	• CSO Beneficiary Applicant
3. Proof of organization, namely: 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).	• CSO Beneficiary Applicant
4. Certificate of Good Standing – if the CSO applicant has received public funds prior	• Government agency or agencies from which it has received public funds, **or**;

to its application; Specifically stating that the CSO has liquidated, in accordance with COA regulations, all fund transfers due for liquidation (1 original copy).	• **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)	• 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 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 Conduct 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 persons and other related documents	None	5 days	*Regional Director* DSWD Field Offices
	2.5 Prepare and sign Validation Report and Abstract with supporting documents.	None	2 days	*Regional Director* DSWD Field Offices
	2.6 Facilitate conduct of evaluation and deliberation by the Field Office - Accreditation Committee.	None	2 days	*Regional Director* DSWD Field Offices
	2.7.Prepare the Certificate of Accreditation	None	1 day	*Regional Director* DSWD Field Offices
	2.8.Facilitates the signing of the Certificate of Accreditation	None	1 day	*Regional Director* DSWD Field Offices
	2.9. Post of list of accredited Beneficiary CSOs to FO-assigned bulletin board	None	1 day	*Regional Director* DSWD Field Offices

	2.10 If found to be incomplete, prepares acknowledgement memorandum returning the application documents for compliance to the concerned Program or Bureau	None	1 day	*Regional Director* 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 6 hours	*Regional Director* 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	*Regional Director* DSWD Field Offices
	TOTAL:	**None**	**20 working days**	

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

2. Issuance of Regional Regular Public Solicitation Permit to Person/Individual, Corporation, Organization, Social Welfare and Development Agency, and Government Agency

The process of assessing the applicant person/individual, corporation, organization, or association's eligibility to conduct public solicitation activities and avail public solicitation permit.

Office or Division:	**Standards Compliance Division – Standards Bureau, DSWD Central Office**
Classification:	Complex
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government G2B - Government to Business
Who may avail:	All eligible person/individual, organized groups, non-profit corporations, non-government organizations, agencies, or associations including civil society organizations (CSOs), government agencies, social welfare and development agencies with valid Certificate of Registration and License to Operate desiring to solicit funds for charitable and public welfare purposes within one (1) region.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE

Note to Applicant:

1. 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. 09, series of 2024. Moreover, scanned copies of documents will be accepted if applied via HELPS, but the original copy will be checked during the monitoring visit.
2. For first-time applicant SWDAs, application for DSWD Public Solicitation Permit may be applied/submitted simultaneously with their CRLTO application through the DSWD HELPS. However, assessment procedures for their Public Solicitation Permit shall commence only once their application for CRLTO has been approved/issued.
3. DSWD SWDAs with valid CRLTO may apply for Public Solicitation Permit during the validity of their CRLTO through the DSWD HELPS.
4. Other entities/applicants must register in the DSWD HELPS and log-in their account to apply for their Public Solicitation Permit as Non-SWDA.
5. In cases of system failure, SB shall make an official announcement regarding the matter and only then applicants may submit their application documents along with the proof of payment in the official email address of SB.
6. All applications must be received and assessed through the DSWD HELPS. In case of a system failure, SB shall make an official announcement regarding the matter and only then the applicants may submit their application documents along with the proof of payment to the official email address of DSWD Standards Bureau (SB). Due to the aforesaid circumstance, applications received through email shall be reviewed and assessed manually following the prescribed process flow and processing time.

NEW APPLICATION FOR PUBLIC SOLICITATION PERMIT

A. SWDA with valid CRLTO

1. Notarized Declaration Form (Annex C) *(1 Scanned copy)*	• DSWD Harmonized Electronic License and Permit System (HELPS): https://helps.dswd.gov.ph/ • DSWD Official Website: https://www.dswd.gov.ph/ • DSWD Standards Bureau Microsite: https://standards.dswd.gov.ph/issuances/
2. Proof of payment *(1 Scanned copy)**	• DSWD Central Office - Standards Bureau (SB) to provide Account details of GCash, Maya, and Landbank
** Applicable only during system downtime, as officially declared by the DSWD, wherein the applicant may submit the application document with the proof of payment to the official email address of the DSWD Standards Bureau (SB).*	
B. Organized Groups	

1. Certified True Copy (CTC) of Certificate of Registration with SEC which has jurisdiction to regulate the group, and Articles of Incorporation. *(1 Scanned copy)*	• **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.)
2. Copy of the General Information Sheet (GIS) duly received by SEC or any similar document from a regulatory government agency that has jurisdiction to regulate the applying organization or agency *(1 Scanned copy)*	• **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.)
3. Notarized Declaration Form for Other Organizations/ Associations/ Corporations (Annex D) *(1 Scanned copy)*	• DSWD Harmonized Electronic License and Permit System (HELPS): https://helps.dswd.gov.ph/ • DSWD Official Website: https://www.dswd.gov.ph/ • DSWD Standards Bureau Microsite: https://standards.dswd.gov.ph/issuances/
4. Written agreement or any similar document signifying the intended beneficiary/ies concurrence as the recipient of the fundraising activities. *(1 Scanned copy)*	• From the applicant signed by the intended beneficiary/recipients or its head/authorized representative

For children beneficiaries, only the parent/s of the child/ren or maternal/paternal relative/s may sign the document on behalf of the child. *Beneficiaries who are in a group or community may be represented by their group/community leader or chosen representative in this agreement.*	
5. If applicable, endorsement or Certification from any but not limited to the following agencies allowing the applicant to undertake solicitation activities in their agency's jurisdiction such as: *(1 Scanned copy)*	• From the agency that allows applicants to undertake solicitation activities in their jurisdiction

a. Director of Private Schools b. Schools Superintendent of Public School c. Head or authorized representative of National Government Agencies (NGAs) d. Head or authorized representative of Local Government Unit (LGU) e. Bishop/Parish Priest/ Minister or Head of Sect or Denomination f. Others	
6. Pledge of Commitment (Annex I) *(1 Scanned copy)*	• DSWD Harmonized Electronic License and Permit System (HELPS): https://helps.dswd.gov.ph/ • DSWD Official Website: https://www.dswd.gov.ph/ • DSWD Standards Bureau Microsite: https://standards.dswd.gov.ph/issuances/
7. Proof of payment *(1 Scanned copy)**	• DSWD Central Office - Standards Bureau (SB) to provide Account details of GCash, Maya, and Landbank
** Applicable only during system downtime, as officially declared by the DSWD, wherein the applicant may submit the application document with the proof of payment to the official email address of the DSWD Standards Bureau (SB).*	
C. Non-profit corporations/Non-government organizations/associations (including Civil Society Organizations)	

1. Certified True Copy (CTC) of Certificate of Registration with SEC which has jurisdiction to regulate the group, and Articles of Incorporation *(1 Scanned copy)*	• **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.)
2. Copy of the General Information Sheet (GIS) duly received by SEC or any similar document from a regulatory government agency that has jurisdiction to regulate the applying organization or agency *(1 Scanned copy)*	• **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.)

3. Notarized Declaration Form for Other Organizations/ Associations/ Corporations (Annex D) *(1 Scanned copy)*	• DSWD Harmonized Electronic License and Permit System (HELPS): https://helps.dswd.gov.ph/ • DSWD Official Website: https://www.dswd.gov.ph/ • DSWD Standards Bureau Microsite: https://standards.dswd.gov.ph/
4. Written agreement or any similar document signifying the intended beneficiary/ies concurrence as the recipient of the fundraising activities. *(1 Scanned copy)* *For children beneficiaries, only the parent/s of the child/ren or maternal/paternal relative/s may sign the document on behalf of the child.* *Beneficiaries who are in a group or community may be represented by their group/community leader or chosen representative in this agreement.*	• From the applicant signed by the intended beneficiary/recipients or its head/authorized representative

5. If applicable, endorsement or Certification from any but not limited to the following agencies allowing the applicant to undertake solicitation activities in their agency's jurisdiction such as: *(1 Scanned 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) e. Bishop/Parish Priest/Minister or Head of Sect or Denomination f. Others	• From the agency that allows applicants to undertake solicitation activities in their jurisdiction
6. Pledge of Commitment (Annex I) *(1 Scanned copy)*	• DSWD Harmonized Electronic License and Permit System (HELPS): https://helps.dswd.gov.ph/ • DSWD Official Website: https://www.dswd.gov.ph/ • DSWD Standards Bureau Microsite: https://standards.dswd.gov.ph/

7. Proof of payment *(1 Scanned copy)**	• DSWD Central Office - Standards Bureau (SB) to provide Account details of GCash, Maya, and Landbank
** Applicable only during system downtime, as officially declared by the DSWD, wherein the applicant may submit the application document with the proof of payment to the official email address of the DSWD Standards Bureau (SB).*	
D. For Government Agencies (GAs)	
1. Endorsement or Certification from any but not limited to the following agencies allowing the applicant to undertake solicitation in their agency's jurisdiction such as: *(1 Scanned copy)* a. School Superintendent of Public Schools b. Head or authorized representative of National Government Agencies (NGAs) c. Head or authorized representative of Local Government Units (LGUs) d. Others	• From the agency that allows applicants to undertake solicitation activities in their jurisdiction

2. Notarized Declaration Form for Other Organizations/Associations/Corporations (Annex D) *(1 Scanned copy)*	• DSWD Harmonized Electronic License and Permit System (HELPS): https://helps.dswd.gov.ph/ • DSWD Official Website: https://www.dswd.gov.ph/ • DSWD Standards Bureau Microsite: https://standards.dswd.gov.ph/
3. Pledge of Commitment (Annex I) *(1 Scanned copy)*	• DSWD Harmonized Electronic License and Permit System (HELPS): https://helps.dswd.gov.ph/ • DSWD Official Website: https://www.dswd.gov.ph/ • DSWD Standards Bureau Microsite: https://standards.dswd.gov.ph/
4. Proof of payment *(1 Scanned copy)**	• DSWD Central Office - Standards Bureau (SB) to provide Account details of GCash, Maya, and Landbank
** Applicable only during system downtime, as officially declared by the DSWD, wherein the applicant may submit the application document with the proof of payment to the official email address of the DSWD Standards Bureau (SB).*	
D. For Person/Individual	
1. Endorsement Letter from DSWD licensed and accredited SWDA or from the C/MSWDO allowing an individual to solicit funds under their name or responsibility *(1 Scanned copy)*	• From the Licensed and Accredited SWDA or the C/MSWDO that allowed the applicant to solicit funds under their name or responsibility

2. Notarized Declaration Form (Annex C) *(1 Scanned copy)*	• DSWD Harmonized Electronic License and Permit System (HELPS): https://helps.dswd.gov.ph/ • DSWD Official Website: https://www.dswd.gov.ph/ • DSWD Standards Bureau Microsite: https://standards.dswd.gov.ph/
3. Endorsement letter of the group that he/she is representing with *(1 Scanned copy)*	• From the group that the applicant represents and allows to solicit funds under their name or responsibility

4. If applicable, endorsement or Certification from any but not limited to the following agencies allowing the applicant to undertake solicitation in their agency's jurisdiction such as: *(1 Scanned copy)* a. Director of Private Schools b. School Superintendent of Public Schools c. Head or authorized representative of National Government Agencies (NGAs) d. Head or authorized representative of Local Government Units (LGUs) e. Bishop/Parish Priest/Minister or Head of any Sect or Denomination f. Others	• From the agency that allows applicants to undertake solicitation activities in their jurisdiction
5. Medical Certificate/ Abstract and/or Treatment Protocol certified by the attending physician with corresponding license number) or Hospital's Records Section (if applicable) *(1 Scanned copy)*	• From the attending physician or Hospital Records Section
6. Duly signed Social Case Study Report (SCSR) and endorsement from the Local Social Welfare and Development Office (LSWDO) (if applicable) *(1 Scanned copy)*	• From the Local Social Welfare and Development Officer who has jurisdiction on the area of the applicant
7. Signed Memorandum of Agreement (MOA) between the DSWD and the C/MSWDO of the concerned LGU stating their commitment to monitor the applicant's solicitation activities and to submit post-reportorial requirements to the Standards Bureau *(1 Scanned copy)*	• From the concerned DSWD Office and/or the C/MSWDO of the concerned LGU
8. Pledge of Commitment (Annex I) *(1 Scanned copy)*	• DSWD Harmonized Electronic License and Permit System (HELPS): https://helps.dswd.gov.ph/ • DSWD Official Website: https://www.dswd.gov.ph/
	• DSWD Standards Bureau Microsite: https://standards.dswd.gov.ph/
9. Proof of payment *(1 Scanned copy)**	• DSWD Central Office - Standards Bureau (SB) to provide Account details of GCash, Maya, and Landbank
** Applicable only during system downtime, as officially declared by the DSWD, wherein the applicant may submit the application document with the proof of payment to the official email address of the DSWD Standards Bureau (SB).*	
APPLICATION FOR RENEWAL OF PUBLIC SOLICITATION PERMIT	
A. SWDA with valid CRLTO	

1. Notarized Declaration Form (Annex C) *(1 Scanned copy)*	• DSWD Harmonized Electronic License and Permit System (HELPS): https://helps.dswd.gov.ph/ • DSWD Official Website: https://www.dswd.gov.ph/ • DSWD Standards Bureau Microsite: https://standards.dswd.gov.ph/
2. Fund Utilization Report (Annex J) of Proceeds and Expenditures *(1 Scanned copy)*	• DSWD Harmonized Electronic License and Permit System (HELPS): https://helps.dswd.gov.ph/ • DSWD Official Website: https://www.dswd.gov.ph/ • DSWD Standards Bureau Microsite: https://standards.dswd.gov.ph/
3. Proof of payment *(1 Scanned copy)**	• DSWD Central Office - Standards Bureau (SB) to provide Account details of GCash, Maya, and Landbank
** Applicable only during system downtime, as officially declared by the DSWD, wherein the applicant may submit the application document with the proof of payment to the official email address of the DSWD Standards Bureau (SB).*	
B. Organized Groups	
1. SEC Certificate of No Derogatory *(1 Scanned copy)*	• **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.)
2. Copy of the General Information Sheet (GIS) duly received by SEC or any similar document from a regulatory government agency that has jurisdiction to regulate the applying organization or agency *(1 Scanned copy)*	• **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.)
3. Notarized Declaration Form for Other Organizations/Associations/Corporations (Annex D) *(1 Scanned copy)*	• DSWD Harmonized Electronic License and Permit System (HELPS): https://helps.dswd.gov.ph/ • DSWD Official Website: https://www.dswd.gov.ph/ • DSWD Standards Bureau Microsite: https://standards.dswd.gov.ph/

4. Written agreement or any similar document signifying the intended beneficiary/ies concurrence as the recipient of the fundraising activities. *(1 Scanned copy)* *For children beneficiaries, only the parent/s of the child/ren or maternal/paternal relative/s may sign the document on behalf of the child.* *Beneficiaries who are in a group or community may be represented by their group/community leader or chosen representative in this agreement.*	• From the applicant signed by the intended beneficiary/recipients or its head/authorized representative
5. If applicable, endorsement or Certification from any but not limited to the following agencies allowing the applicant to undertake solicitation activities in their agency's jurisdiction such as: *(1 Scanned 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) e. Bishop/Parish Priest/Minister or Head of Sect or Denomination f. Others	• From the agency that allows applicants to undertake solicitation activities in their jurisdiction
6. Pledge of Commitment (Annex I) *(1 Scanned copy)*	• DSWD Harmonized Electronic License and Permit System (HELPS): https://helps.dswd.gov.ph/
	• DSWD Official Website: https://www.dswd.gov.ph/ • DSWD Standards Bureau Microsite: https://standards.dswd.gov.ph/
7. Fund Utilization Report (Annex J) of proceeds and expenditures *(1 Scanned copy)*	• DSWD Harmonized Electronic License and Permit System (HELPS): https://helps.dswd.gov.ph/ • DSWD Official Website: https://www.dswd.gov.ph/ • DSWD Standards Bureau Microsite: https://standards.dswd.gov.ph/issuances/
8. Action Plan (on the remaining unutilized funds) *(1 Scanned copy)**	• From the applicant signed by its head/authorized representative

9. Undertaking to comply with the requirements on PSP (Annex H) *(1 Scanned copy)**	• DSWD Harmonized Electronic License and Permit System (HELPS): https://helps.dswd.gov.ph/ • DSWD Official Website: https://www.dswd.gov.ph/ • DSWD Standards Bureau Microsite: https://standards.dswd.gov.ph/issuances/
10. Proof of payment *(1 Scanned copy)***	• DSWD Central Office - Standards Bureau (SB) to provide Account details of GCash, Maya, and Landbank
** Applicable only if the entity has only utilized 70% of its total accumulated funds, and would like to apply for renewal of public solicitation permit.*	
*** Applicable only during system downtime, as officially declared by the DSWD, wherein the applicant may submit the application document with the proof of payment to the official email address of the DSWD Standards Bureau (SB).*	
E. Non-profit corporations/Non-government organizations/associations (including Civil Society Organizations)	
1. SEC Certificate of No Derogatory *(1 Scanned copy)*	• **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.)
2. Copy of the General Information Sheet (GIS) duly received by SEC or any similar document from a regulatory government agency that has jurisdiction to regulate the applying organization or agency *(1 Scanned copy)*	• **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.)
3. Notarized Declaration Form for Other Organizations/Associations/Corporations (Annex D) *(1 Scanned copy)*	• DSWD Harmonized Electronic License and Permit System (HELPS): https://helps.dswd.gov.ph/ • DSWD Official Website: https://www.dswd.gov.ph/ • DSWD Standards Bureau Microsite: https://standards.dswd.gov.ph/issuances/

4. Written agreement or any similar document signifying the intended beneficiary/ies concurrence as the recipient of the fundraising activities. *(1 Scanned copy)* *For children beneficiaries, only the parent/s of the child/ren or maternal/paternal relative/s may sign the document on behalf of the child.* *Beneficiaries who are in a group or community may be represented by their group/community leader or chosen representative in this agreement.*	• From the applicant signed by the intended beneficiary/recipients or its head/authorized representative
5. If applicable, endorsement or Certification from any but not limited to the following agencies allowing the applicant to undertake solicitation activities in their agency's jurisdiction such as: *(1 Scanned 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) e. Bishop/Parish Priest/Minister or Head of Sect or Denomination f. Others	• From the agency that allows applicants to undertake solicitation activities in their jurisdiction
6. Pledge of Commitment (Annex I) *(1 Scanned copy)*	• DSWD Harmonized Electronic License and Permit System (HELPS): https://helps.dswd.gov.ph/ • DSWD Official Website: https://www.dswd.gov.ph/
	• DSWD Standards Bureau Microsite: https://standards.dswd.gov.ph/issuances/
7. Fund Utilization Report (Annex J) of proceeds and expenditures *(1 Scanned copy)*	• DSWD Harmonized Electronic License and Permit System (HELPS): https://helps.dswd.gov.ph/ • DSWD Official Website: https://www.dswd.gov.ph/ • DSWD Standards Bureau Microsite: https://standards.dswd.gov.ph/issuances/
8. Action Plan (on the remaining unutilized funds) *(1 Scanned copy)**	• From the applicant signed by its head/authorized representative

9. Undertaking to comply with the requirements on PSP (Annex H) *(1 Scanned copy)**	• DSWD Harmonized Electronic License and Permit System (HELPS): https://helps.dswd.gov.ph/ • DSWD Official Website: https://www.dswd.gov.ph/ • DSWD Standards Bureau Microsite: https://standards.dswd.gov.ph/issuances/
10. Proof of payment *(1 Scanned copy)***	• DSWD Central Office - Standards Bureau (SB) to provide Account details of GCash, Maya, and Landbank
** Applicable only if the entity has only utilized 70% of its total accumulated funds, and would like to apply for renewal of public solicitation permit.*	
*** Applicable only during system downtime, as officially declared by the DSWD, wherein the applicant may submit the application document with the proof of payment to the official email address of the DSWD Standards Bureau (SB).*	
D. For Government Agencies (GAs)	
1. Endorsement or Certification from any but not limited to the following agencies allowing the applicant to undertake solicitation in their agency's jurisdiction such as: *(1 Scanned copy)* a. School Superintendent of Public Schools b. Head or authorized representative of National Government Agencies (NGAs) c. Head or authorized representative of Local Government Units (LGUs) d. Others	• From the agency that allows applicants to undertake solicitation activities in their jurisdiction
2. Notarized Declaration Form for Other Organizations/Associations/Corporations (Annex D) *(1 Scanned copy)*	• DSWD Harmonized Electronic License and Permit System (HELPS): https://helps.dswd.gov.ph/ • DSWD Official Website: https://www.dswd.gov.ph/ • DSWD Standards Bureau Microsite: https://standards.dswd.gov.ph/
3. Pledge of Commitment (Annex I) *(1 Scanned copy)*	• DSWD Harmonized Electronic License and Permit System (HELPS): https://helps.dswd.gov.ph/ • DSWD Official Website: https://www.dswd.gov.ph/ • DSWD Standards Bureau Microsite: https://standards.dswd.gov.ph/
4. Fund Utilization Report (Annex J) of proceeds and expenditures *(1 Scanned copy)*	• DSWD Harmonized Electronic License and Permit System (HELPS): https://helps.dswd.gov.ph/ • DSWD Official Website: https://www.dswd.gov.ph/ • DSWD Standards Bureau Microsite: https://standards.dswd.gov.ph/issuances/

5. Action Plan (on the remaining unutilized funds) *(1 Scanned copy)**	• From the applicant signed by its head/authorized representative
6. Undertaking to comply with the requirements on PSP (Annex H) *(1 Scanned copy)**	• DSWD Harmonized Electronic License and Permit System (HELPS): https://helps.dswd.gov.ph/ • DSWD Official Website: https://www.dswd.gov.ph/ • DSWD Standards Bureau Microsite: https://standards.dswd.gov.ph/issuances/
7. Proof of payment *(1 Scanned copy)***	• DSWD Central Office - Standards Bureau (SB) to provide Account details of GCash, Maya, and Landbank
** Applicable only if the entity has only utilized 70% of its total accumulated funds, and would like to apply for renewal of public solicitation permit.*	
*** Applicable only during system downtime, as officially declared by the DSWD, wherein the applicant may submit the application document with the proof of payment to the official email address of the DSWD Standards Bureau (SB).*	
F. For Person/Individual	
1. Endorsement Letter from DSWD licensed and accredited SWDA or from the C/MSWDO allowing an individual to solicit funds under their name or responsibility *(1 Scanned copy)*	• From the Licensed and Accredited SWDA or the C/MSWDO that allowed the applicant to solicit funds under their name or responsibility
2. Notarized Declaration Form (Annex C) *(1 Scanned copy)*	• DSWD Harmonized Electronic License and Permit System (HELPS): https://helps.dswd.gov.ph/ • DSWD Official Website: https://www.dswd.gov.ph/ • DSWD Standards Bureau Microsite: https://standards.dswd.gov.ph/
3. Endorsement letter of the group that he/she is representing with *(1 Scanned copy)*	• From the group that the applicant represents and allows to solicit funds under their name or responsibility
4. If applicable, endorsement or Certification from any but not limited to the following agencies allowing the applicant to undertake solicitation in their agency's jurisdiction such as: *(1 Scanned copy)* a. Director of Private Schools b. School Superintendent of Public Schools c. Head or authorized representative of National Government Agencies (NGAs) d. Head or authorized representative of Local Government Units (LGUs) e. Bishop/Parish Priest/Minister or Head of any Sect or Denomination f. Others	• From the agency that allows applicants to undertake solicitation activities in their jurisdiction

5. Medical Certificate/ Abstract and/or Treatment Protocol certified by the attending physician with corresponding license number) or Hospital's Records Section (if applicable) *(1 Scanned copy)*	• From the attending physician or Hospital Records Section
6. Duly signed Social Case Study Report (SCSR) and endorsement from the Local Social Welfare and Development Office (LSWDO) (if applicable) *(1 Scanned copy)*	• From the Local Social Welfare and Development Officer who has jurisdiction on the area of the applicant
7. Signed Memorandum of Agreement (MOA) between the DSWD and the C/MSWDO of the concerned LGU stating their commitment to monitor the applicant's solicitation activities and to submit post-reportorial requirements to the Standards Bureau *(1 Scanned copy)*	• From the concerned DSWD Office and/or the C/MSWDO of the concerned LGU
8. Pledge of Commitment (Annex I) *(1 Scanned copy)*	• DSWD Harmonized Electronic License and Permit System (HELPS): https://helps.dswd.gov.ph/ • DSWD Official Website: https://www.dswd.gov.ph/ • DSWD Standards Bureau Microsite: https://standards.dswd.gov.ph/
9. Fund Utilization Report (Annex J) of proceeds and expenditures *(1 Scanned copy)*	• DSWD Harmonized Electronic License and Permit System (HELPS): https://helps.dswd.gov.ph/ • DSWD Official Website: https://www.dswd.gov.ph/
	• DSWD Standards Bureau Microsite: https://standards.dswd.gov.ph/issuances/
10. Action Plan (on the remaining unutilized funds) *(1 Scanned copy)**	• From the applicant signed by its head/authorized representative
11. Undertaking to comply with the requirements on PSP (Annex H) *(1 Scanned copy)**	• DSWD Harmonized Electronic License and Permit System (HELPS): https://helps.dswd.gov.ph/ • DSWD Official Website: https://www.dswd.gov.ph/ • DSWD Standards Bureau Microsite: https://standards.dswd.gov.ph/issuances/
12. Proof of payment *(1 Scanned copy)***	• DSWD Central Office - Standards Bureau (SB) to provide Account details of GCash, Maya, and Landbank

** Applicable only if the entity has only utilized 70% of its total accumulated funds, and would like to apply for renewal of public solicitation permit.*

*** Applicable only during system downtime, as officially declared by the DSWD, wherein the applicant may submit the application document with the proof of payment to the official email address of the DSWD Standards Bureau (SB).*

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

A. APPLICATION THROUGH THE DSWD HELPS				
1. Accomplish the application form, upload the required documents, pay the processing fee through any DSWD-authorized online platforms, and submit the application through the system.	1.1. Provide a pop-up notification for the list of requirements 1.2. Link the payment to online banking platforms and provide proof of payment 1.3. The system receives an application that will provide an auto-generated application control number.	₱1,000	20 minutes[16]	N/A. Filling up application forms and uploading documentary requirement(s) are through the system.
2. Wait for the assessment result.	2.1. The system administrator will assign the application to the concerned assessor/ Technical Staff and Section Chief for appropriate action.	None	30 minutes	*System Administrator* Standards Compliance Division Standards Bureau

[16] *Client step, not to be included in the agency processing time*

	2.2. Review/assess the completeness and compliance of the submitted application documents. Technical staff to endorse the application documents with his/ her assessment to the Section Chief for approval.	None	2 days	*Technical Staff* Standards Compliance Division Standards Bureau

	2.3. Receive and review the application documents. If the application documents are complete and compliant, will endorse the application documents to the concerned Division Chief for approval. If the application is non-compliant at the Section Head's level, it shall be disapproved and be returned to the applicant. The areas for compliance will be sent via email and shall be complied with within the prescribed compliance period[17].	None	1 day	*Section Chief* Standards Compliance Division Standards Bureau
	2.4. Receive and review the application documents. If the application documents are complete and compliant, will endorse the application documents to the Bureau Director for approval.	None	7 hours and 30 minutes	*Division Chief* Standards Compliance Division Standards Bureau

[17] *For disapproved applications, the applicant will be given thirty (30) calendar days to re-apply free of charge. However after the given timeline and no re-application was received, the processing fee will be applied again upon application.*

	2.5. Receive and review the application documents. If the application documents are complete and compliant, will endorse the application documents to the concerned Regional Director for approval. If the application is non-compliant at the Bureau Director's level, it shall be disapproved and be returned to the applicant. The areas for compliance will be sent via email and shall be complied with within the prescribed compliance period[18].	None	1 day	*Bureau Director* Standards Bureau
	2.6. Receive and review the application documents. Will click on the 'approved' button and shall approve/digitally sign the Regional Regular Public Solicitation Permit generated by the DSWD HELPS.	None	2 days	*Concerned Regional Director* DSWD
3. Receive/ Download the Signed Public Solicitation E-permit	Applicant is to receive the issued e-permit through the DSWD HELPS and an email notification.	None	Not applicable	*DSWD HELPS* Standards Bureau
	TOTAL:	**₱1,000**	**7 days**	**None**

[18] *For disapproved applications, the applicant will be given thirty (30) calendar days to re-apply free of charge. However after the given timeline and no re-application was received, the processing fee will be applied again upon application.*

B. APPLICATION THROUGH OFFICIAL SB EMAIL ADDRESS

Note: In case of the unavailability of the DSWD HELPS platform due to system failure or a state of emergency/calamity:

1. An official announcement from the DSWD regarding the downtime shall be issued. During this period, applicants can still submit their duly accomplished application form and requirements to the SB's official email address. The application form and templates can be downloaded from the DSWD website or by requesting a copy from the SB/FO
2. Applications received through email due to the unavailability of DSWD HELPS shall be reviewed and assessed manually following the prescribed process flow and processing time.
3. A confirmation letter will be issued to the applicant as proof of the result of their application while waiting for the availability of HELPS. The electronic certificates for compliant applications will be issued immediately once the DSWD HELPS is available.

1. Accomplish the application form, upload the required documents, pay the processing fee through any DSWD-authorized online platforms, and submit the application through the system.	1.1. Provide a copy of the application form (and other templates as applicable) and a list of requirements 1.2. Provide payment details	₱1,000	20 minutes[19]	Not applicable.
2. Wait for the assessment result.	2.1. Receive application documents, encode to the document tracking system, assign application control number, and endorse to the concerned division.	None	30 minutes	*Administrative Staff* Standards Bureau
	2.2. The Division Chief assigns the application to the concerned section.	None	1 hour	*Division Chief* Standards Compliance Division Standards

[19] *Client step, not to be included in the agency processing time*

				Bureau
	2.3. The Section Chief reviews the application and assigns the application to the technical staff.	None	1 hour	*Section Chief* Standards Compliance Division Standards Bureau
	2.4. The assessor/ Technical Staff receives the endorsed application and reviews/ assesses the same. If the application is deemed favorable, a confirmation letter shall be prepared indicating findings and recommendations as to completeness, correctness of requirements, and payment, for endorsement to the Section Chief for approval. If the application is not favorable, an acknowledgment letter with findings for compliance shall be prepared, which shall then be endorsed to the Section Chief for approval.	None	1 day and 7 hours	*Technical Staff* Standards Compliance Division Standards Bureau
	2.5. The Section Chief receives the draft confirmation/ acknowledgment letter indicating findings and recommendations for review/approval via email.	None	7 hours	*Section Chief* Standards Compliance Division Standards Bureau

	2.6. The Division Chief receives the draft confirmation/ acknowledgment letter indicating findings and recommendations for review/approval via email.	None	7 hours	*Division Chief* Standards Compliance Division Standards Bureau
	2.7. The Bureau Director receives the draft confirmation/ acknowledgment letter indicating findings and recommendations for review/approval via email. If application is disapproved, the Director shall sign and issue the acknowledgment letter which shall be sent to the applicant	None	1 day	*Bureau Director* Standards Bureau
	2.8. The concerned Regional Director receives the draft confirmation letter indicating findings and recommendations for review/approval via email. Sign the confirmation letter Confirmation Letter for Regular Regional Public Solicitation and endorse it to the Standards Bureau via email.	None	2 days	*Concerned Regional Director* DSWD

3. Receive the signed confirmation letter.	Forward the signed Confirmation Letter to the applicant via the SB email address	None	30 minutes	*Outgoing Administrative Staff* Standards Bureau
	TOTAL:	**₱1,000**	**7 days**	**None**

3. Issuance of Regional Temporary Public Solicitation Permit to Person/Individual, Corporation, Organization, Social Welfare and Development Agency, and Government Agency

The process of assessing the applicant person/individual, corporation, organization, or association's eligibility to conduct public solicitation activities and avail public solicitation permit.

Office or Division:	**Standards Compliance Division – Standards Bureau, DSWD Central Office**
Classification:	Complex
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government G2B - Government to Business
Who may avail:	All eligible person/individual, organized groups, non-profit corporations, non-government organizations, agencies, or associations including civil society organizations (CSOs), government agencies, social welfare and development agencies with valid Certificate of Registration and License to Operate desiring to solicit funds for charitable and public welfare purposes in one (1) region during state of emergency/calamity.
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**

Note to Applicant:

1. 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. 09, series of 2024. Moreover, scanned copies of documents will be accepted if applied via HELPS, but the original copy will be checked during the monitoring visit.

2. For first-time applicant SWDAs, application for DSWD Public Solicitation Permit may be applied/submitted simultaneously with their CRLTO application through the DSWD HELPS. However, assessment procedures for their Public Solicitation Permit shall commence only once their application for CRLTO has been approved/issued.
3. DSWD SWDAs with valid CRLTO may apply for Public Solicitation Permit during the validity of their CRLTO through the DSWD HELPS.
4. Other entities/applicants must register in the DSWD HELPS and log-in their account to apply for their Public Solicitation Permit as Non-SWDA.
5. In cases of system failure, SB shall make an official announcement regarding the matter and only then applicants may submit their application documents along with the proof of payment in the official email address of SB.
6. All applications must be received and assessed through the DSWD HELPS. In case of a system failure, SB shall make an official announcement regarding the matter and only then the applicants may submit their application documents along with the proof of payment to the official email address of DSWD Standards Bureau (SB). Due to the aforesaid circumstance, applications received through email shall be reviewed and assessed manually following the prescribed process flow and processing time.

NEW APPLICATION FOR PUBLIC SOLICITATION PERMIT	
A. SWDA with valid CRLTO	
1. Notarized Declaration Form (Annex C) *(1 Scanned copy)*	• DSWD Harmonized Electronic License and Permit System (HELPS): https://helps.dswd.gov.ph/ • DSWD Official Website: https://www.dswd.gov.ph/ • DSWD Standards Bureau Microsite: https://standards.dswd.gov.ph/issuances/
B. Organized Groups	
1. Notarized Declaration Form for Other Organizations/Associations/Corporations (Annex D) *(1 Scanned copy)**	• DSWD Harmonized Electronic License and Permit System (HELPS): https://helps.dswd.gov.ph/ • DSWD Official Website: https://www.dswd.gov.ph/ • DSWD Standards Bureau Microsite: https://standards.dswd.gov.ph/issuances/
2. Undertaking for Temporary Permit (Annex G) *(1 Scanned copy)**	• DSWD Harmonized Electronic License and Permit System (HELPS): https://helps.dswd.gov.ph/ • DSWD Official Website: https://www.dswd.gov.ph/ • DSWD Standards Bureau Microsite: https://standards.dswd.gov.ph/issuances/
3. Certified True Copy (CTC) of Certificate of Registration with SEC which has jurisdiction to regulate the group, and Articles of Incorporation. *(1 Scanned copy)*	• **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. Copy of the General Information Sheet (GIS) duly received by SEC or any similar document from a regulatory government agency that has jurisdiction to regulate the applying organization or agency *(1 Scanned copy)*	• **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.)
5. Written agreement or any similar document signifying the intended beneficiary/ies concurrence as the recipient of the fundraising activities. *(1 Scanned copy)* *For children beneficiaries, only the parent/s of the child/ren or maternal/paternal relative/s may sign the document on behalf of the child.* *Beneficiaries who are in a group or community may be represented by their group/community leader or chosen representative in this agreement.*	• From the applicant signed by the intended beneficiary/recipients or its head/authorized representative
6. If applicable, endorsement or Certification from any but not limited to the following agencies allowing the applicant to undertake solicitation activities in their agency's jurisdiction such as: *(1 Scanned 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) e. Bishop/Parish Priest/ Minister or Head of Sect or Denomination f. Others	• From the agency that allows applicants to undertake solicitation activities in their jurisdiction

7. Pledge of Commitment (Annex I) *(1 Scanned copy)*	• DSWD Harmonized Electronic License and Permit System (HELPS): https://helps.dswd.gov.ph/ • DSWD Official Website: https://www.dswd.gov.ph/ • DSWD Standards Bureau Microsite: https://standards.dswd.gov.ph/issuances/
** Documentary requirements in items no. 1 and 2 are the mandatory requirements when applying for a National Temporary Public Solicitation Permit if the applicant opts to provide an Undertaking instead of submitting the complete requirements. Requirements in items 3-7 may be submitted on a later date as committed in their submitted Undertaking.*	
C. Non-profit corporations/Non-government organizations/associations (including Civil Society Organizations)	
1. Notarized Declaration Form for Other Organizations/Associations/Corporations (Annex D) *(1 Scanned copy)**	• DSWD Harmonized Electronic License and Permit System (HELPS): https://helps.dswd.gov.ph/ • DSWD Official Website: https://www.dswd.gov.ph/ • DSWD Standards Bureau Microsite: https://standards.dswd.gov.ph/issuances/
2. Undertaking for Temporary Permit (Annex G) *(1 Scanned copy)**	• DSWD Harmonized Electronic License and Permit System (HELPS): https://helps.dswd.gov.ph/ • DSWD Official Website: https://www.dswd.gov.ph/ • DSWD Standards Bureau Microsite: https://standards.dswd.gov.ph/issuances/
3. Certified True Copy (CTC) of Certificate of Registration with SEC which has jurisdiction to regulate the group, and Articles of Incorporation. *(1 Scanned copy)*	• **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. Copy of the General Information Sheet (GIS) duly received by SEC or any similar document from a regulatory government agency that has jurisdiction to regulate the applying organization or agency *(1 Scanned copy)*	• **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.)

5. Written agreement or any similar document signifying the intended beneficiary/ies concurrence as the recipient of the fundraising activities. *(1 Scanned copy)* *For children beneficiaries, only the parent/s of the child/ren or maternal/paternal relative/s may sign the document on behalf of the child.* *Beneficiaries who are in a group or community may be represented by their group/community leader or chosen representative in this agreement.*	• From the applicant signed by the intended beneficiary/recipients or its head/authorized representative
6. If applicable, endorsement or Certification from any but not limited to the following agencies allowing the applicant to undertake solicitation activities in their agency's jurisdiction such as: *(1 Scanned 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) e. Bishop/Parish Priest/ Minister or Head of Sect or Denomination Others	• From the agency that allows applicants to undertake solicitation activities in their jurisdiction
7. Pledge of Commitment (Annex I) *(1 Scanned copy)*	• DSWD Harmonized Electronic License and Permit System (HELPS): https://helps.dswd.gov.ph/ • DSWD Official Website: https://www.dswd.gov.ph/ • DSWD Standards Bureau Microsite: https://standards.dswd.gov.ph/issuances/
** Documentary requirements in items no. 1 and 2 are the mandatory requirements when applying for a National Temporary Public Solicitation Permit if the applicant opts to provide an Undertaking instead of submitting the complete requirements. Requirements in items 3-7 may be submitted on a later date as committed in their submitted Undertaking.*	
D. For Government Agencies (GAs)	
1. Notarized Declaration Form for Other Organizations/ Associations/Corporations (Annex D) *(1 Scanned copy)**	• DSWD Harmonized Electronic License and Permit System (HELPS): https://helps.dswd.gov.ph/ • DSWD Official Website: https://www.dswd.gov.ph/

2. Undertaking for Temporary Permit (Annex G) *(1 Scanned copy)**	• DSWD Harmonized Electronic License and Permit System (HELPS): https://helps.dswd.gov.ph/ • DSWD Official Website: https://www.dswd.gov.ph/ • DSWD Standards Bureau Microsite: https://standards.dswd.gov.ph/issuances/
3. Endorsement or Certification from any but not limited to the following agencies allowing the applicant to undertake solicitation in their agency's jurisdiction such as: *(1 Scanned copy)* a. School Superintendent of Public Schools b. Head or authorized representative of National Government Agencies (NGAs) c. Head or authorized representative of Local Government Units (LGUs) d. Others	• From the agency that allows applicants to undertake solicitation activities in their jurisdiction
4. Pledge of Commitment (Annex I) *(1 Scanned copy)*	• DSWD Harmonized Electronic License and Permit System (HELPS): https://helps.dswd.gov.ph/ • DSWD Official Website: https://www.dswd.gov.ph/ • DSWD Standards Bureau Microsite: https://standards.dswd.gov.ph/issuances/
** Documentary requirements in items no. 1 and 2 are the mandatory requirements when applying for a National Temporary Public Solicitation Permit if the applicant opts to provide an Undertaking instead of submitting the complete requirements. Requirements in items 3-4 may be submitted on a later date as committed in their submitted Undertaking.*	
E. For Person/Individual	
1. Notarized Declaration Form (Annex C) *(1 Scanned copy)**	• DSWD Harmonized Electronic License and Permit System (HELPS): https://helps.dswd.gov.ph/ • DSWD Official Website: https://www.dswd.gov.ph/ • DSWD Standards Bureau Microsite: https://standards.dswd.gov.ph/issuances/
2. Undertaking for Temporary Permit (Annex G) *(1 Scanned copy)**	• DSWD Harmonized Electronic License and Permit System (HELPS): https://helps.dswd.gov.ph/ • DSWD Official Website: https://www.dswd.gov.ph/ • DSWD Standards Bureau Microsite: https://standards.dswd.gov.ph/issuances/

3. Endorsement Letter from DSWD licensed and accredited SWDA or from the C/MSWDO allowing an individual to solicit funds under their name or responsibility *(1 Scanned copy)*	• From the Licensed and Accredited SWDA or the C/MSWDO that allowed the applicant to solicit funds under their name or responsibility
4. Endorsement letter of the group that he/she is representing with *(1 Scanned copy)*	• From the group that the applicant represents and allows to solicit funds under their name or responsibility
5. If applicable, endorsement or Certification from any but not limited to the following agencies allowing the applicant to undertake solicitation in their agency's jurisdiction such as: *(1 Scanned copy)* a. Director of Private Schools b. School Superintendent of Public Schools c. Head or authorized representative of National Government Agencies (NGAs) d. Head or authorized representative of Local Government Units (LGUs) e. Bishop/Parish Priest/Minister or Head of any Sect or Denomination f. Others	• From the agency that allows applicants to undertake solicitation activities in their jurisdiction
6. Medical Certificate/ Abstract and/or Treatment Protocol certified by the attending physician with corresponding license number) or Hospital's Records Section (if applicable) *(1 Scanned copy)*	• From the attending physician or Hospital Records Section
7. Duly signed Social Case Study Report (SCSR) and endorsement from the Local Social Welfare and Development Office (LSWDO) (if applicable) *(1 Scanned copy)*	• From the Local Social Welfare and Development Officer who has jurisdiction on the area of the applicant
8. Signed Memorandum of Agreement (MOA) between the DSWD and the C/MSWDO of the concerned LGU stating their commitment to monitor the applicant's solicitation activities and to submit post-reportorial requirements to the Standards Bureau *(1 Scanned copy)*	• From the concerned DSWD Office and/or the C/MSWDO of the concerned LGU
9. Pledge of Commitment (Annex I) *(1 Scanned copy)*	• DSWD Harmonized Electronic License and Permit System (HELPS): https://helps.dswd.gov.ph/ • DSWD Official Website: https://www.dswd.gov.ph/

	• DSWD Standards Bureau Microsite: https://standards.dswd.gov.ph/
** Documentary requirements in items no. 1 and 2 are the mandatory requirements when applying for a National Temporary Public Solicitation Permit if the applicant opts to provide an Undertaking instead of submitting the complete requirements. Requirements in items 3-9 may be submitted on a later date as committed in their submitted Undertaking.*	
APPLICATION FOR RENEWAL OF PUBLIC SOLICITATION PERMIT	
A. SWDA with valid CRLTO *Application for renewal of temporary solicitation permit shall only be processed during a State of Calamity/State of Public Health Emergency.*	
1. Notarized Declaration Form (Annex C) *(1 Scanned copy)*	• DSWD Harmonized Electronic License and Permit System (HELPS): https://helps.dswd.gov.ph/ • DSWD Official Website: https://www.dswd.gov.ph/ • DSWD Standards Bureau Microsite: https://standards.dswd.gov.ph/issuances/
2. Fund Utilization Report (Annex J) of Proceeds and Expenditures *(1 Scanned copy)*	• DSWD Harmonized Electronic License and Permit System (HELPS): https://helps.dswd.gov.ph/ • DSWD Official Website: https://www.dswd.gov.ph/ • DSWD Standards Bureau Microsite: https://standards.dswd.gov.ph/issuances/
3. Action Plan (on the remaining unutilized funds) *(1 Scanned copy)**	• From the applicant signed by its head/authorized representative
4. Undertaking for Renewal (Annex H) *(1 Scanned copy)**	• DSWD Harmonized Electronic License and Permit System (HELPS): https://helps.dswd.gov.ph/ • DSWD Official Website: https://www.dswd.gov.ph/ • DSWD Standards Bureau Microsite: https://standards.dswd.gov.ph/issuances/
** Applicable only if the entity has only utilized 70% of its total accumulated funds, and would like to apply for renewal of public solicitation permit.*	
B. Organized Groups *Application for renewal of temporary solicitation permit shall only be processed during a State of Calamity/State of Public Health Emergency.*	
1. Notarized Declaration Form for Other Organizations/Associations/Corporations (Annex D) *(1 Scanned copy)**	• DSWD Harmonized Electronic License and Permit System (HELPS): https://helps.dswd.gov.ph/ • DSWD Official Website: https://www.dswd.gov.ph/ • DSWD Standards Bureau Microsite: https://standards.dswd.gov.ph/issuances/

2. Undertaking for Temporary Permit (Annex G) *(1 Scanned copy)**	• DSWD Harmonized Electronic License and Permit System (HELPS): https://helps.dswd.gov.ph/ • DSWD Official Website: https://www.dswd.gov.ph/ • DSWD Standards Bureau Microsite: https://standards.dswd.gov.ph/issuances/
3. Certified True Copy CTC) of Certificate of Registration with SEC which has jurisdiction to regulate the group, and Articles of Incorporation. *(1 Scanned copy)*	• **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. Copy of the General Information Sheet (GIS) duly received by SEC or any similar document from a regulatory government agency that has jurisdiction to regulate the applying organization or agency *(1 Scanned copy)*	• **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.)
5. Written agreement or any similar document signifying the intended beneficiary/ies concurrence as the recipient of the fundraising activities. *(1 Scanned copy)* *For children beneficiaries, only the parent/s of the child/ren or maternal/paternal relative/s may sign the document on behalf of the child.* *Beneficiaries who are in a group or community may be represented by their group/community leader or chosen representative in this agreement.*	• From the applicant signed by the intended beneficiary/recipients or its head/authorized representative
6. If applicable, endorsement or Certification from any but not limited to the following agencies allowing the applicant to undertake solicitation activities in their agency's jurisdiction such as: *(1 Scanned copy)* a. Director of Private Schools	• From the agency that allows applicants to undertake solicitation activities in their jurisdiction

b. Schools Superintendent of Public School c. Head or authorized representative of National Government Agencies (NGAs) d. Head or authorized representative of Local Government Unit (LGU) e. Bishop/Parish Priest/ Minister or Head of Sect or Denomination f. Others	
7. Pledge of Commitment (Annex I) *(1 Scanned copy)*	• DSWD Harmonized Electronic License and Permit System (HELPS): https://helps.dswd.gov.ph/ • DSWD Official Website: https://www.dswd.gov.ph/ • DSWD Standards Bureau Microsite: https://standards.dswd.gov.ph/issuances/
8. Action Plan (on the remaining unutilized funds) *(1 Scanned copy)***	• From the applicant signed by its head/authorized representative
9. Undertaking for Renewal (Annex H) *(1 Scanned copy)***	• DSWD Harmonized Electronic License and Permit System (HELPS): https://helps.dswd.gov.ph/ • DSWD Official Website: https://www.dswd.gov.ph/ • DSWD Standards Bureau Microsite: https://standards.dswd.gov.ph/issuances/
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C. Non-profit corporations/Non-government organizations/associations (including Civil Society Organizations) *Application for renewal of temporary solicitation permit shall only be processed during a State of Calamity/State of Public Health Emergency.*	
1. Notarized Declaration Form for Other Organizations/Associations/Corporations (Annex D) *(1 Scanned copy)**	• DSWD Harmonized Electronic License and Permit System (HELPS): https://helps.dswd.gov.ph/ • DSWD Official Website: https://www.dswd.gov.ph/ • DSWD Standards Bureau Microsite: https://standards.dswd.gov.ph/issuances/
2. Undertaking for Temporary Permit (Annex G) *(1 Scanned copy)**	• DSWD Harmonized Electronic License and Permit System (HELPS): https://helps.dswd.gov.ph/

	• DSWD Official Website: https://www.dswd.gov.ph/ • DSWD Standards Bureau Microsite: https://standards.dswd.gov.ph/issuances/
3. Certified True Copy (CTC) of Certificate of Registration with SEC which has jurisdiction to regulate the group, and Articles of Incorporation. *(1 Scanned copy)*	• **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. Copy of the General Information Sheet (GIS) duly received by SEC or any similar document from a regulatory government agency that has jurisdiction to regulate the applying organization or agency *(1 Scanned copy)*	• **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.)
5. Written agreement or any similar document signifying the intended beneficiary/ies concurrence as the recipient of the fundraising activities. *(1 Scanned copy)* *For children beneficiaries, only the parent/s of the child/ren or maternal/paternal relative/s may sign the document on behalf of the child.* *Beneficiaries who are in a group or community may be represented by their group/community leader or chosen representative in this agreement.*	• From the applicant signed by the intended beneficiary/recipients or its head/authorized representative
6. If applicable, endorsement or Certification from any but not limited to the following agencies allowing the applicant to undertake solicitation activities in their agency's jurisdiction such as: *(1 Scanned copy)* a. Director of Private Schools b. Schools Superintendent of Public School	• From the agency that allows applicants to undertake solicitation activities in their jurisdiction

c. Head or authorized representative of National Government Agencies (NGAs) d. Head or authorized representative of Local Government Unit (LGU) e. Bishop/Parish Priest/ Minister or Head of Sect or Denomination Others	
7. Pledge of Commitment (Annex I) *(1 Scanned copy)*	• DSWD Harmonized Electronic License and Permit System (HELPS): https://helps.dswd.gov.ph/ • DSWD Official Website: https://www.dswd.gov.ph/ • DSWD Standards Bureau Microsite: https://standards.dswd.gov.ph/issuances/
8. Action Plan (on the remaining unutilized funds) *(1 Scanned copy)***	• From the applicant signed by its head/authorized representative
9. Undertaking for Renewal (Annex H) *(1 Scanned copy)***	• DSWD Harmonized Electronic License and Permit System (HELPS): https://helps.dswd.gov.ph/ • DSWD Official Website: https://www.dswd.gov.ph/ • DSWD Standards Bureau Microsite: https://standards.dswd.gov.ph/issuances/
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D. For Government Agencies (GAs) *Application for renewal of temporary solicitation permit shall only be processed during a State of Calamity/State of Public Health Emergency.*	
1. Notarized Declaration Form for Other Organizations/Associations/ Corporations (Annex D) *(1 Scanned copy)**	• DSWD Harmonized Electronic License and Permit System (HELPS): https://helps.dswd.gov.ph/ • DSWD Official Website: https://www.dswd.gov.ph/ • DSWD Standards Bureau Microsite: https://standards.dswd.gov.ph/issuances/
2. Undertaking for Temporary Permit (Annex G) *(1 Scanned copy)**	• DSWD Harmonized Electronic License and Permit System (HELPS): https://helps.dswd.gov.ph/ • DSWD Official Website: https://www.dswd.gov.ph/ • DSWD Standards Bureau Microsite: https://standards.dswd.gov.ph/issuances/

3. Endorsement or Certification from any but not limited to the following agencies allowing the applicant to undertake solicitation in their agency's jurisdiction such as: *(1 Scanned copy)* a. School Superintendent of Public Schools b. Head or authorized representative of National Government Agencies (NGAs) c. Head or authorized representative of Local Government Units (LGUs) d. Others	• From the agency that allows applicants to undertake solicitation activities in their jurisdiction
4. Pledge of Commitment (Annex I) *(1 Scanned copy)*	• DSWD Harmonized Electronic License and Permit System (HELPS): https://helps.dswd.gov.ph/ • DSWD Official Website: https://www.dswd.gov.ph/ • DSWD Standards Bureau Microsite: https://standards.dswd.gov.ph/issuances/
5. Action Plan (on the remaining unutilized funds) *(1 Scanned copy)***	• From the applicant signed by its head/authorized representative
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E. For Person/Individual *Application for renewal of temporary solicitation permit shall only be processed during a State of Calamity/State of Public Health Emergency.*	
1. Notarized Declaration Form (Annex C) *(1 Scanned copy)**	• DSWD Harmonized Electronic License and Permit System (HELPS): https://helps.dswd.gov.ph/ • DSWD Official Website: https://www.dswd.gov.ph/ • DSWD Standards Bureau Microsite: https://standards.dswd.gov.ph/issuances/

2. Undertaking for Temporary Permit (Annex G) *(1 Scanned copy)**	• DSWD Harmonized Electronic License and Permit System (HELPS): https://helps.dswd.gov.ph/ • DSWD Official Website: https://www.dswd.gov.ph/ • DSWD Standards Bureau Microsite: https://standards.dswd.gov.ph/issuances/
3. Endorsement Letter from DSWD licensed and accredited SWDA or from the C/MSWDO allowing an individual to solicit funds under their name or responsibility *(1 Scanned copy)*	• From the Licensed and Accredited SWDA or the C/MSWDO that allowed the applicant to solicit funds under their name or responsibility
4. Endorsement letter of the group that he/she is representing with *(1 Scanned copy)*	• From the group that the applicant represents and allows to solicit funds under their name or responsibility
5. If applicable, endorsement or Certification from any but not limited to the following agencies allowing the applicant to undertake solicitation in their agency's jurisdiction such as: *(1 Scanned copy)* a. Director of Private Schools b. School Superintendent of Public Schools c. Head or authorized representative of National Government Agencies (NGAs) d. Head or authorized representative of Local Government Units (LGUs) e. Bishop/Parish Priest/Minister or Head of any Sect or Denomination f. Others	• From the agency that allows applicants to undertake solicitation activities in their jurisdiction
6. Medical Certificate/ Abstract and/or Treatment Protocol certified by the attending physician with corresponding license number) or Hospital's Records Section (if applicable) *(1 Scanned copy)*	• From the attending physician or Hospital Records Section
7. Duly signed Social Case Study Report (SCSR) and endorsement from the Local Social Welfare and Development Office (LSWDO) (if applicable) *(1 Scanned copy)*	• From the Local Social Welfare and Development Officer who has jurisdiction on the area of the applicant
8. Signed Memorandum of Agreement (MOA) between the DSWD and the C/MSWDO of the concerned LGU stating their commitment to monitor the applicant's solicitation activities and to submit post-reportorial requirements to the Standards Bureau *(1 Scanned copy)*	• From the concerned DSWD Office and/or the C/MSWDO of the concerned LGU

9. Pledge of Commitment (Annex I) *(1 Scanned copy)*	• DSWD Harmonized Electronic License and Permit System (HELPS): https://helps.dswd.gov.ph/ • DSWD Official Website: https://www.dswd.gov.ph/ • DSWD Standards Bureau Microsite: https://standards.dswd.gov.ph/issuances/
10. Action Plan (on the remaining unutilized funds) *(1 Scanned copy)***	• From the applicant signed by its head/authorized representative
11. Undertaking for Renewal (Annex H) *(1 Scanned copy)***	• DSWD Harmonized Electronic License and Permit System (HELPS): https://helps.dswd.gov.ph/ • DSWD Official Website: https://www.dswd.gov.ph/ • DSWD Standards Bureau Microsite: https://standards.dswd.gov.ph/issuances/

** Documentary requirements in items no. 1 and 2 are the mandatory requirements when applying for a National Temporary Public Solicitation Permit if the applicant opts to provide an Undertaking instead of submitting the complete requirements. Requirements in items 3-9 may be submitted on a later date as committed in their submitted Undertaking.*
*** Applicable only if the entity has only utilized 70% of its total accumulated funds, and would like to apply for renewal of public solicitation permit.*

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. APPLICATION THROUGH THE DSWD HELPS				
1. Accomplish the application form, upload the required documents, pay the processing fee through any DSWD-authorized online platforms, and submit the application through the system.	1.1. Provide a pop-up notification for the list of requirements 1.2. Link the payment to online banking platforms and provide proof of payment 1.3. The system receives an application that will provide an auto-generated application control number.	None	20 minutes[24]	N/A. Filling up application forms and uploading documentary requirement(s) are through the system.
2. Wait for the assessment result.	2.1. The system administrator will assign the application to the concerned assessor/ Technical	None	1 hour	*System Administrator* Standards Compliance Division Standards

[24] Client step, not to be included in the agency processing time

	Staff and Section Chief for appropriate action.			Bureau
	2.2. Review/assess the completeness and compliance of the submitted application documents. Technical staff to endorse the application documents with his/ her assessment to the Section Chief for approval.	None	4 hours	*Technical Staff* Standards Compliance Division Standards Bureau
	2.3. Receive and review the application documents. If the application documents are complete and compliant, will endorse the application documents to the concerned Division Chief for approval. If the application is non-compliant at the Section Head's level, it shall be disapproved and be returned to the applicant. The areas for compliance will be sent via email and shall be complied with within the prescribed compliance period[25].	None	3 hours	*Section Chief* Standards Compliance Division Standards Bureau

[25] *For disapproved applications, the applicant will be given thirty (30) calendar days to re-apply free of charge. However after the given timeline and no re-application was received, the processing fee will be applied again upon application.*

	2.4. Receive and review the application documents. If the application documents are complete and compliant, will endorse the application documents to the Bureau Director for approval.	None	3 hours	*Division Chief* Standards Compliance Division Standards Bureau
	2.5. Receive and review the application documents. If the application documents are complete and compliant, will endorse the application documents to the concerned Regional Director for approval. If the application is non-compliant at the Bureau Director's level, it shall be disapproved and be returned to the applicant. The areas for compliance will be sent via email and shall be complied with within the prescribed compliance period[26].	None	5 hours	*Bureau Director* Standards Bureau
	2.6. Receive and review the application documents. Will click on the 'approved' button and shall approve/digitally sign	None	1 day	*Concerned Regional Director* DSWD

[26] *For disapproved applications, the applicant will be given thirty (30) calendar days to re-apply free of charge. However after the given timeline and no re-application was received, the processing fee will be applied again upon application.*

	the Regional Temporary Public Solicitation Permit generated by the DSWD HELPS.			
3. Receive/ Download the Signed Public Solicitation E-permit	Applicant to receive the issued e-permit through the DSWD HELPS and an email notification.	None	Not applicable	*DSWD HELPS* Standards Bureau
	TOTAL:	**None**	**3 days**	**None**
B. APPLICATION THROUGH THE OFFICIAL SB EMAIL ADDRESS ***Note: In case of the unavailability of the DSWD HELPS platform due to system failure or a state of emergency/calamity:*** 1. An official announcement from the DSWD regarding the downtime shall be issued. During this period, applicants can still submit their duly accomplished application form and requirements to the SB's official email address. The application form and templates can be downloaded from the DSWD website or by requesting a copy from the SB/FO 2. Applications received through email due to the unavailability of DSWD HELPS shall be reviewed and assessed manually following the prescribed process flow and processing time. 3. A confirmation letter will be issued to the applicant as proof of the result of their application while waiting for the availability of HELPS. The electronic certificates for compliant applications will be issued immediately once the DSWD HELPS is available.				
1. Accomplish the application form, upload the required documents, pay the processing fee through any DSWD-authorized online platforms, and submit the application through the system.	1.1. Provide a copy of the application form (and other templates as applicable) and a list of requirements 1.2. Provide payment details	None	20 minutes[27]	Not applicable.
2. Wait for the assessment result.	2.1. Receive application documents, encode to the document tracking system, assign application control number, and	None	15 minutes	*Administrative Staff* Standards Bureau

[27] Client step, not to be included in the agency processing time

	endorse to the concerned division.			
	2.2. The Division Chief assigns the application to the concerned section.	None	1 hour	*Division Chief* Standards Compliance Division Standards Bureau
	2.3. The Section Chief reviews the application and assigns the application to the technical staff.	None	1 hour	*Section Chief* Standards Compliance Division Standards Bureau
	2.4. The assessor/ Technical Staff receives the endorsed application and reviews/ assesses the same. If the application is deemed favorable, a confirmation letter shall be prepared indicating findings and recommendations as to completeness, correctness of requirements, and payment, for endorsement to the Section Chief for approval. If the application is not favorable, an acknowledgment letter with findings for compliance shall be prepared, which shall then be endorsed to the Section Chief for approval.	None	2 hours and 30 minutes	*Technical Staff* Standards Compliance Division Standards Bureau
	2.5. The Section Chief receives the	None	3 hours	*Section Chief* Standards

	draft confirmation/ acknowledgment letter indicating findings and recommendations for review/approval via email.			Compliance Division Standards Bureau
	2.6. The Division Chief receives the draft confirmation/ acknowledgment letter indicating findings and recommendations for review/approval via email.	None	4 hours	*Division Chief* Standards Compliance Division Standards Bureau
	2.7. The Bureau Director receives the draft confirmation/ acknowledgment letter indicating findings and recommendations for review/approval via email. If application is disapproved, the Director shall sign and issue the acknowledgment letter which shall be sent to the applicant	None	4 hours	*Bureau Director* Standards Bureau
	2.8. The Secretary receives the draft confirmation letter indicating findings and recommendations for review/approval via email. Sign the confirmation letter Confirmation Letter for Regional Temporary Public Solicitation and	None	1 day	*Concerned Regional Director* DSWD

	endorse it to the Standards Bureau via email.			
3. Receive the signed confirmation letter	3.1 Forward the signed Confirmation Letter to the applicant via the SB email address	None	15 minutes	*Outgoing Administrative Staff* Standards Bureau

TECHNICAL ADVISORY ASSISTANCE AND OTHER RELATED SUPPORT SERVICES

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

This process ensures that all DSWD officials and staff 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:	PPD- Technical Advisory Assistance and Other Related Support Services
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 For Physical and book delivery: 1. One (1) Original Employee ID 2. One (1) Online Registration Form/Logbook 3. One (1) Book Card per book For Online resources: 1. One (1) Online Registration Form/Logbook	 1. Requesting Party 2. Knowledge Exchange Center 3. Knowledge Exchange Center
Borrowing for External Clients For Physical borrowing - Room use only: 1. One (1) Original Employee ID 2. One (1) Online Registration Form 3. One (1) Book Card per book For Online resources: 1. One (1) Online Registration Form/Logbook	 1. Requesting Party 2. Knowledge Exchange Center 3. Knowledge Exchange Center
Renewal (for Internal Clients and Physical borrowing and Book delivery Only) 1. One (1) Book Card per book 2. One (1) Online Registration Form/Logbook	 1. Knowledge Exchange Center 2. Knowledge Exchange Center
Returning for Internal Clients For Physical and book delivery: 1. One (1) Online Registration Form/Logbook 2. One (1) Book Card per book	 1. Knowledge Exchange Center 2. Knowledge Exchange Center

3. One (1) Online Client Satisfaction Measurement Survey Form **Returning for External Clients** For Room Use Only: 1. One (1) Book Card per book 2. One (1) Online Client Satisfaction Measurement Survey Form	3. Knowledge Exchange Center 1. Knowledge Exchange Center 2. Knowledge Exchange Center

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Borrowing for Internal Clients (Physical, Book Deliver, Online)				
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. 1.1.1 For book delivery, ask the client to fill out Registration Form 1.1.2 For online resources, ask the client to fill out Registration Form	None	10 minutes	*SWA/Librarian TA/AORSSS*
2. Log in to the Registration Desktop	2.1 Check the availability of the book/material.	None	20 minutes	*SWA/Librarian TA/AORSSS*
	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.	None	5 minutes	*SWA/Librarian TA/AORSSS*
	2.3 If circulating material, inform the client it may be borrowed or delivered	None	3 minutes	*SWA/Librarian TA/AORSSS*

	(for home reading), downloaded (for online resource) or for "Room Use" **If not circulating material**, inform for "Room Use" only and photocopy part of the material needed as a reference.			
	2.4 Request the client to fill out the **Book Card** (Date Borrowed/ Name and OBS). If book delivery, the librarian fills out the book card.	None	5 minutes	*SWA/Librarian* *TA/AORSSS*
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: • The prescribed borrowing period of seven (7) work days (for home reading)	None	10 minutes	*SWA/Librarian* *TA/AORSSS*
	3.2 Release the book/material to the client and remind proper handling and to always cite references used. 3.2.1 **For online resources**: send the resource link to the client's email.	None	2 minutes	*SWA/Librarian* *TA/AORSSS*
	3.3 **If borrowed for home reading (physical borrowing or delivery)** compose	None	2 minutes	*SWA/Librarian* *TA/AORSSS*

	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. For book delivery, inform the client to return the material prior to the exact due date to ensure that the book is returned not after the due date.			
	3.4 **If for book delivery,** ask the client about the preferred delivery mode 3.4.1 If personal courier, ask the client to book their own courier service 3.4.2 If DSWD courier, inform the client that the delivery depends on the availability of service to and from DA Taguig to Central Office vice versa	Courier Service None	3 hours 2 days	*SWA/Librarian TA/AORSSS*
Returning for Internal Clients (For physical borrowing and book delivery)				
4. Log in to the Registration Desktop	4.1 Receive the client and the returned KEC or RLRC material	None	3 minutes	*SWA/Librarian TA/AORSSS*
	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	*SWA/Librarian TA/AORSSS*

	If via delivery, librarian will be the one to fill out Book Card and return to its pocket Update *Borrowers' Matrix* and *Date Due Slip.* **If overdue**, enforce the following penalty: *1st Offense: Verbal warning* *2nd Offense: Written warning* *3rd Offense: Memo informing suspension of borrowing privileges for three (3) months.*			
5. Accomplish the Book Card and CSMS Survey	5. Accomplished CSMS shall be collected and included in the CSM Report (CSMR). For online resource request: Accomplish CSMS Survey after sending resource link to the client. Return the book/ material to its shelf	None	2 minutes	*SWA/Librarian TA/AORSSS*
TOTAL (Physical borrowing)		**NONE**	**1 Hour and 17 minutes**	
TOTAL (Book Delivery via personal courier)		**Courier Service**	**4 Hours and 15 minutes**	
TOTAL (Book Delivery via DSWD courier)		**NONE**	**2-3 days**	
Borrowing for External Clients (Physical, Online)				
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	*SWA/Librarian TA/AORSSS*

	1.1.1 For online resources, ask the client to fill out Registration Form			
2. Log in to the Registration Desktop	2.1 Check the availability of the book/material.	None	20 minutes	*SWA/Librarian TA/AORSSS*
	2.2 **If available,** inform for "Room Use" only and/or may photocopy part of the material needed as a reference. 2.2.1 If online, inform that the resource should not be reproduced and that some resources are for browsing and not for downloading **If not available,** inform its non-availability and/or refer to other RLRCs/libraries.	None	10 minutes	*SWA/Librarian TA/AORSSS*
	2.3 For Physical: Request the client to fill out the **Book Card** (Date Borrowed/ Name and OBS).	None	3 minutes	*SWA/Librarian TA/AORSSS*
3. Fill out the Book Card	3.1 Update **Borrower's Matrix** by entering the borrowing transaction details and date borrowed on the **Book Card** and **Date Due Slip.**	None	10 minutes	*SWA/Librarian TA/AORSSS*
	3.2 Release the book/material to the client and remind proper handling and to always cite references used.	None	2 minutes	*SWA/Librarian TA/AORSSS*

Returning for External Clients				
4. Log in to the Registration Desktop	4.1 Receive the client and the returned KEC or RLRC material 4.2 Evaluate the book/ material to be returned. 4.3 Send CSMS to the client.	None	3 minutes	*SWA/Librarian TA/AORSSS*
5. Accomplish the Book Card and CSMS Survey	5.1 Return the book/ material to its shelf 5.2 Accomplished CSMS shall be collected and included in the CSM Report (CSMR).	None	17 minutes	*SWA/Librarian TA/AORSSS*
	TOTAL	**NONE**	**1 Hour and 15 minutes**	
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	*SWA/Librarian TA/AORSSS*
	1.2 Update **Book Card** and **Borrower's Matrix** by entering the renewal transaction details and write the date the material is due on based on five (5) work days borrowing period for renewal.	None	10 minutes	*SWA/Librarian TA/AORSSS*
	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	*SWA/Librarian TA/AORSSS*
	TOTAL	**NONE**	**20 minutes**	
Renewal - Walk-in (For Internal Clients Only)				

1. Request for renewal of the borrowed KEC or RLRC material	1.1 Request client to register.	None	3 minutes	*SWA/Librarian TA/AORSSS*
	1.2 Request client to fill out the **Book Card** (Date Borrowed/ Name and OBS).	None	5 minutes	*SWA/Librarian TA/AORSSS*
2. Fill out the Book Card	2.1 Update **Borrower's Matrix** by entering the renewal transaction details and write 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	*SWA/Librarian TA/AORSSS*
	2.2 Release the book/material to the client and remind proper handling and to always cite references used.	None	2 minutes	*SWA/Librarian TA/AORSSS*
	2.3 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	*SWA/Librarian TA/AORSSS*
	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 application and completion reports are submitted to DSWD Academy via its CPD Portal.

Office or Division:	PPD- Technical Advisory Assistance and Other Related Support Services
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 Checklist 2. CPD Application Form (1 electronic copy) 3. Instructional Design (1 electronic copy) 4. Evaluation Tool (1 electronic copy) 5. Program of Activities (1 electronic copy) 6. Resume of Speaker/s (1 electronic copy) 7. Breakdown of Expenses for the Conduct of Program (1 electronic copy) 8. Pre and Post Test 9. Social Media Card *Additional Requirements (Online Learning)* 10. Declaration of Minimum Technical Requirements (1 electronic copy)	Requirements #1- #8: TA/AORSS GDrive <https://drive.google.com/drive/folders/1ScKAW6z5cyjjKiDAdySt6Bvv9ujyUD_2?usp=drive_link>
CPD Completion Report 1. CPD Completion Report Form (1 electronic copy) 2. CPD Attendance Sheet (1 electronic copy)	Requirements #1 - #3 Ta/AORSSS G Drivel <http://tinyurl.com/DSWDAcademyCPDPortaTA/AORSS GDrive https://drive.google.com/drive/folders/1ScKAW6z5cyjjKiDAdySt6Bvv9ujyUD_2?usp=drive_link l

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)	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
CPD Application				
1. Submit the CPD Application requirements through TAAORSS	1.1 Receive and check completeness of the documents/ requirements of the the activity for CPD Application If incomplete : 1.1.1 Call the proponent and inform of the lacking document/s	None	30 minutes	*Training Specialist I* *TA/AORSSS* *TA/AORSSS*
	If complete: 1.2. Review the submitted CPD application and coordinate with PO if there are concerns or for revision	None	3 days	*Training Specialist I* *TA/AORSSS*
2. PO submits revised files based on DSWD Academy'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	*Proponent*

	2.2. Forward the CPD Application Requirements to the OIC-Division Chief or Section Chief for review and initials	None	1 hour	*Training Specialist III TA/AORSSS*
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
	2.3. Review and sign the Application documents. If there are concerns/comments relay to the proponent (if needed). *Note: If the CPD Focal is on leave/absent, the alternate CPD Focal will sign the CPD Application form* 2.4 Instruct proponent to scan the application documents and send the merge pdf file to the official email of the section	None	2 days	*Training Specialist III TA/AORSSS*
3. Submit required documents per PRC standard	3.1 Upload application documents PDF file to CPDAS	None	4 Hours	

	2.7. Email PO on the status of their CPD Application (uploaded in CPDAS)	None	30 minutes	
	2.6. Upload and encode the requirements online via CPDAS	None	1 Day	*Training Specialist IV (OIC-DC) - DA-LNDD*
	2.7. Email PO on the status of their CPD Application (uploaded in CPDAS)	None	30 minutes	*Training Specialist IV (OIC-DC) - DA-LNDD*
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
	2.8. Track the submitted application in CPDAS . 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	1 Hour	*Training Specialist IV (OIC-DC) - DA-LNDD*
3. Submit required documents per PRC-NCR's or PRC Council's evaluation	3.1. Review and receive required documents from the Proponent per PRC's evaluation and submit to PRC by uploading in CPDAS	None	2 Days	*Training Specialist IV (OIC-DC) - DA-LNDD*
	3.2. Update the monitoring sheet in Google Drive	None	1 Hour	*Training Specialist IV (OIC-DC) - DA-LNDD*
	3.3. Upon PRC accreditation, e-mail the proponent office on the status of their submitted application.	None	1 Day	*Training Specialist IV (OIC-DC) - DA-LNDD*
CPD Completion Report				

4. Submit Attendance Sheet (Excel file/GSheet) through TA/AORSSS Official email <cbs.focrg@dswd,gov,ph>	4.1. Receive and upload the Attendance Sheet and upload to CPDAS	None	1 Day	
5. Submit the CPD Completion requirements through TA/AORSSS Official email <cbs.focrg@dswd,gov,ph>	5.1	None	1 Day	
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
	5.2. Review the Completion documents per PRC and DSWD standards	None	1 Day	*Training Specialist IV (OIC-DC) - DA-LNDD*
6. PO submits revised files based on DSWD Academy's Initial Review	If there are comments 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	*Training Specialist IV (OIC-DC) - DA-LNDD*
	6.2. Forward the merged CPD Completion Requirements to the TA/AORSSS through official email	None	1 Hour	*Training Specialist IV (OIC-DC) - DA-LNDD*

	6.4. Review submitted document	None	3 Hours	
	6.5. Upload the requirements online via CPDAS	None	1 Hour	*Training Specialist IV (OIC-DC) - DA-LNDD*
	6.6. Update the monitoring sheet in Google Drive	None	1 Hour	*Training Specialist IV (OIC-DC) - DA-LNDD*
	6.7. Upon submission of the completion report, email the proponent on the status and include the Client Satisfaction Measurement Survey (CSMS)	None	2 Hours	*Training Specialist IV (OIC-DC) - DA-LNDD*
	SUB- TOTAL	**NONE**	**5 days**	
	TOTAL		**15 Days**	

3. 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:	PPD- TAAORSS
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)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request Letter (1 scanned or printed copy) 2. Client Satisfaction Measurement Survey	1. Requesting party 2. Field Office (FO) Technical Advisory/Assistance and other Related Support Services Section (TA/AORSSS) o

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 ORD Note: Generate copies of the request and copy to Assigned Division (PPD)and section (TA/AORSSS)	None	2 days	Administrative Officer II Field Office Records and Archives Management Section (FO RAMS)
	1.2 Receive and record the request letter, and forward it to the Section Head/OIC/ for review of the request.	None	2 Hours	Administrative assistant II PPD-TA/AORSSS
	1.4. Review the completeness of the	None	2 Hours	Training Specialist III

(If applicable) Submit accomplished Request Form to CBS or SWIDS assigned staff	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. *Note:* *a. 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.* *b. If the request letter provides unclear information, send the Request Form to the requester*			PSD
	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. *Note: If the supervisor of the CGS member will not be able to respond within an hour, assigned TA/AORSSS/SWIDS staff shall e-mail the CGS member with the details of the request.* 1.5.1. If the senior specialist is not available, coordinate	None	16 Hours	Training Specialist III PSD

	with the prospective RPs in the following order: 1. Junior Specialist (JS) 2. Program Focal (PF) 3. SWDL-Net Member 4. Other DSWD Experts 1.5.2. If no RP is available, coordinate with the requestor and negotiate the date of the activity to suit the availability of the prospective RP and the requester. 1.5.2.1. If the requester is amenable to changing the date, the same process of coordination, following the sequence, shall be done. Note: If an RP is available, send a confirmation slip for approval of the immediate supervisor of the RP			
(If regret) Accomplish CSM Survey	1.6. Prepare and forward the Confirmation Letter/ Regret Letter, and RSO/ Referral Letter to the CB/SWID Section Head for review and initials. 1.6.1. If no RP is available and the requester is not amenable to changing the date, prepare a letter of regret.	None	6 Hours	Administrative Assistant II
	1.7. Review and forward the confirmation Letter/ Regret Letter, and RSO/ Referral Letter to the Office of the Regional Director. *1.7.1. with corrections:* Return the Confirmation	None	4 Hours	Training Specialist III PPD-TA/AORSSS

	Letter/ Regret Letter and draft RSO to the assigned CBS/ SWIDS staff. *1.7.2. with no correction:* 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. *1.8.1. if with corrections:* Return the Confirmation Letter/ Regret Letter, and RSO/ Referral Letter to CBS/SWIDS Head. *1.8.2. If with no corrections:* Approve the Confirmation Letter/ Regret Letter, and RSO/ Referral Letter then forward to CBS/SWIDS Administrative Staff.	None	8 Hours	Regional Director 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	2 hours	Administrative Assistant II
	TOTAL	**NONE**	**7 Days**	

DSWD
Department of Social Welfare and Development

OFFICE OF THE REGIONAL DIRECTOR

1. Handling of 8888 Inquiries, Complaints, and Grievances

The Public Relations Service (PRS) was created by the Department of Social Welfare and Development in accordance with Executive Order No. 06, Series of 2016, issued by President Rodrigo Roa Duterte. This executive order formalized the establishment of the 8888 Citizens' Complaint Hotline and the corresponding 8888 Citizens' Complaint Center. The primary responsibility of the PRS is to guarantee compliance with the stipulated 72-hour response time for all inquiries, complaints, and grievances that are directed to the DSWD via the 8888 hotline portal.

Office or Division:	Regional Operations Center
Classification:	Executive Order No. 6 S. 2016
Type of Transaction:	Government-to-Citizens (G2C); Government-to-Government (G2G)
Who may avail:	Any person with inquiries, complaints, and grievances directed to the Department of Social Welfare and Development (DSWD) may submit them via the 8888 Citizens' Complaint Hotline portal or CSC Contact ng Center ng Bayan platforms.

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. One (1) Copy of the Referral Letter (PDF format) **Contains the Ticket Reference Number issued by the 8888 Citizens' Complaint Center and CSC Contact Center ng Bayan*	8888 Citizens' Complaint Center CSC Contact Center ng Bayan

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Lodge/file their inquiries, requests, and grievances, directed to the Department of Social Welfare and Development (DSWD) programs, services, or personnel via the 8888 Hotline and CSC-CCB	1.1 Receive, acknowledge, and review the ticket from the 8888 Citizens' Complaint Center (8888 CCC - Malacañang) through the 8888 Citizens' Complaint Hotline portal and the Civil Service Commission Contact Center ng Bayan (CSC CCB) email.	None	5 Minutes	*Technical Grievance Officer Public Relations Service*
	1.2 Record the ticket reference number and the client's	None	10 Minutes	*Technical Grievance Officer Public Relations Service*

	information in the Unified Monitoring Matrix and the IGRMS portal. 1.3 Determine whether the received ticket is within the purview or jurisdiction of DSWD. 1.3.1 For non-DSWD concerns, request the reversion and tag the status of the concern in the Unified Monitoring Matrix and IGRMS portal with reversion. 1.3.2 For tickets within the purview/jurisdiction of DSWD, refer the 8888 and/or CSC CCB ticket to the concerned office and ensure that a copy is furnished to the DSWD 8888 Permanent Focal Person.			
	1.4 Receive and acknowledge the referral email/ memorandum with the 8888 and CSC CCB ticket and all other attachments from the following official email address: ● 8888 CCC: grievance.osec@dswd.gov.ph ● CSC CCB:	None	10 Minutes	*Concerned Office(s) Technical Focal Person(s) Grievance Officer*

	prs_actioncenter@dswd.gov.ph 1.4.1 Review, determine, and evaluate the merits of whether the received ticket is within the concerned office's purview or jurisdiction, and request reversion if the concerns do not fall under the jurisdiction of the office. 1.4.2 Refer the 8888 and CSC CCB inquiry, request, and grievance to the concerned Division/ Services for appropriate action. 1.4.3 Update the Regional Unified Monitoring Matrix and IGRMS.			
	1.5 Acknowledge referral and take prompt action 1.5.1 Upon receipt of the referral email, promptly acknowledge its receipt and immediately take appropriate steps to address the client's concern. 1.5.2 For tickets with complete contact information, validate and assess the	None	2 calendar days, 23 hours, 15 minutes	*Concerned Office(s) Technical Focal Person(s) Grievance Officer*

	details of the concern, directly contact the client to address the inquiry, requests, or grievance, and provide concrete and specific actions taken or to be taken. 1.5.3 For clients who choose to remain anonymous, the concerned Division/ Unit/ Service shall prepare a brief explanation outlining the actions taken or the reason for non-resolution, as appropriate. 1.6 Prepare and submit a signed document or feedback report detailing the specific actions undertaken to resolve the concern. Attach all supporting documents, including proof of communication with the client (e.g., call logs, emails, text messages) 1.6.1 Update the status of the concern in the Unified Monitoring Matrix, ensuring all details are accurate and complete. *Note: If the concerned office fails to act upon the request within the 72-hour timeline, it shall be subject to the*			

	applicable provisions of RA 11032 and will be required to submit a justification for the failure to take action.			
	1.7 Submit the signed Feedback Report or Memorandum, along with the necessary MOVs, to the official email of the Public Relations Service (PRS). 1.7.1 For 8888 CCC tickets, address the response to the DSWD 8888 Permanent Focal Person/PRS Director, clearly detailing the concrete and specific actions undertaken to respond to or resolve the client's concern. 1.7.2 For CSC CCB tickets, address the response to the CSC CCB Director, and provide a summary of the specific measures or resolutions applied to the client's inquiry, request, or grievance.	None	5 Minutes	*Concerned Office(s) Technical Focal Person(s) Grievance Officer*

	1.8 Receive, acknowledge, and review the actions taken by the concerned Division/ Unit/ Service to determine whether the measures implemented are concrete and specific. 1.8.1 If the response is deemed sufficient, recommend the closure of the ticket by indicating the reference number and summarizing the actions taken by the concerned offices, as reflected in the 8888 Citizens' Complaint Center or CSC CCB official email. 1.8.2 If the action is insufficient, (e.g., the action is considered not concrete and specific, or when the attached MOVs are incomplete/incorrect, or non-responsive to the client's ticket), return the feedback report to the concerned office for compliance *Note: Please note that the authority to approve the closure of the ticket rests with the 8888 Administrator in Malacañang and the approving officer of the CSC CCB.*	None	10 Minutes	*Technical Grievance Officer Public Relations Service*

	1.9 Upon closure of the ticket, notify the concerned office of the final status of the ticket. 1.9.1 Update the Unified Monitoring Matrix with the appropriate tagging for the ticket.	None	5 Minutes	*Technical Grievance Officer Public Relations Service*
	TOTAL:	**None**	**72 hours or 3 calendar days, as prescribed by EO No. 6, s. 2016**	

2. Handling of Inquiries, Requests for Assistance, and Grievances from the General Public

In order to ensure a prompt and effective response to all incoming correspondence, such as DSWD Inquiry Email, DSWD Official Hotline, IGRMS Public Portal, referral letters from the Local Government Units (LGUs), and other relevant offices. This initiative is in strict adherence to Republic Act No. 11032, which aims to enhance the ease of doing business and improve the efficiency of government service delivery. This act amends Republic Act No. 9485, commonly referred to as the Anti-Red Tape Act of 2007, thereby reinforcing the commitment to streamline processes and reduce bureaucratic hurdles.

Office or Division:	Regional Operations Center			
Classification:	Simple, Complex, and Highly Technical			
Type of Transaction:	Government-to-Citizens (G2C); Government-to-Government (G2G)			
Who may avail:	Any person with inquiries, requests for assistance, or complaints directed to the Department of Social Welfare and Development (DSWD) may submit their concerns through the IGRMS Public Portal, the DSWD Inquiry Email, or the DSWD Hotline.			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Client's Information (Name, Address, Telephone number, E-mail Address), and the complete details of concern; or 2. Referral Letter from the Local Government Units (LGUs) and other concerned offices		Public Relations Service – Client Support Section (CSS)		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**

1. Submit or send communication of inquiry, request, or grievance.	1.1 Receive and acknowledge inquiries, requests, grievances, or endorsement letters received from the DSWD Inquiry Email, Snail/Postal Mail, DSWD Hotline, and IGRMS Public Portal.	None	5 minutes	*Project Development Officer II Public Relations Service*
	1.2 Review and assess the inquiries, requests, grievances, or endorsement letters received from the clients. 1.2.1 For DSWD concerns, with complete information, proceed to the next step. 1.2.2 For inquiries received through the DSWD Inquiry Email, the assigned PRS Technical/Grievance Officer shall respond through the DSWD Inquiry Email. 1.2.3 For inquiries received through the DSWD Hotline, the assigned PRS Technical/Grievance Officer shall respond through a phone call/ hotline. 1.2.4 For inquiries received	None		*Project Development Officer II Public Relations Service*

	through the IGRMS Public Portal, the assigned PRS Technical/Grievance Officer shall respond using the Public Relations Service - Action Center email account (prs_actioncenter@dswd.gov.ph). 1.2.5 For inquiries received through referral letters from the LGUs and other concerned offices, the assigned PRS Technical/Grievance Officer shall draft an official memorandum or official letter for transmittal to the concerned office.			
	1.3 Determine whether the received inquiry, request, or grievance falls within the mandate of the DSWD. 1.3.1 For DSWD concerns with complete contact information, proceed to the next step. 1.3.2 For DSWD concerns with incomplete information, respond to the client and request the necessary	None	5 minutes	*Project Development Officer II Public Relations Service*

	information. 1.3.3 When the client provides the required information, proceed to the next step. 1.3.4 When no response is received from the client within three (3) working days, inform the client that the concern will be closed due to a lack of information to proceed with the next step. 1.3.5 For non-DSWD concerns, request the reversion and tag the status of the concern in the Unified Monitoring Matrix with Reversion. 1.3.6 For non-DSWD concerns received through email, revert the concern to the proponent's office via email. 1.3.7 For non-DSWD concern referral letters, return the concern through an official letter and endorse it to the referring office. 1.3.8 For			

	non-DSWD concern referral letters, revert the concern using an official letter and endorse it to the appropriate office. 1.3.9 For non-DSWD concerns received through the DSWD hotline, respond accordingly and advise the client to coordinate with the respective NGASs or LGUs.			
	1.4 Classify the concern as Simple, Complex, or Highly Technical, and encode the client's details in the Unified Monitoring Matrix. 1.4.1 **For simple inquiries:** The PRS-Technical Grievance Officer shall respond to the concern of the client accordingly. 1.4.2 For requests for assistance and non-contentious grievances that require validation and are classified as **"Complex"**, the PRS-Technical Grievance Officer shall refer	None	20 Minutes	*Project Development Officer II Public Relations Service*

	the matter to the concerned office (FOs, OBSUs, AAs) for appropriate action. 1.4.3 For grievances received through and that are classified as **"Highly Technical"** and **"Confidential"**, the PRS - Technical Grievance Officer shall refer the matter to the concerned office through email. For snail/postal mail correspondence, the PRS - Technical Grievance Officer shall draft a memorandum or letter and refer the matter to the concerned office (closed envelope for confidential matters) for appropriate action. 1.5 The PRS - Technical Grievance Officer shall encode the client's details in the Unified Monitoring Matrix.			

	1.6 Receive and acknowledge the referral email/memorandum from the Public Relations Service (PRS) through the official email or snail/postal mail. 1.7 Review and determine to which Office/Division/Service/Unit the concern will be forwarded. 1.8 The OBSU/Field Office Technical Focal Person/s shall refer to the email/referral letter to the concerned Division/Unit/Services for appropriate action. 1.9 The OBSU/Field Office Technical Focal Person/s shall encode the client's details in the Monitoring Matrix, monitor the status of the received referrals, and ensure that specific and concrete actions are undertaken.	None	10 Minutes	*Technical Staff OBSU/FO/AA*

2. Receive a response/action on the concern.	2.1 Receive, acknowledge the referral email/memorandum, and provide appropriate action/update the client on the status of his/her concern. 2.2 Receive, acknowledge, assess, and coordinate with the client and provide concrete and specific actions. 2.3 Draft and submit the signed document or feedback report detailing the concrete and specific actions undertaken on the concern, with supporting documents, including proof of communication with the client. 2.4 Update the status of the concern in the Unified Monitoring Matrix.	None	a. Simple Transaction (three (3) working days) b. Comple x Transaction (seven (7) working days) c. Highly Technical Transaction (twenty (20) working days)	*Technical Staff OBSU/FO/AA*
	2.5 Facilitate the submission of the official response or signed feedback report to the DSWD CO-PRS and ensure the supporting documents, including the proof of communication stating the concrete and specific action/s undertaken by	None	10 Minutes	*Technical Staff OBSU/FO/AA*

	the concerned Division/Unit. 2.5.1 For referrals received from the Presidential Action Center (PACe), shall provide a direct response or feedback report to the Director IV of the PACe, with a copy furnished to the Public Relations Service (PRS) for monitoring and recording purposes. 2.5.2 Shall update the status of the concern in the Unified Monitoring Matrix.			
	2.6 Receive and review the submitted official response or signed feedback report and update the status of the concern in the Unified Monitoring Matrix. 2.6.1 If the response is insufficient, go back to Steps 2.2 and 2.3 for compliance 2.6.2 If sufficient, proceed to the next step	None	10 Minutes	*Project Development Officer II* *Public Relations Service*

	2.7 Acknowledge the receipt of the official response or feedback report and provide the status of the concern.	None	5 Minutes	*Project Development Officer II Public Relations Service*
	2.8 Update the unified monitoring matrix and tag the status whether it is Responded-Closed, or Resolved-Closed	None	5 Minutes	*Project Development Officer II Public Relations Service*
	TOTAL	**NONE**	**Core Process-** 1 Hour and 10 Minutes **Simple:** 3 working days **Complex:** 7 working days, 1 **Highly Technical:** 20 working days	

3. Management of Inquiries, Complaints, or Feedback from Walk-In Clients through the Public Assistance and Complaints Desk (PACD)

To address and provide an immediate effective response and resolution in all walk-in inquiries, requests for assistance, grievances, complaints, or feedback from the general public 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”. The aim is to ensure that we deliver prompt responses to clients until the issue is fully resolved or closed, ensuring that all walk-in interactions are handled with the utmost efficiency and responsiveness, thereby enhancing the overall experience for citizens seeking assistance.

Office or Division:	Regional Operations Center
Classification:	Simple, Complex, and Highly Technical
Type of Transaction:	Government-to-Citizens (G2C); Government-to-Government (G2G)

Who may avail:	Walk-in clients with inquiries, requests for assistance, or complaints directed to the Department of Social Welfare and Development (DSWD) may submit their concerns through the Public Assistance and Complaints Desk (PACD)

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Client's Information: (Name, Address, Telephone number, E-mail Address), and the complete details of concern in the accomplished Client's Transaction Form (CTF) 2. Referral Letter from the National Government Agencies (NGAs), Local Government Units (LGUs), and other concerned offices (if available)	Regional Operations Center

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit an inquiry, request, or grievance to the PACD Officer, whether verbal or by filling out the Client's Transaction Form (CTF)	1.1 Receive the client's inquiry, request, or grievance and inquire about client issues with probing questions, following the verbatim script.	None	10 Minutes	*Attending PACD Officer*
	1.2 Obtain the client's consent to record the client's information/details of concern and encode them in the Unified Monitoring Matrix or Integrated Grievance Redress Management System (IGRMS)	None	5 Minutes	*Attending PACD Officer*
	1.3 Assess the concern of the client and provide a suitable response/ resolution: **1.3.1 For Simple Inquiry:** Provide a clear and concise response to the query. 1.3.1.1 If unsure, offer to find the information or direct them to the Office/Division/Service/Unit (ODSU) concerned.	None	20 Minutes a. Simple Transaction (three (3) working days) b. Complex Transaction (seven (7) working days) c. Highly Technical Transaction	*Attending PACD Officer*

	1.3.1.2 If the query has multiple possible solutions, present the available solutions to the client and explain the pros and cons of each option if necessary. 1.3.1.3 Ask if the client has any further questions or if he/she needs additional clarification. **1.3.2 For Complex and Highly Technical Concerns:** Contact/ coordinate with the concerned Office, Division, Service, or Unit (ODSU). 1.3.2.1 Refer the client either through the accomplished CTF or via phone call to the concerned ODSU. 1.3.2.2 Provide the appropriate response, which the attending PACD Officer can either relay to the client or deliver directly via phone.		(twenty (20) working days)	
	1.4 After the client has been responded to, update the IGRMS or monitoring tool and tag it as responded/resolved (whichever is applicable).	None	5 Minutes	*Attending PACD Officer*

	1.6 Encode the results of the survey in the CSMS database as a means of verification.	None	5 Minutes	*Attending PACD Officer*
	TOTAL	**NONE**	**Core Processes-** 45 minutes **Simple:** 3 working days **Complex:** 7 working days **Highly Technical:** 20 working days	

PROTECTIVE SERVICES DIVISION

1. 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 (PWD), 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
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Filipino Children and Persons with Disabilities

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Provision of Assistance	
1. Identification Card of Persons with Disability or any government issued ID	Client
2. Request letter	Client
**Provision of the assistance is still based on the record of availments of the client and assessment of Social Worker.*	
**Documents are still subject for verification and additional documents may be required depending on the case.*	

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit their complete requirements	1.1 Receive and review the application and the required documents.	None	5 minutes	*Section Head Community Based Services*
2. Proceed to the Interview	2.1 Interview and assess the needs of the Person/s with Disability	None	20 minutes	*Section Head Community Based Services*
	2.2 Decide which service/s can be provided to the client based on the needs assessment.	None	10 minutes	*Section Head Community Based Services*
	2.3. Provide a referral letter or endorsement to the Crisis Intervention Section (CIS) or Social Welfare and	None	10 minutes	*Division Chief Protective Service Division*

	Development Teams (SWADT) for AICS,SLP, or other agencies.			
	2.4 Approve the referral letter	None	2 days	*Division Chief Protective Service Division* *Regional Director*
3. Receive the approved Referral Letter	3.1 Release the endorsement letter to appropriate office/ agency	None	5 minutes	*Section Head Community Based Services*
	TOTAL	**NONE**	**2 days and 50 minutes**	

2. Onsite Implementation of the Assistance to Individuals in Crisis Situations or Provision of Assistance Inside the DSWD Office

The Assistance to Individuals in Crisis Situations (AICS) program is a Social Protection Program designed as a social safety net and stop-gap measure to provide immediate support to individuals and families facing unforeseen financial crises. It aims to improve the well-being of vulnerable and needy populations while aligning with the agency's broader mission of promoting social welfare. The program ensures that vulnerable sectors receive the necessary assistance by addressing urgent medical needs, providing food and transportation support, and offering financial aid for funeral expenses, psychosocial support, and referrals to other relevant programs or institutions.
This assistance is provided through the Crisis Intervention Unit (CIU) at the Central Office, the Crisis Intervention Section (CIS), Social Welfare and Development (SWAD) offices, Satellite Offices, and Malasakit Centers across all regions.

Office or Division:	Crisis Intervention Program – Crisis Intervention Section Field Office-I-XII, CARAGA, CAR, NCR, and NIR; a. Social Welfare and Development (SWAD) and Satellite Offices b. Malasakit Centers
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Indigent, marginalized, and vulnerable, and/or disadvantaged individuals and families, including those facing active crises, may receive assistance based on the Social Worker's assessment. This includes financially incapacitated individuals who are facing significant challenges and require immediate intervention.
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**

One (1) original and two (2) photocopies of any of the following valid government-issued identification cards (ID) of the client/ person to be interviewed *(original copy of ID must be presented during assessment)*	
• PhilSys ID or National ID	Philippine Statistics Authority (PSA)
• UMID ID, SSS or GSIS ID	Social Security System (SSS) or Government Service Insurance System (GSIS)
• Philhealth ID	Philippine Health Insurance Corporation
• PRC ID	Professional Regulation Commission (PRC)
• OWWA ID or OFW ID	Overseas Workers Welfare Administration (OWWA)
• DOLE ID	Department of Labor and Employment
• Voter's ID or Voter's Certification	Commission on Elections
• Postal ID	Post Office
• Philippine Passport	Department of Foreign Affairs
• NBI Clearance	National Bureau of Investigation (NBI)
• 4Ps ID • Oplan Pag-abot ID	Department of Social Welfare and Development (DSWD) signed by the current Secretary
• PWD ID • Solo Parent ID • City or Municipal ID • Barangay ID • Office of Senior Citizen Affairs (OSCA) ID	Local Social Welfare and Development Office (LSWDO) / Municipal Social Welfare and Development Office (MSWDO)
• Police Clearance	Police Station
• Barangay ID	Barangay Hall
In exceptional cases or circumstances caused by natural or human-induced disasters, where the beneficiary cannot present ***any*** valid ID, a justification with the beneficiary/beneficiaries' actual photo captured by the DSWD social worker and an explanation of the absence of a valid ID will be accepted as sufficient documentation. This measure ensures that individuals facing legitimate constraints still have the opportunity to access the assistance they need.	DSWD Social Worker
One (1) original signed Authorization Letter (if applicable; not required if the client representing the beneficiary is an immediate family member)	Beneficiary of assistance, except for those who do not have the capacity to act or are below 18 years old (minor), ***particularly for medical, funeral, or educational assistance.***
TRANSPORTATION ASSISTANCE	**WHERE TO SECURE**

Basic Requirements: ***One (1) original OR one (1) certified true copy and one (1) photocopy*** for other supporting document/s, such as, but not limited to:	
a. Police Blotter/Certification or	Police Station
b. Medical Certificate or Clinical Abstract or Discharge Summary ***with full name, license number, and signature of the attending physician, with remarks "Fit to Travel"***	Hospitals or clinics
c. Release Order from Jail in the Philippines	Bureau of Jail Management and Penology (BJMP)
d. Court Order or Subpoena	Trial Court/National Bureau of Investigation
e. Death Certificate	Civil Registry Office
f. Social Case Study Report/Social Worker Assessment	Registered Social Worker
MEDICAL ASSISTANCE	**WHERE TO SECURE**
Basic Requirements: **One (1) original OR one (1) certified true copy of:** Medical Certificate or Clinical Abstract or Discharge Summary or Alagang Pinoy Tagubilin Form or Certificate of Confinement with diagnosis, complete name, license number, signature of attending physician, ***issuance date, valid within three months***	Medical records of the Hospital or Clinic, or Clinic of the Attending Physician
FOR MEDICINE/ HOSPITAL BILL	**WHERE TO SECURE**
Basic Requirements: **One (1) original OR one (1) certified true copy of:** 1. Temporary Bill, Final Hospital Bill, or Statement of Account with the complete name and signature of the billing clerk (For clients with patients still admitted, statement of account or temporary bill should reflect a billing date issued within 1–2 days at the time of application)	Billing Office of the Hospital Credit and Collection Office of the Hospital
2. Social Case Study Report or Case Summary ***with issuance date valid within three months, complete name, license number, and signature of social worker***	Registered Social Worker in public or private practice, DSWD, LSWDO/ CSWDO, NGO, Medical Social Service, among others

3. **Additional Requirement if the patient is discharged from the hospital:** **Certificate of Balance or Promissory Note with due date of payment, complete name, and signature** of the credit and collection officer or billing clerk	Billing Section or Credit and Collection Office of the Hospital
FOR MEDICINE/ASSISTIVE DEVICE	**WHERE TO SECURE**
Basic Requirements: **One (1) original OR one (1) certified true copy of:** 1. Prescription or request of an **assistive device** with the complete name, license number, and signature of the attending physician, **issuance date valid within three months.**	Attending Physician from a hospital or clinic.
2. Official **Price** Quotation for an assistive device **with full name and signature of issuing officer, issuance date valid within three months.**	Service Provider
3. Social Case Study Report or Case Summary **with complete name, license number, and signature of social worker**	Registered Social Worker in public or private practice, particularly from DSWD, LSWDO/ CSWDO, NGO, and Medical Social Service, among others
MEDICINES /MEDICAL PROCEDURE	**WHERE TO SECURE**
Basic Requirements: **One (1) original OR one (1) certified true copy of:** 1. Official **Price** Quotation for medicine or procedure **with full name and signature of issuing officer, issuance date valid within three months.**	Service Provider
2. Social Case Study Report or Case Summary **with complete name, license number, and signature of social worker**	Registered Social Worker in public or private practice, particularly from DSWD, LSWDO/ CSWDO, NGO, and Medical Social Services, among others

3. Additional Requirements **For Medicine:** Prescription with date of issuance, complete name, license number, and signature of attending physician, **issuance date valid within three months**. **For Laboratory and other procedures:** Request for Procedure with date of issuance, complete name, license number, and signature of attending physician, **issuance date valid within three months** **For Chemotherapy:**	Attending Physician from a hospital or clinic
Treatment Protocol with date of issuance, complete name, license number, and signature of attending physician, **issuance date valid within three months**	
FUNERAL ASSISTANCE FOR THE FUNERAL BILL	**WHERE TO SECURE**
Basic Requirements: **One (1) original OR one (1) certified true copy of:** 1. Death Certificate or Certification from the Imam/ Tribal Chieftain	City or municipal hall (Civil Registry Office), hospital, funeral parlor, tribal chieftain, or Imam
2. Funeral Contract **with the complete name and signature of the service provider, as well as the complete name and signature of the client, issuance date valid within three months**	Authorized staff of the funeral service provider
3. Social Case Study Report or Case Summary **with the complete name, license number, and signature of the social worker. The issuance date is valid within three months.**	Registered Social Worker in public or private practice, particularly from DSWD, LSWDO/ CSWDO, NGO, and Medical Social Service, among others
4. **Additional Requirement if the beneficiary is entombment** Certificate of Balance or Promissory Note with due date of payment, complete name and signature of the service provider, as well as the complete name and signature of the client, issuance date valid within three months.	Authorized staff of the funeral service provider

FUNERAL ASSISTANCE FOR TRANSFER OF CADAVER	WHERE TO SECURE
Basic Requirements: **One (1) original OR one (1) certified true copy of:** 1. Death Certificate or Certification from the Imam/Tribal Chieftain 2. Transfer Permit for a cadaver	City or Municipal Hall (Civil Registry Office), hospital, funeral parlor, tribal chieftain, or Imam.
EDUCATIONAL ASSISTANCE	**WHERE TO SECURE**
Basic Requirements: 1. **One (1) original copy and one (1) photocopy** of a valid identification card (ID) and school ID 2. **One (1) original OR one (1) certified true copy** of the enrollment assessment form or certificate of enrollment registration form and statement of account signed by the school authority 3. **One (1) Photocopy** of any valid ID of the parent/guardian/relative if representing the minor student, or the student's Valid ID if of legal age 4. Enrollment Assessment Form or Certificate of Enrollment Registration Form 5. Statement of Account	School Registrar or Concerned Office where the beneficiary is enrolled
FOOD ASSISTANCE	**WHERE TO SECURE**
Basic Requirements: **One (1) original OR one (1) certified true copy of:** 1. Barangay Certificate of Residency or Certificate of Indigency **with an issuance date valid within three months** may be required to confirm the client's need for assistance	Barangay Hall, where the client is presently residing
2. Medical Certificate or Clinical Abstract or Discharge Summary or Alagang Pinoy Tagubilin Form **or Certificate of Confinement** with Diagnosis and complete name, license number, and signature of attending physician, **issuance date valid within three months**	The hospital where the beneficiary is currently admitted
3. One (1) photocopy of any Valid ID	
4. Social Case Study Report/Social Worker Assessment	Registered Social Worker

CASH RELIEF ASSISTANCE	WHERE TO SECURE
Depending on the circumstances: For Fire Victims: 1. Police Report or Bureau of Fire Protection Report	Bureau of Fire Protection or Philippine National Police
2. Barangay Certification	Barangay Hall
For Distressed OFWs:	
1. Passport, Travel Document/s, certification from OWWA, DMW, or the Barangay	Overseas Workers Welfare Administration or Department of Migrant Workers, or Barangay
For Rescued Client: 1. Certification from a social worker or Case manager of the rescued client.	Local Social Welfare and Development Office or other social welfare agencies
For victims of Online Sexual Exploitation: 1. Police Blotter and social workers certification for the victims of online sexual **exploitation** of children	Local Social Welfare and Development Office or other social welfare agencies
For locally stranded individuals (LSI): 1. LSI without valid IDs, a Travel Authority issued by the Philippine National Police will suffice and be accepted to prove his or her identity.	Police Station
For all other incidents: 1. Barangay Certificate of Residency or Certificate of Indigency 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:	Barangay Hall, where the client is presently residing
2. Police Report or Blotter 3. Spot report from the AFP or PNP Joint AFP-PNP Intelligence Committee (JAPIC) certificate	Police Station AFP or PNP
4. Certification of death	Office of Civil Registry
5. Family Access Card in Emergencies and Disasters (FACED) 6. Medico-legal certification	Certificate from the LDRRMO *or* Local Government Unit (LGU) Hospital or clinic duly signed by a Licensed Physician
MATERIAL ASSISTANCE	**WHERE TO SECURE**
For Individual: 1. One (1) Photocopy of any Valid ID of the client or authorized representative	As stated in the checklist of requirements

For Group: 1. One (1) Photocopy of any Valid ID of the client or authorized representative 2. Social Case Study Report		Registered Social Worker in public or private practice, particularly from DSWD, LSWDO/ CSWDO, NGO, Medical Social Service, among others		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
FOR ON-SITE TRANSACTION - Cash Outright				
1. Secure a queuing number and fill out the information sheet	1.1 Issue a queuing number, provide forms, and direct the client to the appropriate service lane (priority, special, guarantee letter, or regular).	None	10 minutes	*Social Welfare Officer III (CIU/CIS/SWAD OFFICE)*

2. Present the required documents to the assigned Social Worker	2.1 Validate the client's records, cross-matching in the system or database to check the frequency of availment. 2.2 If the client meets the allowable frequency of availment, the Social Worker shall proceed to interview and assessment. If the documentary requirements are incorrect, incomplete, or invalid, the Social Worker shall notify the needed documentary requirements and issue a compliance slip. If the client is found to be ineligible, the Social Worker shall inform the client and provide a clear, concise explanation for the denial of the request. If found to be eligible, the Social Worker shall determine the appropriate type and amount of assistance. 2.3 Advise the client to proceed to the	None	50 minutes	*Social Welfare Officer III (CIU/CIS/SWAD OFFICE)*

	corresponding releasing area upon completion of the interview and assessment. The Social Worker shall forward the client's documents to the approving authority for evaluation and approval.			
3. Receive the assistance	3.1 Review and approve the type and amount of assistance to the client. 3.2. If the approving authority determines that the submitted documents are sufficient to support the assessment and recommendation, the documents shall be forwarded to the Regular/Special Disbursing Officer (R/SDO) for release of assistance. 3.3 Check the client's identity before releasing the assistance.	None	1 Hour and 30 minutes	*Social Welfare Officer III (CIU/CIS/SWAD OFFICE)*
	TOTAL	**NONE**	**2 Hours and 30 minutes**	
FOR ON-SITE TRANSACTION - GUARANTEE LETTER LESS THAN PHP 150,000.00				
1. Secure a queuing number and fill out the information sheet	1.1 The DSWD personnel issue a queuing number, provide forms, and direct the client to the appropriate service lane (priority, special, guarantee letter, or regular).	None	10 minutes	*Social Welfare Officer III (CIU/CIS/SWAD OFFICE)*

2. Present the required documents to the assigned Social Worker	2.1 Validate the client's records, cross-matching in the system or database to check the frequency of availment. 2.2 If the client meets the allowable frequency of availment, the Social Worker shall proceed to interview and assessment. If the documentary requirements are incorrect, incomplete, or invalid, the Social Worker shall notify the needed documentary requirements and issue a compliance slip. If the client is found to be ineligible, the Social Worker shall inform the client and provide a clear, concise explanation for the denial of the request. If found to be eligible, the Social Worker shall determine the appropriate type and amount of assistance. 2.3 Advise the client to proceed to the corresponding releasing area upon completion of the interview and assessment. The Social Worker shall forward the	None	1 Hour	*Social Welfare Officer III (CIU/CIS/SWAD OFFICE)*

	client's documents to the approving authority for evaluation and approval.			
3. Receive the assistance	3.1 The Approving Authority shall review and approve the type and amount of assistance to the client. 3.2 If the approving authority determines that the submitted documents are sufficient to support the assessment and recommendation, the documents shall be forwarded to the Regular/Special Disbursing Officer (R/SDO) for release of assistance. 3.3 The DSWD personnel shall check the client's identity before releasing the assistance.	None	1 Hour and 50 minutes	*Social Welfare Officer III (CIU/CIS/SWAD OFFICE)*
	TOTAL	**NONE**	**3 hours**	
ON-SITE TRANSACTION - GUARANTEE LETTER BEYOND PHP 150,000.00				
1. Secure a queuing number and fill out the information sheet	1.1 The DSWD personnel issue a queuing number, provide forms, and direct the client to the appropriate service lane (priority, special, guarantee letter, or regular).	None	10 minutes	*Social Welfare Officer III (CIU/CIS/SWAD OFFICE)*
2. Present the required documents to the assigned Social Worker	2.1 Validate the client's records, cross-matching in the system or database to check the frequency of availment.	None	1 Hour	*Social Welfare Officer III (CIU/CIS/SWAD OFFICE)*

	2.2 If the client meets the allowable frequency of availment, the Social Worker shall proceed to interview and assessment. If the documentary requirements are incorrect, incomplete, or invalid, the Social Worker shall notify the needed documentary requirements and issue a compliance slip. If the client is found to be ineligible, the Social Worker shall inform the client and provide a clear, concise explanation for the denial of the request. If found to be eligible, the Social Worker shall determine the appropriate type and amount of assistance. 2.3 Advise the client to proceed to the corresponding releasing area upon completion of the interview and assessment. The Social Worker shall forward the client's documents to the approving authority for evaluation and approval.			
3. Receive the assistance	3.1 The Approving Authority shall review and approve the type	None	14 Hours and 50 minutes	*Social Welfare Officer III*

	and amount of assistance to the client. 3.2 If the approving authority determines that the submitted documents are sufficient to support the assessment and recommendation, the documents shall be forwarded to the Regular/Special Disbursing Officer (R/SDO) for release of assistance. 3.3 The DSWD personnel shall check the client's identity before releasing the assistance.			*(CIU/CIS/SWAD OFFICE)*
	TOTAL	**NONE**	**2 days**	

3. PLHIV Referral and Assistance for Care and Support Services

The referral system was created by the DSWD to help PLHIVs to access key care and support services, following Section 35 of the Implementing Rules and Regulations of RA 8504. This mandate was strengthened under the Philippine HIV and AIDS Policy Act (RA 11166), which reinforces the use of the referral mechanism to safeguard the rights and welfare of PLHIV and their families.

The mechanism is not limited to referrals, as it also ensures timely access to quality services and coordination among service providers. In line with Section 36 of RA 11166, the DSWD and its Field Offices provide psychosocial care and various forms of economic aid. These include support for education, livelihood, burial or funeral needs, transportation, medical costs, and food.

Office or Division:	DSWD Field Office (Protective Services Division/ Community-Based Services Section)
Classification:	Simple
Transaction Type:	G2C- Government to Citizen
Who may avail:	Persons with HIV (PLHIV) and their affected families
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**

1. Any one (1) of the following valid identification cards of the client or 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 Elections (ComElec)
• Postal ID	Post Office
• Philippine Passport	Department of Foreign Affairs
• NBI Clearance	National Bureau 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	Barangay Local Government Unit
• Office of Senior Citizen Affairs (OSCA ID)	Local Government Unit
• Police Clearance	Police Station
• or any government-issued ID preferably with validity date, and picture and signature of the client.	Government Office
2. In extremely justifiable circumstances, a Barangay Certification certifying the identity of the client may be presented in lieu of an Identification Card.	Barangay Local Government Unit
3. Signed Authorization Letter (if applicable)	Beneficiary of Assistance, except for those who cannot act or are below 18 years old
4. Medical Abstract/Certificate	Designated Treatment Hub / HIV Primary Care Facility; Hospital, Accredited Medical Facility
5. In case of referral, a Referral Letter	Referring Agency: Local Social Welfare and Development Office; Local Government Unit; Treatment Hub; Primary Health Care Facility; Registered Social Worker from a Non-government organization (NGO); Civil Society Organization (CSO)
TRANSPORTATION ASSISTANCE	

1. Original and one (1) photocopy of supporting document/s such as, but are not limited to the following: a. Police Blotter b. Medical Abstract c. Court Order or Subpoena d. Death Certificate.	 Police Station Hospitals or Clinic Court Civil Registry
MEDICAL ASSISTANCE FOR HOSPITAL BILL	
1. One (1) Original and/or Certified True Copy of Medical Certificate or Clinical Abstract or Discharge Summary issued within three (3) months and with the following information: a. final diagnosis; and b. complete name, license number, and signature of the Physician	Medical records of the hospital clinic, or the Attending Physician
2. One (1) original and one (1) photocopy of Hospital Bill or Statement of Account (with outstanding balance) indicating 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.	Statement of Account - Billing Office of the hospital Certificate of Balance and Promissory Note - Credit and Collection Office
If the amount/cost of assistance being requested exceeds PhP10,000.00, the following shall be required as additional documentary requirements	
3. One (1) original copy of the Social Case Study Report or Case Summary.	Registered Social Worker, whether from public or private practice, from any of the following: • Department of Social Welfare and Development; • Local Social Welfare and Development Office; • Non-Government Organization; or • Medical Social Service. With RSW's complete name, PRC license number, and validity
MEDICAL ASSISTANCE FOR MEDICINE OR ASSISTIVE DEVICE (PRESCRIPTION)	
1. One (1) original and/or Certified True Copy of Medical Certificate or Clinical Abstract, or Discharge Summary issued within three (3) months and with the following information: a. final diagnosis; and b. complete name, license number, and signature of the Physician.	Attending Physician or Medical Records of the Hospital or Clinic of the Attending Physician

2. One (1) original and one (1) photocopy of the prescription issued within three (3) months and with the following information: a. date of issuance; and b. complete name, license number, and signature of the Physician.	Attending Physician from the hospital or clinic that issued the Medical Abstract/Certificate.
If the amount/cost 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 a Social Case Study Report or Case Summary.	Registered Social Worker, whether from public or private practice, from any of the following: • Department of Social Welfare and Development; • Local Social Welfare and Development Office; • Non-Government Organization; or • Medical Social Service. With RSW's complete name, PRC license number, and validity
3. Referral Form (Letter)	*If referred to DSWD:* Referring agency (Service Delivery Network), such as but not limited to: • Treatment Hubs • Medical Social Service (Hospitals) • Local Social Welfare and Development Office; or • Non-Government Organization *If to be referred by DSWD:* If the client needs to be referred to other programs and services within or outside the DSWD, such must be accomplished by the attending social worker, addressed to the receiving agency the client will be referred to.
MEDICAL ASSISTANCE FOR LABORATORY / DIAGNOSTIC PROCEDURE	
1. One (1) original and/or Certified True Copy of Medical Certificate or Clinical Abstract issued within three (3) months and with the following information: a. final diagnosis; and b. complete name, license number, and signature of the Physician.	Attending Physician from the hospital or clinic that issued the Medical Abstract/Certificate.

2. One (1) original and one (1) photocopy of laboratory requests/doctor's order issued within three (3) months and with the following information: a. date of issuance; and	Attending Physician from the hospital or clinic that issued the Medical Abstract/Certificate.
b. complete name, license number, and signature of the Physician.	
If the amount/cost of assistance requested exceeds PhP10,000.00, the following shall be required as additional requirements	
1. One (1) original and/or photocopy of the Quotation of the Laboratory/Diagnostic Procedure)	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: • Department of Social Welfare and Development; • Local Social Welfare and Development Office; • Non-Government Organization; or • Medical Social Service. With RSW's complete name, PRC license number, and validity
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
2. One (1) original copy of Promissory Note or Certificate of Balance or Statement of Account	Funeral Service Provider
3. One (1) original and/or Photocopy of the Funeral Contract	Funeral Service Provider
EDUCATIONAL ASSISTANCE	
1. One (1) original and/or photocopy of Validated School ID and Valid ID	School Registrar where the beneficiary is enrolled
2. One (1) original and/or photocopy of any of the following: a. Enrolment Assessment Form; or b. Certificate of Enrolment; or c. Registration; or d. 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 needs assistance, may be required, or a medical document as proof that the beneficiary is admitted	• Barangay Hall where the client is presently residing • The hospital where the beneficiary is currently admitted
CASH RELIEF ASSISTANCE	
Depending on the circumstances: a. **For Fire Victims:** One (1) original and/or photocopy of Police Report or Bureau of Fire Protection Report from the Bureau of Fire; b. **For Distressed OFs:** One (1) original and/or photocopy of Passport, Travel Document/s, certification from OWWA or the Barangay; c. **For Rescued Client:** One (1) original and/or photocopy of Certification from a social worker or Case manager from rescued clients. 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 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.	• Bureau 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 • Police Station - Police Blotter • Hospital or Clinic - Medical Certificate signed by the Registered Physician
For all other incidents: 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	• 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. Submit documents and fill out the prescribed forms	1.1 Receive the client and provide the prescribed form to be filled out by the client	None	10 minutes	*PLHIV Program Focal Person or an Alternate*
	If necessary, assist the client in accomplishing the Harmonized Intake Form			

2. Attend an interview for assessment	2.1 Conduct an intake to identify the client's concern *Action is based on either circumstance:* 2.1.1 If the client is asking for an **informational service**: provide the necessary information and a copy of the checklist of requirements 2.1.2 If the client is **availing the service**: receive and review documents presented by the client 2.1.3 For referred clients, check documentary requirements for needed assistance, and ensure completeness of information. 2.1.4 For walk-in clients, identify the assistance requested and review documentary requirements, ensuring completeness and compliance. ***Note:*** *If supporting documents are incomplete and*	None	15 minutes	*PLHIV Program Focal Person or an Alternate*
	non-compliant, advise the client and provide a checklist.			

	2.2 Conduct an assessment by verifying submitted documents and probing interview with the client 2.3 Verify submitted requirements for veracity and authenticity: 2.3.1 If a discrepancy is found, advise and explain to the client. 2.3.2 Provide a checklist as necessary, and ensure consistency of information on the documents and disclosed during the interview. 2.3.3 For referred clients, additional coordination with RefA may be conducted for confirmation.	None	15 minutes	*PLHIV Program Focal Person or an Alternate*
	2.4 Recommend assistance to be provided to the client and facilitate disbursement or referral to other service providers. 2.4.1 If assistance may be directly provided, prepare Certificate of Eligibility and attach all documents submitted	None	30 minutes	*PLHIV Program Focal Person or an Alternate*

	and/or accomplished by the client. 2.4.2 If the client needs to be referred to other service providers, prepare a Referral Letter and attach the necessary documents, if available. Advise the client on how to use the referral			
3. Wait for the approval of the assessment and the Social Worker's recommendation	3.1. Facilitate the approval of the application and the release of assistance.	None	30 minutes	*PLHIV Program Focal Person or an Alternate*
	3.2. Review documents and initiate final approval of the Social Worker's recommendation;	None	30 minutes	*Approving Officer / CBSS Head / PSD Chief*
	3.3. Prepare vouchers for financial assistance;	None	30 minutes	*Designated Staff*
4. Receive Financial Assistance	4.1 Confirm the client's identity	None	15 minutes	*Special Disbursing Officer*
	4.2 Release the actual financial assistance to the client. ***Note:*** *Ask the client to check the actual amount received.*			
TOTAL		**None**	**2 hours, 55 minutes**	

4. Provision of Assistance to Solo Parents

The Philippines' government provides assistance to solo parents through the Expanded Solo Parents Welfare Act (Republic Act No. 11861). This law, which took effect in November 2022, expands upon the original Solo Parents' Welfare Act of 2000 (Republic Act No. 8972). It aims to promote the rights and ensure social protection for the country's approximately 14 million solo parents.

The Department of Social Welfare and Development (DSWD), along with other government agencies, is responsible for implementing the law. It provides a "comprehensive package" of services that includes livelihood opportunities, legal and counseling services, and parent effectiveness programs.

Office or Division:	Protective Services Division- Sectoral Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Registered Solo Parents			
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. Attend Interview for assessment of needs	1.1 Validate the Solo Parent Identification Card (SPIC) of the client. 1.2 Interview the client and fill-out the general intake sheet and indicate recommendations based on assessed needs	None	30 minutes	*Section Head,* Sectoral Section
2. Attend psychological intervention, psychological first aid and/or counseling	2.1 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	*Division Chief* Protective Services Division or *Section Head* Sectoral Section
	2.1.2 If no further assistance is to be provided, the client shall return the form to the social worker before leaving.	None	5 minutes	*Division Chief* Protective Services Division or *Section Head*

	2.2 If the client needs further assistance, encode the client's information in the caseload inventory of solo parents provided with assistance.			Sectoral Section
	2.3 Prepare appropriate referral / endorsement. 2.3.1 For AICS, provide a referral or endorsement letter to CID / CIS / SWADT and fill-out the General Intake Sheet 2.3.1 For livelihood assistance, provide a referral or endorsement letter to SLP for possible provision of assistance. 2.3.3 For other agency/ies,provide a referral or endorsement letter to appropriate agency/ies.	None	40 minutes	*Division Chief* Protective Services Division or *Section Head* Sectoral Section
	2.4 Endorse the referral or endorsement letter for approval of the Division Chief, Bureau/Regional Director or Com-based Section Head / PSD Chief in SWADT.	None	2 days	*Division Chief* Protective Services Division or *Section Head* Sectoral Section
	2.5 Approve and sign the referral/ endorsement letter	None		*Bureau / Regional Director*

3. Receive the referral/ endorsement letter	3.1 Provide the approved referral / endorsement letter to the client	None	5 minutes	*Division Chief* Protective Services Division
	TOTAL	**2 working days, 1 hour, 50 minutes**		

5. 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:	Protective Services Division- Recovery and Reintegration Program for Trafficked Persons (RRPTP)
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Client
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	
1. One (1) photocopy of Travel document (for Repatriated TIP Victims) 2. One (1) photocopy of Valid ID 3. One (1) original copy of Social Case Study Report	Department of Foreign Affairs / Philippine Embassy (for Repatriated TIP Victims) Government Institutions issuing valid ID DSWD Field Office or Local Social Welfare and Development Office
Medical Assistance	
1. One (1) original and one (1) photocopy of Clinical Abstract/Medical Certificate with signature and license number of the attending physician (issued within three months) 2. One (1) original and one (1) photocopy of Hospital Bill (for payment of hospital bill) or Prescription (for medicines) or Laboratory requests (for procedures).	Hospital or health facility where the client is admitted or seen (Clinical Abstract and Hospital Bill) Barangay Hall (Barangay Certificate) Government Institutions issuing valid ID

3. One (1) original and one (1) photocopy of Barangay Certificate of Residency and Valid ID for the client	
Educational Assistance	
1. One (1) original and one (1) photocopy of School registration and/ or certificate of enrolment 2. One (1) original and one (1) photocopy of Statement of Account for tertiary education 3. One (1) original and one (1) photocopy of 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 issuing valid ID
Skills Training	
1. One (1) original and one (1) photocopy of Official receipt from the training school (TESDA/ CHED accredited training school. 2. One (1) original and one (1) photocopy of Valid ID	TESDA / accredited training school where the client is enrolled Government Institutions issuing valid ID
Financial Assistance for Employment (e.g. driver's license, NBI and police clearance, Medical Certificate etc.)	
1. One (1) original and one (1) photocopy of Contract of Employment or any similar document which indicates that they are hired 2. One (1) original and one (1) photocopy of Valid ID	Employer of the client Government Institutions issuing valid ID
Financial Assistance for Livelihood	
1. Result of the *Handa Ka Na Bang Magnegosyo?* The client scores must be 75 and above in order to be eligible for the livelihood program, to determine the preparedness of the client to start their business. Re-assessment will be conducted to clients who will have a score of 74 and below or they may be considered to avail financial assistance for employment. 2. Project Proposal (may be written in the vernacular or local dialect) Clients may be assisted by the social worker in preparation of the said proposal. 3. One (1) original and one (1) photocopy of Valid ID 4. One (1) original and one (1) photocopy of Social Case Study Report	DSWD Field Offices Client Government Institutions issuing 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 documentary requirement needed	

Provision of Temporary Shelter				
One (1) original and one (1) photocopy of Referral Letter from the Social Worker		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				
1. One (1) original and one (1) photocopy of Valid ID 2. One (1) original and one (1) photocopy of Social Case Study Report		Government Institutions issuing valid ID DSWD Field Office or Local Social Welfare and Development Office		
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, conduct assessment, and provide psychosocial counseling, 1.2 If the client needs Temporary Shelter, refer to Residential Care Facility. 1.3 Provide a list of documentary requirements depending on the assistance to be provided. 1.4 Refer to the list of requirements.	None	2 Hours	*Community Based Services Section Head/ Social Welfare Officer III Protect Services Division*
2. Submit Documentary Requirement for the service/s to be availed	2.1 Screen other submitted documents. 2.1.1 For livelihood assistance, forward the documents to the SLP for further assessment.	None	10 minutes	*Community Based Services Section Head/ Social Welfare Officer III* Protect Services Division *Sustainable Livelihood Program Section Head and Community Based Services Section Head/ Social Welfare Officer III* Protect Services Division

	2.2 Prepare the following documents, depending on the assistance to be provided: a. Preparation of Voucher (for financial-related assistance) b. Social Case Study Report c. Referral letter (for other program assistance)	None	7 days	*Community Based Services Section Head/ Social Welfare Officer III* Protect Services Division
	2.3 Recommend the provision of assistance for approval of the Regional Director.	None	3 days	*Community Based Services Section Head/ Social Welfare Officer III* Protect Services Division
	2.4 Approve the provision of assistance to the victim-survivors of trafficking.	None	2 days	*Regional Director*
	2.5 Release the assistance to client (Cash or Non-Cash)	None	2 days	*Cash Section Chief* Financial Management Division-Cash Section
3. Receive the assistance needed/ requested.	3.1 Release the assistance/ referral to the client	None	5 minutes	*Community Based Services Section Head/ Social Welfare Officer III* Protect Services Division
	Total	**None**	**For Temporary Shelter -2 hours**	
	Total	**None**	**For Livelihood Assistance - 12 Days**	
	Total	**None**	**For other Assistance - 5 Days**	

DSWD
Department of Social Welfare and Development

SUSTAINABLE LIVELIHOOD PROGRAM

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
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 - *Clients Testimony* - *Witness Testimony (if necessary)* - *Barangay / Police Report* (if necessary)	SLP Regional Program Management Office, DSWD Field Office Caraga, R. Palma St., Capitol Rd., Brgy. Dagohoy, Butuan City 8600 SLP Operations Office strategically located in the different provinces, cities, and municipalities in Caraga region.

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. Proceed to customer step number 2 after approval.	1.1 Explain to and request the client to sign or place his/her thumb mark on the Data Privacy Act (DPA) of 2012. Brief orientation on the SLP Processes	None	3 Minutes	Grievance Management Officer (GMO)/ Technical Officer (TO) of the day Sustainable Livelihood Program
2. Fill-up the walk-in logbook	2.1. Instruct the client to register in the Walk-in Clients Log Book.	None	2 minutes	GMO/ TO Sustainable Livelihood Program

	2.2. Conduct the initial interview on the complaint.	None	10 minutes	GMO/ TO Sustainable Livelihood Program
3. Fill-out the SLP Grievance Form	3.1. Request the client to fill out the SLP Grievance Form.	None	10 minutes	GMO/ TO Sustainable Livelihood Program
	3.2. Validate any lacking information of the client/s as necessary.	None	3 Minutes	GMO/ TO 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	GMO/ TO Sustainable Livelihood Program
5. Encoding of clients profile	5.1. Encode client/s profile in the SLP Referral Management System (SLP GMS)	None	5 minutes	GMO/ TO Sustainable Livelihood Program
	5.2. Classify the complaint / grievance.	None	3 Minutes	Grievance Management Unit Head (GMUH) Grievance Management Unit
	5.3. Validate the findings. If invalid, notify the concerned process owner for the invalid findings, and validate lacking information of the	None	10 minutes	GMO/ TO Sustainable Livelihood Program

	client/s as necessary.			
	5.4. Encode the details in the SLP GMS and EDTMS	None	6 minutes	GMO/ TO Sustainable Livelihood Program
	5.5. Refer/ Endorse the Grievance f or verification to concerned DSWD Field Offices, OBSUs, NGAs, NGOs, CSOs and other institutions.	None	8 hours	GMO/ TO Sustaina ble Livelihoo d Program
	5.6. Monitor and follow-up feedback/ updates to concerned FOs	None	2 days (simple) 6 days (complex) 9 days (highly technical)	GMO/ TO Sustaina ble Livelihoo d Program

FOR GRIEVANCES AT THE SLP- REGIONAL LEVEL:				
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSIN G TIME**	**PERSON RESPONSIBL E**
	5.8. Processing of Grievance For Non-Cognizable Grievance (Simple Transactions) - Does not require verification	None	7 days	Fact Finding Team (For Non-cognizab le

				Grievance)
	The GRMO shall provide technical assistance, explain and orient on program implementation.			
	For Cognizable Grievance (Highly Technical Transactions) The SLP Regional Grievance Management Committee shall convene to manage and decide the resolution of the grievance.	None	10 days	*SLP Regional Grievance Management Committee* *(For Cognizable Grievance)*
	For grievances that need further assessment, the SLP Regional Grievance Management Committee (RMGC) shall collaborate to include the deployment of Fact-Finding Team. Gather data and other essential information in order to determine the reasons/ factors that trigger the filing of grievance.			

	5.9. 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*
	5.10. Include in the feedback other essential information, reasons or factors that trigger the filing of grievance.	None	3 days	*Fact Finding Team*
	5.11. Provide recommendation and decision for endorsement to concerned OBSUs towards the resolution of the grievance.	None	1 day	*SLP Regional Grievance Management Committee*
	5.12. Provide feedback to the complainant on the action taken.	None	1 day	*RGMO*
	5.13. The SLP RGMC shall endorse unresolved grievances to the DSWD FO Regional Grievance Committee for resolution.	None	1 day (FO RGC)	*SLP Regional Grievance Management Committee*

	5.14. The SLP RGMC shall endorse gathered information/ documentation to Management (FO RGMC/AG-AC/RD) 5.14.1. Endorse the gathered documentation for submission to the Office of the Secretary. 5.14.2. Process the gathered SLP RGMC information or documentation based on the existing guidelines. LGU Employees - Endorse to the Local Government Unit – Local Chief Executives 5.14.3. Endorse SLP RGMC information/ documentation in the form of Grievance Management Report to the Regional Director for action. 5.14.4. Endorse SLP RGMC information/	None	1 day	*RGMO* *SLP RGMS/ AG-AG*

	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.			
	5.15 Issuance of Resolution based on the decision by the authority. If Resolution was issued by the: PC – Appeal processed by the SLP RGMC SLP RGMC or SLP RPMO – The appeal shall be processed by the SLP NPMO GMC SLP NPMO GMC – Appeal process by Office of the Secretary or OBSUs concerned.	None	2 days	*RGMO*
	5.16. Monitor the status of newly resolved grievances to ensure that recommendations provided are properly executed and followed by the involved persons/parties. 5.16.1 Encode in the SLP Grievance Tracker	None	1 day	*RGMO*
FOR GRIEVANCES AT THE SLP- PROVINCIAL LEVEL:				

	5.8 Processing of Grievance. For Non-Cognizable Grievance (Simple Transactions) The Non-Cognizable (invalid) grievance does not require verification	None	7 working days	*Fact Finding Team* *(For Non-Cognizable Grievance)*
	The GRMO shall provide Technical Assistance, simple explanation, and orientation on program implementation			
	For Cognizable Grievance (Highly Technical Transactions) The SLP Regional Grievance Management Committee shall convene to manage and decide the resolution of the grievance. For grievances that need further assessment, the SLP Regional Grievance Management Committee (RMGC) shall be activated	None	10 days	*SLP Regional Grievance Management Committee* *(For Cognizable Grievance)*

	to include the deployment of Fact-Finding Team.			
	5.9. Assess grievances and sort based on the validity or gravity. 5.9.1 Ensure the accomplished forms, prepare letters of acknowledgement. For Non – cognizable Grievance (invalid) - Does not require verification 5.9.2 Encode in the Database.	None	1 day	*PGMO*

	5.10. Non-Cognizable Grievance (Simple Transactions) 5.10.1 The PGMO shall provide technical assistance, explain and orient on program implementation. 5.10.2 Endorse all major grievances to RPMO	None None	1 day 1 day	*PGMO* *PGMO*
	5.11 Gather data and other essential information to determine the reasons or factors that trigger the filing of grievance.	None	4 days	*PGMO*
	5.12. Endorse data gathered and other essential information to the RPMO.	None	1 day	*PGMO*
	5.13. Provide feedback to the complainant on the actions taken.	None	1 day	*PGMO*
	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	None	1day	*PGMO*

	the SLP Grievance Tracker.			
FOR GRIEVANCES AT THE SLP- MUNICIPAL LEVEL:				
	5.8 Assess grievances *(e.g. involvement of PDO)* and sort based on the validity or gravity. 5.8.1 Secure the accomplished forms, prepare letter of acknowledgement. 5.8.2 Encode to the Database.	None	2 hours	*PGMO*
	5.9 Non-Cognizable Grievance (Simple Transactions) The FPDO shall provide technical assistance, explain, and orient on program implementation.	None	3 days	*PGMO*
	5.10 Endorse all major grievances to the RPMO.	None	1 day	*PGMO*

	5.11 Gather data and other essential information to determine the reasons or factors that trigger the filing of grievance. 5.11.1. The PGO shall check the involvement of the PDO.	None	1 day	*PGMO*
	5.12. Provide feedback to the complainant on the action taken.	None	1 day	*PGMO*
	5.13 Monitor the status of newly resolved grievances to ensure that recommendations provided are properly executed by the involved persons/parties. 5.13.1. Encode in the SLP Grievance Tracker.	None	1 day	*PGMO*
Activities to be undertaken by the SLP-NPMO/RPMO		**None**	**For Simple - 3 Days and 55 minutes** **For Complex - 7 Days and 55 minutes** **For Highly Technical - 10 Days and 55 minutes**	
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**	

2. Provision of Livelihood Assistance for Sustainable Livelihood Program (SLP) Referred Individual and Walk-in Clients

The process for walk-in program participants received by the SLP 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 Referred and Walk-In Program Participants

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
One (1) Photocopy of any valid identification of the participant applying for Livelihood Assistance Grants	Government Agencies issuing identification cards such as SSS, Philhealth, PAG-IBIG, LTO, DFA, PRC, COMELEC, NBI and others

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Attend the SLP Orientation conducted by the PDO and decide whether to continue with the application for livelihood assistance.	1.1. Conduct a brief Sustainable Livelihood Program (SLP) Orientation to the client/s covering the general description of SLP, its Program Tracks, Modalities, and Eligibility Requirements. 1.1.1. After the orientation, the PDO shall ask the client if they want to proceed with the application for livelihood assistance. If YES, proceed to step 2.1. 1.1.2. If the client will NOT proceed with the application,	None	20 Minutes	Project Development Officer

Note: The client may opt to waive at any stage/step of their application.	the client shall sign the SLP Waiver Form. Note: The client may opt to waive at any stage/step of their application. 1.2. If the client/s directly applies or initiates his/her application for livelihood assistance via email or letter (hard copy), the PDO shall proceed to Sub-step 1.2.1. 1.2.1. Check and review the completeness of the client's information as necessary and validate lacking information, if any. 1.2.2. If the client's information is COMPLETE, proceed to step 5.1. 1.2.3. If the client's information is INCOMPLETE, the request shall be reverted to the client. However, the PDO shall try to exert efforts to get the client's details, to wit: 1.2.4. If only a contact number is provided, the PDO shall call the client. However, if three (3) attempts of call to the client in every two hours, and still no responses, the request shall then be		6 Hours	

	reverted to the client through a memo or letter for closure of the application.			
2. Participate in the SLP Eligibility Assessment and provide complete and accurate personal information for validation.	2.1. Administer the SLP EAPF and cross-match the client to the SLP Database and to determine if eligible or not to receive interventions from SLP. 2.1.1. For clients FOUND in the SLP Database and were served by the program less than 5 years from the time they received grant from the program, the PDO shall endorse the client to other internal/external stakeholders in their locality.	None	1 Hour	Project Development Officer

	2.1.2 For clients FOUND in the SLP Database and were served by the program more than 5 years ago and those that are NOT FOUND, the PDO shall continue to administer the SLP SLP-EAPF (Parts 4-5) to determine the client's eligibility to receive interventions from the program. 2.1.3. The PDO shall inform the client of the result of the assessment conducted using the SLP EAPF 2.1.4. For clients that are QUALIFIED based on the SLP Eligibility Assessment and Profile Form, the client's documents shall be endorsed to the Provincial Office for the conduct of Social Preparation Stage. 2.1.5. For clients that are NOT QUALIFIED based on the SLP Eligibility Assessment and Profile Form, the PDO shall endorse the client to other internal/external stakeholders in their locality for other interventions. Note: FOs with Island			

	Municipality/ies or Geographically Isolated and Disadvantaged Areas (GIDA), validation may exceed the prescribed timeline due to the distance and travel time.			
3. Allow basic information to be recorded in the SLP Information System (SLP-IS)	3.1. The PDO shall encode the basic information of the QUALIFIED client/s to the Sustainable Livelihood Program Information System (SLP IS).	None	5 Minutes	Project Development Officer
4. Receive SLP Reference Slip and listen to instructions about the next steps in application.	4.1. Once complete, the PDO shall issue the SLP Reference Slip and inform the client on the next step of the application.	None	5 Minutes	Project Development Officer
5. Wait for the call/email/text or personal visit of the IPDO from the SLP Provincial Office.	5.1. The PDO shall draft the endorsement memorandum/letter addressed to the Provincial Coordinator for further conduct of the Social Preparation Stage. 5.1.1. The draft endorsement memorandum/letter shall be forwarded to the SLP Regional Program Coordinator (RPC) for review and initial approval. 5.1.2. If approved, proceed to step 6.	None	1 Day	Project Development Officer

	5.1.3. If the endorsement memorandum has revisions, it shall be returned to the PDO for necessary revision and return the document to RPC.			
	5.2. The signed memorandum /letter shall be endorsed by the PDO to the PC via email.	None	5 Minutes	Project Development Officer
	5.3. Upon receipt of the memorandum, the Provincial Coordinator (PC) shall instruct the PDO to conduct the Social Preparation Stage and provide a feedback report to the PC and RPMO on the initial actions that have been undertaken. Note: For Walk-in clients at the Province/Municipality/during the SLP Orientation. The clients shall also accomplish the SLP EAPF. However, the PDO shall inform the walk-in clients of the cross-matching in the SLP Database to determine their eligibility to the Program by accomplishing Parts 1-3 of the SLP EAPF. The PDO shall immediately coordinate with the	None	5 Minutes	Provincial Coordinator/ Project Development Officer /Provincial Monitoring and Evaluation Officer

	Provincial Monitoring and Evaluation Officer (PMEO) for the cross-matching of names in the SLP Database. Once complete, if initially eligible, the PDO shall feedback the result and complete administering the SLP EAPF (Part 4-5).			
6. Attend the Capability-Building Activities which is the Micro-Enterprise Development Training or Basic Employment Skills Training and accomplish/participate in the preparation of your Modality Application Form (MAF) with PDO assistance.	6.1 The PDO shall conduct the Capability-Building Activities to QUALIFIED program participants. 6.1.1. For clients who are QUALIFIED for MD Track: conduct the Basic Microenterprise Development Training (MEDT). 6.1.2. For clients who are QUALIFIED for EF Track, conduct the Basic Employment Skills Training (BEST). 6.1.3. Project Proposal Preparation The PDO shall assist and guide the client in accomplishing the MAF. From the accomplished MAF, the PDO must prepare the MP. 6.1.4. The PDO shall upload the digital copy of the MP to the Provincial	None	1 Day 2 Days	Project Development Officer

	Google Drive (PGD) together with the Portable Document Format (PDF) copies of related documents for review of the PC.			
7. Wait for the PDO or PC to inform you about the schedule of grant release.	7.1 Project Proposal Review at the Provincial Level The PC shall review the MAF and MP. 7.1.1. For MAF and MP with revisions, the PC shall return it to PDO for necessary revision and return it to PC. 7.1.2. Once the MP is approved at the PC level, The PC shall endorse the digitized MP through PGD, along with its attachments, to the RPC for review and approval. Proceed to step 7.2.	None	1 Day	Provincial Coordinator
	7.2. Project Proposal Review at the Regional Level 7.2.1. The RPC shall review the MAF and MP endorsed by PC through PGD. 7.2.2 Once approved, the RPC shall notify the PC and PDO to print the MP and subsequently forward the same together with all the original documents. 7.2.3. The RPC shall endorse the MP, Certificate of	None	4 Days	Regional Program Coordinator

	Accreditation (CoA), if applicable (example for Sustainable Livelihood Program Association [SLPA]), and the Endorsement Letter to the Regional Director (RD)/Minister. Note: Opening of Bank Account of Individual program participant is Optional.			
	7.3. Project Proposal Approval by the RD/Minister 7.3.1. The RD/Minister shall approve and sign the MP, CoA (if SLPA) and Endorsement Letter to the bank. 7.3.2. Once approved, the Regional Monitoring and Evaluation for Finance (RMEF) shall update the PGD and inform the PC, PMEO, and PDO of the status of the MP. Note: The succeeding SLP processes will be subjected to the availability of Funds.	None	1 Day	Regional Director/Minister
	7.4. Processing of Project Proposal at the FMD - (Budget, Accounting, and Cash) for Funding.	None	3 Days	

	Upon receipt of the approved MP and its attachments – Disbursement Voucher (DV) and Obligation Request and Status (ORS) from the RD/Minister or his/her authorized officer, the FMD of the FO obligates the request and prepares the cheques/Automatic Debit Arrangement (ADA). Note: The Budget, Accounting, and Cash Sections Shall only ensure the completeness of the following documents. Approved MP, CoA (if applicable) and photocopy of Passbook/ADA (for SLPAs), DV, and ORS Budget Section: 7.4.1. Once the Budget Section has validated the completeness of the documents, the Budget Officer must sign the approved ORS. 7.4.2. The Budget Section, through the mainstreamed SLP Administrative Assistant (AA), must transmit the same document to the Accounting Section after approval and			Budget Officer/Mainstreamed Administrative Assistant Accounting Officer/Mains

	update the status of MP in the PGD. Accounting Section: 7.4.3. Once the Accounting Section has validated the completeness of the documents, the Regional Accountant must process and approve the DV. 7.4.4. The Accounting Section, through the SLP Mainstreamed Administrative Assistant, must then transmit the approved voucher to the Office of the RD/Minister or his/her authorized officer for the approval of Box D of the DV. 7.4.5 Once approved, the documents will be forwarded to the Cash Section for the preparation of cash/cheque/ADA and update the status of the MP in the PGD. Cash Section 7.4.6. Once the Cash Section has verified the approved DV, it must prepare, process, and approve the cash / cheques /ADA. 7.4.7. The mainstreamed SLP Administrative			treamed Administrative Assistant Cash Officer/Mainstreamed Administrative Assistant

	Assistant must update the status in the PGD and constantly coordinate with the RMEF on the schedule of release of cash/cheque/ADA.			
	7.5. Once the schedule of releasing is specified, the RMEF shall inform / notify the PC and the PDO.	None	5 Minutes	Regional Monitoring and Evaluation Officer for Finance
8. Attend the Financial Education session conducted by the PDO before receiving the grant.	8.1. Conduct of Financial Education The PDO shall conduct a Financial Education session to the program participant/s before the release of grants.	None	1 Day	Project Development Officer
9. Receive livelihood assistance grant.	9.1. Release of Grants 9.1.1. Individual program participants under the MD Track. The Seed Capital Fund (SCF) must be directly released to individual program participants through a cheque or cash from the Cash Section or authorized Special Disbursing Officers (SDOs) (for cash) or ADA following existing government auditing and accounting rules and procedures.	None	1 Day	Special Disbursing Officer /Project Development Officer/Regional Program Coordinator/ Program Coordinator

	9.1.2. Individual program participants under the Employment Facilitation (EF) Track. The Skills Training Fund (STF) and Employment Assistance Fund (EAF) must be directly released to individual program participants through a cheque or cash from the Cash Section or SDO for cash or ADA following existing government auditing and accounting rules and procedures.			
10. Sign the Grant Acknowledgement Receipt (GAR) upon receiving the grant.	10.1. The client / program participant shall sign the GAR.	None	5 Minutes	Project Development Officer
	10.2. Once done, the PDO shall request the client to accomplish the CSMF.	None	5 Minutes	Project Development Officer
	10.3. The PDO shall encode the project information status of the program participant in the SLP IS.	None	5 Minutes	Project Development Officer
Total Turnaround Time		**None**	**20 Days**	

DSWD
Department of Social Welfare and Development

FEEDBACK AND COMPLAINTS MECHANISM

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	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 official emails. Contact info: (085) 303-8620 or through email hotline.focrg@dswd.gov.ph.
How feedbacks are processed	The designated Technical Staff compiles and records all feedback submitted. 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. The response of the personnel/unit is then relayed to the client/citizen on how the complaints are received by the concerned ODSUs. For inquiries and follow-up, clients may contact the following telephone number: (085) 303-8620 or through email hotline.focrg@dswd.gov.ph.
How to file a complaint	Accomplish the **Client's Transaction Form (CTF)** and drop it at the designated drop box of the PACD. It can also be filed via telephone (DSWD Official Hotline), DSWD Inquiry email, or through the Integrated Grievance Redress Management System Public Portal. Make sure to provide the following information: - Name of the person being complained about - Incident - Evidence For inquiries and follow-up, clients may contact the following telephone number: (085) 303-8620 or through email hotline.focrg@dswd.gov.ph and http://i-grs.dswd.gov.ph/.
How complaints are processed	The Public Relations Service (PRS)/ Regional Operations Center (ROC) will

FEEDBACK AND COMPLAINTS MECHANISM	
	evaluate the complaints received daily. The designated Technical Staff will coordinate and forward the complaint to the concerned personnel/ unit to respond to the complaint and/or investigate. 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 PRS Director/ Regional Director for information and further instruction. The designated Technical Staff shall give feedback to the client/s. For inquiries and follow-up, clients may contact the following telephone number: (085) 303-8620 or through email hotline.focrg@dswd.gov.ph.
Contact Information of 8888 Citizens' Complaint Hotline, Civil Service Commission Contact Center ng Bayan, Presidential Action Center, and Anti-Red Tape Authority	**8888 Citizens' Complaint Hotline** 8888.gov.ph/file-complaint Call or Text Hotline 8888 **Authority on Anti-Red Tape (ARTA)** complaints@arta.gov.ph or call at 8478-5099, 09-69-257-7242, 0928-690-4080 **Presidential Action Center (PACe)** pace@op.gov.ph Tel Nos. 8736-8645, 8736-8603, 8736-8606, 8736-8629, 8736-8621 **Contact Center ng Bayan (CCB)** email@contactcenterngbayan.gov.ph 0908-881-6565

LIST OF OFFICES

Office	Address	Contact Information
Promotive Services Division		
Office of the Promotive Services Division Chief	3rd Floor, Lumilihok Building, DSWD Caraga, R. Palma Street, Barangay Dagohoy, Butuan City	Tel. Nos.: (085) 303-8620 loc. 126
Pantawid Pamilyang Pilipino Program Program Management office	3rd Floor, Lumilihok Building, DSWD Caraga, R. Palma Street, Barangay Dagohoy, Butuan City	Tel. Nos.: (085) 303-8620 loc. 119
Pantawid Encoding Station	3rd Floor, Pahigayon Building, DSWD Caraga, R. Palma Street, Barangay Dagohoy, Butuan City	Tel. Nos.: (085) 303-8620 loc. 120
KALAHI CIDSS Program Management office	2nd 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	1st 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	1st 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		Tel. Nos.: (085) 303-8620

Management Office		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

Crisis Intervention Section	1st 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	3rd Floor, Pahigayon Building, DSWD Caraga, R. Palma Street, Barangay Dagohoy, Butuan City	Tel. Nos.: (085) 303-8620 loc. 247
Policy Development and Planning Section	3rd Floor, Pahigayon Building, DSWD Caraga, R. Palma Street, Barangay Dagohoy, Butuan City	Tel. Nos.: (085) 303-8620 loc. 244
National Household Targeting Section	3rd Floor, Pahigayon Building, DSWD Caraga, R. Palma Street, Barangay Dagohoy, Butuan City	Tel. Nos.: (085) 303-8620 loc. 247
Information and Communications Technology Section	4th floor, Pag-amoma Building, DSWD Caraga, R. Palma Street, Barangay Dagohoy, Butuan City	Tel. Nos.: (085) 303-8620
Standards Section	3rd Floor, Pahigayon Building, DSWD Caraga, R. Palma Street, Barangay Dagohoy, Butuan City	Tel. Nos.: (085) 303-8620 loc. 247
Regional Learning Commons	3rd Floor, Pahigayon Building, DSWD Caraga, R. Palma Street, Barangay Dagohoy, Butuan City	Tel. Nos.: (085) 303-8620 loc. 132

Technical Advisory Assistance and Other Related Support Services	2nd Floor, Pahigayon Building, DSWD Caraga, R. Palma Street, Barangay Dagohoy, Butuan City	Tel. Nos.: (085) 303-8620 loc. 131
Disaster Response Management Division (DRMD)		
Office of the DRMD Chief	3rd 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	2nd 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	1st Floor, Pahigayon Building, DSWD Caraga, R.	Tel. Nos.: (085) 303-8620 loc. 118
	Palma Street, Barangay Dagohoy, Butuan City	
Administrative Division		
Office of the Administrative Division Chief	1st Floor, Pahigayon Building, DSWD Caraga, R. Palma Street, Barangay Dagohoy, Butuan City	Tel. Nos.: (085) 303-8620 loc. 129
Property and Supply Section	1st Floor, Pag-amoma Building, DSWD Caraga, R. Palma Street, Barangay Dagohoy, Butuan City	Tel. Nos.: (085) 303-8620 loc. 243
Records Management Section		Tel. Nos.: (085) 303-8620 loc. 240
Dormitory	2nd 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	1st 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	2nd 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	2nd 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	2nd Floor, Pahigayon Building, DSWD Caraga, R. Palma Street, Barangay Dagohoy, Butuan City	Tel. Nos.: (085) 303-8620 loc. 248
Social Technology Unit	2nd Floor, Pag-Amoma Building, DSWD Caraga, R. Palma Street, Barangay Dagohoy, Butuan City	Tel. Nos.: (085) 303-8620 loc. 126
Internal Audit Section	2nd Floor, Pahigayon Building, DSWD Caraga, R. Palma Street, Barangay Dagohoy, Butuan City	Tel. Nos.: (085) 303-8620 loc. 248
Social Marketing Section	2nd Floor, Pag-amoma Building, DSWD Caraga, R. Palma Street, Barangay Dagohoy, Butuan City	Tel. Nos.: (085) 303-8620 loc. 126

Legal Services Section	2nd 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