

 <b>ISO 9001:2015 QUALITY MANAGEMENT SYSTEM QUALITY FORM</b>	
ROUTING SLIP	
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Date: \_\_\_\_\_  
 Ref. No.: 21-04-1593

For/To: JR Loni

- ☒ Cc: \_\_\_\_\_  
☐ For your appropriate action  
☐ For your review and assessment  
☐ For your attendance  
☐ Please prepare reply  
☐ For your submission of report  
☐ Others: \_\_\_\_\_

MAS Jassy/ARTA Sec  
 For dissemination to  
 ARTA member for  
 reference pls. TG

*Joseph*

**ARNEL B. GARCIA, CESO II**  
 Regional Director

DRN:FMS-MD-A-COMM-21-03-46719-S

## MEMORANDUM FROM THE SECRETARY

**TO :** ALL OFFICES, BUREAUS, SERVICES, AND UNITS  
DSWD Central Office  
Region I to XIII, NCR, and CAR

**SUBJECT :** ADOPTION OF FINAL SCRUBBED LIST OF FRONTLINE  
AND NON-FRONTLINE SERVICES

This refers to the compliance to Anti-Red Tape Authority (ARTA) Memorandum Circular 2019-002<sup>1</sup> and Republic Act No. 11032 or the "*Ease of Doing Business and Efficient Government Service Delivery Act of 2018*", ISO 9001:2015 Standards for Quality Management Systems, and AO25 IATF Memorandum Circular No. 2020-1.<sup>2</sup>

A total of 124 Services (67 Frontline and 57 Non-frontline) were identified for adoption in the Department of Social Welfare and Development (DSWD) Citizen's Charter. Moreover, 50% of the said services were committed to the DSWD's Sulong Recovery Plan and to contribute to DSWD ISO Accreditation Project.

Relative to the above, all offices are hereby directed to adopt the aforementioned services to their respective Citizen's Charter and align the necessary measure of the abovementioned commitment.

For further clarification or concerns, Ms. Rina Theres D. Fernandez or Ms. RR D. Azuelo of the CART Secretariat may be reached through telephone number (02) 8-2948-032 / VOIP 10116 or via Email: [cart@dswd.gov.ph](mailto:cart@dswd.gov.ph).

For strict compliance and implementation.

  
**ROLANDO JOSELITO D. BAUTISTA**

Secretary

Date: APR 15 2021

<sup>1</sup> Guidelines on the Implementation Of The Citizen's Charter In Compliance with Republic Act No. 11032 and Its Implementing Rules and Regulation (IRR)  
<sup>2</sup> Guidelines on the Grant of Performance-Based Bonus for Fiscal Year 2020

## Final Scrubbed List of Frontline and Non -Frontline Services

OFFICES		Frontline Services
		56
1	HRMDS	Issuance of Certificate of Leave Without Pay (LWOP)/No LWOP to Separated Officials and Employees
2		Central Office Clearance Certificate from Money, Property and Legal Accountabilities (CO Clearance) to Separated Officials and Employees
3		Issuance of Service Record to Separated Officials and Employees
4	AS	Issuance of Gate Pass for Guests, Service Providers, and other External Visitors
5		Issuance of Property Clearance for Separated Officials and Employees
6		Provision of Freedom of Information
7	FMS	Donor's Certificate of Donation
8		Former Employees' Requests for various accounting Certifications
9	UCT	Handling Grievance Redress Management Service of UCT Beneficiaries
10	ISSO	Social Welfare Services to Distressed Overseas Filipinos (OFS) and Other Filipino Migrants and their families
11	4Ps	Handling of Grievances on cash and replacement of 4Ps Beneficiaries
12		Data Research Request on 4Ps Program
13	PMB	Provision of Assistance to Individual in Crisis Situation
14		Issuance of Certification Declaring a Child Legally Available for Adoption (CDCLAA)
15		Issuance of Travel Clearance for Minors Travelling Abroad (MTA)
16		Recovery and Reintegration Program for Trafficked Persons (RRPTP)
17		Provision of Assistance to Senior Citizens through Social Pension
18		Provision of Cash Incentives for Centenarian
19		Licensing of Child for Foster Care Placement
20		Licensing for Foster Parents
21		Provision of Assistance to Children in Need of Special Protection
22		Provision of Assistance to Person Living with HIV
23		Provision of Financial Assistance to Solo Parents
24		Assistance to Vocational Rehabilitation
25		Provision Residential Care Services
26		Provision of Supplementary food to LGUs Through the Supplementary Feeding Program
27		Immersion Outreach Program/Government Internship Program
28	KALAHI-CIDSS-N PMO	Provision of Assistance to Balik Probinsya Beneficiaries
29	SLP-NP MO	Referral Management Process for SLP
30		Grievance Management Process for SLP

OFFICES	Non-frontline Services	
	55	
1	HRMDS	Issuance of Certificates
2		Issuance of Service Record to current Officials and Employees
3		Applications for Educational Support for DSWD Personnel
4		Facilitation of Applications for External Local Non-Academic Specialized Training
5		Applications for Educational Support for DSWD Personnel
6		Official Foreign Travel Facilitation
7	AS	Transfer of Property Accountability
8		Receipt of Surrendered Equipment and Semi-Expendable Equipment
9		Issuance of Portable Equipment Sticker Pass
10		Issuance of Supplies and Materials from Stockpile
11		Re-issuance of Equipment and Semi-expendable Supplies
12		Facilitation of Request for Relief from Property Accountability from Commission on Audit
13		Facilitation of Request for Relief from Property Accountability through Reimbursement/Replacement
14		Provision of Technical Assistance on Property and Supply Management to OBSU and Field Offices
15		Provision of Technical Assistance for Corrective and/or Preventive Maintenance
16		Provision of Technical Assistance for Repair, Replacement, In-House Fabrication, Construction and/or Renovation
17		Provision of Technical Assistance for Engineering and Architectural Concerns
18		Provision of Technical Assistance for Special Sanitation and Disinfection of the Offices
19		Request for Air Transport Service
20		Request for Vehicle
21		Request for Dormitory Accommodation
22		Request for the Use of DSWD Conference Room
23	PMS	Procurement of Goods, Infrastructure Project, and Consulting Services



50	RGMO	Timely and harmonized accessing of TA and other resources
51		Endorsement of Consultant's Outputs for Payment
52	NHTO	DSWD Sharing with DSWD OBSU- Name Matching
53		Data Sharing with DSWD OBSU – List of Data Subject
54	FO CARAGA	Provision of NHTS Statistical Data to DSWD Field offices Internal USers
55	FO CAR	Provision of Technical assistance ( issues on hardware and software and other ICT Equipment)

Frontline Services		Non- Frontline Services
COMMON TO ALL FOs		COMMON TO ALL FOs
1	UCT Cash Grants payouts by Regions	Provision of NHTS Statistical Data to DSWD Field offices Internal USers
2	Provision of Livelihood Assistance under SLP	
3	Food and Non-Food Items Relief Augmentation to LGUs during Disaster	COMMON TO SELECTED FOs
4	Processing of Application Adoption	Processing of Application for the Bayanihang Bayan Program (except during disaster Operations) for Organizations and Individuals
5	Handling 8888 Complaints and Grievances ( Group Program wide / Division Wide)	
6	Issuance of Solicitation Permits	
7	Provision of Assistive Devices to Eligible Persons with Disabilities (PWDs), (Canes, crutches, wheelchair, hearing aids, and Prosthesis)	
8	Request for a Resource Person	
9	Accreditation of Pre-marriage Counselors	
10	Risk Resiliency Program - Climate change Adaptation and Mitigation (RRP-CCAM) Thru Cash for Work Modality (CFW)	
11	Endorsement of Duty-Exempt Importation of Donations to SWDAs	

Center and Residential Care Facilities	Provision Residential Care Services	Provision of Technical Assistance with DSWD Centers and Residential Care Facilities
	Provision of Accommodation in SWADCAP Function Room for Clients	Request for Dormitory Accommodation
	SWADCAP Guest Room Accommodation by Reservation	Request for the Use of DSWD Conference Room
	-	KEC Function Room Reservation
Services of Returning OFWs	Social Welfare Services to Distressed Overseas Filipinos (OFS) and Other Filipino Migrants and their families	-
	Recovery and Reintegration Program for Trafficked Persons (RRPTP)	-
Livelihood Assistance Grants	Provision of Livelihood Assistance under SLP	-
	Referral Management Process for SLP	-
Disaster Response Management on the Distribution of FNFI	Food and Non-Food Items Relief Augmentation to LGUs during Disaster	-
	Processing of Application for the Bayanihan Bayan Program (except during disaster Operations) for Organizations and Individuals	-
KALAH-I-CIDSS	Provision of Assistance to Balik Probinsya Beneficiaries	Request for Procurement No Objection Letter (NOL) for KC - NCDDP
		Request for Technical No Objection Letter for KC - NCDDP
		Request for Fund Release (IP CDD)
		Concurrence of LGU Engagement
TARA	Provision of Technical Assistance with social welfare and development (SWD) programs and services, service providers, and Civil Organizations (CSOs) along with social welfare and development	Provision of Technical Assistance for Corrective and/or Preventive Maintenance
	Provision of Technical Assistance STB	Provision of Technical Assistance for Repair, Replacement, In-House Fabrication, Construction and/or Renovation
	Technical Assistance Request - FOs	Provision of Technical Assistance for Engineering and Architectural Concerns
	-	Provision of Technical Assistance for Special Sanitation and Disinfection of the Offices
	-	Provide Technical Assistance to Social Welfare Attaches and to Field Offices