



**DEPARTMENT OF
SOCIAL WELFARE AND DEVELOPMENT**

**CITIZEN'S CHARTER
2024 (1ST Edition)**

I. Mandate:

The Department of Social Welfare and Development (DSWD) is the primary government agency mandated to develop, implement, and coordinate social protection and poverty-reduction solutions for and with the poor, vulnerable and disadvantaged.

II. Vision:

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

III. Mission:

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

IV. Service Pledge:

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

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

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

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

Quality Policy

DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT

- D**eliver, coordinate, and monitor social protection programs and services to the poor, vulnerable, and disadvantaged population towards a fair, just and peaceful society;
- S**ustain a culture of excellence through continual improvement of systems, mechanisms, and procedures in the delivery of programs and services;
- W**ork with integrity and adhere to ethical standards for customer satisfaction and quality service by complying with the DSWD mandates, and other pertinent laws; and
- D**emonstrate genuine concern for the poor, prompt compassionate service, and free from any form of corruption.

LIST OF SERVICES

I. Mandate:	3
II. Vision:	3
III. Mission:	3
IV. Service Pledge:	3
 Quality Policy	 4
 FRONTLINE SERVICES	 9
 ADMINISTRATIVE DIVISION	 10
1. Issuance of Gate Pass for Service Providers and Suppliers.....	11
2. Issuance of Property Clearance for Separated Official and Employees.....	18
AGENCY OPERATIONS SERVICE	23
1. Handling of 8888 Inquiries, Complaints, and Grievances.....	24
2. Handling of Inquiries, Request for Assistance, and Complaints/Grievances from the General Public and Referral Letters received from other National Government Agencies (NGAs), Local Government Units (LGUs), and other concerned offices..	28
DISASTER RESPONSE MANAGEMENT DIVISION	38
1. Processing of Relief Augmentation Request by DSWD Field Offices.....	39
FINANCIAL MANAGEMENT DIVISION	46
1. Processing of BIR Form 2322 : Certificate of Donation.....	47
2. Processing of Request for Accounting Certifications for Former DSWD Employees.....	52
HUMAN RESOURCE MANAGEMENT AND DEVELOPMENT DIVISION	58
1. Issuance of Certificate of Employment to Separated Officials, Employees and Contract of Service Workers.....	59
2. Issuance of Certificate of Leave Without Pay (CLWOP)/No LWOP (CNLWOP) to Separated Officials and Employees.....	61
3. Issuance of Completed Office Clearance Certificate for Money, Property, and Legal Accountabilities to Separated Officials and Employees.....	66
4. Issuance of Service Record to Separated Officials and Employees.....	69
NATIONAL HOUSEHOLD TARGETING SECTION	72
1. Data Sharing – List of Data Subjects.....	73
2. Data Sharing – Name Matching.....	80

3. Data Sharing – Statistics/Raw Data Request.....	85
4. Walk-in Name Matching Data Request.....	89
PANTAWID FAMILYANG PILIPINO PROGRAM.....	91
1. Grievance Intake and Response.....	92
POLICY DEVELOPMENT AND PLANNING SECTION.....	97
1. Approval for the Conduct of Research Study and Acquiring Primary Data From DSWD Officials/Personnel, Beneficiaries, and Clients.....	98
2. Obtaining Social Welfare and Development Data and Information.....	106
PROTECTIVE SERVICES DIVISION.....	111
1. Auxiliary Social Services to Persons with Disabilities.....	112
2. Implementation of Government Internship Program (GIP) to Field Office.....	117
3. Onsite Implementation of the Assistance to Individuals in Crisis Situation Program for Clients Transacting with the DSWD Offices (CIU/CIS/SWAD OFFICES).....	120
4. Offsite Implementation or Assessment of Individual Clients outside the DSWD Offices (CIU/COS/SWAD OFFICES).....	132
5. PLHIV Referral for Care and Support Services.....	140
5. Provision of Assistance to Persons Living with HIV.....	143
6. Provision of Assistance to Solo Parents.....	149
7. Provision of Assistance under the recovery and Reintegration Program for Trafficked Persons (RRPTP)	154
8. Provision of Centenarian Gifts to Centenarians	159
9. Securing Travel Clearance for Minors Travelling Abroad.....	166
STANDARDS SECTION.....	173
1. Accreditation of Certificate of Accreditation to Civil Society Organization (CSOs) Non-SLP Organized.....	174
2. Accreditation of Certificate of Accreditation to Civil Society Organization (CSO) Organized by the Sustainable Livelihood Program (SLP).....	188
3. Accreditation of Social Worker Managing Court Cases.....	198
5. Accreditation of Pre-Marriage Counselors.....	205
6. Endorsement of Duty Exempt Importation of Donations to SWDAs.....	215
7. Issuance of Regional Solicitation Permit/ Certificate Authority to Conduct Fund Raising Campaign to Person, Corporation, Organization or Association in Normal Situation.....	229
8. Issuance of Certificate of Authority to conduct national fund-raising campaign to Individual, Corporation, and Organization: National Regular Permit.....	253

9. Issuance of Certificate of Authority to Conduct FundRaising Campaign to Individuals, Corporations, Organizations and Association: Regional Temporary Permit During State of Emergency/Calamity.....	283
10. Licensing of Private Social Welfare And Development Agencies (SWDA) – Operating in One Region.....	304
11. Pre-Accreditation Assessment of Social Welfare and Development Programs and Services Licensed Private	331
12.Registration of Private Social Welfare and Development Agencies Operating in One Region	340
SOCIAL TECHNOLOGY UNIT.....	348
1. Technical Assistance on Program/ Project development or Enhancement.....	349
2. Technical Assistance on Social Technology Bureau Developed Programs and Projects.....	352
NON-FRONTLINE SERVICES.....	355
ADMINISTRATIVE SERVICE.....	356
1. Facilitation of Request for Relief from Property Accountability from Commission on Audit.....	357
2. Issuance of Sticker Pass.....	365
3. Procurement under Agency to Agency.....	370
4. Procurement under Direct Contracting.....	377
5. Procurement under Direct Detail Purchase of Petroleum Fuel, Oil and Lubricant (POL) Products and Airline Tickets.....	386
6. Procurement under Emergency Cases.....	391
7. Procurement under Highly Technical Consultant.....	405
8. Procurement under Lease of Real Property and Venue.....	413
9. Procurement Under Repeat Order.....	424
10. Procurement under Scientific, Scholarly or Artistic Work, Exclusive Technology and Media Services.....	431
11. Procurement under Shopping under Section 52.1 (B).....	438
12. Procurement under Small Value Procurement.....	449
13. Procurement Under Two Failed Biddings under Section 53.1.....	461
14. Provision of Technical Assistance on Property and Supply Management.....	472
15. Re-issuance of Equipment and Semi-Expendable Supplies.....	475
16. Recording, Documentation and Issuance of Expendable or Consumable Supplies.....	478

17. Recording, Documentation and Issuance of PPE and Semi- Expendable Properties.....	484
18. Request for Air Transport Service.....	489
19. Request for Dormitory Accommodation.....	493
20. Request for Technical Assistance for Special Sanitation and Disinfection of the Offices.....	495
21. Request for Technical Assistance Relative to Building and Grounds Management.....	498
22. Request for the Use of DSWD Conference Rooms.....	503
23. Request for Use and Monitoring of Vehicle.....	507
24. Surrender / Turnover of Property and Cancellation of Property Accountability	511
25. Transfer of Property Accountability.....	515
HUMAN RESOURCE MANAGEMENT AND DEVELOPMENT SERVICE.....	520
1. Issuance of Certificate of Employment to Current Officials, Employees and Contract of Service Workers.....	521
2. Issuance of Certificate of Leave Credits (CLC) to Current Officials and Employees.....	523
3. Issuance of Certificate of Leave Without Pay (CLWOP)/No LWOP (CNLWOP) to Current Officials and Employees.....	526
4. Issuance of Certificate of Performance Rating.....	528
NATIONAL HOUSEHOLD TARGETING OFFICE.....	534
1. Data Sharing with DSWD OBSUs - List of Data Subjects.....	535
2. Data Sharing with DSWD OBSUs – Name Matching Request.....	540
3. Data Sharing with DSWD OBSUs – Statistics/Raw Data Request.....	544
FEEDBACK AND COMPLAINTS MECHANISM.....	549
LIST OF OFFICES.....	550

FRONTLINE SERVICE

**ADMINISTRATIVE DIVISION
(AD)**

FRONTLINE SERVICES

1. Issuance of Gate Pass for Service Providers and Suppliers

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

Office or Division:	Administrative Division- Property and Supply Section
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen G2G - Government to Government G2B - Government to Business Entities
Who may avail:	Department of Social Welfare and Development (DSWD) Employees who are: A. DSWD service providers B. DSWD suppliers
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
<ol style="list-style-type: none"> Three (3) original copies of duly accomplished Gate Pass Property/ies to be brought outside the DSWD premises 	<ol style="list-style-type: none"> To be prepared by the concerned Office's Designated Property and Supply Custodian (DPSC) through the Property Records and Equipment Monitoring Inventory System (PREMIS) To be prepared by the DPSC of concerned Office without any prescribed format
<u>In the absence of the authorized signatory secure any of the following:</u>	
<ol style="list-style-type: none"> Signed by the personnel authorized to sign in behalf of the authorized signatory – with attached one (1) photocopy of Special Order (SO) for order of succession Digitally signed using the PNPKI registered digital signature 	<ol style="list-style-type: none"> Records and Archives Management Section (RAMS) Digital signature of: <ul style="list-style-type: none"> Authorized signatory or; Authorized representative with attached 1 photocopy of SO for order of succession;

<p>3. Printed copy of email using the official DSWD email account allowing the property to be brought outside DSWD premises</p>	<p>3. From the:</p> <ul style="list-style-type: none"> • Authorized signatory or; • Authorized representative with attached 1 photocopy of SO for Order of succession
<p><u>Properties for repair/replacement attach:</u></p>	
<ol style="list-style-type: none"> 1. 1 photocopy of pull-out slip indicating the name of person who will bring out the property or authorization letter 2. 1 photocopy of Technical Assistance Report 3. 1 photocopy of approved Purchase Order (PO) or Purchase Request (PR) 4. 1 photocopy of PAR/ICS if property is under warranty 5. 1 photocopy of government issued ID and company ID of client or representative 	<ol style="list-style-type: none"> 1. Issued by the supplier/contractor 2. From concerned DSWD Office (IT Equipment – ICTMS/RICTMU; Motor Vehicle, Office Equipment, Furniture and Fixtures – GSD/GSS; Maintenance Equipment – BGMS/GSS) 3. Procurement Management Service (PMS) 4. From the accountable personnel 5. From supplier or representative
<p><u>For loaned properties to be returned to supplier attach:</u></p>	
<ol style="list-style-type: none"> 1. 1 photocopy of pull-out slip indicating the name of person who will bring out the property or authorization letter 2. Personal Property Item Pass Slip (PPIPS) and/or delivery or acknowledgement receipt 3. 1 photocopy of government issued ID and company ID of client or representative 	<ol style="list-style-type: none"> 1. Issued by the supplier/contractor 2. Issued by the Security Personnel upon entry of the property, from supplier or contractor 3. From supplier or representative

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. End User request and submit accomplished Gate Pass.	1.1 Property personnel shall receive and review submitted duly accomplished gate passes and attachments vis-à-vis property presented.	None	3 Minutes	Property Staff
	1.2 The property personnel shall review if the Gate Pass is complete and with attachments (PIIP and other supporting documents) 1.2.1 Complete/ Duly Accomplished: Update PREMIS through scanning the barcode of the Gate Pass to record the time of receipt of request and endorse the same to the Heads of Property Office for approval 1.2.2	None	5 Minutes	Property Staff

	<p>Incomplete/ with discrepancy:</p> <p>Return the Gate Pass to the requestor/ DPSC for proper accomplishment.</p>			
	<p>1.3 The Head Property Office shall approve the Gate Pass (from 8:00 A.M. to 4:00 P.M)</p>	None	2 Minutes	<p><i>Mr. Jesse F. Chelim</i> <i>Head</i> <i>Property Office</i></p>
	<p>1.4 The property personnel shall scan the Gate Pass barcode to record the time of approval.</p>	None	2 Minutes	<p>Property Staff</p>
	<p>1.5. The property staff shall provide the customer feedback form to the requesting party for the service provided.</p> <p>1.5.1 Forward copy of the approved Gate Pass to:</p> <ul style="list-style-type: none"> a. Original copy – Security Guard b. Duplicate copy – 	None	4 Minutes	<p>Property Staff</p>

	<p>Person who shall bring the equipment out of DSWD premises to present to Security Guard On-Duty/ Property Officer</p> <p>c. Triplicate – Property Office copy</p>			
<p>2. Present property together with the duplicate copy of the approved Gate Pass to the security guard</p>	<p>2.1 Review the presented property vis-à-vis the duplicate copy of the approved Gate Pass</p> <p>With discrepancy Return gate pass to the person who shall take the equipment out of DSWD premises and instruct the latter to secure a new gate pass reflecting the correct details of the</p>	<p>None</p>	<p>8 Minutes</p>	<p>Security Guard On-Duty</p>

	<p>property to be brought outside DSWD premises.</p> <p>Without discrepancy</p> <p>Security Guard On-Duty shall sign the original and duplicate copy of the gate pass, return the signed duplicate copy to the client.</p> <p>2.2 Scan the barcode of the Gate Pass to record the time when the property was brought outside the DSWD in PREMIS.</p>			
<p>3. Upon return of property brought outside the DSWD premises, present to the Security Guard On-Duty signed duplicate copy of gate pass together with the property</p>	<p>3. Review and validate returned property vis-à-vis signed duplicate copy of gate pass</p> <p>A) With discrepancy – Go to Property Office and inquire on how to proceed</p> <p>B) Without</p>	<p>None</p>	<p>15 Minutes</p>	<p>Security Guard On-Duty</p>

	discrepancy – sign the gate pass, both the original and duplicate copy and indicate the date of return			
	3.1. Scan the barcode in the Gate Pass to record the time of return of equipment	None	2 Minutes	Security Guard on Duty
	3.2 Surrender original copies of gate pass for returned property to Property Office	None	5 Minutes	Security Guard on Duty
	3.3 Validate/Update record of gate pass in PREMIS indicating the actual date of return of the property	None	10 Minutes	Property Staff
	3.4 File gate pass for safekeeping and future reference	None	10 Minutes	Property Staff
	TOTAL	NONE	1 HOUR, 9 MINUTES	

2. Issuance of Property Clearance for Separated Official and Employees

Property Clearance is issued to DSWD employees who are retired/transferred to another government agency/detail separation from the service, promotion/reassignment/transfer from one organizational unit within the Department. Approved Property Clearance shall be issued immediately upon cancellation of property accountability.

Office or Division:	Administrative Division –Property and Supply Section	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	Department of Social Welfare and Development (DSWD) Employees who are: a. Resigned b. Transferred to other Government Offices c. Non-renewal of Contract d. Terminated e. Retired	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
A. <u>Without Property Accountability</u> 1. Three (3) original copies of Clearance Form 2. And/or duly approved request for transfer / resignation / retirement B. <u>With Property Accountability</u> 1. Three (3) original copies of Clearance Form 2. One (1) Original Copy of Duly Accomplished Furniture and Equipment Transfer Slip (FETS) to transfer/turnover of property accountabilities 3. Duly signed PAR/ICS for transferred property accountability <u>In Case of Lost:</u>		A. <u>Without Property Accountability</u> 1. Personnel Administration Division with prescribed format 2. From Client B. <u>With Property Accountability</u> 1. Personnel Administration Division (PAD) with prescribed format 2. To be prepared by the Office's Designated Property and Supply Custodian (DPSC) through the Property Records and Equipment Monitoring Inventory System (PREMIS) 3. Submitted by the personnel applying for property clearance with signature of the new end user <u>In Case of Lost:</u>

1. With request for relief from property accountability due to loss - one (1) copy of COA decision 2. With request for replacement / reimbursement of lost property - One (1) photo copy of request for replacement approved by Regional Director		1. DSWD Commission on Audit without prescribed format 2. Property and Supply Section (PSS) without prescribed format		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit three (3) original copies of the clearance form issued by the Personnel Administration Division (PAD)/ Personnel Administration Section (PAS) and/or duly approved request for transfer / resignation / retirement 2 months before the effectivity of retirement, 30 days of resignation or transfer from 8 AM to 5 PM, Mondays to Fridays except holidays	1.1 Receive Three original copies of clearance issued PAD/PAS and/or duly approved request for transfer / resignation / retirement and the attached documents	None	5 Minutes	Property Staff
	1.2 Review and validate recorded property accountability/ies on file using the Property Records and Equipment Monitoring Inventory System (PREMIS) and the individual folder of personnel if canceled.	None	1 Hour, 30 Minutes	Property Staff

	<p>1.3 If No Accountability/ies The property personnel shall record the date of effectivity of retirement / resignation / transfer/detail of separation/date of issuance of property clearance in PREMIS and process clearance by affixing initial and forward to the Head of Property for approval.</p> <p>With Accountability/ies Inform the former Office of the applicant through a Memorandum on the remaining accountability/ies to process its cancellation and/or request submission of other requirements/ proof of canceled Property Accountability.</p>	None	25 minutes	Property Staff
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2. Submit documents and other requirements as proof of canceled property accountability	2. Receive and validate submitted documents and other requirements as proof of canceled property accountability	None	30 Minutes	Property Staff
	2.1. If all the property accountability was canceled, record the date of effectivity or retirement/ resignation/ transfer/ detail/ separation date and date of issuance of property clearance in PREMIS, affix initial and forward to the Head of Property for approval If still with accountability/ie s inform the former Office of the applicant through Memorandum on the remaining accountability/ie s to process cancellation of accountabilities	None	5 minutes	Property Staff
	2.2 Check the “cleared” box and affix the signature	None	5 Minutes	<i>Mr. Jesse F. Chelim</i> Head Property Office

	in the clearance form			
	2.3 The property personnel shall scan signed clearance form, record in clearance logbook/ monitoring sheet, forward to the next office concerned and administer the Client Satisfaction Measurement Form (either online or paper-based)	None	10 Minutes	Incoming / Outgoing Property Staff
	2.4 Upload scanned signed clearance in PREMIS	None	10 Minutes	Property Staff
	TOTAL	NONE	3 HOURS	

AGENCY OPERATIONS SERVICE (AOS)

FRONTLINE SERVICES

1. Handling of 8888 Inquiries, Complaints, and Grievances

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

Office or Division:	Agency Operations Service- DSWD 8888 Action Center			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizens G2G - Government to Government			
Who may avail:	A person who has inquiries, complaints, and grievances to the Department of Social Welfare and Development (DSWD) is received through the 8888 Citizens' Complaint Hotline portal.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Required documents for processing 8888 Citizens' Complaint Hotline inquiries, complaints, or grievances: <ol style="list-style-type: none"> 1. One (1) Copy of the Referral Letter (PDF format): <i>This contains the Ticket Reference Number issued by the 8888 Citizens' Complaint Center.</i> 2. Client Information (if available): <i>This includes the client's name, address, telephone number, and email address (if applicable).</i> 3. Inquiry/Complaint/Grievance Details: <i>This provides a complete and detailed description of the concern.</i> 		8888 Citizens' Complaint Center		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client or Citizen to lodge/file their inquiries, complaints, or	1.1 The Technical Staff shall receive, review, evaluate, and determine if the client's inquiry,	None	15 Minutes	8888 Technical Staff Ms. Darlaine Pearl V. Peckley

<p>grievances, regarding the Department of Social Welfare and Development (DSWD) programs, services, or staff via the 8888 Hotline.</p>	<p>complaint, or grievance is a DSWD concern.</p> <p>If yes, the Technical Staff shall refer to the concerned Office/Bureaus/Units/Services (OBSUs)/Field Offices (FOs)/Attached Agencies (AAs).</p> <p>If not, the Technical Staff shall request for reversion to the 8888 CCC Administrator through the 8888 Citizens' Complaint Hotline Portal.</p> <p>1.2 The Technical Staff shall encode the client's details into the 8888 unified monitoring matrix.</p>			
<p>2. The 8888 client/s shall receive a response/action on the concern.</p>	<p>2.1 The Technical Staff shall receive, review, and refer 8888 ticket/s to the concerned Division/Unit/Service for appropriate action.</p>	<p>None</p>	<p>5 Minutes</p>	<p>8888 Technical Staff Ms. Darlaine Pearl V. Peckley</p> <p>and</p> <p>Concerned Division/Unit/ Section in DSWD</p>

	2.2 The Technical Staff shall respond to the concern of the client accordingly.		71 Hours, 10 Minutes	8888 Technical Staff Ms. Darlaine Pearl V. Peckley and <i>8888 Focal Person of the Concerned Division/Center/RCFs/ Sections/Units in FO level.</i>
	2.4 The Technical Staff shall submit the signed feedback report/memorandum addressed to the DSWD 8888 Permanent Focal Person to the AOS, detailing the action/s taken, and the complete attachments ¹ on the ticket referred by the DSWD 8888 Action Center.		5 Minutes	8888 Technical Staff Ms. Darlaine Pearl V. Peckley and <i>8888 OBSU/FO/AA Focal Person</i>
3. Receive a response or resolution to the client's concern.	3.1 The Technical Staff shall receive, review, and acknowledge the signed an official memorandum of responses submitted by the concerned OBSU/FO/AA. If the responses are not deemed as	None	10 Minutes	8888 Technical Staff Ms. Darlaine Pearl V. Peckley

¹ Signed feedback report/memorandum, proof of communication with the client not limited to email attachments, a screenshot of the text message, or call logs that include the client's contact number with the date and time of call, text or email.

	<p>concrete and specific actions, the Technical Staff shall return the submitted official memorandum and attachments to the respective OBSU/FO/AA through the official email address for further compliance.</p> <p>If the responses are deemed concrete and specific², and accompanied by complete attachments, proceed to the next step.</p>			
	<p>3.2 The Technical Staff shall recommend the closure of the ticket in the 8888 Citizens' Complaint Hotline Portal.</p>	None	5 minutes	8888 Technical Staff Ms. Darlaine Pearl V. Peckley
	<p>3.3 Once closed, the Technical Staff shall notify the concerned OBUS/FO/AA that the ticket has been closed in the 8888 Citizens' Complaint Hotline Portal.</p> <p>3.3.1 The Technical Staff shall acknowledge the provided update.</p> <p>3.3.2 The Technical Staff shall update the</p>	None	10 Minutes	8888 Technical Staff Ms. Darlaine Pearl V. Peckley

² It refers to actual and factual action to the complaint. It must be within the mandate of the Agency and a clear, exact, and relevant response to the complainant.

	8888 unified monitoring matrix and mark the ticket as closed.			
	TOTAL:	None	72 Hours or 3 Calendar Days	

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

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

Office or Division:	Agency Operations Service (AOS) – Client Support Section (CSS)	
Classification:	Simple	
Type of Transaction:	Government-to-Citizens (G2C); Government-to-Government (G2G)	
Who may avail:	Person who has inquiries, requests for assistance, and complaints/grievances to the Department of Social Welfare and Development (DSWD) received through the Public Assistance and Complaints Desk (PACD), DSWD Inquiry Email, and DSWD Hotline.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Required documents for processing of inquiries, requests for assistance, and complaints, or grievances; <ol style="list-style-type: none"> Client’s Information: (Name, Address, Telephone number, E-mail Address), and the complete details of concern; or Referral Letter from the National Government Agencies (NGAs), Local Government Units (LGUs), and other concerned offices 		Agency Operations Service – Client Support Section (CSS)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. The client shall submit or send communication of their inquiry, request, complaints/ grievances.</p>	<p>1.1 AOS Technical /Grievance Officer shall receive, review, and assess the inquiry, request for assistance, and complaint/grievance of the client</p> <p>1.1.1 AOS Technical /Grievance Officer shall receive inquiries, requests, complaints/ grievances, or endorsement letters from the Public Assistance and Complaints Desk (PACD), DSWD Inquiry Email, DSWD Hotline, Social Media platform referrals, and Presidential Action Center (PACe).</p>	None	2 Minutes	DSWD AOS Director- Director IV
	<p>1.2 AOS Technical /Grievance Officer shall review and assess the received inquiries, requests, and complaints/ grievances of the client/s.</p> <p>For inquiries received through PACD/Walk-In clients, the PACD</p>		3 Minutes	DSWD AOS Director- DDSWD AOS Director- Director IV Director IV

	<p>officer shall respond through the PACD.</p> <p>For inquiries received through the DSWD Inquiry Email, the AOS Technical/ Grievance Officer shall respond through the DSWD email;</p> <p>For inquiries received through the DSWD Hotline, the AOS Technical/ Grievance Officer shall respond through phone call/hotline;</p> <p>For inquiries received through referral letters from the NGAs, LGUs and concerned offices, the AOS Technical /Grievance Officer shall draft an official memorandum and respond through an official letter.</p>			
	<p>1.3 AOS Technical /Grievance Officer shall review and assess the received inquiries, requests, and complaints/ grievances of the client/s and determine</p>		<p>2 minutes</p>	<p>DSWD AOS Director- Director IV</p>

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

	<p>and refer the client to the concerned NGAs, and/or LGUs.</p> <p>2.1.2 For client/s who chose to remain anonymous and the client's concern was categorized as a complaint in nature without documentary or direct evidence, respond to the client's concern based on the AO 17, s, 2022, section 15:</p> <p><i>“No anonymous complaint shall be entertained unless the act complained of is of public knowledge or the allegations can be verified or supported by documentary or direct evidence”</i></p>			
<p>3. The client's submitted inquiry, request, and complaints/grievances will be reviewed, assessed, and categorized.</p>	<p>3.1 AOS Technical /Grievance Officer shall categorize the concern whether Simple, Complex, or Highly Technical, and encode the client's details in the AOS Monitoring Matrix/Tool.</p>	<p>None</p>		<p>DSWD AOS Director- Director IV</p>

	<p>For simple queries: The AOS Technical / Grievance Officer shall respond to the concern of the client through the DSWD hotline/email/letter, through the provided contact information (e.g., e-mail address or phone number).</p> <p>For PACD clients, the assigned PACD Officer shall respond to the client's concern accordingly.</p> <p>For requests for assistance and non-contentious grievances that require validation and are classified as "Complex", the AOS Technical / Grievance Officer shall endorse/refer the matter to the concerned Field Offices or Offices/Bureaus/services/Units (FOs/OBSU) for reference and appropriate action.</p>		<p>10 Minutes (For simple queries and complex concerns}</p> <p>25 Minutes (For PACD clients)</p>	
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	<p>For grievances and confidential complaints that are classified as “Highly Technical”, AOS Technical / Grievance Officer shall draft a memorandum and endorse/refer the matter to the concerned office (closed envelope) for reference and appropriate action.</p>		<p>60 Minutes - 24 hours (For the referral of highly technical concerns)</p>	
<p>4. The client's submitted inquiry, request, complaints/grievances is referred to the concerned OBSU/FO</p>	<p>4.1 OBSU/FO Technical Grievance officer shall receive the referral email/memorandum and attachments from the Agency Operations Service (AOS) through the official email address (inquiry@dswd.gov.ph) and/or hard copy.</p> <p>4.1.1 OBSU/FO Technical /Grievance Officer shall review and determine to which Division/Unit/Services the concern will be forwarded.</p> <p>4.1.2. OBSU/FO Technical /Grievance Officer shall endorse</p>	<p>None</p>	<p>10 Minutes</p>	<p>AOS/ 8888 Technical Staff Ms. Darlaine Pearl V. Peckley</p> <p>(OBSU/FO Technical /Grievance Officer)</p>

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

	CSMS Form (if available) stating the concrete and specific action/s undertaken by the concerned Division/Unit to respond/resolve the complaint/grievance of the client and update the Monitoring Matrix/Tool.			
7. The DSWD CO-AOS to receive a response/resolution to the client's inquiry, request for assistance, complaints/grievance.	7.1 The AOS Technical/ Grievance Officer shall review the submitted signed official document/memorandum/ feedback report.		5 Minutes	DSWD AOS Director- Director IV
	7.2 AOS Technical /Grievance Officer shall review the action undertaken by the concerned office. 7.2.1 For PACe referral, the AOS Technical/ Grievance Officer shall recommend the closure of the ticket to the Presidential Action Center Administrator through email and proceed to the next step if the submitted response is	None	10 Minutes	DSWD AOS Director- Director IV

	<p>considered concrete and specific.</p> <p>7.2.2 For actions/feedback reports not considered concrete and specific, return the submitted report for compliance.</p>			
	<p>7.3 AOS Technical/ Grievance Officer shall acknowledge the receipt of the official document/ memorandum/ feedback report.</p>		5 Minutes	DSWD AOS Director- Director IV
	<p>7.4 Update the AOS monitoring matrix and mark the inquiry, request for assistance, and complaints/grievances as responded/closed.</p>		5 Minutes	DSWD AOS Director- Director IV
	TOTAL	NONE	1 hour and 15 Minutes	

**DISASTER RESPONSE MANAGEMENT
DIVISION
(DRMD)**

FRONTLINE SERVICES

1. Processing of Relief Augmentation Request by DSWD Field Offices

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

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

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

<p>attachments based on existing guidelines.</p>				
	<p>1.2 DRMD Chief shall endorse the request to Disaster Response and Rehabilitation Section (DRRS) Head for review</p>	<p>None</p>	<p>10 Minutes</p>	<p><i>Ms. Novelia Pocding Chief Disaster Response Management Division</i></p>
	<p>1.3 Conduct desk review / assessment and validation of request: review, validate, and assess the request through the Local Disaster Risk Reduction and Management Council (LDRRMC) of requesting LGUs, or through review of the following reports, if available:</p> <ul style="list-style-type: none"> a. latest Disaster Response Operations Monitoring and Information Center (DROMIC) Report b. Rapid Damage Assessment and Needs 	<p>None</p>	<p>2 Hours</p>	<p><i>Ms. Novelia Pocding Chief Disaster Response Management Division</i></p>

	Analysis (RDANA) Report c. DSWD Predictive Analytics If assessed to be invalid , proceed to Agency Action Step 1.9			
	1.4 Coordinate with the Regional Resource Operation Section (RROS) Head / Staff to validate availability of FNI Resources for augmentation to LGUs, and to determine other logistics requirements.	None	30 Minutes	<i>Ms. Novelia Pocding Chief Disaster Response Management Division</i>
	1.5 If FNIs are not available , prepare a Request Letter for Augmentation of FNI Resources from the Office of the Undersecretary for Disaster Response Management Group (OUS-DRMG), attention Disaster Response Management Bureau (DRMB).	None	1 Hour	<i>Ms. Novelia Pocding Chief Disaster Response Management Division</i>

	<p>If FNIs are available, prepare Requisition Issuance Slip (RIS) / Issuance Form (IF) (c/o RROS) and Response Letter to LGUs (c/o DRRS), and endorse to the DRMD chief</p>			
	<p>1.6 Division Chief shall review all documents; provide recommendation; initial pertinent documents; and endorse to the Assistant Regional Director for Operations (ARDO). If documents are not in order, return to AA #1.3.</p>	None	1 Hour	<p><i>Ms. Novelia Pocding Chief Disaster Response Management Division</i></p>
	<p>1.7 Review all documents and provide recommendations; if found in order initial RIS/IF and other pertinent documents and endorse to the Regional Director. If documents are not in order, return to AA #1.6</p>	None	1 Hour	<p><i>Mr. Enrique H. Gascon Jr. Assistant Regional Director for Operations DSWD Field Office CAR</i></p>

	1.8 Approval / Disapproval of RD, and route to DRMD for action.	None	1 Hour	<i>Ms. Maria C. Aplatén Regional Director DSWD Field Office</i>
	1.9 Send a response letter to LGUs regarding the status of their request letter. If the request is approved, finalize the schedule of delivery/hauling of goods from DSWD warehouse to LGU. 1.9.1 Forward RIS/IF and/or Assessment Report, and/or approved LGU Request Letter to RROS Head / Staff for release of goods	None	1 Hour and 30 Minutes	<i>Ms. Novelia Pocding Chief Disaster Response Management Division</i>
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	<i>Ms. Novelia Pocding Chief Disaster Response Management Division</i>
	2.2 Facilitate release of goods to LGUs as per the delivery plan agreed upon by both DSWD and the requesting LGU.	None	within 5 Days, 5 Hours and 45 Minutes	<i>Ms. Novelia Pocding Chief Disaster Response Management Division</i>

	2.2.1. Should there be any delays from the agreed delivery plan, notify the LGU in writing through electronic mail or short message service (SMS) on the reason and the final date of release.			
<p>3.1 Receive requested goods through hauling or delivery and sign the receipt of RIS/IF and Delivery Receipt / Issuance Receipt.</p> <p>3.1.1 Fill-out Client Satisfaction Measurement Form (CSMF)</p>	<p>3.1 Ensure signed receipts of RIS/IF and Delivery Receipt / Issuance Receipt by receiving LGU and administer Client Satisfaction Measurement Form (CSMF) upon receipt of requested goods.</p> <p>3.1.1 Report on the release of FNIs thru submission of any of the following –</p> <ul style="list-style-type: none"> * Summary Report * Feedback Report * Signed RIS * Delivery Receipts * FNI Augmentation and Delivery Report – reflecting release of goods to the DRMD Head and DROMIC 	None	1 Hour	<p><i>Ms. Novelia Pocding Chief Disaster Response Management Division</i></p>

			For the processing of request - 1 Day, 2 Hours, 15 Minutes
	TOTAL	None	For full delivery of the approved augmentation based on the delivery plan agreed upon by both DSWD and the requesting LGU including the processing of request, and as consistent with the EODB Law - 7 Days

FINANCIAL MANAGEMENT DIVISION (FMD)

FRONTLINE (EXTERNAL) SERVICES

1. Processing of BIR Form 2322 : Certificate of Donation

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

Office or Division:	Financial Management Division- Accounting Section	
Classification:	Complex	
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen G2G – Government to Government	
Who may avail:	Donors of cash and in-kind donations or his/her authorized representative	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
For walk-in clients		
<i>A. Requesting of Certificate</i>		1. Accounting Section
1. Request form for Certificate of Donation (1 Original Copy)		Schedule of request: Monday – Friday, 8:00 AM – 5:00 PM
2. Signed and Notarized Deed of Donation (1 Original Copy)		2. Requesting Party and Law Firm
3. Official Receipt for cash donation		3. For Cash Donation - Cash Section For Donations in Kind - Office/Bureau in DSWD who receive the donation
4. Official receipt for Cash Donations; or Acknowledgement receipt and Delivery receipt for Donations in Kind (1 Original Copy)		4. Accounting Section
For online clients		
<i>A. Requesting of Certificate</i>		1. Download and print the request form from DSWD website
1. Request form for Certificate of Donation (1 Electronic Copy)		(https://dswd.gov.ph/about-us-2/citizens-charter/) (form is located under General Administration and Support Services Group, select DSWD-FMS-GF-002 REV

	01 REQUEST FORM FOR CERTIFICATE OF DONATION)			
2. Signed and Notarized Deed of Donation (1 Electronic Copy)	2. Requesting Party/Donor			
3. Official receipt for Cash Donations; or Acknowledgement receipt and Delivery receipt for Donations in Kind (1 Electronic Copy)	3. For Cash Donation - Cash Division For Donations in Kind - Office/Bureau in DSWD who receive the donation			
B. Claiming of Certificate				
4. E-mail Acknowledgement Receipt (1 Printed Copy)	4. Email from accounting.focar@dswd.gov.ph			
<ul style="list-style-type: none"> Signed and Notarized Deed of Donation (1 Original Copy) Official receipt for Cash Donations; or Acknowledgement receipt and Delivery receipt for Donations in Kind (1 Original Copy) 	<ul style="list-style-type: none"> Requesting Party and Law Firm For Cash Donation - Cash Division of Financial Management Service (CO) / Cash Section (FO) <p>For Donations in Kind - Office/Bureau in DSWD who receive the donation</p>			
Additional requirements if claimed by authorized representative				
<ul style="list-style-type: none"> Authorization letter for the representative (1 Printed Copy) 	<ul style="list-style-type: none"> Requesting Party/Donor 			
<ul style="list-style-type: none"> Government-issued IDs (1 Photocopy) 	<ul style="list-style-type: none"> Requesting Party/Donor and His/Her Authorized Representative 			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit the Accounting Section in the Field Offices to secure the request form. -or-	1. Provide the request form for Certificate of Donation to walk-in client/s.	None	5 Minutes	<i>Accounting Staff</i>

<p>Secure the request form by visiting the link and download the form via https://bit.ly/317RCe</p>				
<p>2. Fill-out and submit the request form together with the required supporting documents to ADRP Records and Reporting Section (CO) or Accounting Section (FO).</p> <p>-or-</p> <p>Fill-out and submit the scanned form together with the supporting documents and email the documents via accounting.focar@dswd.gov.ph</p> <p>Note: The client shall wait for the schedule of the release of the Certification. They shall receive a NOTIFICATION via email/chat/call from the Donation Office on the schedule to claim the Certification.</p>	<p>2.1 The Accounting Staff shall receive and review the completeness of the request form and supporting documents. If complete, the Accounting Staff shall provide a claim stub to walk-in clients.</p> <p>-or-</p> <p>If sent via email, the Accounting Staff shall review the documents as to completeness, acknowledge the email, and request for an original copy upon claiming.</p> <p>Note: Only requests with complete requirements shall be accepted and processed. All requests with incomplete</p>	<p>None</p>	<p>6 Minutes (Walk-in/ Online)</p>	<p><i>Mr. Wilbourn B. Bacolong Head, Accounting Section</i></p>

	requirements shall be returned to the client.			
	2.2 The Accounting Staff shall record in the monitoring sheet the details of the donation and indicate on the claim stub or email acknowledgement the schedule of release of BIR Form 2322: Certificate of Donation.	None	5 Minutes	<i>Accounting Staff</i>
	2.3 The Accounting Staff shall prepare the Certificate of Donation for Signature of the Secretary or the Authorized Representative	None	6 Days, 7 Hours	<i>Accounting Staff</i>
	2.4 The Accounting Staff shall update the status of request for certificate on the monitoring file. Note: All certificates that are ready for release shall be issued to the requesting party/ies	None	10 Minutes	<i>Accounting Staff</i>

<p>3. The donor/authorized representative shall personally visit the Accounting Section, wait for the release of the Certification, and receive and sign the logbook for acknowledgement</p> <p>Note: The Client shall present the following documents:</p> <ul style="list-style-type: none"> a. claim stub for walk-in requests -or- b. printed email acknowledgment receipt together with the original copy of required documents for online requests c. authorization letter from the donor and photocopy of government-issued ID of the donor and his/her authorized representative, if applicable 	<p>3. 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.</p>	<p>None</p>	<p>2 Minutes</p>	<p><i>Accounting Staff</i></p>
<p>4. Fill-out the provided customer feedback form for the service availed</p>	<p>4. The Accounting staff shall administer the Client Satisfaction Measurement Form (via</p>	<p>None</p>	<p>2 Minutes</p>	<p><i>Accounting Staff</i></p>

	pen-and-paper /online) to the requesting party for the service provided			
	TOTAL:	None	6 Days, 7 Hours, 30 Minutes	

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

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

Accounting Certifications offered:

For Former Cost of Service (COS) worker:

- Last Cost of Services Processed;

For Former Permanent, Casual or Contractual employee:

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

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

For walk-in clients	
A. Requesting of Certificate 1. Request form for Accounting Certification of Former DSWD Employees (1 Original Copy)	1. For Field Offices (FO) - Accounting Section Schedule of request: Monday – Friday, 8:00 AM – 5:00 PM
2. Government-issued ID of the requesting party (1 Photocopy)	1. Requesting Party/Formal DSWD employee
B. Claiming of Certificate 3. Claim Stub (1 Original Copy)	2. For Central Office (CO) - ADRP Pre-Audit Internal Section For Field Offices (FO) - Accounting Section
For online clients	
A. Requesting of Certificate 1. Request form for Accounting Certification of Former DSWD Employees (1 Electronic Copy)	1. Download and print the request form from https://www.dswd.gov.ph/about-us-2/citizens-charter (form is located under General Administration and Support Services Group, select DSWD-FMS-GF-001 REV 01 REQUEST FORM FOR ACCOUNTING CERTIFICATIONS)
2. Government-issued ID of the requesting party (1 Electronic Copy)	2. Requesting Party/Formal DSWD employee
B. Claiming of Certificate 3. E-mail Acknowledgement Receipt (1 Printed Copy)	3. Accounting Section
Additional requirements if claimed by authorized representative	
<ul style="list-style-type: none"> Authorization letter for the representative (1 Printed Copy) 	<ul style="list-style-type: none"> Requesting Party/Formal DSWD employee
<ul style="list-style-type: none"> Government-issued IDs (1 Photocopy) 	<ul style="list-style-type: none"> Requesting Party/Formal DSWD employee and His/Her Authorized Representative

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Visit the ADRP Pre-Audit Internal Section of the Central Office or Accounting Section in the Field Offices to fill-out the request form.</p> <p>-or-</p> <p>Secure the request form by visiting the link or download the form via https://www.dswd.gov.ph/about-us-2/citizens-charter/</p>	<p>1. Provide the request form for Accounting Certification to the walk-in clients (Former DSWD Employee/s)</p>	<p>None</p>	<p>5 Minutes</p>	<p><i>Accounting Staff</i></p>
<p>2. Fill-out and submit the form together with the required supporting documents to ADRP Pre-Audit Internal Section (CO) or Accounting Section (FO).</p> <p>-or-</p> <p>Fill-out and submit the form together with the supporting documents or email the documents via</p>	<p>2.1 The Accounting Staff shall receive and review/check the completeness of the request form and required supporting documents</p> <p>-or-</p> <p>The Accounting staff shall review the documents as to completeness and print the</p>	<p>None</p>	<p>5 Minutes (Walk-in/Online)</p>	<p><i>Accounting Staff</i></p>

<p>accounting.focar@dswd.gov.ph</p> <p>Note: The client shall wait for the release of the Certification based on the scheduled release of the document.</p>	<p>emailed scanned documents</p> <p>Note: Only requests with complete requirements shall be accepted and processed. All requests with incomplete requirements shall be returned to the client.</p>			
	<p>2.2 The Accounting Staff shall record the details of the request and indicate the schedule to claim the certificate with control number in the monitoring sheet.</p>	None	5 Minutes	<i>Accounting Staff</i>
	<p>2.3 The accounting staff shall respond to the email for online request or issue claim stub for the walk-in request. He/She shall also indicate the schedule of the release of Certification with reference number of the document.</p>	None	10 Minutes	<i>Accounting Staff</i>
	<p>2.4 The Accounting Staff</p>	None	6 Days, 45 Minutes	<i>Mr. Wilbourn B. Bacolong</i>

	shall prepare the Certificate for Accounting Certification for review/approval of the Chief Accountant or the Authorized Representative			<i>Head, Accounting Section</i>
	<p>2. 5 The Accounting Staff shall update the status of the request for the certificate in the monitoring file.</p> <p>Note: All certificates that are ready for release shall be issued to the requesting party/ies</p>	None	15 Minutes	<i>Accounting Staff</i>
<p>3. The client shall present the following to the Accounting staff-in-charge to receive the Certification:</p> <p>a. claim stub for walk-in requests -or- b. printed email acknowledgment for online requests c. authorization letter from the</p>	<p>3. The Accounting Staff shall issue the Certificate for Accounting Certification to the client and Assist the client to sign in the logbook as a proof that the Certification has been received.</p>	None	5 Minutes	<i>Accounting Staff</i>

<p>former employee and photocopy of government-issued ID of the former employee and his/her authorized representative, if applicable.</p> <p>Then, sign the logbook for acknowledgement</p>				
<p>4. Fill out the Client Satisfaction Measurement Form</p>	<p>4. The Accounting staff shall administer the Client Satisfaction Measurement Form(via pen-and-paper /online) to the requesting party for the service provided</p>	<p>None</p>	<p>2 Minutes</p>	<p><i>Accounting Staff</i></p>
	<p>TOTAL:</p>	<p>None</p>	<p>6 Days, 1 Hour, 32 Minutes</p>	

**HUMAN RESOURCE MANAGEMENT AND
DEVELOPMENT DIVISION
(HRMDD)**

FRONTLINE SERVICES

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

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

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

<p>2. Wait for advice of the assigned PAS Focal Person</p>	<p>2.1. Upon receipt of request from the receiving clerk, the responsible personnel shall review and draft the COE based on the purpose indicated in the request following the standard template, if the COE is to be sent via courier service, prepare transmittal with information on how to return the customer feedback form</p>	<p>None</p>	<p>2 Days, 4 hours (depending on the period of retrieving the files)</p>	<p><i>Personnel Administration Section Focal Person</i></p>
	<p>2.2. Authorized Certifying authority shall review/ sign/initial the COE and inform the client once the COE is ready for releasing via e-mail/SMS/call.</p>	<p>None</p>	<p>3 hours and 40 minutes (depending on the availability of signatories)</p>	<p><i>Personnel Administration Section Focal Person</i></p>

3. If the COE is for pick-up, proceed to PAS 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.	3. Provide one (1) duly signed COE to the client and request the client to accomplish the CSMF to be submitted via dropbox, email or google form	None	10 Minutes	<i>Incoming/ Outgoing staff or assigned email/online system custodian</i>
TOTAL:		None	3 Days	

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

The CLWOP/CNLWOP is being issued to separated Officials and employees in the 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:	Personnel Administration Section (PAS)			
Classification:	Complex			
Type of Transaction:	G2C – Government to Transacting Public			
Who may avail:	Separated FO Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) HRMDS-PAD Request Form or formal letter or e-mail request		PAS Receiving Area Client		
One (1) Special Power of Attorney (If authorized representative)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON

		BE PAID	TIME	RESPONSIBLE
1. Send mail/e-mail or for walk-in without any written request, accomplish the HRMDD-PAS Request Form and submit to PAS. <i>(Write contact details as well for courier purposes, if needed)</i> and submit to PAS together with complete supporting documents.	1.1 Receive the complete documents submitted, and forward the request to the PAS Focal Person.	None	5 minutes	Personnel Administration Section Receiving Staff
2. Wait for advice of the assigned Focal Person	2.1 Review the documents submitted and check if the client already has an encoded ELARS ³ . 2.1.1 If there is none, encode the ELARS. 2.1.2 If there is an encoded ELARS, proceed to step 4. 2.1.3 If there is	None	6 days, 4 hours and 35 minutes <i>(May be shortened if there is already a reviewed ELARS, or may be extended depending on the number of ELARS being encoded/ reviewed at a</i>	Personnel Administration Section Focal Person

³ Electronic Leave Administration and Recording System

	<p>an encoded and reviewed ELARS, proceed to step 6.</p> <p>2.1.4 Review/check the ELARS vis-à-vis the leave card.</p> <p>2.1.5 Reprint the corrected ELARS, if errors are found.</p> <p>2.1.6 Encode the needed details to the CLWOP/CNLWOP, print the issuance and attach the necessary documents.</p>		<p><i>given time, the time needed to review the ELARS, or length of service of the client.)</i></p>	
	<p>2.2 The Focal Person shall forward the CLWOP/CNLWOP to the Certifying Authority for certification.</p> <p>2.2.1 The Certifying Authority shall sign the CLWOP/CNLWOP.</p>	<p>None</p>	<p>2 hours</p>	<p><i>Ms. Julie A. Gascon Head, Personnel Administration Section</i></p>

<p>3. Inform PAD of preferred method of receiving the duly-signed Certificate.</p>	<p>3.1 Inform the client that the CLWOP/ CNLWOP is ready for releasing via email/SMS/call/ chat.</p> <p>3.1.1 Ask the client of the preferred method of receiving the duly signed CLWOP/ CNLWOP:</p> <p><i>If through courier service, proceed to step 11.</i></p> <p><i>If the CLWOP/ CNLWOP will be picked up at the office, proceed to step 12.</i></p>	<p>None</p>	<p>5 minutes</p>	<p>Personnel Administration Section Outgoing staff</p>
<p>4. Wait for the arrival of the Certificate.</p>	<p>4.1 Outgoing Clerk or Email Custodian shall return the CLWOP/ CNLWOP to the Focal Person.</p> <p>4.1.1 The Focal Person shall prepare the transmittal with information on how to return the CSMF. Attach the duly signed CLWOP/ CNLWOP and one (1) CSMF for accomplishment</p>	<p>None</p>	<p>1 hour and 5 minutes</p>	<p>Personnel Administration Section Outgoing staff</p>

	<p>4.1.2 Certifying Authority shall sign the transmittal letter.</p> <p>4.1.3 Encode tracking details in the applicable document tracking system used by the office or through logs.</p> <p>4.1.5 Forward the document to the Records and Archives Management Division/Section for courier service.</p> <p><i>(The CSMF will be followed-up within 3 working days upon receipt of the document.)</i></p>			
<p>5. If the Certificate is for pick-up, proceed to PAD and get the requested document.</p>	<p>5. If the CLWOP/ CNLWOP is for pick-up, provide one (1) duly signed CLWOP/CNLWOP to the client and request the client to accomplish the CSMF to be submitted via drop box, email or Google form.</p>	<p>None</p>	<p>10 minutes</p>	<p>Personnel Administration Section Outgoing staff</p>

	TOTAL:	None	7 days	
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3. Issuance of Completed Office Clearance Certificate for Money, Property, and Legal Accountabilities to Separated Officials and Employees

The Central Office Clearance Certificate is being provided to officials, employees and contract of service (COS) workers who were separated from the Department which certifies that the former official/employee/COS worker no longer has money, property and legal accountabilities. The provision of the CO Clearance Certificate may be requested by separated officials/employees/COS workers if the CO Clearance Certificate initially-issued to them was lost, damaged, etc., or the official/employee/COS worker was not able to secure the duly-accomplished CO Clearance Certificate at the time of their separations

Office or Division:	Personnel Administration Division (PAS)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Transacting Public			
Who may avail:	Separated Officials, Employees and COS Workers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) HRMDD-PAS Request Form or formal letter or e-mail request		PAS Receiving Area Client		
One (1) Authorization Letter (if necessary)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send request through mail/e-mail or accomplish the HRMDD-PAD Request Form (write contact details, as	1. Receive and acknowledge request for CO Clearance Certificate from the client, then forward to personnel	None	10 minutes	Personnel Administration Section Incoming staff

needed) and submit to PAS	handling requests (via: DRF/email)			
2. Wait for advice of the assigned PAD Focal Person	2.1. Upon receipt of request from the receiving clerk, the responsible personnel shall review the request and check the 201 FILE to retrieve the CO Clearance Certificate on file and photocopy the CO clearance Certificate then stamp "Certified True Copy", if the CO clearance is to be sent via courier service, include in the transmittal with information on how to return the customer feedback form.	None	2 Days, 4 hours (depending on the period of retrieving the files)	Personnel Administration Section Focal Person
	2.2. Sign the photocopied CO Clearance Certificate as "Certified True Copy"		3 hours and 30 minutes (depending on the availability of signatories)	<i>Ms. Julie A. Gascon</i> <i>Head,</i> Personnel Administration Division

	2.3 Inform the client that the CTC of his/her CO Clearance Certificate is ready and ask if for pick-up or for courier service (either through chat, e-mail, or phone call)	None	10 minutes	Personnel Administration Section Outgoing staff
3. If the CTC copy of the CO Clearance is for pick-up, proceed to PAD and get the requested document. If the CTC copy of the CO Clearance Certificate is to be sent via courier service, wait until the parcel is sent to given address	3. Provide the CTC of CO Clearance to the client and have it properly received. Ask the client to accomplish Customer Feedback Form	None	10 minutes	Personnel Administration Section Outgoing staff
	TOTAL:	None	3 Days	

4. Issuance of Service Record to Separated Officials and Employees

The Service Record (SR) is being issued to separated officials and employees in the 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:	Personnel Administration Division (PAS)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Transacting Public			
Who may avail:	Separated Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) HRMDD-PAS Request Form or formal letter or e-mail request		PAS Receiving Area Client		
One (1) Authorization Letter (if necessary)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send request through mail/e-mail or accomplish the HRMDD-PAS Request Form (write contact details as needed) and submit to PAD together with supporting documents, if any.	1. Receive and acknowledge request for SR from the client, then forward to personnel handling SR requests (via: DRF/email)	None	10 minutes	Personnel Administration Section Incoming/ Outgoing staff

<p>2. Wait for advice of the assigned PAS Focal Person</p>	<p>2.1. Upon receipt of request from the receiving clerk, the responsible personnel shall review and draft the SR based on the purpose indicated in the request following the standard template, if the SR is to be sent via courier service, prepare the transmittal with instructions on how to return the customer feedback form</p> <p><i>Note: Use Service Card or 201 File/as reference in preparing SR</i></p>	<p>None</p>	<p>2 Days, 4 hours (depending on the period of retrieving the files)</p>	<p>Personnel Administration Section Focal Person</p>
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	2.2. Authorized Certifying authority shall review/ sign/initial the SR / transmittal letter.	None	3 hours and 30 minutes (depending on the availability of signatories)	<i>Ms. Julie A. Gascon</i> Head, Personnel Administration Division
	2.3 Inform the client that the SR is ready for releasing via e-mail/SMS/call.	None	10 minutes	Personnel Administration Section Incoming/ Outgoing staff
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. Provide one (1) duly signed SR to the client and request the client to accomplish the CSMF to be submitted via dropbox, email or google form	None	10 minutes	Personnel Administration Section Incoming/ Outgoing staff
	TOTAL:	None	3 Days	

**NATIONAL HOUSEHOLD TARGETING
SECTION
(NHTS)**

FRONTLINE SERVICES

1. Data Sharing – List of Data Subjects

Generation of datasets with Personal Information (PI) and Sensitive Personal Information (SPI) with a Data Sharing Agreement (DSA)

Office or Division:	National Household Targeting Sections (NHTS)	
Classification:	Highly Technical	
Type of Transaction:	Government to Government (G2G) and Government to Citizen (G2C)	
Who may avail:	All National Government Agencies (NGAs), Local Government Units (LGUs), District Representatives, Government-Owned and Controlled Corporations (GOCCs) Non- Governmental Organizations (NGOs), Civil Society Organizations (CSOs), the Academe, and Private Foundations for the purpose of utilizing the data for social protection programs.	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	<ol style="list-style-type: none"> 1. One (1) original or copy of Letter of Request (indicating reasons for the request and specific data sets expected to be acquired from the Listahanan database) 2. One (1) original copy of accomplished Data Sharing Agreement (DSA) 3. One (1) original/certified true copy of document indicating the appointed and NPC-registered Data Protection Officer (DPO) 4. One (1) original/copy of Privacy Manual or approved document/s on the security measures in place which indicates the data protection procedures and processes of the office/agency in addressing breaches 5. One (1) original/copy of list of identified staff who will access, process, and safeguard the Listahanan data including the data processing to be employed 6. Hardware and Security Component with supporting images and specifications 7. One (1) original/copy of Documentation of physical security measures in place 8. One (1) original copy of the Resolution of Governing Board authorizing head of agency 	Provided by the Requesting Party

<p>to enter into a data sharing agreement with DSWD (only for NGOs, CSOs, and Private Foundations)</p> <p>9. One (1) original/copy of Valid Proof of Identities of the agency head and their designated DPO/s (only for NGOs, CSOs, and Private Foundations)</p> <p>10. One (1) original/certified true copy of Valid documents indicating the legitimacy of the organization (only for NGOs, CSOs, and Private Foundations)</p> <p><i>For Local Government Unit (LGU):</i></p> <ul style="list-style-type: none"> • The letter of request shall be signed by the Local Chief Executive (LCE) accompanied by a Sanggunian resolution authorizing the LCE to enter a data sharing agreement with the DSWD • The DSWD Regional Director (RD) and the incumbent LCE shall sign the DSA 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the letter of request with attached electronic copy of the data requirements (if available) to NHTO/ NHTS.	<p>1.1 Receive and record the request in the document transaction/ tracking system.</p> <p>1.1.1 Advise the requesting party that they will receive an email or call after 2-3 working days on the approval of their request and the expected schedule</p>	None	15 minutes	<p><i>Mr. Eduard Aung Colod Kyu Jr.</i> <i>Regional Field Coordinator (RFC)</i></p>

	of release of the results.			
	1.1.2 Forward the request to the Director for approval.			
	1.2 Input comments and decide if the request is for processing or not, then endorse it to the NHTO Operations Division Chief/ NHTS Policy and Plans Division (PPD) Chief.	None	6 hours	<i>Ms. Maria C. Aplatén Regional Director, Field Office CAR</i>
	1.3 Input recommendations and endorse it to the assigned Project Development Officer (PDO).	None	3 hours	<i>Ms. Marifil C. Jugal Chief, Policy and Plans Division</i>
	1.4 Inform the requesting party on the approval or disapproval of the data request based on the DSWD MC 15, s. 2021. <ul style="list-style-type: none"> ● If approved- the orientation will be scheduled including the preparation of the other documentary requirements not included in the submission of a letter of request. ● If disapproved- Inform the requesting party of the 	None	2 hours	<i>Mr. Eduard Aung Colod Kyu Jr. Regional Field Coordinator (RFC)</i>

	disapproval highlighting the grounds for such denial through writing. (<i>End of process</i>)			
2. Attend the scheduled orientation with the NHTO ACBS and Inspection Team/ NHTS designated personnel & Inspection Team.	<p>2.1 Orient the requesting party about the Listahanan, Data Privacy Act of 2012, MC 15, s. 2021, and data sharing requirements.</p> <p>2.1.1 Issue Certificate of Orientation on the Data Privacy Act (DPA) of 2012.</p> <p>2.1.2 Send to the requesting party via email the copy of the law, IRR and the issuances of NPC together with the issuance of Certification on the Acknowledgement Receipt of the said law/policies.</p>	None	2 hours	<p><i>Mr. Eduard Aung Colod Kyu Jr. Regional Field Coordinator (RFC)</i></p>
3. Submit the signed Data Sharing Agreement (DSA) and other documentary requirements not included in the	<p>3.1 Review all documentary requirements including DSA submitted by the requesting party.</p> <p>3.1.1 Schedule with the requesting party on the conduct of</p>	None	2 hours	<p><i>Mr. Eduard Aung Colod Kyu Jr. Regional Field Coordinator (RFC)</i></p>

submission of letter request.	virtual/physical inspection meeting						
4. Present the IT facilities to the NHTO Inspection Team.	4.1 Conduct virtual/physical inspection of IT facilities of the requesting party.	None	1 day	<i>Mr. Norvirgo V. Mangili Regional Information Technology Officer</i>			
	4.1.1 Issue Certifications (Certification of Physical Set-up, Organization, Technical and Security Set-up)						
	4.2 Certifications and documentary requirements will be attached to the accomplished DSA and for endorsement to the Department's/Regional DPO.				None	2 hours	<i>Mr. Eduard Aung Colod Kyu Jr. Regional Field Coordinator (RFC)</i>
	4.3 Assess the accomplished DSA, and documentary attachments. Once approved, the DPO will endorse the DSA for the Department Secretary's signature/Regional Director.				None	1 day	<i>Ms. Marifil C. Jugal Regional Compliance Officer for Privacy</i>
	4.4 Review and sign the DSA. The signed DSA will be endorsed to the NHTO/NHTS for data processing.				None	3 days	<i>Ms. Maria C. Aplatén Regional Director, Field Office CAR</i>
	4.5 Generate the requested data.	None	1 day	<i>Mr. Norvirgo V. Mangili</i>			

				<i>Regional Information Technology Officer</i>
	4.6 Review result of the data generation	None	1 day	<i>Mr. Eduard Aung Colod Kyu Jr. Regional Field Coordinator (RFC)</i>
	<p>4.7 Secure the data by adding password protection to the file.</p> <p>4.7.1 Prepare Data Release Form (DRF), draft memorandum reply, and burn results in a compact disc (CD), USB stick, or hard drive.</p> <ul style="list-style-type: none"> ● Other electro-mechanical storage devices may apply as long as it is approved by the IT Head and the storage device is provided by the requesting party. ● Google Drive may also be used as a storage of the requested data as long as it is encrypted and password-protected. Further, the password will only be released to the authorized 	None	1 day	<i>Mr. Norvirgo V. Mangili Regional Information Technology Officer</i>

	<p>personnel of the requesting party.</p> <p>4.7.2 Counter sign in the DRF.</p> <p>4.7.3 Finalize the memo, attach the Data Release Form (DRF) and secure data then forward it to the Administrative unit.</p>			
	4.8 Track and scan the documents upon releasing the result to the requesting Party.	None	10 minutes	<i>Mr. Eduard Aung Colod Kyu Jr. Regional Field Coordinator (RFC)</i>
5. Call NHTO/NHTS for retrieval of password upon receipt of the result.	5. Provide the password of the file to the requesting party thru phone upon inquiry and administer the Client Satisfaction Measurement Survey (CSMS) form per Committee on Anti-Red Tape (CART) guidelines.	None	10 minutes	<i>Mr. Norvirgo V. Mangili Regional Information Technology Officer</i>
TOTAL: <i>*with possible extension on the actual data processing depending on the volume of data requirements, number of names required, and the compliance and submission of the documentary requirements by the requesting party.</i>		None	10 Days, 1 Hour, 35 Minutes	

2. Data Sharing – Name Matching

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

Office or Division:	National Household Targeting Office (NHTO) and National Household Targeting Sections (NHTS)
Classification:	Highly Technical
Type of Transaction:	Government to Government (G2G), Government to Business (G2B), Government to Citizen (G2C)
Who may avail:	All National Government Agencies (NGAs), Local Government Units (LGUs), Government-Owned and Controlled Corporations (GOCCs) Non-Governmental Organizations (NGOs), Civil Society Organizations (CSOs), the Academe, and Private Foundations for the purpose of utilizing the data for social protection programs.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ol style="list-style-type: none"> 1. One (1) original or copy of letter of request (Indicate reason for name matching) 2. One (1) electronic copy (Preferably in CSV format) of the name to be matched which includes the following: <ul style="list-style-type: none"> • Complete name (Last name, First Name, Middle Name, Extension Name) • Birth Date (YYYY-MM-DD format) • Philippine Standard Geographic Classification of (PSGC) Province, City/Municipality, and Barangay 3. One (1) original Valid Proof of Identities of the Personal Information Controller (PIC), Data Protection Officer (DPO), Compliance Officer (COP) 4. One (1) original copy of Data Sharing Agreement (DSA) signed by the: (1) Head of Office as PIC, (2) designated DPO or COP 5. One (1) original/photocopy of List of Personnel who will access, process, and safeguard the Listahanan data, including the employed data processing 	<p>Provided by the Requesting Party</p>

6. One (1) original Copy of the Resolution of Governing Board authorizing head of agency (NGOs, CSOs, and Private Foundations)				
<i>*For Local Government Unit (LGU):</i> <ul style="list-style-type: none"> The letter of request shall be signed by the Local Chief Executive (LCE) accompanied by a Sanggunian resolution authorizing the LCE to enter a data sharing agreement with the DSWD The DSWD Regional Director (RD) and the incumbent LCE shall sign the DSA 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide the letter of request together with the electronic copy of the names for name matching	1.1 Receive the request 1.1.1 Endorse request to the NHTO Director / Regional Director	None	15 minutes	<i>Mr. Eduard Aung Colod Kyu Jr. Regional Field Coordinator (RFC)</i>
	1.2 Provide instruction to facilitate/review the request. 1.1.2 Endorse to the NHTO OD Chief / Policy and Plans Division (PPD) Chief	None	2 hours	<i>Ms. Maria C. Aplatén Regional Director, Field Office CAR</i>
	1.3 Provide recommendations on the request 1.3.1 Endorse to the assigned Project Development Officer (PDO) to inform the	None	1 hour	<i>Ms. Marifil C. Jugal Chief, Policy and Plans Division</i>

	<p>client on the status of their request</p>			
	<p>1.4 Inform the requesting party of the status of the approval /disapproval of the request based on the DSWD MC 15, s. 2021.</p> <p>If disapproved -Inform the requesting party of the disapproval highlighting the grounds for such denial through writing. <i>(End of process)</i></p> <p>If approved – Notify and provide the DSA and documentary requirements to the client</p>	None	1 hour	<p><i>Mr. Eduard Aung Colod Kyu Jr. Regional Field Coordinator (RFC)</i></p>
<p>2. Provide the documentary requirements and the DSA signed by the Head of Office (HOO) as Personal Information Controller (PIC) and the designated Data Privacy Officer (DPO) / Compliance Officer for Privacy (COP)</p>	<p>2.1 Review all documentary requirements including the DSA submitted by the client.</p> <ul style="list-style-type: none"> ● Non-Compliant – Inform the client regarding the incomplete requirements via email. ● Compliant – <ul style="list-style-type: none"> a. Facilitate the DSA and endorse to the DPO and the Office of the Secretary/ Regional Director for signature b. Endorse the signed DSA to Information Technology Officer for processing 	None	2 hours	<p><i>Mr. Eduard Aung Colod Kyu Jr. Regional Field Coordinator (RFC)</i></p>

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

	Administrative Assistant for release.			<i>Regional Director, Field Office CAR</i>
4. Receive the documents	4.1 Track and scan the documents for record keeping. 4.1.1 Release the document to the client	None	10 minutes	<i>Mr. Eduard Aung Colod Kyu Jr. Regional Field Coordinator (RFC)</i>
5. Fill out the Client Satisfactory Measurement Survey (CSMS)	5 Provide the client the CSMS form per Committee on Anti- Red Tape (CART) guidelines.	None	10 minutes	<i>Mr. Norvirgo V. Mangili Regional Information Technology Officer</i>
TOTAL: <i>*With possible extension on the actual data processing depending on the number of names required but shall not exceed forty (40) days as reference in RA-IRR-11032.Rule 7.Section 3.c.</i>		None	For 5000 names and below: 2 days, 3 hours and 45 minutes For 5,001 -50,000 names: 4 days, 3 hours and 45 minutes For 50-000 – 400,000 names: 8 days, 3 hours and 45 minutes For 400,001-1,000,000 names: 21 days, 3 hours and 45 minutes	

3. Data Sharing – Statistics/Raw Data Request

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

Office or Division:	National Household Targeting Office (NHTO) and National Household Targeting Sections (NHTS)			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G), Government to Citizen (G2C), Government to Business (G2B)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. One (1) original/copy of Letter of Request (specify purpose and data requested)			Provided by the Requesting Party	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter or email re: request for Listahanan data – addressed to the NHTO Director/ Regional Director.	1.1 Receive and record the request. 1.1.1 Forward request to NHTO Operations Division/ National Household Targeting Section (NHTS), then furnish the NHTO Director/ Regional Director and the Policy and Plans Division (PPD) a copy of the request	None	30 minutes	<i>Mr. Eduard Aung Colod Kyu Jr. Regional Field Coordinator (RFC)</i>
	1.2 Review the request based on MC 15 s.2021	None	2 hours	<i>Mr. Eduard Aung Colod Kyu Jr. Regional Field</i>

	1.2.1 Input comment/s then endorse to the NHTO Statistics Section/ NHTS Associate Statistician			<i>Coordinator (RFC)</i>
	1.3 Provide instruction based on the data requested. If the request is: <ul style="list-style-type: none"> ● Not clear <ol style="list-style-type: none"> a. In case of vague data request, instruct the Associate Statisticians to coordinate with the data users (through emails, recorded calls or text) and clarify the data requirement. b. In case the requested data is not available in the Listahanan database, instruct the Associate Statistician to coordinate with the requesting party and provide recommendations on other data available in the Listahanan. 	None	3 hours	<i>Mr. Eduard Aung Colod Kyu Jr. Regional Field Coordinator (RFC)</i>

	<ul style="list-style-type: none"> • Clear Forward request to the Associate Statistician for data generation. 			
	<p>1.4 Generate the requested data from the Listahanan database, and export into excel or any format available.</p> <p>1.4.1 Draft response letter to the requesting party.</p> <p>1.4.2 Submit to the NHTO Statistics Section Head/ NHTS RFC for review.</p>	None	1 day	<p><i>Ms. Shirley N. Claver, Regional Associate Statistician</i></p>
	<p>1.5 Review the generated statistical /raw data. In case the generated data is:</p> <ul style="list-style-type: none"> • Not accurate – Return the generated statistical/raw data to the Associate Statisticians for revision. • Accurate – Submit to the NHTO Operations Division Chief / FO PPD Chief for review and recommending approval. 	None	3 hours	<p><i>Mr. Eduard Aung Colod Kyu Jr. Regional Field Coordinator (RFC)</i></p>

	1.6 Countersign response letter and endorse the same to the NHTO Director/ Regional Director for approval.	None	2 hours	Ms. Marifil C. Jugal Chief, Policy and Plans Division
	1.7 Approval of the facilitated data request for release to the requesting party. <ul style="list-style-type: none"> • If disapproved – Provide note on the reason of disapproval; then return the facilitated request to the Operations Division / NHTS for revision. • If Approved – Sign the response letter for data release. 	None	5 hours	<i>Ms. Maria C. Aplatén Regional Director, Field Office CAR</i>
2. Receive the data requested and fill-out the CSMS form	2.1 Track and facilitate the release of the approved data request to the requesting party. 2.2 Administer Client Satisfaction Measurement Survey (CSMS) during the release of approved data request.	None	30 minutes	<i>Mr. Eduard Aung Colod Kyu Jr. Regional Field Coordinator (RFC)</i>
	TOTAL	None	3 days	

4. Walk-in Name Matching Data Request

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

Office or Division:	National Household Targeting Office (NHTO) and National Household Targeting Sections (NHTS)			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	All walk-in clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) Valid Identification Card / Proof of Identity 2. One (1) original copy of Walk-in Name Matching Form		1. Provided by the Requesting Party 2. NHTO/NHTS Grievance Officer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide Valid Identification Card / Proof of Identity and fill-out the name matching form	1. Interview the client to evaluate the validity of the request as to its purpose: <ul style="list-style-type: none"> • <i>Invalid</i> – Inform the client on the grounds for the denial of the request based on the DSWD MC 15, s. 2021. <i>End of process</i> • <i>Valid</i> – Provide the name matching form upon confirming the validity of the request and proceed for processing the name matching 	None	30 minutes	<i>Mr. Eduard Aung Colod Kyu Jr. Regional Field Coordinator (RFC)</i>

2. Receive the Name Matching result	2. Explain the result of Name Matching	None	5 minutes	<i>Mr. Eduard Aung Colod Kyu Jr. Regional Field Coordinator (RFC)</i>
3. Fill-out the Client the Satisfactory Measurement Survey (CSMS)	3. Provide the client the CSMS form per Committee on Anti- Red Tape (CART) guidelines.	None	5 minutes	<i>Mr. Eduard Aung Colod Kyu Jr. Regional Field Coordinator (RFC)</i>
	TOTAL:	None	40 minutes	

PANTAWID PAMILYANG PILIPINO PROGRAM (4Ps)

FRONTLINE SERVICES

1. Grievance Intake and Response

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

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

Office or Division:	Pantawid Pamilyang Pilipino Program (4Ps) Grievance Redress Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	4Ps Beneficiaries, and General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
I. INTAKE: 1. 4Ps ID or 1 valid ID (Original Copy), Any Proof of grievance, if available		Issued by the assigned City/Municipal Link, Community Facilitators		
II. RESPONSE: 1. Client Satisfaction Form (CSF) (1 form per client)		4Ps Assistance Desk, GRD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
I. INTAKE				
1. Present the 4Ps ID for 4Ps beneficiary. or 1 valid ID for non-4Ps.	1. Verify the identity of the client if 4Ps beneficiary or non-beneficiary	None	2 minutes	<i>Mr. Marvin G. Inopia / Mr. Arnold S. Bodong GRS Focals</i>
2. Proceed to the 4Ps Assistance Desk for verification of identity.	2.1 Verify the client's identity and assess/evaluate the received complaint/s.	None	5 minutes	<i>Guard on Duty</i>

	Note: <i>Refer to the Grievance Redress System Field Manual for guidance on the intake of grievances.</i>			
II. RESPONSE				
3. Provide details about the grievance and supporting documents, if available, depending on the type of grievance reported.	3.1. 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	5 minutes	Mr. Marvin G. Inopia / Mr. Arnold S. Bodong GRS Focals
	3.2. Encode the transaction correctly and completely in the GRS Information System. <i>*For instances when the GRS Information System is inaccessible, the staff may use the Client Assistance Form to intake the grievance.</i>	None	5 minutes	Mr. Marvin G. Inopia / Mr. Arnold S. Bodong GRS Focals
	3.3. Check the supporting documents provided, if available.	None	2 minutes	Mr. Marvin G. Inopia / Mr. Arnold S. Bodong GRS Focals
	3.4. Assess all the data and information available and discuss with the client the findings and next steps to take. If all information is readily available to	None	15 minutes	Mr. Marvin G. Inopia / Mr. Arnold S. Bodong GRS Focals

	<p>resolve the case, Resolve the grievance and provide feedback to the client. and proceed to step 6.</p> <p>If other information is needed and the grievance cannot be resolved immediately, explain to the client the process that will be undertaken in processing the grievance, and inform the client that he/she will be contacted thru his/her mobile number.</p> <p>3.4.1 Print and provide a copy of the encoded transaction to the client.</p> <p><i>*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.</i></p>			
4. Wait for the updates on the status of the grievance within three (3) days.	4.1 Endorse the transaction to the concerned office (DSWD Field Office, and/or OBSU) for processing and updating of the transaction in the GRS Information System	None	7 hours	Mr. Marvin G. Inopia / Mr. Arnold S. Bodong GRS Focals

	(GIS), reflecting the actions taken by the concerned office within three (3) working days.			
	4.2 Send an email notification to the Regional Grievance Officer to inform him/her.)	None	6 minutes	<i>Mr. Marvin G. Inopia / Mr. Arnold S. Bodong GRS Focals</i>
	4.3 Monitor the status of the transaction and check for updates from the concerned office in the GRS Information System.	None	2 Days	<i>Mr. Marvin G. Inopia / Mr. Arnold S. Bodong GRS Focals</i>
5. Receive update/feedback on the status of the grievance.	5.1 Provide the client an update/feedback about the status of his/her concern either through text messaging or phone call. <i>*For instances when the client did not provide contact information, the provision of feedback may be coursed through the assigned City/Municipal Link.</i>	None	5 minutes	<i>Mr. Marvin G. Inopia / Mr. Arnold S. Bodong GRS Focals</i>
	5.2 Update the status of the transaction in the GRS Information System.	None	5 minutes	<i>Mr. Marvin G. Inopia / Mr. Arnold S. Bodong GRS Focals</i>

6. Accomplish the client satisfaction measurement Form	6.1 Administer the Client Satisfaction Measurement Survey Form.	None	5 minutes	<i>Mr. Marvin G. Inopia / Mr. Arnold S. Bodong GRS Focals</i>
	6.2. Analyze the data collected and include in the Client Satisfaction Measurement Report.	None	5 minutes	<i>Mr. Marvin G. Inopia / Mr. Arnold S. Bodong GRS Focals</i>
	TOTAL	None	If the grievance is resolved outright - 44 minutes	
		None	If the grievance is referred to Field Office for resolution and feedback is provided to the client - 3 days	

**POLICY DEVELOPMENT AND PLANNING
SECTION
(PDPS)**

FRONTLINE SERVICES

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

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

On the other hand, research requests for the following need not go through the protocol and may be approved and provided by submitting a letter of request addressed to the head of the concerned office, bureau, service, or unit:

- Observations and/or photo/video/audio shoots at DSWD premises, except those involving DSWD’s clients or beneficiaries. If a photo, audio, or video of a client or beneficiary is essential for the study, the requesting party shall secure the consent of the Center Head/Client/Beneficiary.
- Briefing/interview/orientation sessions with key focal persons in the Central Office on general information about DSWD programs, policies, and projects. The DSWD, however, discourages requests for “practice interviews” of DSWD personnel for the sole purpose of student’s acquisition of interview skills, in consideration of the valuable time taken away from the personnel when accommodating student requesting parties.
- Conduct surveys with DSWD employees about subject matters that do not directly concern the Department or are not related to the DSWD’s program operations.
- Studies conducted by consultants/requesting parties under the Technical Assistance Facility (TAF) grant portfolio. The requesting party, however, shall adhere to the policies on undertaking research and evaluation studies as stipulated in the Guidelines for the Conduct of Research and Evaluation in the DSWD.

Office or Division:	Policy and Plans Division (PPD) - Policy Development and Planning Section (PDPS)
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Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	External requesting parties (e.g., students, academe, other government agencies, including members of other branches of government, local and international organizations or research institutions, and other independent requesting parties, including DSWD personnel researching to pursue higher academic education) who intend to conduct research studies related to or involving the DSWD.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
If request shall not undergo Research Protocol: 1. Request letter (1 Original copy)		Researcher		
If the request shall undergo Research Protocol: 1. Request letter (1 Original copy) 2. Research Request Form (1 original copy) 3. Research Brief (1 original copy) 4. Research Instruments (1 original copy)		1. Researcher 1. Policy Development and Planning Bureau (PDPB) 2. Policy Development and Planning Bureau (PDPB) 3. Researcher		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request letter and/or the research request documents	1.1. Receive the request letter addressed to the PDPB/Regional Director and/or the research request documents and encode the details in the office's document tracking/monitoring system. <i>Note: The received documents are stamped with an official receiving stamp, which contains</i>	None	4 hours	Ms. Shamah S. Ponasen, Statistician I/ AA II Policy Development and Planning Section

	<p><i>important information such as the date and time of receipt and the name of the receiving office. For requests received through email, a copy of the email along with the attachments shall be printed and recorded.</i></p> <p>1.1.1. Furnish the requesting party with a receiving copy of the request letter, along with printed or digital leaflets/ information, education, and communication (IEC) materials detailing the process flow and requirements.</p> <p>If the request is received through email, reply and acknowledge receipt with attached digital leaflets/IEC materials showing the process flow and requirements</p>			
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	<p>1.1.2. Endorse request letter to the Division Chief Policy Development and Planning Bureau (PDPB) - Policy and Research Division (PRD) or Section Head-Policy and Plans Division (PPD) - Policy Development and Planning Section (PDPS) for assignment and further instructions (if any) to the concerned technical staff</p>			
	<p>1.2. Review the request and assign it to available technical staff</p>	None	2 hours	<p><i>Ms. Liezyl T. Astodillo, PDPS Section Head</i></p>
	<p>1.3. Review the request as to the following:</p> <p>1.3.1. Area/region of coverage (<i>refer to Memorandum Circular No. 10, s. 2019 Section VII. Item 4</i>) to ensure that it is sent to the correct office. Otherwise,</p>	None	2 hours	<p><u>Ms. Shamah S. Ponasen, Statistician I</u></p> <p>Maria Fe W. Kimayong, PLO II</p>

	<p>endorse the correct office.</p> <p>1.3.2. Review the completeness of the submitted requirements.</p> <p>If incomplete, assist the requesting party in completing documentary requirements and provide orientation on the research protocol. Then go back to Step 1.1 and restart the count of working hours/days</p>			
	<p>1.4. If the request falls within the scope of the office, assess if it shall undergo research protocol (i.e., approval of the Policy Development and Planning Bureau (PDPB) Director/PPD Chief) using the <i>Checklist for Reviewing Research and Social Welfare and Development (SWD) Data Requests</i></p>	<p>None</p>	<p>4 days <i>(For request that don't need to go through the protocol)</i></p> <p>7 days <i>(For request that need to go through the protocol)</i></p>	<p><u>Ms. Shamah S. Ponasen, Statistician I/ Maria Fe W. Kimayong, PLO</u> <u>//</u> <u>and</u> <u>Concerned DSWD ODSUs</u></p>

	<p>1.4.1. For non-protocol requests, endorse the researcher to the concerned DSWD Office, Bureau, Service, and/or Units using the <i>Endorsement of Research and SWD Data Request Form</i>.</p> <p>1.4.2. For requests with complete documentary requirements that need to go through the protocol, proceed to the review of the research request in consultation with concerned OBSUs and Field Offices (FOs).</p>	None		
	<p>1.5. Receive the comments or inputs, and recommendations from other offices. These shall be the basis for the decision to</p>	None	1 day	<p><i>Ms. Shamah S. Ponasen, Statistician I/ Maria Fe W. Kimayong, PLO II</i></p>

	approve/ disapprove the request.			
	<p>1.6. To recommend Approval?</p> <p>Yes - Prepare a recommendation for approval using the <i>Outline Memorandum of Recommendation on the Research Request</i> for review and the initials of the Division Chief. This shall include the consolidated recommendations from the concerned OBSUs/FOs.</p> <p>No - Communicate the decision to the requesting party and inform them of relevant revisions that need to be made. Two (2) days will be given to the requesting party to officially respond, through a letter, if they will continue or terminate their</p>	None	1 day	<p><i>Ms. Liezyl T. Astodillo, PDPS Head/ Ms. Shamah S. Ponasen, Statistician I/ Maria Fe W. Kimayong, PLO II</i></p>

	<p>request. If they will pursue the request, ask the requesting party to re-submit the revised request based on DSWD's comments, then go back to step 1.4.2. and restart the count of working hours/days.</p>			
	<p>1.7. Approve/ disapprove requests based on recommendations.</p> <p>If the recommendations are approved: Inform the requesting party and endorse to the concerned OBSUs/FOs. Coordinate with the concerned office where the research the request was endorsed and assisted the requesting party in matters related to the conduct of data-gathering activities.</p>	None	2 days	<p><i>Ms. Marifil C. Jugal, OIC PPD Chief</i></p> <p><i>Ms. Liezyl T. Astodillo, PDPS Head/</i></p> <p><i>Ms. Shamah S. Ponasen, Statistician I/</i></p> <p><i>Maria Fe W. Kimayong, PLO II</i></p>

	If the recommendations are disapproved: Go back to step 1.4.2.			
2. Fill out the Client Satisfaction Measurement Form (CSMF)	2.1. Administer the CSMF. (either online or paper-based)	None	1 minute	<i>Ms. Shamah S. Ponasen, Statistician II/ AA II</i>
	Total	None	For Non-protocol - 5 working days For Protocol - 12 working days	

2. Obtaining Social Welfare and Development Data and Information

Social Welfare and Development (SWD) data and information are provided to external requesting parties upon their request, specifically for secondary data. Requests for secondary SWD data and information need not go through the DSWD Research Protocol (or DSWD Memorandum Circular No. 10 s. 2019) and may be approved and provided by submitting a letter of request addressed to the head of the concerned office, bureau, service, or unit. Secondary SWD data refers to data that has already been consolidated and/or published by the DSWD and is readily available as a public document.

Office or Division:	Policy and Plans Division (PPD) - Policy Development and Planning Section (PDPS)
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government
Who may avail:	Requesting parties such as students, academe, other government agencies including members of other branches of government, local and international organizations or research institutions and other independent requesting parties

who are requesting current and secondary SWD data and statistics from the DSWD.				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
If request shall not undergo Research Protocol: 1. Request letter (1 Original copy)			Requesting Party	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Request Letter	1.1. Receive the request letter for SWD data from the requesting party For Walk-in: Receive request letter and ask the requesting party to provide details in the logbook For Email: Download and print request	None	10 minutes	<i>PDPS Staff</i>
	1.2. Check completeness of information in the request letter (i.e., name of the requesting party, contact details, and data being requested) If complete, acknowledge receipt of the request (for email) or provide receiving copy (for walk-in)	None	10 minutes	<i>PDPS Staff</i>
	1.3. Encode details to the system or the Enhanced Document Transaction Management System (EDTMS)	None	5 minutes	<i>PDPS Staff</i>

	<p>For email: Request Letter</p> <p>For walk-in: Information provided in the requesting party's Logbook</p>			
	<p>1.4. Endorse request to the concerned Division (for PDPB) / Unit (for PDPS)</p> <p>1.4.1. Assign request to concerned technical staff</p>	None	10 minutes	<i>Ms. Liezyl T. Astodillo, PDPS Head</i>
	1.5. Assess if the data/information being requested is available within the division/unit	None	10 minutes	<i>Ms. Shamah S. Ponasen, Statistician I/ Maria Fe W. Kimayong, PLO II</i>
	1.6. If data is available, prepare the data and letter response (utilizing the letter response template) which includes a request to accomplish the Client Satisfaction Measurement Survey.	None	<p>7 hours (For Single Data)</p> <p>1 day and 4 hours (For Multiple Data)</p>	
	1.7. Submit to Division Chief/Unit Head for review, approval, and signature. If not available within the office/ section, endorse the request to the concerned office/division/ section using the <i>Endorsement</i>	None	30 minutes	<i>Ms. Shamah S. Ponasen, Statistician I/ Maria Fe W. Kimayong, PLO II</i>

	<p><i>of Research and SWD Data Request Form.</i></p> <p>If data/ information is not available in DSWD, inform the requesting party of other sources of data.</p> <p>1.7.1. Prepare a letter response (utilizing the letter response template)</p> <p>1.7.2. Submit to the Division Chief/Unit Head for review, approval, and signature.</p>			
	1.8. Review, approve and sign the letter response, prepared data (if available), and applicable forms.	None	20 minutes	<i>Ms. Liezyl T. Astodillo, PDPS Head</i>
	1.9. Send the signed letter response containing the Client Satisfaction Measurement Survey Form link/code to the requesting party together with the approved data (if available) and applicable form.	None	10 minutes	Ms. Shamah S. Ponasen, Statistician I/ AA II Policy Development and Planning Section
2. Fill-out the Client Satisfaction	2. Administer the Client Satisfaction Measurement Form	None	1 minute	<i>Client</i>

Measure- ment Form	(either online or paper-based)			
	TOTAL	None	For Single Data - 1 working day, 15 minutes For Multiple Data - 1 working day, 5 hours, 15 minutes No Data - 1 hour, 45 minutes	

**PROTECTIVE SERVICES DIVISION
(PSD)**

FRONTLINE SERVICES

1. Auxiliary Social Services to Persons with Disability

As a part of Auxiliary Social Services and in support to the Magna Carta for Persons with Disabilities the DSWD through our Field Offices provides augmentation support under the Persons with Disability budget in assistive devices, 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:	Field Office (Protective Services Division- Sectors)			
Classification:	Simple/ Complex			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Filipino Children and Persons with Disabilities			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Provision of Assistive Devices				
1. Medical Certificate (Indicating the specific assistive devices needed)	Attending Physician (Hospital, Clinic, Barangay Health Worker)			
2. Barangay Certificate of Indigency	Barangay Hall			
3. Social Case Study Report/ Case Summary	Local Government Unit or Medical Social Service			
4. 2x2 Picture or 1 whole body picture	Client			
5. Request letter	Client			
<i>*Provision of the assistance is still based on the record of availments of the client and assessment of Social Worker.</i>				
<i>*Documents are still subject for verification and additional documents may be required depending on the case.</i>				
For Assistive Devices				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Persons with disabilities or Family members of Person with Disability may visit the SWADT offices or Field Offices (Walk-in Clients) to	For walk-in clients 1. Social Workers of Focal Person receives the client	None	2 minutes 2 minutes	FO Social Worker/ Person with Disability focal person

<p>submit their complete requirements</p>	<p>1.2. Provide list of requirements</p> <p>1.3. Social Worker/ Focal Person conducts an interview and assessment of Persons with Disability needs</p> <p>1.4. Social Worker/ Focal person decides with the Person with Disability/ family member what services can be provided</p> <p>1.5 Screening of documents; If documents are complete, Social Worker/ Focal Person conducts an assessment and based on the assessment, decides with the client what services be provided.</p> <p>1.6. Social Worker or Focal Person to prepare the general intake sheet, certificate if eligibility, voucher (service provider) for the approval of the division chief</p>		<p>5 minutes</p> <p>5 minutes</p> <p>20 minutes</p>	<p>FO Social Worker/ Focal Person</p>
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	<p>1.7. For assistive device and technology available, PSU/CBU/ CBSS Division Chief and Budget Officer recommend the provision of assistance</p> <p>Release of the assistive device Note: If the assistive device is available in the FO, focal person will also prepare the gate pass or Requisition and Issue Slip for approval of the division chief</p>		<p>30 minutes</p> <p>3 days</p>	<p>Unit Head or Division Chief and Budget Officer</p> <p>Unit Head or Division Chief and Budget Officer</p>
	<p>1.8 Log the transaction in a distribution sheet signed by the receiving person/ client.</p>	None	5 minutes	<p>FO Focal Person or Admin staff</p> <p>Person with Disability Client</p>
	<p>1.9 Facilitate filling out of client satisfaction survey/ feedback</p>	None	5 minutes	<p>FO Focal Person</p> <p>Person with Disability client/ family member</p>
	<p>1.10 For assistive device and technology available, releasing of</p>	None	<p>20 minutes</p> <p>within the day for available</p>	<p>Cash Unit</p> <p>FO Social Worker/ Focal Person or Admin Staff</p>

	approved gate pass or RIS For assistive devices and technology not available, Persons with Disability/ family member/ guardian will be provided with a claiming stub		5-7 working days upon approval on the availability of the assistive devices	
TOTAL	If available: If not available	None	1 hour and 39 minutes 10 days and 79 minutes	
For Medical, Education, Burial Assistance, Livelihood Assistance				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Persons with Disabilities or Family members of Person with Disability may visit the SWADT offices or Field Offices (Walk-in Clients) to submit their complete requirements	For walk-in clients 1. Social Worker of the Program Focal Person receives and reviews the required documents.	None	3-5 minutes	FO Social Worker Person with Disability Focal Person

	2. Interview and assessment of Persons with Disability needs	None	5 minutes	FO Social Worker/ Person with Disability Focal Person
	3. The FO Focal Person/ Social Worker or SWADT Social Worker decides with the Person with Disability/ family member/ guardian what services can be provided	None	5 minutes	FO Social Worker/ Person with Disability Focal Person
	4. If for AICS, Fo Social Worker/ Focal Person to provide referral letter or endorsement letter to CIS or SWADT		10 minutes	FO Social Worker/ Person with Disability Focal Person and Division Chief
TOTAL		None	25 minutes	

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

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

Office or Division:	Protective Services Division- Sectors Unit			
Classification:	Simple			
Type of Transaction:	G2G - Government to Citizens			
Who may avail:	Filipino Youth (18-24 years old)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished Application Form		DSWD Central Office and Field Office		
2. Photocopy of PSA issued Birth Certificate of the youth or any government issued ID indicating the date of birth- youth must be 18-25 years old		Philippine Statistics Authority (PSA) Concerned government agencies		
3. Recent registration form or certification of school		School where the youth is enrolled		
4. Photocopy of income tax return (ITR) of parents/ head of the family/ guardian or Barangay Certificate of Indigency confirming that family is residing in the barangay		Barangay where they reside		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
I. Pre-implementation Phase				
1. Notice of acceptance of applications	1.1 Announcement during flag raising ceremony, press release and radio announcements.	None	3 Days	Youth Focal Person and GIP Technical Working Group (TWG) or the Selection Committee

	(Press release/ media briefer/ posters/ social media posts thru the DSWD accounts, letters to nearby schools)			
2. Screening of Documents	2.1 The focal person will screen all the documents of the applicants based on the authenticity of the required documents. Once the applicant is not qualified, they will be informed via call/ text message	None	1 day	Youth Focal Person and GIP Technical Working Group (TWG) or the Selection Committee
3. Interview of Applicants	3.1 All applicants will be interviewed by the youth focal person and TWG	None	2 days	Youth Focal Person and GIP Technical Working Group (TWG) or the Selection Committee
4. Final Screening	All qualified applicants will be notified on the next steps to take. While the applicants who did not qualify will still be notified about	None	2 days	Youth Focal Person and GIP Technical Working Group (TWG) or the Selection Committee

	the status of their application			
Implementation Phase				
1. Orientation with the selected participants	All participants will be provided with orientation about the program	None	30 days	Youth Focal Person and GIP-TWG
2. 30 days implementation	All participants will be assigned in the Field Offices including centers/ institutions for 30 working days			
3. Provision of Stipend	Monthly stipend which 75% of the regional existing wage rate will be provided with all participants			
4. Capacity building activities	The youth focal person together with TWG will conduct capacity building activities for all			
5. Monitoring of all participants/ beneficiaries	All participants will be monitored to			

	assess and assist them on their needs			
III. Post-Implementation				
1. Evaluation of Program Implementation	The youth focal person together with the TWG will conduct evaluation based on the effectiveness of the implementation of the program	None	1 day	Youth Focal Person and GIP-TWG
TOTAL		NONE	39 days	

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

AICS serves as a social safety net or stop-gap measure to support the recovery of individuals and families identified to be suffering from any adversity or crisis through the provision of financial assistance, psychosocial intervention, and referral services that will enable the clients to meet their basic needs in the form of food, transportation, medical, educational, material, funeral, and cash assistance for other support services, among others.

The provision of psychosocial support, including psychological first aid, and counseling, as well as financial assistance to disadvantaged and marginalized sectors, are part of the social protection services of the Department. These protective services aim to help individuals and families cope with the present difficult situation they are experiencing, such as illness, death, loss of job, or source of income. In order to effectively and efficiently respond to existing and emerging crisis situations among vulnerable sectors, a Citizens Charter was crafted to provide a comprehensive guide on the provision of the aforementioned assistance.

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

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

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

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

<p>c. For Rescued Client: Certification from a social worker or Case manager from rescued clients.</p> <p>d. For victims of Online Sexual Exploitation: Police Blotter and social worker's certification for the victims of online</p> <p>a. sexual exploitation of children</p> <p>b. For Locally stranded individuals (LSI): LSI without valid IDs, the Medical Certificate or the Travel Authority issued by the Philippine National Police will suffice and be accepted to prove his or her identity.</p>		<p>Local Social Welfare and Development Office or other social welfare agencies</p> <p>Police Station</p> <p>Hospital or Clinic</p>		
<p>For all other incidents:</p> <p>Barangay Certificate of Residency or Certificate of Indigency or Certificate of the Client is in Need of Assistance as well as other documents from legal authorities or regulating agencies, as may be applicable such as but not limited to Police Report or Blotter, Spot report from the AFP or PNP, Joint AFP-PNP Intelligence Committee (JAPIC) certificate, Certification of death, Disaster Assistance Family Access Card (DAFAC); Medico-legal certification</p>		<ul style="list-style-type: none"> ● Barangay Hall where the client is presently residing ● Police Station ● AFP or PNP ● Office of Civil Registry ● Certificate from the LDRMO; <i>or</i> ● Local Government Unit ● Hospital or Clinic signed by Licensed Physician 		
MATERIAL ASSISTANCE		WHERE TO SECURE		
1. General Intake Sheet		DSWD CIU or CIS or SWAD		
2. Material Assistance Distribution Sheet		DSWD CIU or CIS or SWAD		
ON-SITE TRANSACTION				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Present pertinent documents.	1.1 Check the completeness of documents submitted by clients.	NONE	1 hour	CIS Staff
	1.2. Verify client's records if within the frequency of availing assistance to Crisis Monitoring System (CrIMS) If it is determined that the client has received assistance beyond the allowed frequency, notify the client regarding the provisions stipulated in the guidelines. If eligible, provide the client a queuing number and instruct them to proceed with Step 2- Interview and Assessment.			
2. Submit pertinent documents for interview and assessment	2.1 The SWO shall Interview and assess the client to determine the actual need and to check the accuracy and authenticity of the documentary requirements presented. Additionally, the SWO shall fill out the assessment area in the GIS. If determined to be eligible to receive assistance, the SWO	NONE	3 hours	CIS Staff

	<p><i>shall recommend the appropriate assistance and fill out the CE.</i></p> <p><i>For financial assistance amounting to P10,000.00 and below, the SWO shall advise the client to proceed to Step 4 (releasing of assistance) while the GIS, CE, or justification will be subjected to approval.</i></p> <p><i>For assistance through a guarantee letter, the DSWD personnel shall prepare the GL. The DSWD personnel shall forward it to Step 3: Review and Approval along with the GIS, CE, and justification of the social worker.</i></p> <p><i>If for material assistance, depending on the availability, the SWO shall advise the client to proceed to Step 4 Releasing of Assistance.</i></p> <p><i>If documents are found to be incomplete to support the request, the SWO shall advise the client to comply with the documentary</i></p>			
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	<p><i>requirements needed as listed in the compliance slip per type of assistance.</i></p> <p><i>If the client is found to be ineligible to avail the assistance, the SWO shall issue a letter of disapproval to the client.</i></p> <p><i>If found that services needed are outside the scope of the program, the SWO shall refer the client to the corresponding program concerned.</i></p>			
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<p>3. Receiving Assistance</p>	<p>3.1 The DSWD personnel Shall Forward the documents to the authorized official/s.</p> <p>If the authorized official/s finds the request valid and complete, the authorized personnel shall approve the request.</p> <p>If the approving officer determines that the client's submitted documents are insufficient to support the social worker's assessment, the approving officer shall return the documents to the attending SWO for justification or for further appropriate instruction deemed necessary.</p>	<p>NONE</p>	<p>50 Minutes</p>	
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<p>4. Fill out Client Satisfaction Measurement Survey</p>	<p>4.1 The DSWD personnel shall Forward all the approved requests for assistance to the SDO/RDO/DSWD personnel for release, depending on the mode of assistance.</p> <p>For Cash Outright (Php10,000 and below):</p> <p>4.1.1.1. The Regular/Special Disbursing Officer/s of the FMS/U or the designated disbursing officer for cash shall release the assistance.</p> <p>For Guarantee Letter addressed to the Service Provider:</p> <p>4.1.2.1. The DSWD personnel shall prepare the GL.</p> <p>4.1.2.2. CIU/S Admin staff shall encode the GL to the existing document tracking system.</p> <p>4.1.2.3. Designated Approving Officer shall Review and Approve the GL.</p> <p>For clients recommended to avail material assistance:</p> <p>4.1.3.1. The CIU/S staff shall assist the client in</p>	<p>NONE</p>	<p>50 Minutes for Cash Outright</p>	<p>SPECIAL DISBURSING OFFICER (SDO)</p> <p>CIS Staff</p>
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	<p><i>filling out the Material Assistance Distribution Sheet.</i></p> <p><i>4.1.3.2. The CIU/S Staff shall provide the assistance.</i></p> <p><i>4.1.4 The DSWD personnel shall update client's records into CrIMS or to the existing monitoring tool/system once the assistance is released.</i></p>		<p>10 Minutes for Material Assistance</p>	
	<p><i>4.2. The DSWD personnel shall ensure scan the client's documents or secure a copy of documents for filing and references.</i></p> <p><i>4.2.1. The client/beneficiary shall accomplish the Client Satisfaction Measurement Survey Form (CSMF) and drop it to the allocated suggestion box</i></p>			<p>CIS Staff</p>
	<p>TOTAL</p>	<p>NONE</p>	<p>5 Hours 40 Minutes for Cash- Outright</p> <p>16 Working Hours(2 days) for GL</p>	

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

AICS serves as a social safety net or stop-gap measure to support the recovery of individuals and families identified to be suffering from any adversity or crisis through the provision of financial assistance, psychosocial intervention, and referral services that will enable the clients to meet their basic needs in the form of food, transportation, medical, educational, material, funeral, and cash assistance or other support services, among others.

The provision of psychosocial support, including psychological first aid, and counseling, as well as financial assistance to disadvantaged and marginalized sectors, are part of the social protection services of the Department. These protective services aim to help individuals and families to cope with the present difficult situation they are experiencing, such as illness, death, loss of job, or source of income. In order to effectively and efficiently respond to existing and emerging crisis situations among vulnerable sectors, a Citizens Charter was crafted to provide a comprehensive guide on the provision of the aforementioned assistance.

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

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

Office or Division:	Program Management Bureau-Crisis Intervention Division, Protective Service Division-Crisis Intervention Section Field Office I-XII, CARAGA, CAR, and NCR	
Classification:	Simple	
Type of Transaction:	G2C- Government to Citizen	
Who may avail:	Indigent, marginalized, and vulnerable/disadvantaged individuals and families or are otherwise in crisis situation based on the assessment of the Social Worker	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Any valid identification card of the client/ person to be interviewed (1 original copy) from the following:		

• PhilSys ID	Philippine Statistics Authority
• UMID ID, SSS or GSIS ID	Social Security System or Government Service Insurance System
• Philhealth ID	Philhealth
• Driver's License	Land Transportation Office
• PRC ID	Professional Regulation Commission
• OWWA ID	Overseas Workers Welfare Administration
• DOLE ID	Department of Labor and Employment
• PAG-IBIG ID	Pag-IBIG Fund
• Voter's ID or Voter's Certification	Commission on Election
• Postal ID	Post Office
• Philippine Passport	Department of Foreign Affairs
• NBI Clearance	National 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	Local Government Unit
• Office of Senior Citizen Affairs (OSCA ID)	Local Government Unit
• Police Clearance	Police Station
• or any ID preferably with validity date, and picture and signature of the client.	Barangay Hall
In extremely justifiable circumstances, a Barangay Certification certifying the identity of the client may be presented in lieu of an Identification Card.	Barangay Hall
Signed Authorization Letter (1 original copy if applicable)	Beneficiary of Assistance except for those who do not have the capacity to act or below 18 years old
TRANSPORTATION ASSISTANCE	WHERE TO SECURE
Other supporting document/s such as but are not limited to: (1 original copy)	
Police Blotter	Police Station
Medical Abstract	Hospitals or clinic

Court Order or Subpoena	Supreme Court
Death Certificate	Civil Registry Office
MEDICAL ASSISTANCE FOR HOSPITAL BILL	WHERE TO SECURE
1. Medical Certificate or Clinical Abstract or Discharge Summary or Alagang Pinoy Tagubilin Form with Diagnosis with complete name, license number and signature of the Physician issued within three months (1 Original or Certified true copy)	Medical records of the Hospital or Clinic or the Attending Physician
2. Hospital bill or Statement of Account (outstanding balance) with name and signature of billing clerk or Certificate of balance and promissory note signed by credit and collection officer or billing clerk (1 original /certified true copy)	Billing Office of the Hospital Credit and Collection Office of the Hospital
3. Social Case Study Report or Case Summary. (1 original copy)	Registered Social Worker in public or private practice. DSWD LSWDO NGO Medical Social Service
MEDICAL ASSISTANCE FOR MEDICINE ASSISTIVE DEVICE	WHERE TO SECURE
1. Medical Certificate or Clinical Abstract or Discharge Summary or Alagang Pinoy Tagubilin Form with Diagnosis with complete name, license number and signature of the Physician issued within three months (1 Original / Certified true copy)	Medical records of the Hospital or Clinic or the Attending Physician
2. Prescription with date of issuance, complete name, license number and signature of the Physician issued within three months (1 original copy)	Attending Physician from a hospital or clinic.
If the amount of assistance being requested exceeds PhP10,000.00, the following shall be required as additional requirements	
1. Quotation of Laboratory (1 original copy)	Service Provider

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

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

social worker's certification for the victims of online				
a. sexual exploitation of children b. For Locally stranded individuals (LSI): LSI without valid IDs, the Medical Certificate or the Travel Authority issued by the Philippine National Police will suffice and be accepted to prove his or her identity.				
For all other incidents: Barangay Certificate of Residency or Certificate of Indigency or Certificate of the Client is in Need of Assistance as well as other documents from legal authorities or regulating agencies, as may be applicable such as but not limited to Police Report or Blotter, Spot report from the AFP or PNP, Joint AFP-PNP Intelligence Committee (JAPIC) certificate, Certification of death, Disaster Assistance Family Access Card (DAFAC); Medico-legal certification		<ul style="list-style-type: none"> • Barangay Hall where the client is presently residing • Police Station • AFP or PNP • Office of Civil Registry • Certificate from the LDRMO; <i>or</i> • Local Government Unit • Hospital or Clinic signed by Licensed Physician 		
MATERIAL ASSISTANCE		WHERE TO SECURE		
1.General Intake Sheet		DSWD CIU or CIS or SWAD		
2.Material Assistance Distribution Sheet		DSWD CIU or CIS or SWAD		
OFF-SITE TRANSACTION				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present pertinent document	1.1 Conduct validation of clients/beneficiaries	NONE	5 Minutes	<i>CIS Staff</i>

	<p>with the official list of target beneficiaries</p> <p>1.1.1 Check the validity and completeness of the required documents presented by the client.</p> <p>If the documents submitted by the client are incomplete, advise the client to comply with the relevant documents.</p> <p>If complied, check validity and completeness of documents before proceeding to the next step.</p>		5 minutes	
2. Submit pertinent documents for Interview and Assessment	<p>2.1 Fill out the assessment area in the GIS;</p> <p>2.1.1 The social worker shall conduct an interview and assess the client to determine the eligibility of the client and complete the filling out of the GIS.</p>	NONE	30 Minutes	<i>CIS Staff</i>

	<p>If the client is eligible to receive assistance, the social workers shall recommend the appropriate assistance and fill out the CE.</p> <p>If the client is ineligible to avail assistance, the DSWD Personnel shall issue a letter of ineligibility signed by the authorized staff</p>			
3. Receive Assistance and fill out Client Satisfaction Measurement Survey	<p>3.1 The authorized DSWD Personnel shall review and release the assistance upon the establishment of the correctness and completeness of documents.</p> <p>3.1 1 .The client/beneficiary shall accomplish the Client Satisfaction Measurement Survey Form (CSMF) and drop it to the allocated suggestion box.</p>	NONE	5 Minutes	<i>CIS Staff</i>
	TOTAL	NONE	40 Minutes	

5. PLHIV referral for Care and Support Services

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

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

Office or Division:	Protective Services Division- Sectors Unit			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	People Living with HIV (PLHIV) and their affected families			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Form 1: Intake Form			Referring Agency	
2. Informed Consent				
Form 2: Referral for Service				
Form 3: Referral Feedback Form 4: Referral Registry				
Within the Day of Transaction				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Clients get queuing and accomplish Health Declaration Form	1.1. Issuance of queue number and Health Declaration Form	None	5 minutes	Admin/ Security personnel
2. Submit complete requirements/ documents	2.1. Receive and review of submitted documents	None	30 minutes	PLHIV Focal Staff/ Alternate

<p>to PLHIV Focal/ Social Worker on duty</p>	<p>2.2. Provide and review of submitted documents</p> <p>If the client is a referral from other agencies or organizations:</p> <ul style="list-style-type: none"> ● Check documentary requirements for particular assistance needed; ● Review Referral Forms 1 to 4;and ● proceed to SOP No. 2: Provision of Assistance to PLHIVs <p>If a client needs additional services, DSWD will act as the referring agency and will facilitate referral mechanism:</p> <ul style="list-style-type: none"> ● Consult Directory to identify the appropriate service provider/ agency; 			
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	<ul style="list-style-type: none"> • Fill-out form 2 then give it to the client; • Fill-out Form 4 then place it in the client's file; • Complete and update referral register on spreadsheet; • Advise client to go to the receiving agency and coordinate with receiving agency regarding the referral/ client and accomplishment of Form 3 			
<p>3. Accomplish Client Satisfaction Survey Form</p>	<p>3.1. Issue client satisfaction Survey Form (CSS) and collect filled-out CSS</p> <p>4. Conduct follow-up from receiving agency and/or client within 15 days upon receipt of referral:</p> <ul style="list-style-type: none"> • Coordinate with receiving agency and 	<p>None</p>	<p>5 minutes</p> <p>15 minutes</p>	<p>PLHIV Focal Staff/ Alternate</p> <p>PLHIV Focal Staff/ Alternate</p>

	seek for updates; <ul style="list-style-type: none"> ask for Form 3 either from the client and or receiving agency; Review Form 3; and complete and update Case File and Referral Register 			
TOTAL		NONE	55 Minutes	

6. Provision of Assistance to Person Living with HIV

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

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

Office or Division:	Protective Services Division- Sectors Unit		
Classification:	Simple		
Type of Transaction:	G2C - Government to Citizen		
Who may avail:	People Living with HIV (PLHIV) and their affected families		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Transportation Assistance			
1. Any valid identification card of the client/ person to be interviewed		<ul style="list-style-type: none"> Government agencies issuing an identification card(SSS, Philhealth, LTO, 	

	PAG-IBIG, COMELEC, NBI, DFA and among others)
2. Police Blotter/ Police Certification (for victims of pickpockets, illegal recruitment, etc.);	<ul style="list-style-type: none"> From the Police Station
3. Barangay Certificate/ Certificate of Residency	<ul style="list-style-type: none"> From the Barangay where the client is presently residing.
Medical Assistance for Hospital Bill	
1. Any valid identification card of the client/ person to be interviewed	<ul style="list-style-type: none"> Government agencies issuing an identification card (SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA and among others)
2. Medical Certificate/Clinical Abstract complete with name, license number and signature of the Physician issued within three months (Original / Certified true copy)	<ul style="list-style-type: none"> Attending Physician or from Medical Records of the designated Treatment Hubs and/or Primary HIV Care Facilities
3. Hospital bill / Statement of Account (outstanding balance) with name and signature	<ul style="list-style-type: none"> Billing clerk of the hospital
4. Social Case Study Report/ Case Summary	<ul style="list-style-type: none"> Licensed social worker from DSWD, Local Social Welfare and Development Office, Medical Social Services, Treatment Hubs, and Primary HIV Care Facilities
5. Barangay Certificate/ Certificate of Residency	<ul style="list-style-type: none"> From the Barangay where the client is presently residing.
Medical Assistance for Medicine	
1. Medical Certificate/Clinical Abstract complete with name, license number and signature of the Physician issued within three months (Original / Certified true copy) Attending	<ul style="list-style-type: none"> Attending Physician or from Medical Records of the designated Treatment Hubs and/or Primary HIV Care Facilities
2. Prescription with date of issuance, complete name, license number and signature of the Physician	<ul style="list-style-type: none"> Attending Physician or from Medical Records of the designated Treatment Hubs and/or Primary HIV Care Facilities
3. Any valid identification card Government agencies issuing an identification card (SSS, Philhealth, LTO, PAG-IBIG, Comelec, NBI, DFA and among others)	<ul style="list-style-type: none"> Government agencies issuing an identification card (SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA and among others)
4. Social Case Study Report/ Case Summary	<ul style="list-style-type: none"> Licensed social worker from DSWD, Local Social Welfare and Development Office, Medical Social Services, Treatment Hubs, and Primary HIV Care Facilities

5. Barangay Certificate/ Certificate of Residency	<ul style="list-style-type: none"> From the Barangay where the client is presently residing.
Medical Assistance for Laboratory Requests	
1.Any valid identification card of the client/ person to be interviewed	<ul style="list-style-type: none"> Government agencies issuing an identification card(SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA and among others)
2. Medical Certificate/Clinical Abstract complete with name, license number and signature of the Physician issued within three months (Original / Certified true copy)	<ul style="list-style-type: none"> Attending Physician or from Medical Records of the designated Treatment Hubs and/or Primary HIV Care Facilities
3. Laboratory Requests with name, license number and signature of the Physician	<ul style="list-style-type: none"> Attending Physician or from Medical Records of the designated Treatment Hubs and/or Primary HIV Care Facilities
4. Social Case Study Report/ Case Summary	<ul style="list-style-type: none"> Licensed social worker from DSWD, Local Social Welfare and Development Office, Medical Social Services, Treatment Hubs, and Primary HIV Care Facilities
5. Barangay Certificate/ Certificate of Residency	<ul style="list-style-type: none"> From the Barangay where the client is presently residing.
Burial Assistance for Funeral Bill	
1.Any valid identification card of the client/ person to be interviewed	<ul style="list-style-type: none"> Government agencies issuing an identification card(SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA and among others)
2.Registered Death Certificate/ Certification from the Tribal Chieftain (Original / certified true copy)	<ul style="list-style-type: none"> City/Municipal Hall (Civil Registry Office), hospital, Funeral Parlor or Tribal chieftain,
3. Funeral Contract	<ul style="list-style-type: none"> Authorized staff of the Funeral Parlor/ Memorial Chapel
4. Any valid identification card Government	<ul style="list-style-type: none"> Government agencies issuing an identification card(SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA and among others)
5.Barangay Certificate/ Certificate of Residency	<ul style="list-style-type: none"> From the Barangay where the client is presently residing.
Burial Assistance for Transfer of Cadaver	
1.Any valid identification card of the client/ person to be interviewed	<ul style="list-style-type: none"> Government agencies issuing an identification card(SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA and among others)

2.Registered Death Certificate/ Certification from the Tribal Chieftain (Original / certified true copy)	<ul style="list-style-type: none"> • City/Municipal Hall (Civil Registry Office), hospital, Funeral Parlor or Tribal chieftain,
3. Funeral Contract	<ul style="list-style-type: none"> • Authorized staff of the Funeral Parlor/ Memorial Chapel
4.Transfer Permit	<ul style="list-style-type: none"> • City / Municipal Hall (Civil Registry Office), hospital, Funeral parlor or tribal chieftain
5.Barangay Certificate/ Certificate of Residency	<ul style="list-style-type: none"> • From the Barangay where the client is presently residing.
Educational Assistance	
1.Validated School ID and Valid I.D of the Parent/guardian	<ul style="list-style-type: none"> • Registrar, Authorized staff from the school, Government agencies issuing an identification card(SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA and among others)
2.Enrolment Assessment Form or Certificate of Enrolment or Registration	<ul style="list-style-type: none"> • Registrar, Authorized staff from the school
3. Statement of Account for college students, when available. This may not available to State Universities Registrar	<ul style="list-style-type: none"> • Registrar officer, Authorized staff from the school
4.Barangay Certificate/ Certificate of Residency	<ul style="list-style-type: none"> • From the Barangay where the client is presently residing.
Food Assistance for Individuals and Families	
1.Any valid identification card of the client/ person to be interviewed	<ul style="list-style-type: none"> • Government agencies issuing an identification card(SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA and among others)
2.For Individuals and Families Endorsed in Groups: Project proposal and Food Distribution List	<ul style="list-style-type: none"> • Local Government Unit / or Head of the Residential Care Facility
3.Barangay Certificate/ Certificate of Residency	<ul style="list-style-type: none"> • From the Barangay where the client is presently residing.
Cash Assistance for Other Support Services	
1.Any valid identification card of the client/ person to be interviewed	<ul style="list-style-type: none"> • Government agencies issuing an identification card(SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA and among others)

<p>2. Depending on the circumstances:</p> <ul style="list-style-type: none"> -Police Report/ Bureau of Fire Protection Report from the Bureau of Fire -Passport, Travel Document/s, certification from OWWA or the Barangay -Certification from a social worker or Case manager from rescued clients. -Police Blotter and social worker's certification for the victims of online sexual exploitation of children - For Locally stranded individuals (LSI) without valid IDs, the Medical Certificate or the Travel Authority issued by the Philippine National Police will suffice and be accepted to prove his/her identity. 	<ul style="list-style-type: none"> • Police Station, Bureau of Fire, Philippine Embassy / Consulate, Social Worker from welfare agencies. 			
<p>3. For all other incidents- Barangay Certificate of Residency or Certificate of Indigency or Certificate of the Client is in Need of Assistance as well as other documents from legal authorities/regulating agencies, as may be applicable.</p>	<ul style="list-style-type: none"> • From the Barangay where the client is presently residing. 			
<p>Livelihood Assistance</p>				
<p>1. Letter of Intent</p>	<ul style="list-style-type: none"> • PLHIV client and their families 			
<p>2. Any valid identification card of the client/ person to be interviewed</p>	<ul style="list-style-type: none"> • Government agencies issuing an identification card (SSS, Philhealth, LTO, PAG-IBIG, Comelec, NBI, DFA and among others) 			
<p>3. Barangay Certificate/ Certificate of Indigency</p>	<ul style="list-style-type: none"> • From the Barangay where the client is presently residing. 			
<p>Within the Day Transactions</p>				
<p>CLIENT STEPS</p>	<p>AGENCY ACTIONS</p>	<p>FEES TO BE PAID</p>	<p>PROCESSING TIME</p>	<p>PERSON RESPONSIBLE</p>
<p>1. Clients get queuing and Health Declaration Form</p>	<p>1.1. Issuance of Queue Number and Health Declaration Form</p>	<p>None</p>	<p>3 Minutes</p>	<p>Admin / Security personnel</p>
<p>2. Submit complete requirements/ documents to</p>	<p>2.1 Receiving of submitted</p>	<p>None</p>	<p>20 Minutes</p>	<p>PLHIV Focal Staff / Alternate</p>

<p>PLHIV Focal/ Social Worker on duty</p>	<p>requirements/ documents</p> <p>2.2 Checking for completeness of the documents; if complete, the client will be interviewed and assessed. If incomplete, inform the client with the lacking document and ask to comply</p> <p>2.3 Conduct of probing interview to verify data and its accuracy</p> <p>2.4 Encoding of client and beneficiary's Information to registry</p> <p>2.5 Submission of client's documents and processing of request to Approving Officer for review and approval</p> <p>2.6 Review and approval of recommended assistance</p>			
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3. Accomplish Certificate of Eligibility	2.7 Accomplishment of Referral Feedback Sheet and Referral Registry; 2.8 Preparation of Cash Voucher or Guarantee letter 2.9 Releasing of cash assistance or Guarantee Letter			
4. Accomplish Client Satisfaction Survey Form	3.1 Issue Client Satisfaction Form (CSS); 3.2 Collect filled-out CSS	None	5 minutes	PLHIV Focal Staff/ Alternate
TOTAL		None	28 minutes	

6. Provision of Assistance to Eligible Solo Parents

Solo parents are those who are left alone with the responsibility of rearing their children regardless of marital status, and based on National Statistics Office (NSO) data, there are about 14 million solo parents in the Philippines. The increasing number of solo parents has led the national government to pass Republic Act 8972, or the Solo Parents' Welfare Act of 2000, which was promulgated on November 7, 2000. While being a solo parent can be difficult, the passage of RA 8972 has somehow made it rewarding.

RA 8972 was enacted to provide a comprehensive program of services for solo parents and their children. This law covers fathers or mothers who raise their children by themselves, either because of the death of a spouse, abandonment, separation, or even those who have children as a result of rape.

DSWD is mandated to protect and promote the welfare of the disadvantaged group including the solo parents, provide technical assistance to partner stakeholders (National Government, Local Government Unit, and Civil Society Organizations).

Any solo parent whose income in the place of domicile falls equal to or below the poverty threshold as set by the NSCB and subject to the assessment of the duly appointed or designated social worker in the area shall be eligible for assistance: Provided, however, that any solo parent whose income is above the poverty threshold shall enjoy the benefits mentioned in Sections 16, 17, 18, 19, 20, 21 and 23 of these Rules.

Office or Division:	Protective Services Division- Sectors Unit	
Classification:	Simple	
Type of Transaction:	G2G Government to Government	
Who may avail:	Eligible Solo Parents	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	EDUCATIONAL ASSISTANCE <ol style="list-style-type: none"> 1. Solo Parent Identification Card, together with the other valid ID 2. Barangay Clearance 3. Notice of admission from the school 4. Original or Certified True copy of the transcript of record, or the Report card of the last year the applicant attended school. 5. Social Case Study Report from the city/Municipal Social Welfare and Development Officer (for assistance amounting to more than P 10,000.00) 	<ol style="list-style-type: none"> 1. Local Social Welfare and Development Office 2. Barangay 3. School 4. School 5. Local Social Welfare and Development Office
	FOR MEDICAL ASSISTANCE <ol style="list-style-type: none"> 1. Valid Solo Parent Identification card, together with the other valid ID 2. Medical abstract/medical certificate 3. Prescription, Laboratory Request, Final Hospital Bill 4. Barangay Indigency or Residency of Claimant 5. Social Case Study Report from the city/Municipal Social Welfare and 	<ol style="list-style-type: none"> 1. Local Social Welfare and Development Office 2. Hospital/Physician 3. Hospital 4. Barangay 5. Local Social Welfare and Development Office

Development Officer (for assistance amounting to more than P 10,000.00)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receipt of application for assistance of a solo parent	1.Admin personnel will direct the client to the solo parent focal 1.1 If necessary client will be provided with a queueing number	None	15 minutes	Admin Staff
	2. Checking of the authenticity and completeness of presented documentary requirements along with the valid Solo Parent ID	None		Field Office (FO) Solo Parent Focal
	3. If client has incomplete requirements, give list of required documents and advise client to comeback upon completion of requirements	None		
2.Assessment : The social worker interviews or schedule an interview with	4. Interview the client utilizing the general intake sheet and	None		Field Office (FO) Solo Parent Focal

applicant to establish their eligibility	recommend assistance based on assessed needs			
3. Provision of Psychosocial Intervention and / or recommendation	5. The psychosocial services for solo parent is part of the comprehensive program for solo parents and their children, to aid them in their role performance of being a solo parent	None	30 minutes	Community-based Service Section (CBSS) Social Worker
For AICS/SLP	6. If for AICS, FO Social Worker/Focal Person to provide referral letter or endorsement to CIS or SWADT or SLP	None	10 minutes	FO or SWADT Social Worker/Focal Person
Referral to other Agencies	7. The solo parent focal issues a referral to the concerned LGU or other agencies, in favor of the client who needs other local services that should be catered thereby. For all other services of the	None	1 hour	FO solo parent focal

	<p>Department, the social worker further must refer the client to the bureau/office implementing the program that may respond to the client's needs. Endorsement to the other national government agencies, partner, NGO, CSOs, residential care facilities (for protective custody) and others shall be done if the programs or resources of the DSWD could not meet the client's needs.</p> <p>If necessary, the social worker handling the case shall prepare a case summary indicating his/her assessment and recommendation, and shall include it in the referral letter of the client. In all cases, the FO/LSWDO shall coordinate accordingly to</p>			
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	ensure that the referrals are immediately and properly acted upon. Coordination for the after[care and other social welfare support services for the client shall ;likewise be done by the handling social worker.			
		None	1 hour, 55 minutes	

7. 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:	Recovery and Reintegration Program for Trafficked Persons		
Classification:	Highly Technical		
Type of Transaction:	G2C-Government to Citizen		
Who may avail:	<ol style="list-style-type: none"> 1. Victim-survivors of trafficking 2. Families of the victim-survivor for trafficking 3. Witness of cases of human trafficking 4. Communities with incidence of human trafficking 		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Travel documents		Client/ATN Unit of Embassy	

2. Valid ID 3. Social Case Study Report	DSWD Field Office
MEDICAL ASSISTANCE	
1. Clinical Abstract / Medical Certificate with signature and license number of the attending physician (issued within three months) 2. Hospital Bill (for payment of hospital bill) or Prescription (for medicines) or Laboratory requests (for procedures). 3. Barangay Certificate and Valid ID for the client	Hospital Hospital Barangay Hall and Government Offices providing Valid IDs
Educational Assistance	
1. School registration and/ or certificate of enrolment 2. Statement of Account for tertiary education 3. Valid school ID and Valid ID of the parent/ guardian	School/College/University School/College/University School/College/University and Government Offices providing Valid IDs
Skills Training	
1. Official receipt from the training school (TESDA/ CHED accredited training school). 2. Valid school ID	Training school Training school
Financial Assistance for Employment	
1. Result of the Handa Ka Na Bang Magnegosyo? The client score's must be 75 and above in order to be eligible for the livelihood Program, to 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	DSWD Field Office

<p>they may be considered to avail financial assistance for employment.</p> <p>2. Project Proposal. They may write using their vernacular or local dialect. They may be assisted by the social worker in preparation of the said proposal.</p> <p>3. Valid ID</p> <p>4. Social Case Study Report</p>	<p>Client</p> <p>Government Offices providing Valid IDs</p> <p>DSWD Field Office</p>			
Logistical Support During and Post-Rescue Operation of Victim-survivors of Trafficking				
<p>1. Victim-survivors of trafficking during rescue operation. Social workers are highly needed to provide psychosocial counseling and assist victim-survivors of trafficking all throughout the process from recovery to reintegration.</p>	<p>DSWD Field Office</p> <p>C/MSWDO</p> <p>City/Municipal Police Station</p>			
Provision of Temporary Shelter				
<p>1. Victim-survivors of trafficking may be placed in DSWD run/ registered, licensed and accredited residential care facilities for protective custody.</p>	<p>DSWD Field Office</p>			
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. The victim survivors of trafficking may visit the DSWD Field/ Regional Office.</p>	<p>1.1 Assessment of the clients need 1.2 Preparation of Case Study Report 1.3 Provision of the following assistance based on the assessments:</p> <p>IMMEDIATE: a. Psychosocial Counseling</p>	<p>None</p>	<p>2-3 hours</p> <p>10 working days</p> <p>1-2 hours</p>	<p>RRPTP Social Worker</p>

	<p>a. Support for victim-survivor/ Witness and transportation assistance</p> <p>CASH:</p> <ul style="list-style-type: none"> a. Medical Assistance b. Educational Assistance c. Assistance for Employment <p>NON-CASH:</p> <ul style="list-style-type: none"> f. Skills Training g. Livelihood Assistance <p>h. Provision of temporary shelter</p>		<p>1 week upon receipt of referral</p> <p>1 month upon receipt of referral</p> <p>2 months upon receipt of referral</p> <p>Right after rescued operation once cleared with Medical</p>	<p>SLP and RRPTP Social Worker</p> <p>RRPTP Social Worker and Residential Care Social Worker</p>
<p>2. Submission of Documentary Requirement for the service/s to be availed</p>	<p>2.1 Screening of the submitted documents (Note: Given all requirements are submitted by the client)</p> <p>2.2 Processing of the assistance being sought; a. Preparation of</p>	<p>None</p>	<p>30 min to 1 hour</p> <p>4 hours</p>	<p>RRPTP Social Worker</p>

	<p>Voucher (if financial related b. Preparation of referral letter (if needs other program assistance)</p> <p>2.3 PSU/ CBU Division Chief and Budget Officer recommend the provision of assistance for approval of the Regional Director.</p> <p>2.4 The Regional Director approved the provision of assistance to the victim-survivors of trafficking.</p> <p>2.5 Releasing of the assistance to client (Cash or Non-Cash)</p>		<p>3-5 working days</p> <p>2 working days</p> <p>1 working day</p>	
<p>3. Fill-out Client Satisfaction Survey Form</p>	<p>3.1 Requesting client to fill-out Client Satisfaction Measurement Form</p>	<p>None</p>	<p>1 minute</p>	<p>Client</p>

TOTAL Processing Time for CASH assistance	None	19 working days	
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8. Provision of Centenarian Gift to Centenarians

Republic Act 10868 or the Centenarians Act of 2016 gives due recognition to Filipino citizens, both in the Philippines and abroad, who reached the age of 100 years old. The Act mandated the Department to provide the centenarian benefit of Php100,000.00, Letter of Felicitation and Posthumous Plaque of Recognition, at the national level.

Office or Division:	Protective Services Division – Sectors
Classification:	Complex
Type of Transaction:	G2C-Government to Citizen
Who may avail:	All Filipino citizens, both in the Philippines and abroad, who reached the age of 100 years old
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
For Living Centenarians:	
Birth certificate	Philippine Statistics Authority (PSA) or Local Civil Registrar (LCR)
Philippine Passport	Department of Foreign Affairs (DFA)
Identification cards	Office for Senior Citizens Affairs (OSCA); Land Transportation (LTO)-issued Driver's License, social security cards like the Government Service Insurance System (GSIS), and Social Security System (SSS), Professional Regulatory Commission (PRC) license, Philippine Postal, Commission on Elections (COMELEC)
Marriage Certificate	Philippine Statistics Authority (PSA) or Local Civil Registrar (LCR)
Birth Certificates of children	Philippine Statistics Authority (PSA) or Local Civil Registrar (LCR)
Affidavits executed by at least two (2) disinterested persons	Lawyer (either public or private)
Old School or Employment records	School or Employment agency
Baptismal and/or Confirmation records	Parish church and other religious denomination
Medical and/or Dental examination	Government / private doctors or dentist

Other related documents	National Commission on Muslim Filipinos (NCMF) / National Commission on Indigenous People (NCIP); AFPSLAI, AMWSLAI, Veterans
For Deceased Centenarians:	
Death certificate	Philippine Statistics Authority (PSA) or Local Civil Registrar (LCR)
Identification card of the nearest surviving relative	Office for Senior Citizens Affairs (OSCA); Land Transportation (LTO)-issued Driver's License, social security cards like the Government Service Insurance System (GSIS), and Social Security System (SSS), Professional Regulatory Commission (PRC) license, Philippine Postal, Commission on Elections (COMELEC)
Certificate of live birth of the nearest surviving relative	Philippine Statistics Authority (PSA) or Local Civil Registrar (LCR)
Special Power of Attorney	Lawyer (either public or private)
Warranty and Release from Liability	DSWD Field Offices
<p><i>*Documents stated in the living centenarians, shall also be required to be submitted by the nearest surviving relative of the deceased centenarians that will prove the deceased centenarians' age eligibility at the time RA 10868 took effect if any</i></p>	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of application of centenarians and/or nearest surviving relative	1. The DSWD Field Office received the masterlist of the centenarians through the following: 1.1. The Local Government Units through the Office for Senior Citizens Affairs or the Local Social	None		Applicant LGU

	<p>Welfare and Development Office shall submit to the respective Field Office the consolidated validated masterlist of centenarians in their city/municipal city.</p> <p>1.2. Endorsement from the legislators; Office of the President; among others</p> <p>1.3. Walk-in clients</p>			
<p>2. DSWD FO conducts validation to the identified masterlist of centenarian applicants</p>	<p>2. The Field Office Centenarian focal person (PDO II) conducts desk validation based on the documents submitted and/or home validation to the centenarian applicants, both to the living and to the nearest surviving relatives of the</p>	<p>None</p> <p>None</p>	<p>Desk validation: 1-3 working days</p> <p>Home Validation: 1-15 working days</p> <p>N/A</p>	<p>Project Development Officer II (Centenarian focal)</p> <p>Centenarian applicants and/or nearest surviving relative</p>

	<p>deceased centenarians</p> <p>2.1. In case of incomplete documents or documents discrepancy, the Centenarian focal persons shall require the centenarian applicants and/or nearest surviving relative to comply with the lacking documents and/or reconcile the documents with discrepancy.</p> <p>2.2. Centenarian focal person to coordinate with the Local Government Units on the discrepancies of the documents submitted and request to assist the centenarian applicants</p>	<p>None</p> <p>None</p>		<p>Centenarian focal person and LGU</p> <p>Centenarian focal person</p> <p>Centenarian focal person</p>
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	<p>and/or nearest surviving relative</p> <p>2.3. Centenarian focal person to provide technical assistance to the centenarian applicants and/or nearest surviving relative by coordinating with the concerned agencies.</p> <p>3. The Centenarian focal person shall send a letter duly signed by the Regional Director to the LGU citing the result of the assessment:</p> <p>3.1. Ineligible centenarians</p> <p>3.2. Eligible centenarians</p> <p>Centenarian applicants and/or nearest surviving</p>	<p>None</p> <p>None</p> <p>None</p>	<p>1-5 working days</p>	
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	relative shall be copy furnished of the said letter, by the LGU			
4. DSWD FO to facilitate the centenarian gift of the eligible centenarians	<p>4. The Centenarian focal person shall facilitate the voucher corresponding to the number of centenarians to be awarded. The incentives can be either thru cash or cheque.</p> <p>4.1. For centenarians to be paid thru cash, the Field Office shall encash the check through the Special Disbursing Officers.</p>	<p>None</p> <p>None</p>	<p>1-20 working days</p>	<p>Centenarian focal person</p> <p>FO – Special Disbursing Officer</p>
5. DSWD FO to release the centenarian gift of the eligible centenarians	<p>5. Release of Centenarian Gift to Centenarian</p> <p>5.1. The Centenarian focal person shall notify the LGU on</p>	<p>None</p>	<p>1-3 working days</p>	<p>Centenarian focal person</p>

	focal person and LGU			
	b. Deposit in the identified existing savings or current account of the eligible centenarians and/or nearest surviving relative			
TOTAL		NONE	66 days	

9. Securing Travel Clearance for Minors Travelling Abroad

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

Office or Division:	Minors Traveling Abroad Office		
Classification:	Simple		
Type of Transaction:	G2C- Government to Citizen		
Who may avail:	Filipino Minors Traveling Abroad		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
A. For minors traveling alone for the first time			
1. Duly accomplished Application Form	DSWD Field Offices or at download form at www.dswd.gov.ph		
2. PSA issued Birth Certificate of Minor	Philippine Statistics Authority (PSA)		

<p>3. One (1) Photocopy of PSA issued Marriage Contract of minor's parents/ Copy of Court issued Legal Guardianship/ Tallaq or Fasakh Certification from the Shariah Court or any Muslim Bgy or religious leader. PSA issued CENOMAR for illegitimate minors on SECPA;</p>	<p>Philippine Statistics Authority (PSA); Court who handled the Legal Guardianship petition; Shariah Court or Religious Leader</p>
<p>4. Notarized Affidavit of Consent or Written Consent of both parents/ legal guardian/solo parent, whichever is applicable. Photocopy of valid passport and valid visa or valid ID issued abroad, if parents are working abroad.</p>	<p>Law Office and Notarized at the place where the minor resides/ Philippine Embassy (if minors parent/s are abroad)</p>
<p>5. Two (2) original colored passport size photos of the minor (in White, Red or Blue Background) taken within the last 6 months. No scanned picture is allowed.</p>	<p>Applicant</p>
<p>6. Affidavit of Support and Certified copy of evidence to show financial capability of sponsor e.g Certificate of Employment, Latest Income Tax Return, Bank Statement, etc)</p>	<p>Applicant</p>
<p>For succeeding travel of unaccompanied minor or traveling alone to a foreign country</p>	
<p>1. Duly accomplished Application Form</p>	<p>DSWD Field Office/ DSWD website: www.dswd.gov.ph</p>
<p>2. Notarized Affidavit or Written Consent of both parents, the Solo parent and the legal guardian, whichever is applicable, with copy of valid ID with signature</p>	<p>Law Office and Notarized at the applicants place of residence</p>
<p>3. Original copy of the previous Travel Clearance issued</p>	<p>Applicant</p>
<p>4. Two (2) colored passport size pictures of the minor (in white, red or blue background) taken within the last 6 months. No scanned pictures will be accepted.</p>	<p>Applicant</p>
<p>5. Unaccompanied Minor Certificate from the Airline</p>	<p>Airline Company</p>
<p>6. Waiver from the parents releasing DSWD from any liability in case of untoward</p>	<p>Applicant</p>

incident during the travel of the child.	
<i>For Minor/s Travelling for the first time with a person other than the parents or legal guardian</i>	
1. Duly accomplished Application Form	DSWD Field Office/ DSWD website: www.dswd.gov.ph
2. Photocopy of birth certificate of minor (SECPA)	Applicant
3. Notarized Affidavit of Consent from biological parent/s, legal guardian authorizing a particular person to accompany the child in his/her travel abroad, with a copy of the valid identification card with specimen signature.	Applicant
4. Photocopy of the marriage certificate (SECPA) of the minor's parents or a certificate of legal guardianship, in the case of solo parent, a solo parent identification card from the LSWDO or a certification of being a solo parent (assessment report of the LSWDO as attachment) a court decree of separation, annulment or divorce, in case of no marriage from the PSA, if applicable; in case of deceased parent, a photocopy of the death certificate.	Applicant
5. Two (2) original colored passport size photos of the minor taken within the last six (6) months. No scanned pictures will be accepted;	Applicant
6. Photocopy of the Passport of the traveling companion.	Minor's traveling companion
<i>For minor/s traveling subsequently with a person other than the parents or legal guardian</i>	
1. Duly accomplished Application Form	DSWD Field Office/ DSWD website: www.dswd.gov.ph
2. Original Copy of the travel clearance previously issued by DSWD Field Office.	Applicant
3. Notarized affidavit of consent from biological parents/guardian authorizing a particular person to accompany the child in his/her travel abroad, with a copy of the valid identification card with specimen signature	Applicant
4. Two (2) original colored (white, red or blue background) passport size photos of minor taken within the last six (6) months, no	Applicant

scanned pictures will be accepted	
5. Photocopy of the passport of the traveling companion	Minor's traveling companion
Additional Requirements for Minors Under Special Circumstances:	
<i>For Filipino Minors Migrating to Another Country</i>	
1. Visa Petition Approval	Applicant
<i>For Minors Studying Abroad</i>	
1. Acceptance or Certificate of Enrollment or Registration from the School where the minor is to be enrolled.	Applicant
<i>For Minors who will attend Conference, Study Tours, Competition, Student Exchange Program, Summer Camp, Pilgrimage, World Youth Day and Other Related Activities</i>	
1. Certification from Sponsoring Organization	Sponsor Organization
2. Affidavit of Undertaking of Companion indicating safety measures undertaken by the Sports Agency	Sports Agency
3. Signed Invitation from the Sponsoring Agency/Organization abroad with itinerary of travel and list of participants and duration of the activity/travel	Sponsoring Organization
<i>Minors going Abroad for Medical Purposes</i>	
1. Medical Abstract of the Minor	Attending Physician
2. Recommendation from the Attending Physician that such medical procedure is not available in the country	
3. Letter from the Sponsor	Sponsor
<i>Minors going Abroad for Inter-Country Adoption</i>	
1. Placement Authority issued by ICAB	Inter-Country Adoption Board (ICAB)
2. Authority to Escort issued by ICAB	Inter-Country Adoption Board (ICAB)
<i>Minors under Foster Care</i>	
1. Notarized Affidavit of Undertaking by the Foster Parents	Foster Parent
2. Notarized Affidavit of Consent from the Regional Director or Authorized Representative	DSWD Regional Director

3. Photocopy of Foster Placement Authority	Applicant			
4. Photocopy of Foster Care License of the Family	Applicant			
5. DSWD Certification of the CDCLAA Except those under Kinship Care	DSWD			
6. Return Ticket	Applicant			
<i>For Minors Under Legal Guardianship</i>				
1. Certified True Copy of the Court Order on Legal Guardianship	Court			
<i>For Minors whose parents are Seafarers</i>				
1. Certification from the Manning Agency attesting to the parents employment	Applicant			
2. Photocopy of Seaman's Book of Parent/s				
<i>For Minors with alleged missing parent/s</i>				
1. Social Case Study Report from the LSWDO where the alleged missing parent's last known address	Local Social Welfare and Development Office			
2. Blotter Report from either local police or Barangay Certification from the Locality of the last known address of the alleged missing parent	Local Police or Barangay of the alleged missing parent/s last known address			
3. One (1) returned registered mail to the last known address of the alleged missing parent/s known address.	Applicant			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registration	Issuance of Service Sequence Number with bar code for queuing and the client satisfaction survey of the applicant.	None	5 minutes	Officer of the Day/ Security Guard
2. Submission of accomplished application form and documentary requirements	Receives Filled Up Application Form and Documentary requirements presented by the Client.	None	5 minutes	On-Duty Social Welfare Officer

3. Screening of Application Form and documentary requirements	Social Worker will check the presented accomplished MTA Application Form and the authenticity and completeness of the documentary requirements. If not, the client will be asked to comply. If Complete, proceed to the next Step.	None	5 minutes	On-Duty Social Welfare Officer
4. Interview and Assessment	Social Worker conducts an interview and prepares his/her assessment of the application. For the review and approval of the supervisor of the assessment report.	None	20 minutes	On-Duty Social Welfare Officer
	If Disapproved, the social worker prepares the notice of disapproval of application of MTA to be sent to PMB/BI/DFA	None	20 minutes	On-Duty Social Welfare Officer
	Social worker fills out the order of payment and advises the applicant to proceed to the cash unit for payment.	None	1 minute	On-Duty Social Welfare Officer

<p>5. The applicant will proceed to cash unit for payment of:</p> <p>Php 300.00 for 1 year validity; Php600.00 for 2 years validity</p>	<p>The cashier receives the order of payment and issues an Official Receipt to the Applicant.</p>	<p>Php 300.00 for 1 year validity ; Php 600.00 for 2 years validity</p>	<p>1 minute</p>	<p>Cashier Ms. Rose C. Moldero Head, Cash Section</p> <p>Applicant</p>
<p>6. Receiving of the claim stub.</p>	<p>The on-duty Social Welfare Officer/Admin Staff issues a stub to the applicant.</p>	<p>None</p>	<p>1 minute</p>	<p>On-Duty Social Welfare Officer</p> <p>Applicant</p>
<p>7. Prepares Travel Clearance/ certificate of Exemption</p>	<p>1.Encodes/Types the details of the applicant to the Travel Clearance Certificate</p> <p>2. Signs/Approves the Application or Certificate of Exemption for Exempted applicants</p>	<p>None</p> <p>None</p>	<p>10 Minutes</p> <p>5 Minutes</p>	<p>On-Duty Social Welfare Officer</p> <p>Regional Director/Author/Authorized signatory Dir. Maria C. Aplatén/ Amelyn P. Cabrera/ Enrique H. Gascon Jr./ Mary Ann G. Buclao/ Rohjelea An Marie S. Claur</p>
<p>7. Receipt of the Travel Clearance Certificate and Submission of the Filled Up CSS Form and Signs the Logbook as proof that they have received the Travel Clearance/Certificate of Exemption and submission of the Filled</p>	<p>1. Releases the Travel Clearance Certificate to the Applicant/ Certificate of Exemption/ Receipt of the Filled up CSS Form</p>	<p>None</p>	<p>5 Minutes</p>	<p>On-Duty Social Welfare Officer</p>

up CSS Form			
TOTAL:		P300-6 00.00	1 hour and 18 minutes

STANDARDS SECTION
(SS)

FRONTLINE SERVICES

1. Accreditation of Certificate of Accreditation to Civil Society Organization (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 (Field Office CAR)	
Classification:	Highly Technical	
Type of Transaction:	<ul style="list-style-type: none"> ● Government to Client (G2C) ● Government to Government (G2G) 	
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		● DSWD FO- Standards Section

<p>2. Proof of existence or presence of the CSO in its stated address and area of operation or organization, namely:</p> <p>a. Pictures of office and direction sketch; and</p> <p>b. At least one of the following documents:</p> <p><i>i. Barangay certification</i></p> <p><i>ii. Certification or endorsement from at least two (2) publicly known individuals in the community</i></p> <p><i>iii. Other documents showing proof of existence</i></p>	<ul style="list-style-type: none"> • CSO Beneficiary Applicant
<p>3. Proof of organization, namely:</p> <p>a. Organizational chart or governance structure; and</p> <p>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;</p>	<ul style="list-style-type: none"> • CSO Beneficiary Applicant
<p>4. Certificate of Good Standing – if the CSO applicant has received public funds prior to its application; Specifically stating that the CSO has liquidated, in accordance with COA regulations, all fund transfers due for liquidation</p>	<ul style="list-style-type: none"> • Government agency or agencies from which it has received public funds
<p>5. Proof of having undergone Social Preparation</p>	<ul style="list-style-type: none"> • Designated DSWD Regional Program/Project Officer of the DSWD Program or project where the CSO applicant is seeking funds

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
A. Applications received through Walk-in				
STEP 1:				

	call, social media, email or pro-forma letter.			
Step 2: Wait for the result of the assessment	Monitors incoming applications and assigns to technical staff Provides notes/instructions for action	None	4 hours	Ms. Hedeliza C. Fernandez, PDOIII
	Conducts Desk Review of submitted application documents to determine completeness and compliance If application is complete and compliant, prepares memo request for posting to Information and Communications Technology Management Service (ICTMS) and conduct of validation/ocular inspection. Forwards memo request for posting and validation to the SS Head If incomplete or non-compliant, prepare an acknowledgement letter indicating technical assistance and the checklist of lacking documents. If an irregularity, falsehood, fabrication or forgery is noted or found in the documents the applicant shall be required	None	2 days	

	to explain not later than 3 days from receipt of notice issued by the Regional Director			
	Forwards to Standards Section Head Prepares draft SO/TO Memo to ICTMS List of CSO Applicant/s	None	15 Minutes	Ms. Hedeliza C. Fernandez, PDOIII
	Review, clarify, edit, and ensure completeness of the submitted documents by technical staff. Analyzed the information provided based on existing guidelines on completeness, quality, grammar and spelling. Signs the memo request to ICTMS for posting and memo request for issuance of SO/TO. Forward the signed memo for issuance of SO to the SS Admin. Support Staff for routing to PPD Forward the signed memo to ICTMS for posting. If there are comments and/or corrections, return the documents to the technical staff.	None	4 hours	Ms. Amelyn P. Cabrera, SWOV/ Prom Services Division
	Forwards the signed memo request to ICTMS	None	15 minutes	Ms. Hedeliza C. Fernandez, PDOIII

	and secures receiving copy Forwards memo request for issuance of SO/TO by the Regional Director.			
	Forwards memo request for issuance of SO/TO by the Regional Director to the PPD Chief for Review	None	15 minutes	Promotive Services Division Support Staff
	Review, clarify, edit and ensure completeness of the submitted documents by technical staff. Analyzed the information provided based on existing guidelines on completeness, quality, grammar and spelling. Affixed initials on the memo request prior to endorsing to Regional Director. Forward the memo request to the PPD Administrative Support Staff for routing to the RD. If there are comments and/or corrections, return the documents to the FO SS technical staff.	None	4 hours	Ms. Amelyn P. Cabrera, SWOV/ Prom Services Division
	Forwards memo request for issuance of SO to the Office of the Regional Director	None	15 minutes	Promotive Services Division Support Staff
	Forwards memo request for issuance of SO to the	None	15 minutes	Ms. Aira Orpilla-ORD Support Staff

	Regional Director for review and approval.			
	<p>Review and signs the Special order/Travel order.</p> <p>Forward the signed SO/TO to the RD Administrative Support Staff for routing to the PPD.</p> <p>If there are comments and/or corrections, return the documents to the SS technical staff.</p>	None	2 days	Ms. Maria C. Aplatén Regional Director, Field Office CAR
	Forwards signed SO/TO to the PPD Chief	None	15 Minutes	Ms. Aira Orpilla-ORD Support Staff
	Received and forwards signed SO/TO to the PPD Chief	None	15 Minutes	Promotive Services Division Support Staff
	Received and forward the signed SO/TO to the PPD administrative Staff for routing to the SS.	None	2 hours	Ms. Amelyn P. Cabrera, SWOV/ Prom Services Division
	Receives and forwards signed SO/TO to the FO SS	None	15 minutes	Promotive Services Division Support Staff
	Forwards signed SO/TO to the SS Head	None	15 minutes	
	Receives and forwards signed SO/TO to the SS technical staff for appropriate action	None	4 hours	Ms. Hedeliza C. Fernandez, PDOIII

	<p>Receives the signed SO/TO</p> <p>Note: Validation shall be conducted on the biggest project and/or program of CSO subject for validation.</p> <p>Note: Under normal circumstances, actual validation visit shall be conducted; During the state of calamity/emergency, virtual validation shall be conducted. Moreover, in geographically isolated and disadvantaged areas (GIDA) where site validation is not feasible (e.g. NPA-infested areas or areas where there are very scarce means of public transportation), Phone interviews and/or virtual validation maybe utilized.</p>	None	1 day	
	<p>Actual validation and ocular inspection</p> <p>-Conducts validation as to the existence of the applicant beneficiary CSO including its on-going projects and/or programs as applicable. To include activities e.g. FGD, interviews, photo-documentation of</p>	None	3 days	Ms. Hedeliza C. Fernandez, PDOIII

	the validation site, interviewed persons and other related documents.			
	<p>Post validation</p> <p>Prepares and signs validation report and Abstract supporting documents</p> <p>Forwards the Validation Report and Abstract to SS Administrative Support Staff for routing to the SS head for review and assessment</p>	None	1 day	Ms. Hedeliza C. Fernandez, PDOIII
	Forwards the signed SO to the SS Head	None	15 Minutes	Ms. Hedeliza C. Fernandez, PDOIII
	<p>Review, clarify, edit and ensure completeness of the submitted documents by technical staff. Analyzed the information provided based on existing guidelines. Affixed signature in the Validation Report prior to endorsing to PPD Chief.</p> <p>Forward the memo request to the SS Administrative Support Staff for routing to the PPD Chief.</p> <p>If there are comments and/or corrections,</p>	None	1 day	

	return the documents to the SS technical staff			
	<p>Receives and forwards signed Validation and Abstract together with application and supporting documents to the PPD.</p> <p>Secures the availability of the Field Office Accreditation Committee (FOAC) members and venue for scheduled deliberation coordination with their admin staff through phone call, SMS, Social Media, and/or email.</p>	None	4 hours	Ms. Hedeliza C. Fernandez, PDOIII
	Receives and forwards signed Validation report and Abstract together with application and supporting documents to the PPD Chief.	None	15 Minutes	Promotive Services Division Support Staff
	<p>Review, clarify, and ensure completeness of the submitted documents by technical staff. Analyzed the information provided based on existing guidelines. Affixed signature on the Validation Report prior to endorsing the FOAC Secretariat for deliberation.</p> <p>Forward the signed validation and Abstract Report to the PPD</p>	None	1 day	Ms. Amelyn P. Cabrera, SWOV/ Prom Services Division

	Administrative Support Staff for routing to FOAC Secretariat for consolidation and presentation to the FOAC.			
	Receives and forwards signed Validation and Abstract Report to the PPD for consolidation and presentation	None	15 Minutes	Ms. Amelyn P. Cabrera, SWOV/ Prom Services Division
	Receives and consolidates reports for presentation to the Field Office Accreditation Committee (FOAC) Finalizes the availability of schedule and venue for deliberation.	None	4 hours	Ms. Hedeliza C. Fernandez, PDOIII
	Prepares sets of copies of consolidated reports and supporting documents for presentation to the FOAC Prepares the venue and equipment to be used	None	2 hours	Ms. Hedeliza C. Fernandez, PDOIII
	Presents, abstract of the CSO application through AVP/ Power point presentation. Provides recommendation for approval or non-approval of application for FOAC deliberation.	None	2 hours	Ms. Hedeliza C. Fernandez, PDOIII

	<p>Evaluates and deliberate on the CSO application based on the Validation and Abstract Report and supporting documents submitted.</p> <p>Signs the Resolution endorsing for the approval of the CSO application for accreditation.</p> <p>Forward the signed Resolution to the FOAC Secretariat for routing to the Regional Director for signature of the Certificate of Accreditation.</p>	None	1 day	Field Office Accreditation Committee
	<p>Secures documents for file of the Secretariat</p> <p>Checks availability of SECPA and logs the control number of each paper for the printing of the Certificate/s of Accreditation.</p> <p>Prints the Certificate/s of Accreditation as per template provided the technical staff.</p> <p>Prepares and forwards memo request to RD for signature of Certificate/s of Accreditation.</p> <p>In the absence of SECPA, secures appropriate parchment</p>	None	2 hours	Ms. Hedeliza C. Fernandez, PDOIII

	paper to be used for the printing of certificates as applicable.			
	<p>Receives the memo request, signed Resolution for approval and Certificate/s of Accreditation</p> <p>Forwards the documents to the Regional Director for review/approval.</p>	None	15 minutes	Ms. Aira Orpilla-ORD Support Staff
	<p>Review the memo request.</p> <p>If found in order, affix signature in the Resolution for Approval and the Certificate/s of Accreditation</p> <p>Forwards the signed Resolution for Approval and the Certificate/s of Accreditation.</p> <p>Forwards the signed Resolution for Approval and Certificate/s of Accreditation to the FOAC Secretariat.</p> <p>If the RD finds reason to reject/deny the FOAC Resolution for Approval, returns the documents to the FOAC Secretariat with explanation for deliberation of FOAC.</p>	None	2 days	Ms. Maria C. Aplatén Regional Director, Field Office CAR
	Receives and forwards the signed Resolution	None	15 Minutes	Ms. Aira Orpilla-ORD Support Staff.

	for Approval and Certificate/s of Accreditation and forwards to the FOAC Secretariat.			
	<p>Receives the signed Resolution for Approval for file and the signed Certificate/s of Accreditation.</p> <p>Informs the technical staff of the signed Certificate/s of Accreditation of the CSO applicant/s.</p>	None	15 minutes	Ms. Hedeliza C. Fernandez, PDOIII
	Informs the staff of the CSO of the approval of its application (e.g.) and coordinates the manner of release of CoA.			
STEP 3: Receives the Certificate of Accreditation	<p>Release of the signed Certificate/s of Accreditation through:</p> <ol style="list-style-type: none"> 1. Befitting ceremony (e.g. during the flag-raising ceremony) 2. Pick-up by the CSO applicant, 3. Courier, and 4. Hand-carrying of the Certificate/s of Accreditation whichever is practicable. <p>Administer the CSMF</p>	None	1 day	Ms. Hedeliza C. Fernandez, PDOIII
TOTAL		N/A	20 working days	
For Complete and Compliant:				
For Incomplete Submission:		None	30 minutes	

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

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

2. Accreditation of Certificate of Accreditation to Civil Society Organization (CSO) Organized by the Sustainable Livelihood Program (SLP)

The process of issuing Certificate of Accreditation to Civil Society Organizations (CSOs) Beneficiaries of DSWD Projects and/or Program Organized by the Sustainable Livelihood Program (SLP).

Office or Division:	DSWD Field Office - Standards Section CAR		
Classification:	Complex		
Type of Transaction:	<ul style="list-style-type: none"> ● Government to Client (G2C) ● Government to Government (G2G) 		
Who may avail:	All eligible beneficiary CSOs organized by the Department through SLP.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Certified true copy of the Certificate of Eligibility (CoE) <i>*The issuance of COE is subject to comply with SLP existing guidelines.</i>		● DSWD Sustainable Livelihood Program-Regional Program Management Office (DSWD SLP-RPMO)	
2. Endorsement of SLPAs with CoE signed by the Regional Program Coordinator (to include the project/s approved, address of the SLPA, and the budget approved for the project)		● DSWD Sustainable Livelihood Program-Regional Program Management Office (DSWD SLP-RPMO)	

Note to Applicant: *The acceptance of application documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators based on DSWD Memorandum Circular No.26 Series of 2020.*

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
STEP 1: <i>Submit application documents</i>	SS receives application	None	*15 minutes	Ms. Hedeliza C. Fernandez, PDOIII

	documents from SLP-RPMO 1.1 Logs receipt into the document tracking system (DTS)/ Logbook			<p>Note: Per RSO 462 series of 2023 Ms. Fernandez will directly report to the Promotive Services Division Chief</p> <p>Per Memorandum from the Secretary dated 22 January 2024, the PDO III will be transferred to the SLP to facilitate the Accreditation of CSO Beneficiaries.</p>
	1.2 Routes to the SS Head			
	Farms out application documents for review of requirements received 1.1 Refers the application documents to concerned SS Technical Staff	None	2 hours	Ms. Amelyn P. Cabrera, SWOV/ Prom Services Division
STEP 2: Awaits the result of the document review	Review the application documents as to completeness and compliance to guidelines.	None	*1 day	Ms. Hedeliza C. Fernandez, PDOIII

	<p>If found complete or compliant:</p> <p>1.1 Prepare the template of Certificate/s of Accreditation (CoA) for printing and routes the template of Certificates to administrative support staff.</p> <p>1.2 Prepares and affixes initial in the memo request for signature of the CoA for the Regional Director (RD) for endorsement of SS Head.</p>			
	<p>If found incomplete or non-compliant,</p> <p>1.1 If found to be incomplete, prepares memo to the SLP-RPMO returning the application documents for compliance.</p>			
	<p>Receives and prints the Certificate of Accreditation</p> <p>1.1 Logs receipt into</p>	*None	2 hours	Ms. Hedeliza C. Fernandez, PDOIII

	<p>the document tracking system/logbook.</p> <p>1.2 Checks availability of SECPA and logs the control number of each paper for the printing of the Certificate/s of Accreditation.</p> <p>1.3 Prints the Certificate/s of Accreditation as per template provided by the technical staff.</p> <p>1.4 Forwards printed CoA and memo request to SS Head</p> <p>1.5 In the absence of SECPA, secures appropriate parchment paper to be used for the printing of certificates as applicable.</p>			
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	<p>Receives draft memo request and printed CoA</p> <p>1.1 Review, clarify, edit and ensure completeness of the submitted documents by technical staff. Analyze the information provided based on existing guidelines on completeness, quality, grammar and spelling prior to endorsing to Regional Director.</p> <p>1.2 Forward the memo request with the Certificate/s of Accreditation and supporting documents to the SS Administrative Support Staff for routing of documents to the RD.</p> <p>1.3 If there are comments and/or corrections, return the endorsement to the SS technical staff.</p>	*None	4 hours	Ms. Amelyn P. Cabrera, SWOV/ Prom Services Division
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	<p>Forward the endorsement of certificates to the Regional Director</p> <p>1.1 Logs receipt into the document tracking system/ Logbook</p> <p>1.2 Forwards the memo request and Certificate/s of Accreditation to the RD</p>	*None	15 minutes	Ms. Hedeliza C. Fernandez, PDOIII
	<p>Receives the memo request and Certificate/s of Accreditation</p> <p>1.1 Receives the memo request and Certificate/s of Accreditation.</p> <p>1.2 Forwards the documents to the Regional Director for review/approval.</p>	*None	15 minutes	Ms. Aira Orpilla-ORD Support Staff
	<p>Receives the memo request and CoA for approval/signature</p> <p>1.1 If found in order, affixes signature and endorses the documents to the</p>	*None	2 days	Ms. Maria C. Aplatén Regional Director Field Office CAR

	<p>RD Administrative Support Staff for routing to the SS.</p> <p>1.2 If there are corrections and/or denial of application, return the endorsement to the FO-SS technical staff.</p>			
	<p>1.1 Forwards signed Certificate/s of Accreditation to the SS</p>	*None	15 minutes	Ms. Aira Orpilla-ORD Support Staff
	<p>Receives the signed Certificate/s of Accreditation</p> <p>1.1 Logs receipt into the documents tracking system/ Logbook of the signed Certificate/s of Accreditation.</p> <p>1.2 Forwards the documents to the Standards Section Head</p>	*None	10 minutes	Ms. Hedeliza C. Fernandez, PDOIII
	<p>Farms out signed certificates to SS technical staff</p> <p>1.1 Forwards the signed certificates to technical staff for endorsement of signed CoA and notifications</p>	*None	4 hours	Ms. Hedeliza C. Fernandez, PDOIII

	of CSO applicants through the SLP-RPMO and request for posting at the website through Information and Communications Technology Management Service (ICTMS)			
	<p>Receives and forwards signed CoA to SLP-RPMO and request for posting to ICTMS</p> <p>1.1 Receives the signed Certificate/s of Accreditation.</p> <p>1.2 Prepares memo endorsing signed certificates to SLP-RPMO</p> <p>1.3 Prepares memo request for ICTMS for posting of the list of accredited beneficiary CSOs.</p>	*None	4 hours	Ms. Hedeliza C. Fernandez, PDOIII
	<p>Reviews memo to SLP-RPMO and ICTMS</p> <p>1.1 Review, clarify, edit and ensure completeness of the submitted</p>	*None	4 hours	Ms. Hedeliza C. Fernandez, PDOIII

	<p>documents by technical staff prior to endorsing the memo with signed certificates to SLP-RPMO and request for posting to ICTMS.</p> <p>1.2 Signs and forwards the respective memos to the SS Administrative Support Staff for routing.</p> <p>1.3 If there are comments or corrections, return the memo to the FO SS technical staff.</p>			
<p>STEP 3: <i>Receives signed Certificate/s of Accreditation and posting</i></p>	<p>1.1 Logs receipt into the document tracking system/ Logbook</p> <p>1.2 Forwards the signed memo to SLP-RPMO with the signed certificates and secures receiving copy.</p> <p>1.3 Scans the Certificate/s of Accreditation</p> <p>1.4 Forwards signed memo to ICTMS</p>	<p>*None</p>	<p>3 hours</p>	<p>Ms. Hedeliza C. Fernandez, PDOIII</p>

	<p>for posting to FO website.</p> <p>1.5 Post of list of accredited Beneficiary CSOs to FO-assigned bulleting board</p>			
Grand Total			6 working days & 10 minutes	

11. Accreditation of Social Workers Managing Court Cases (SWMCCs)

Office:	Standards Section – DSWD Field Office Standards Compliance and Monitoring Division (SCMD) Standards Bureau – DSWD Central Office
Type of Transaction:	Highly Technical
Who may avail:	All Social Workers who are direct practitioners including supervisors from the DSWD Field Offices, residential, and center-based facilities, Local Government Units, other National Government Agencies, Court Social Workers, Non-Government Organizations, and individual practitioners managing court cases of the disadvantaged groups.
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
A. For New Applicants	
1. For Social Workers	
a. 2 copies of Application Form for Accreditation of Social Workers Managing Court Cases (Annex A)	<ul style="list-style-type: none"> DSWD Field Office CAR - Standards Section 40 North Drive, Baguio City DSWD-SB-GF-024_REV 01_Annex A: Application Form for the Accreditation of Social Workers Managing Court Cases
b. 2 copies and original Valid Professional Regulations Commission Registration ID Card	Professional Regulations Commission
c. 2 copies of Certificate of attendance to basic course training (at least 32 hours) on the management of court cases from DSWD or its recognized training institutions; <i>*In case of lost certificate, a certified true copy from the training provider may be presented</i>	Training Provider

<p>d. Summary documentation of four (4) cases managed (Annex B)</p>	<p>DSWD-SB-GF-027_REV 01_Annex B: Summary of Documentation of Case Managed</p>
<p>e. Letter of Recommendation attesting to the competence of the social worker</p>	<p>Any of the following:</p> <ul style="list-style-type: none"> ● Supervisor of the applicant; ● Philippine Association of Social Workers, Inc. (PASWI); ● If court social worker, from the Philippine Association of Court Social Workers, Inc. (PACSWI)

The process of assessing the Social Workers managing court-related cases as to their compliance to delivery of quality service.

<p>f. The following documents on cases handled must be made available during on-site assessment:</p> <ul style="list-style-type: none"> ● Case study reports; ● Progress/running notes; ● Case summaries; ● Case conference proceedings/notes 	Applicant/Client
2. For Supervisors	
<p>a. First three (3) requirements stated under new applicants for social worker</p>	(Same as stated above)
<p>b. Technical supervisory notes of two (2) supervisees as proof of providing technical assistance</p>	Applicant/Client
<p>c. The following documents on cases handled must be made available during on-site assessment:</p> <ul style="list-style-type: none"> ● Case study reports; ● Progress/running notes; ● Case summaries; ● Case conference proceedings/notes 	Applicant/Client
B. For Renewal	
1. For Social Workers	
<p>a. Certificate of attendance to relevant trainings attended or refresher course of at least 24 hours</p>	DSWD or recognized training institutions
<p>b. Summary documentation (Annex B) of cases managed for the last six months</p>	DSWD-SB-GF-027_REV 01 _Annex B: Summary of Documentation of Case Managed
<p>c. Recommendation from the Supervisor attesting to the competence of social worker in managing court cases</p>	Applicant/Client

<p>d. The following documents on cases handled must be made available during on-site assessment:</p> <ul style="list-style-type: none"> ● Case study reports; ● Progress/running notes; and ● Other relevant documentations pertaining to the cases 	Applicant/Client
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2. For Supervisor	
a. First three (3) requirements stated under renewal for social worker	(As stated above)
b. Technical supervisory notes of two (2) supervisees as proof of providing technical assistance	Applicant/Client
<p>c. The following documents on cases handled must be made available during on-site assessment:</p> <ul style="list-style-type: none"> ● Case study reports; ● Progress/running notes/marginal notes; ● Case summaries; ● Case conference proceedings/notes 	Applicant/Client

Note to Applicant: The acceptance of application documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators based on DSWD Memorandum Circular No. 17 Series of 2018.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>STEP 1: The Applicant shall apply (Annex A) at the DSWD Field Office CAR – Standards Section together will requirements stated above.</p>	<p>A. The Field Office Standards Section Staff shall receive submitted documents.</p> <p>The staff to Log its receipt into the document tracking system.</p> <p>Concerned staff to review the completeness and</p>	None	30 minutes	<p>Ms. Julie Anne G. Langaoan and Ms. Nadine G. Alban</p> <p>Ms. Clarissa O. Padio- SS Head</p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>correctness of the submitted application documents.</p> <p>A Document Reference Number shall be provided to the applicant for easy tracking.</p> <p>If incomplete, documents shall be returned accompanied by the provision of technical assistance and a checklist of requirements.</p>			
	<p>If complete, the staff will then proceed with the pre-assessment process.</p> <p>1.1. The technical staff shall conduct a desk review of the received application as to completeness and compliance.</p> <p>1.2. If requirements are complete and compliant, the Field Office CAR Standards shall prepare the pre-assessment report and/or endorsement report to Standards Bureau along with the acknowledgment letter to the applicant's Social Worker on the status of the application.</p>	None	6 days and 7 hours	Ms. Clarissa O. Padio-SS Head
STEP 2: The Applicant shall coordinate with Standards Bureau	1.3. Send/transmit the approved/signed pre-assessment report/or endorsement letter to the		30 minutes	Ms. Julie Anne G. Langaoan and Ms. Nadine G. Alban

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
through the Field Office on the schedule of the assessment	Standards Bureau and an acknowledgment letter to the applicant. The advance copy will be sent through email.			

B. Applications received through Mail/Courier

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1.B The Field Office Standards Section shall receive and logs its receipt in the document tracking system Section. The submitted documents shall then farm out to the Standards Head for the action of the technical staff.	None	3 hours and 30 minutes	Ms. Julie Anne G. Langaoan and Ms. Nadine G. Alban
	Conducts desk review of the received application as to completeness and compliance. If complete, prepares a pre-assessment report/or endorsement report to the Standards Bureau along with the acknowledgment letter to the applicant's social worker on the status of the application. If incomplete or non-compliant, prepare an acknowledgment letter indicating the checklist of lacking documents. Provides inputs/comments/corrections.		2.5 days 4 days	Ms. Clarissa O. Padio-PDO III Ms. Clarissa O. Padio- SS Head
STEP 2: The Applicant shall coordinate with	Send/transmit the approved/signed pre-assessment report/or		30 minutes	Ms. Julie Anne G. Langaoan and

B. Applications received through Mail/Courier				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Standards Bureau through the Field Office on the schedule of the assessment.	endorsement letter to the Standards Bureau and an acknowledgment letter to the applicant. An advance copy will be sent through email.			Ms. Nadine G. Alban
Total Processing Time for both walk-in applicants and Applications received through Mail/Courier				7 working days

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

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

5. Accreditation of Pre-Marriage Counselors

The process of assessing the applicant eligible to conduct pre-marriage counseling pursuant to Article 16 of the Family Code of the Philippines.

Office or Division:	DSWD Field Office CAR- Standards Section
Classification:	Highly Technical
Type of Transaction:	Government to Client (G2C)
Who may avail:	All qualified applicants per item VIII of MC 1 s. 2019 and as amended in MC 10 s. 2021

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
A. For New Applicants	
1. One (1) Duly Accomplished Application Form.	<ul style="list-style-type: none"> DSWD Field Office CAR- Standards Section DSWD-SB-GF-017_REV 01: Annex A_PMC Form App
One (1) photocopy of the following documents (<u>original copies must be presented</u>):	
1. Any of the following as proof that the applicant is a graduate of four (4) year course: <ol style="list-style-type: none"> Photocopy of Certificate of graduation/college diploma or transcript of records; or Certified photocopy of valid PRC ID. 	<ul style="list-style-type: none"> Any PRC Office nationwide
2. Photocopy of Training Certificates/Certificates from seminars, conferences, training, and other related activities on basic counseling service for at least twenty-four (24) four hours. If original copy is unavailable, a	<ul style="list-style-type: none"> Training Provider

<p>certified true copy of the certificate of participation/attendance from the training provider will be accepted.</p>	
<p>3. Any of the following as proof that applicant is tasked to assist/conduct PMC sessions and/or part of the local PMC Team, if applicable:</p> <p>a. Certification from immediate Supervisor; or b. An approved resolution</p>	<ul style="list-style-type: none"> ● Local Government Office
<p>4. Documentation of at least six (6) PMC sessions, which captures the role performed by the applicant as proof that he/she has assisted in the PM Counseling session.</p>	<ul style="list-style-type: none"> ● DSWD-SB-GF-019 _REV 01: Annex C_DOCUMENTATION REPORT ON COUNSELING PM COUNSELING SESSION
<p><i>Other documents to be made available during the assessment visit:</i></p>	
<p>Accomplished Marriage Expectation Inventory Form of would-be-married couple/s present during the validation visit.</p>	
<p>B. For Renewal</p>	
<p>1. Certificates of training, seminars, orientation and other related or similar activities on marriage counseling or topics related to pre-marriage counseling such as but not limited to Gender and Development, Human Maturity, Value Clarification and Responsible Parenting for at least twenty-four (24) hours within the validity period of the preceding certificate.</p>	<ul style="list-style-type: none"> ● Training Provider

<p>2. Accomplishment Report for the past year with at least a minimum of ten (10) PMC sessions conducted preceding the application using the template provided by DSWD (Annex D);</p>	<ul style="list-style-type: none"> • DSWD Field Office CAR- Standards Section • DSWD-SB-GF-020_REV 01: ANNEX D_ ANNUAL ACCOMPLISHMENT REPORT
<p>3. Summary documentation of PMC session/s conducted for the past year using the template provided by DSWD (Annex C);</p>	<ul style="list-style-type: none"> • DSWD Field Office CAR- Standards Section • DSWD-SB-GF-019 _REV 01: Annex C_ DOCUMENTATION REPORT ON COUNSELING PM COUNSELING SESSION
<p>Other documents to be made available during the validation visit.</p>	
<p>a. Accomplished Marriage Expectation Inventory Form of would-be-married couple/s present during the validation visit.</p>	
<p>b. Accomplished and consolidated result of client feedback/satisfaction survey (See Annex F for the template) of about fifty (50) percent of the total number of counselled couple for the past year; and</p>	<ul style="list-style-type: none"> • DSWD Field Office CAR - Standards Section • DSWD-SB-GF-021_REV 01: ANNEX F_ SATISFACTION FEEDBACK SURVEY
<p>c. A summary/record on the number of Certificate of Marriage Counseling issued.</p>	<ul style="list-style-type: none"> • Applicant

Note to Applicant: The acceptance of application documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators based on DSWD Memorandum Circular No. 01 Series of 2019.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Assessment Procedures for Walk-in Applicants				
STEP 1: Secures application form thru the DSWD Website/Field Office	Provides client application form, and checklist of requirements	None	*5 minutes	Ms. Julie Anne G. Langaan/ Ms. Nadine G. Alban
STEP 2: Submit/ file application (completeness of requirements)	Records receipt of application and forward the same to assigned staff.	None	*15 minutes	
STEP 3: Awaits for acknowledgement or notification relative to the application.	<p>1. Reviews and Assess the completeness of requirements/documents submitted and prepare acknowledgement letter, to wit:</p> <p>1.1 If found complete/ sufficient, acknowledge receipt of application and notifies applicant and coordinate for the schedule of assessment visit.</p> <p>1.2 If found insufficient/ have not met required qualification and</p>	None	2 working days	Ms. Clarissa O. Padio- SS Head

	<p>requirements, acknowledge receipt and notify the applicant on the lacking requirements and provide necessary technical assistance.</p>			
	<p>Endorsement of Acknowledgement Letter</p> <p>Review and/or provide inputs/comments/corrections</p> <ul style="list-style-type: none"> • If acceptable, affix initial in the letter and endorse to ORD; or • If with inputs/comments/corrections, return to technical staff 	None	2 days	<p>Ms. Clarissa O. Padio- SS Head</p> <p>Ms. Liezyl T. Astodillo, OIC Chief PPD</p>
	<p>Track and endorse letter to ORD</p> <ul style="list-style-type: none"> • Record in the logbook/ internal tracking system 		1 hour	<p>Ms. Julie Anne G. Langaan/ Ms. Nadine G. Alban</p>
	<p>Approval of ORD</p> <ul style="list-style-type: none"> • If approved: signed/approved acknowledgment letter • If with inputs/comments/ 		1 day	<p>Dir. Enrique H. Gascon Jr., Concurrent OIC Regional Director and ARD for Operations</p>

	corrections, return to technical staff			
	Tracks and forwards the signed/ approved acknowledgement letter <ul style="list-style-type: none"> • Forwards approved/ signed acknowledgement to Records Section • Email advance copy of acknowledgement letter 		1 day	Ms. Julie Anne G. Langoan/ Ms. Nadine G. Alban
Note: the minutes are accounted for in the number of working days. Total: 5 working days				
2. Validation Proper (1 day)				
STEP 4: Accreditation Actual Assessment	Conducts validation assessment with the applicable mode: -Under Normal circumstances actual accreditation visit; -During the state of calamity/ emergency virtual assessment. Activities to take place: 1. Brief overview on the assessment process; 2. Observation on the counseling session; and 3. Exit Conference	None	1 day	Ms. Clarissa O. Padio- SS Head

3. Post Validation Assessment (7 working days)				
<p>STEP 6: Awaits the approval of the confirmation report/issuance of the Certificate</p>	<p>1. Prepare confirmation report</p> <p>1.1 Final Assessment of the application documents and result of the actual accreditation assessment.</p> <p>1.2 Prepares the confirmation report.</p>	None	4 working days	<p>Ms. Clarissa O. Padio-SS Head</p>
	<p>2. Endorsement of confirmation Letter</p> <p>2.1 Review and/or provide inputs/ comments/ corrections.</p> <p>1.1.1 if acceptable, affix initial in the letter and endorse to ORD; or</p> <p>1.1.2 If with inputs/ comments/ corrections, return to technical staff</p>	None	2 days	<p>Ms. Clarissa O. Padio-SS Head</p> <p>Ms. Liezyl T. Astodillo, OIC Chief PPD</p>
	<p>3. Track and endorse confirmation letter to ORD</p> <ul style="list-style-type: none"> Record in the logbook/ internal tracking system 	None	1 hour	<p>Ms. Clarissa O. Padio-SS Head</p> <p>Ms. Liezyl T. Astodillo, OIC Chief PPD</p>
	<p>4. Approval of ORD</p> <ul style="list-style-type: none"> If approved: Signed/ approved confirmation letter, 	None	Within 1 day	<p>Dir. Enrique H. Gascon Jr., Concurrent OIC Regional</p>

	if favorable. <ul style="list-style-type: none"> • If with inputs/ comments/ corrections, return to technical staff 			Director and ARD for Operations
	5. Tracks and forwards the signed/ approved confirmation letter <ul style="list-style-type: none"> • Forwards approved/ signed confirmation to Records Section and Standards Section 	None	1 hour	Ms. Aira Orpilla- ORD Support Staff
	5. Receives approved confirmation <ul style="list-style-type: none"> • Forwards approved/signed acknowledgement Technical Staff • Email advance copy of confirmation to applicant 	None	15 minutes	Ms. Julie Anne G. Langoan/ Ms. Nadine G. Alban
STEP 7: Awaits for the approval and issuance of certificate, if favorable.	Draft and prepare Certificates of Accreditation, if result id favourable <ul style="list-style-type: none"> • Prepares certificate ad assign accreditation number • Update database. 	None	Within 1 working day	Ms. Clarissa O. Padio-SS Head
	Review Certificate and/ or provide inputs/ comments/ corrections. <ul style="list-style-type: none"> • If acceptable, affix initial in the letter and endorse to ORD; or 	None	2 Days	Ms. Clarissa O. Padio- SS Head Ms. Liezyl T. Astodillo, OIC Chief PPD

	<ul style="list-style-type: none"> If with inputs/comments / corrections, return to technical staff 			
	Tracks and forwards the initialed certificate <ul style="list-style-type: none"> Record in the logbook/ internal tracking system 	None	1 hour	Ms. Julie Anne G. Langaoan/ Ms. Nadine G. Alban
	Approval/Signature of ORD <ul style="list-style-type: none"> If approved; signed/approved certificate of accreditation, if favourable If with inputs/comments / corrections, return to technical staff 	None	Within 1 day	Dir. Enrique H. Gascon Jr., Concurrent OIC Regional Director and ARD for Operations
STEP 8: Receives the Accreditation Certificate	Tracks and forwards the approved certificate, for farming out <ul style="list-style-type: none"> Forwards approved/ signed certificate to Records Section Email advance copy of certificate 	None	1 hour	Ms. Julie Anne G. Langaoan/ Ms. Nadine G. Alban
		TOTAL	13 working days	
TOTAL WORKING DAYS/HOURS/MINUTES: 19 WORKING DAYS				
<i>*One (1) day is accounted on the date of the submission of applicant</i>				
Re-Assessment (after 3 months)				
	Conduct re-assessment with the applicable mode: <ul style="list-style-type: none"> Under normal circumstances 	None	1 working day	Ms. Clarissa O. Padio- SS Head

	actual accreditation visit. <ul style="list-style-type: none"> • During the state of calamity/ emergency virtual assessment. Activities to take place: <ol style="list-style-type: none"> 1. Observation on the counseling session; and 2. Exit conference. 			
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6. Endorsement of Duty-Exempt Importation of Donations to Social Welfare And Development Agencies

The process of assessing the applicant SWDA to determine whether its submitted requirements suffice their exemption from paying customs dues for the release of foreign donations consigned to them.

Office or Division:	Standards Section – DSWD Field Office Standards Compliance Monitoring Division (SCMD) – Standards Bureau, DSWD Central Office
Classification:	Highly Technical
Type of Transaction:	Government to Client (G2C)
Who may avail of:	Licensed and/or accredited private Social Welfare and Development Agencies (SWDAs) in accordance to section 800(m) of the Republic Act No. 10863, otherwise known as the Customs Modernization and Tariff Act (CMTA) of 2016, who wish to exempt from customs dues the foreign donations consigned to them.
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE

1. Application form (DSWD DFE Form 1)	<ul style="list-style-type: none"> • DSWD Field Office CAR Standards Section 40 North Drive, Baguio City • DSWD-SB-GF-029_REV 01_APPLICATION FORM ANNEX A FORM 1, S800(M) CMTA
2. Authenticated Deed of Donation from the Philippine Consular Office of the country of origin	Philippine Consular Office (i.e. embassy or consulate) of the country of origin
3. Notarized Deed of Acceptance	Notary public
4. Copy of valid DSWD Registration, License and/or Accreditation Certificate	Issued by the DSWD to the licensed and/or accredited SWDA
5. Bill of Lading or Airway Bill	Carrier (or agent) to acknowledge receipt of cargo for shipment, usually provided by the donor to the donee.
6. Packing List	Carrier (or agent) to acknowledge receipt of cargo for shipment, usually provided by the donor to the donee
7. Plan of Distribution	<p>DSWD-SB-GF-029_REV 01_APPLICATION FORM ANNEX A FORM 1, S800(M) CMTA</p> <ul style="list-style-type: none"> • To be certified and endorsed by the DSWD Field Office(s) having jurisdiction over the target area for distribution
<p>OPTIONAL REQUIREMENTS</p> 1. Certification from Food and Drug Administration (FDA), in case of medicines	Food and Drug Administration – Civic Drive, Filinvest Corporate City, Alabang, Muntinlupa City 1781

2. Notarized distribution report on latest shipment, if not the first time to import foreign donations.	DSWD-SB-GF-031_REV 01_DISTRIBUTION REPORT ANNEX C <ul style="list-style-type: none"> To be certified correct by the concerned DSWD Field Office
3. Proof of prior agreements or approved arrangements, in case In case of relief items other than food and medicines	Appropriate government agencies

Note to Applicant: The acceptance of application documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators based on DSWD Memorandum Circular No. 21 Series of 2019.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Application receives from Walk-in Applicants				
STEP 1: Submits application (completeness of requirements)	1. Reviews the completeness and correctness of the submitted application documents based on the checklist. <i>If complete, forward for tracking to Support Staff</i>	None	*30 minutes	Ms. Julie Anne G. Langaoan/ Ms. Nadine G. Alban

	<i>If incomplete, return to applicant, provide TA and checklist of requirements.</i>			
	<p>2. Logs its receipt into the document tracking system</p> <p>3. Provides the walk-in applicant with document reference number for easy tracking.</p>		15 minutes	<p>Ms. Julie Anne G. Langaoan/ Ms. Nadine G. Alban</p>

<p>STEP 2: The applicant shall pay the required processing fee at the Cash Unit of the concerned DSWD-Field Office; Returns to Standards Section for photocopy of the official receipt of processing fee.</p>	<p>If complete:</p> <p>1. Accepts application and prepares billing statement. Refers the applicant to Accounting Section for the order of payment then pay the necessary fee to Cash Section.</p>	<p>Php1,000.00</p>	<p>*10 minutes</p>	<p>Field Office: Cash Section personnel</p>
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	<p><i>Note: Incomplete application documents shall not be accepted from the applicant, and necessary technical assistance shall be immediately given with the corresponding checklist of requirements.</i></p> <p><i>Since face-to-face is still prohibited during pandemic situation, technical assistance shall be provided in written form.</i></p>			
	<p>Logs its receipt into the document tracking system.</p> <p>Routes to the Standards Section Head</p>		15 minutes	<p>Ms. Julie Anne G. Langaoan/ Ms. Nadine G. Alban</p>
B. Application received through Email/Courier				
<p>Step 1: Submits application (completeness of requirements)</p>	<p>Receives application (completeness of requirements)</p> <ol style="list-style-type: none"> 1. Logs its receipt into the document tracking system 2. Reviews the completeness of the submitted application documents. 3. Provides with document reference 		30 minutes	<p>Ms. Julie Anne G. Langaoan and Ms. Nadine G. Alban</p>

	number for easy tracking. 4. Routes to the Standards Section Head			
	Receives incoming applications and assigns to concerned technical staff Provides notes/instructions for action of the concerned technical staff		15 minutes	Ms. Clarissa O. Padio- Section Head
Assessment of Application Documents:				
A. For non-compliant applications				
STEP 3: Awaits results of the assessment.	Logs its receipt into the document tracking system. Reviews and assesses the submitted documents as to completeness and compliance using the duty-exempt pre-assessment form. 1. If complete and compliant, follow procedure. 2. If incomplete or non-compliant, prepares an acknowledgement letter indicating the	None	4 hours	Ms. Julie Anne G. Langaoan/ Ms. Nadine G. Alban

<p>Step 4: Accomplish Client Satisfaction Measurement Form</p>	<p>checklist of documents for compliance to be secured or accomplished and return all the submitted documents per set timeline.</p> <ul style="list-style-type: none"> • Provides technical assistance along DEI per MC 21 s. 2019 shall be provided to organizations enabling them to comply with the set standards. <p>In the event that the return of documents cannot be facilitated due to unavailability of the service provider, acknowledgement letter shall indicate the checklist of documents for compliance to be secured or accomplished.</p> <p>Provides the applicant the Client Satisfaction Measurement Form</p>			
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	<p>Logs receipt into the document tracking system.</p> <p>Reviews acknowledgement letter and its supporting documents.</p> <ul style="list-style-type: none"> • If found in order, affixes his/her initial and endorses draft acknowledgement letter to the Division Chief for initial. • If with inputs/comments/ corrections, return to the technical staff. 		4 hours	Ms. Clarissa O. Padio- Section Head
	<p>Receives and tracks documents</p> <ul style="list-style-type: none"> • Log its receipt into the document tracking system • Routes the documents to the Policy and Plans Division Chief for approval 		30 minutes	Ms. Julie Anne G. Langaoan/ Ms. Nadine G. Alban

	Receives and tracks documents <ul style="list-style-type: none"> • Log its receipt into the document tracking system • Routes the document to the PPD Chief for approval 		30 Minutes	Ms. Leonor D. Leckias- Support Staff, PPD
	Reviews acknowledgment letter for initial <ul style="list-style-type: none"> • If no comments/clarification, affixes initial and endorses the final draft of acknowledgment letter to the Regional Director for approval • If with inputs/comments/corrections, return to the technical staff 		4 hours	Ms. Liezyl T. Astodillo, OIC Chief PPD
	Tracks and endorses the acknowledgement <ul style="list-style-type: none"> • Log its receipt into the document tracking system 		30 minutes	Ms. Leonor D. Leckias- Support Staff, PPD

	<ul style="list-style-type: none"> • Routes document to the Office of the Regional Director 			
	<p>Receives documents for review and approval of Regional Director</p> <ul style="list-style-type: none"> • Log its receipt into the document tracking system. • Endorses the draft acknowledgment letter to the Regional Director for approval 		30 minutes	Ms. Aira Orpilla- ORD Support staff
	<p>Approves and signs acknowledgement letter</p> <ul style="list-style-type: none"> • If found in order, affixes his/her signature in the acknowledgement • If with inputs/ comments/ corrections, return to technical staff 		1 day	Dir. Enrique H. Gascon Jr., Concurrent OIC Regional Director and ARD for Operations

	<p>Tracks and forwards the signed acknowledgement letter</p> <ul style="list-style-type: none"> • Log its receipt into the document tracking system • Routes document to the Standards Section 		30 minutes	Ms. Aira Orpilla-ORD Support Staff
	<p>Sends advance copy/transmits original to Records Section for delivery to applicant</p> <ul style="list-style-type: none"> • Log its receipt into the document tracking system • Emails advance copy of the signed acknowledgement letter • Sends to applicant the acknowledgement letter indicating the reason for return, lacking requirements and documents need to be 		45 minutes	Ms. Julie Anne G. Langaoan/ Ms. Nadine G. Alban

	submitted per set timeline. <ul style="list-style-type: none"> • Transmit original copy to Records Section 			
B. For compliant application documents Procedure on the Issuance of Regional Duty Exempt Pre-Assessment Report				
Awaits the result of the assessment	Reviews and assesses the application documents received; prepares endorsement memo with supporting documents		3 days	Ms. Clarissa O. Padio- Section Head
Pays the processing fee at the DSWD Cash Section	If complete and compliant, <ol style="list-style-type: none"> 1. Notify applicant to pay the necessary processing fee to DSWD Cash Section as part of the documentary requirements 2. Attach the photocopy of the official receipt of processing fee 3. Technical staff may opt to conduct an area/validation visit, if deemed necessary 	Php 1,000.00		Cash Section Staff

	<p>4. During normal situation, TS conducts area visit to obtain in-depth information concerning all administrative and operational aspects of the program. However in order to mitigate the transmission of COVID-19, eligibility check and collateral interview will be done through text messages, telephone calls or electronic means.</p> <p>5. Accomplished duty-exempt pre-assessment form, draft endorsement memo to SB for signature of the regional Director, draft acknowledgement letter to applicant.</p> <p>6. Ensures the application documents have eartags to ensure completeness of documents submitted.</p>			
	<p>Reviews and endorses the Endorsement memo with supporting documents</p>		<p>5 hours</p>	<p>Ms. Clarissa o. Padio-SS Head</p>

	Receive and tracks the endorsement memo with supporting documents		1 hour	Ms. Julie Anne G. Langaon/ Ms. Nadine G. Alban
	Reviews and endorses the Endorsement memo with supporting documents for approval of the RD <ul style="list-style-type: none"> • If with inputs/comment s/ corrections, return to the technical staff 		1 day	Ms. Liezyl T. Astodillo, OIC Chief PPD
	Receives, tracks, and routes endorsement memo with supporting documents		1 hour	Ms. Aira Orpilla- ORD Support staff
	Approves/signs the endorsement memo with supporting documents <ul style="list-style-type: none"> • If with inputs/comment s/ corrections, return to the technical staff 		2 days	Dir. Enrique H. Gascon Jr., Concurrent OIC Regional Director and ARD for Operations
	Routes the signed Endorsement memo with supporting documents to Standards Section		30 minutes	Ms. Aira Orpilla- ORD Support staff

Accomplish Client Satisfaction Measurement Form	Facilitates the release of signed documents. Transmits Endorsement letter and attached documents to SB through the Records Section Transmit CSMF to the clients.		1 hour 30 minutes	Ms. Julie Anne G. Langaon/ Ms. Nadine G. Alban
Total- 7 Working days				

7. Issuance of Regional Solicitation Permit/ Certificate Authority to Conduct Fund Raising Campaign to Person, Corporation, Organization or Association in Normal Situation

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

Office or Division:	Standards Section – DSWD Field Office	
Classification:	Complex Transaction	
Type of Transaction:	Government to Client (G2C)	
Who may avail:	Person/s whose child, relative or friend ailing of chronic ailments as endorsed by the LSWDO or a SWDA; non-stock, non-profit organizations; groups; corporations; regional offices of government agencies (GAs), GOCCs and LGUs; CSOs; and, SWDAs with updated/valid Certificate of Registration, License to Operate and/or Accreditation	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
A. For Person/s whose child, relative or friend ailing of a chronic ailment as endorsed by the Local Social Welfare and Development Office (LSWDO)		

<p>1. Duly Accomplished Application Form signed by the Agency Head or his/her authorized representative</p>	<ul style="list-style-type: none"> • Standards Section (SS) of the concerned DSWD Field Office • https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf <p>DSWD-SB-GF-080: Annex 2 - Notarized Application for Authority to Conduct Solicitation/ Fund Raising Campaign</p>
<p>2. Project Proposal including the Work and Financial Plan (WFP) for the intended public solicitation, approved by the Head of Agency</p>	<p>https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</p> <p>DSWD-SB-GF-083: Annex 5 - Project Proposal for Solicitation Activity</p>

<p>3. Notarized Written Agreement or any similar document signifying the intended beneficiary/ies concurrence as recipient of the fundraising activities.</p> <p><i>For children beneficiaries, only the parent/s of the child/children or maternal/paternal relative/s may sign the document in behalf of the child.</i></p>	<ul style="list-style-type: none"> • Applicant
<p>4. Medical Certificate/Abstract and/or Treatment Protocol certified by the attending physician or by the Hospital Records Section</p>	<ul style="list-style-type: none"> • Applicant
<p>5. Duly signed Social Case Study Report and endorsement from the Local Social Welfare and Development Office (LSWDO)</p>	<ul style="list-style-type: none"> • Applicant
<p>6. Signed Memorandum of Agreement (MOA) between the DSWD and the LSWDO of the concerned LGU stating therein their commitment to monitor the applicant's solicitation activities and to submit post-reportorial requirements to the issuing DSWD Office.</p>	<ul style="list-style-type: none"> • Applicant
<p>7. Pledge of Commitment (Annex 11)</p>	<p>https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</p> <p>DSWD-SB-GF-089: Annex 11 - Pledge of Commitment</p>
<p>8. Certification from the Local Government Unit (LGU) (i.e. Barangay/Municipal/City) where the person, corporation, organization or association is located or takes office is a law-abiding entity and not in any manner engaged, involved or support activities against the government nor that risks peace and order of the people and communities of the area.</p>	<ul style="list-style-type: none"> • Concerned LGU where the applicant is based.

<p>9. Official Receipt as proof of payment of processing fee issued by the concerned DSWD CO-FO Finance Management Service/Unit (FMS/U)</p>	<ul style="list-style-type: none"> • Applicant
<p>10. Fund Utilization Report for those applying for renewal of their solicitation permit (Annex 12).</p>	<p>https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</p> <p>DSWD-SB-GF-090: Annex 12 - Fund Utilization Report for Fund Raising Activities</p>
<p>B. For Person/s whose child, relative or friend ailing of a chronic ailment as endorsed by a registered, licensed and/or accredited Social Welfare and Development Agency (SWDA)</p>	
<p>1. One (1) Duly Accomplished Application Form signed by the Agency Head or his/her authorized representative</p>	<ul style="list-style-type: none"> • Standards Section (SS) of the concerned DSWD Field Office • https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf <p>DSWD-SB-GF-080: Annex 2 – Notarized Application for Authority to Conduct Solicitation/Fund Raising Campaign</p>
<p>2. Project Proposal on the intended public solicitation approved by Head of the Agency including the work and financial plan (WFP) of the intended activity indicating details of the methodology to be used (Annex 5).</p>	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf • DSWD-SB-GF-083: Annex 5 - Project Proposal
<p>3. Notarized Written Agreement or any similar document signifying the intended beneficiary/ies concurrence as recipient of the fundraising activities.</p> <p><i>For children beneficiaries, only the parent/s of the child/children or maternal/paternal relative/s may sign the document in behalf of the child.</i></p>	<ul style="list-style-type: none"> • Applicant
<p>4. Endorsement or Certification from Licensed and Accredited SWDA allowing an individual to solicit funds under their name or responsibility</p>	<ul style="list-style-type: none"> • Applicant

5. Medical Certificate/Abstract and/ or Treatment Protocol certified by the attending physician or by the Hospital Records Section	<ul style="list-style-type: none"> • Applicant
6. Duly signed Social Case Study Report and endorsement from the Local Social Welfare and Development Office (LSWDO)	<ul style="list-style-type: none"> • Applicant
7. Approved and notarized board resolution or other written authorization for the solicitation activity which shall ensure strict compliance to the standard ratio of funds utilization (Annex 10)	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf • Annex 10 - DSWD-SB-GF-088: Board Resolution
8. Certification from the Local Government Unit (LGU) (i.e. Barangay/Municipal/City) where the person, corporation, organization or association is located or takes office is a law-abiding entity and not in any manner engaged, involved or support activities against the government nor that risks peace and order of the people and communities of the area	<ul style="list-style-type: none"> • Concerned LGU where the applicant is based.
9. Official Receipt as proof of payment of processing fee issued by the concerned DSWD CO-FO Finance Management Service/Unit (FMS/U)	<ul style="list-style-type: none"> • Applicant
10. Fund Utilization Report for those applying for renewal of their solicitation permit (Annex 12).	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf • Annex 12 - DSWD-SB-GF-090: Fund Utilization Report
C. Non-Government Organization/Association	
1. Duly Accomplished Application Form signed by the Agency Head or his/her authorized representative	<ul style="list-style-type: none"> • Standards Section (SS) of the concerned DSWD Field Office • https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf <p>Annex 2 - DSWD-SB-PSF-001: Application Form</p>

<p>2. Project Proposal on the intended public solicitation approved by the Head of the Agency including the Work and Financial Plan (WFP) of the intended activity indicating other details and methodology to be used</p>	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf <p>Annex 5 - DSWD-SB-PSF-003: Project Proposal</p>
<p>3. Certified True Copy (CTC) of Certificate of Registration with SEC which has jurisdiction to regulate the endorsing SWDA, and Articles of Incorporation and By-Laws, if new applicant</p>	<ul style="list-style-type: none"> • Applicant
<p>4. Updated Certificate of Good Standing, or Updated Certificate of Corporate Filing/ Accomplished SEC General Information Sheet (GIS) from any of the above-mentioned regulatory government agency that has jurisdiction to regulate the applying organization or agency.</p>	<ul style="list-style-type: none"> • Applicant
<p>5. Updated Profile of the Governing Board or its equivalent in the corporation, certified by the Corporate Secretary or any equivalent officer</p>	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf <p>Annex 6 - DSWD-SB-PSF-004: Profile of Governing Board</p>
<p>6. Approved and notarized board resolution or other written authorization for the solicitation activity which shall ensure strict compliance to the standard ratio of funds utilization</p>	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf <p>Annex 10 - DSWD-SB-PSF-008: Board Resolution</p>
<p>7. Notarized Written Agreement or any similar document signifying the intended beneficiary/ies concurrence as recipient of the fundraising activities.</p> <p><i>For children beneficiaries, only the parent/s or maternal/paternal relative/s may sign the document in behalf of the child.</i></p>	<ul style="list-style-type: none"> • Applicant

<p>9. Endorsement or Certification from any but not limited to the following agencies that allow/s applicant to undertake solicitation activities in their agency's jurisdiction, as applicable:</p> <p>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</p>	<ul style="list-style-type: none"> • Applicant
<p>10. Fund Utilization Report of proceeds and expenditures.</p>	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf • Annex 12 - DSWD-SB-PSF-010: Fund Utilization Report
<p>11. Official Receipt as proof of payment of processing fee issued by the concerned DSWD CO-FO Finance Management Service/Unit (FMS/U)</p>	<ul style="list-style-type: none"> • Applicant
<p>12. Sample of additional specific requirements for each methodology to be used, such as:</p> <p>a. Ticket, Ballots, Cards and similar forms b. Donation Boxes, Coin Banks and other similar forms c. Benefits show such as fashion show, concert and similar activities d. Photo or Painting Exhibits and similar activities e. Written request such as envelopes, letters of appeal, greeting cards and similar forms f. Text message, e-mail, online</p>	<ul style="list-style-type: none"> • Applicant

<p>post and other types of solicitation using electronic devices</p> <p>g. Mass media campaign through radio, television, cinema, magazines, newspapers, billboards and other similar forms</p> <p>h. Sport activities for a cause such as fun run, marathon, cycling and similar activities</p> <p>i. Rummage sale, garage sale, sale of goods and other similar forms</p>	
<p>13. Certification from the Barangay, City or Municipality from where the applicant Person, Corporation, Organization or Association is based, is not in any way connected, engaged or involved in any activity/action against the government per Anti-Terrorism Act of 2020.</p>	<ul style="list-style-type: none"> • Concerned LGU where the applicant is based.
<p>14. Official Receipt as proof of payment of processing fee issued by the concerned DSWD CO-FO Finance Management Service/Unit (FMS/U</p>	<ul style="list-style-type: none"> • Applicant
<p>15. Sample of additional specific requirements for each methodology to be used, such as:</p> <p>a. Ticket, Ballots, Cards and similar forms</p> <p>b. Donation Boxes, Coin Banks and other similar forms</p> <p>c. Benefits show such as fashion show, concert and similar activities</p> <p>d. Photo or Painting Exhibits and similar activities</p> <p>e. Written request such as envelopes, letters of appeal, greeting cards and similar forms</p> <p>f. Text message, e-mail, online post and other types of solicitation using electronic devices</p> <p>g. Mass media campaign through radio, television, cinema, magazines, newspapers, billboards and other</p>	<ul style="list-style-type: none"> • Applicant

<p>similar forms</p> <p>h. Sport activities for a cause such as fun run, marathon, cycling and similar activities Rummage sale, garage sale, sale of goods and other similar forms</p>	
<p>16. Certification from the Barangay, City or Municipality from where the applicant Person, Corporation, Organization or Association is based, is not in any way connected, engaged or involved in any activity/action against the government per Anti-Terrorism Act of 2020.</p>	<ul style="list-style-type: none"> • Concerned LGU where the applicant is based.
<p>17. Official Receipt as proof of payment of processing fee issued by the concerned DSWD CO-FO Finance Management Service/Unit (FMS/U</p>	<ul style="list-style-type: none"> • Applicant

D. For Regional Offices of Government Agencies (GAs), government owned and controlled corporations (GOCCs), and Local Government Units (LGUs) desiring to solicit funds	
1. One (1) Duly Accomplished Application Form signed by the Agency Head or his/her authorized representative	<ul style="list-style-type: none"> Standards Section (SS) of the concerned DSWD Field Office https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf Annex 2 - DSWD-SB-PSF-001: Application Form
2. Project Proposal including the Work and Financial Plan (WFP) for the intended public solicitation, approved by the Head of Agency	<ul style="list-style-type: none"> https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf Annex 5 - DSWD-SB-PSF-003: Project Proposal
3. Written authorization from Head of Government Agency for the intended solicitation activity that also ensure strict compliance to the standard ratio of funds utilization	<ul style="list-style-type: none"> Applicant
4. Official Receipt as proof of payment of processing fee issued by the concerned DSWD CO-FO Finance Management Unit (FMU)	<ul style="list-style-type: none"> Applicant
5. Fund Utilization Report for those applying for renewal of their solicitation permit (Annex 12).	<ul style="list-style-type: none"> https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf Annex 12 - DSWD-SB-PSF-011: Fund Utilization Report
6. Sample of additional specific requirements for each methodology to be used, such as: <ol style="list-style-type: none"> Ticket, Ballots, Cards and similar forms Donation Boxes, Coin Banks 	<ul style="list-style-type: none"> Applicant

<p>and other similar forms</p> <p>c. Benefits show such as fashion show, concert and similar activities</p> <p>d. Photo or Painting Exhibits and similar activities</p> <p>e. Written request such as envelopes, letters of appeal, greeting cards and similar forms</p> <p>f. Text message, e-mail, online post and other types of solicitation using electronic devices</p>	
<p>7. Sample of additional specific requirements for each methodology to be used, such as:</p> <p>a. Ticket, Ballots, Cards and similar forms</p> <p>b. Donation Boxes, Coin Banks and other similar forms</p> <p>c. Benefits show such as fashion show, concert and similar activities</p> <p>d. Photo or Painting Exhibits and similar activities</p> <p>e. Written request such as envelopes, letters of appeal, greeting cards and similar forms</p> <p>f. Text message, e-mail, online post and other types of solicitation using electronic devices</p> <p>g. Mass media campaign through radio, television, cinema, magazines, newspapers, billboards and other similar forms</p> <p>h. Sport activities for a cause such as fun run, marathon, cycling and similar activities</p> <p>i. Rummage sale, garage sale, sale of goods and other similar forms</p>	<ul style="list-style-type: none"> ● Applicant
<p>E. For Social Welfare and Development Agency (SWDA) with updated/valid registration, licensing and/or accreditation</p>	

<p>1. One (1) Duly Accomplished Application Form signed by the Agency Head or his/her authorized representative</p>	<ul style="list-style-type: none"> Standards Section (SS) of the concerned DSWD Field Office https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf <p>Annex 2 - DSWD-SB-PSF-002: Application Form</p>
<p>2. Project Proposal including the Work and Financial Plan (WFP) for the intended public solicitation, approved by the Head of Agency</p>	<ul style="list-style-type: none"> https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf <p>Annex 5 - DSWD-SB-PSF-003: Project Proposal</p>
<p>3. Notarized Written Agreement or any similar document signifying the intended beneficiary's concurrence as recipient of the fundraising activity.</p> <p>For children beneficiaries, only the parent/s of the child/children or maternal/paternal relative/s may sign the document in behalf of the child.</p>	<ul style="list-style-type: none"> Applicant
<p>4. Endorsement or Certification from Licensed and Accredited SWDA allowing an individual to solicit funds under their name or responsibility</p>	<ul style="list-style-type: none"> Applicant
<p>5. Board Resolution or any document authorizing the conduct of public solicitation</p>	<ul style="list-style-type: none"> https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf <p>Annex 10 - DSWD-SB-PSF-008: Board Resolution</p>
<p>6. Official Receipt as proof of payment of processing fee issued by the concerned DSWD CO-FO Finance Management Unit (FMU)</p>	<ul style="list-style-type: none"> Applicant

<p>7. Fund Utilization Report for those applying for renewal of their solicitation permit (Annex 12).</p>	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf <p>Annex 12 - DSWD-SB-PSF-011: Fund Utilization Report</p>
<p>8. Sample of additional specific requirements for each methodology to be used, such as:</p> <ol style="list-style-type: none"> Ticket, Ballots, Cards and similar forms; Donation Boxes, Coin Banks and other similar forms; . Benefits show such as fashion show, concert and similar activities 	<ul style="list-style-type: none"> • Applicant
<ol style="list-style-type: none"> Photo or Painting Exhibits and similar activities Written request such as envelopes, letters of appeal, greeting cards and similar forms Text message, e-mail, online post and other types of solicitation using electronic devices Mass media campaign through radio, television, cinema, magazines, newspapers, billboards and other similar forms Sport activities for a cause such as fun run, marathon, cycling and similar activities Rummage sale, garage sale, sale of goods and other similar forms 	
<p>9. Certification from the Barangay, City or Municipality from where the applicant Person, Corporation, Organization or Association is based, is not in any way connected, engaged or involved in any activity/action against the government per Anti-Terrorism Act of 2020.</p>	<ul style="list-style-type: none"> • Concerned LGU where the applicant is based.

Note to Applicant: The acceptance of application documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators based on DSWD Memorandum Circular No. 05 Series of 2021.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Processing of Application received from Walk-in Applicant				
Step 1: Submit Application	Reviews the completeness and correctness of the submitted application documents based on the checklist. If complete , forward for tracking to Support Staff If incomplete , the Standards Section of the concerned DSWD FO shall then provide the applicant with the necessary technical assistance to rectify the gap and/or submit lacking requirements. Provides applicant with checklist of requirements.	None	1 Hour	Ms. Julie Anne G. Langaan-SWA
	If complete , forward for tracking to Support Staff 1.1 Logs its receipt into the document tracking system 1.2 Provides the walk-in applicant with document reference number for easy	P	1 Hour	Ms. Julie Anne G. Langaan-SWA Cash Section Staff

	tracking 1.3 Accepts application and prepares billing statement and pay the necessary fee to Cash Section 1.4 Attach the photocopy of the official receipt of processing fee	500.00		Ms. Julie Anne G. Langaan-SWA
	Farms out to concerned Section Head 1.1 Logs its receipt into the document tracking system 1.2 Routes to concerned Section Head	None	30 minutes	Ms. Julie Anne G. Langaan- SWA
Processing of Application received through Mail/Courier				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Submit Application	1.1 Logs its receipt into the document tracking system 1.2 Reviews the completeness of the submitted application documents 1.3 Provides with document reference number for easy tracking 1.4 Routes to the Standards Section Head	None	30 minutes	Ms. Julie Anne G. Langaan- SWA

	Assigns to Technical Staff 1.1 Receives incoming applications and assigns to concerned technical staff 1.2 Provides notes/instructions for action of the concerned technical staff	None	30 minutes	Ms. Clarissa O. Padio- Section Head
Step 2: Awaits the result of the document review	Reviews and assesses the application documents received 1. If complete and compliant, 1.1 Accepts application document for processing 1.2 Notify applicant to pay the necessary processing fee to Cash Section 1.3 Attach the photocopy of the official receipt of processing fee 2. If incomplete or non-compliant, prepares an acknowledgement letter indicating the checklist of documents for compliance to be secured or accomplished. 2.1 Provides technical assistance along fund raising campaign	P 500.00	4 Hours	Ms. Julie Anne G. Langoan- SWA Cash Section Staff Ms. Julie Anne G. Langoan- SWA

	<p>requirements per MC 05 s. 2021 shall be provided to organizations enabling them to comply with the set standards.</p> <p>2.2 Provides the applicant the Client Satisfaction Measurement Form.</p> <p>2.3 Ensures that the Client Satisfaction Measurement Form is duly accomplished and emailed/via courier by the applicant to the Regional Office Standards Section.</p>			
	<p>Reviews acknowledgement letter and affixes his/her initial</p> <p>1.1 Provides inputs/comments/corrections</p> <p>1.2 Endorses draft acknowledgement letter to the Division Chief for initial</p>	None	4 Hours	Ms. Clarissa O. Padio- Section Head
	<p>Reviews and tracks documents</p> <p>1.1 Logs its receipt into the document tracking system</p> <p>1.2 Routes document to the PPD Division Chief</p>	None	30 minutes	Ms. Julie Anne G. Langaoan- SWA

	<p>Receives and tracks documents</p> <p>1.1 Logs its receipt into the document tracking system</p> <p>1.2 Routes document to the PPD Division Chief for approval</p>	None	30 minutes	Ms. Leonor D. Leckias- Support Staff, PPD
	<p>Reviews acknowledgement letter for initial</p> <p>1.1 If no comments/clarification, affixes initial and endorses the final draft of acknowledgement letter to the Regional Director for approval</p> <p>1.2 If with inputs/comments/corrections, return to the technical staff</p>	None	4 Hours	Ms. Liezyl T. Astodillo, OIC Chief PPD
	<p>Tracks and endorses the acknowledgement letter</p> <p>1.1 Logs its receipt into the document tracking system</p> <p>1.2 Routes to the Office of the Regional Director</p>	None	30 minutes	Ms. Leonor D. Leckias- Support Staff, PPD
	<p>Receives documents for review and approval of Regional Director</p> <p>1.1 Logs its receipt into the document tracking system</p> <p>1.2 Endorses the draft acknowledgement letter to the Regional</p>	None	30 minutes	Ms. Aira Orpilla- ORD Support Staff

	Director for approval			
	<p>Approves and signs acknowledgement letter</p> <p>1.1 If found in order, affixes his/her signature in the acknowledgement letter.</p> <p>1.2 If with inputs/ comments/ corrections, return to technical staff</p>	None	1 day	Dir. Enrique H. Gascon Jr., Concurrent OIC Regional Director and ARD for Operations
	<p>Tracks and forwards the signed acknowledgement letter</p> <p>1.1 Logs its receipt into the document tracking system</p> <p>1.2 Routes documents to Standards Section</p>	None	30 minutes	Ms. Aira Orpilla- Support Staff, Office of the Regional Director (ORD)
	<p>Sends advance copy/transmits original to Records Section for delivery to applicant SWDA</p> <p>1.1 Logs its receipt into the document tracking system</p> <p>1.2 Emails advance copy of the signed acknowledgement letter</p> <p>1.3 Sends the acknowledgement letter to the applicant indicating the reason for return, lacking requirements and documents need to be</p>	None	30 minutes	Ms. Aira Orpilla- ORD Support Staff

	submitted per set timeline. 1.4 Transmits original to Records Section			
Total: 3 working days				

Procedures on the Issuance of Regional FRC Authority/ Permit (Complete and Compliant)

CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 2: Waiting for the result of the application	Conducts review and assessment of the submitted documents 1.1 Reviews and assesses the submitted documents and the necessity of conducting a validation visit 1.2 Technical staff may opt to conduct an area/ validation visit, if deemed necessary: 1.3 During normal situation, TS conducts area visit to obtain in-depth information concerning all administrative and operational aspects of the program. However in order to mitigate the transmission of COVID-19, eligibility check and collateral interview will be done through text messages, telephone		2 working days	Ms. Julie Anne G. Langoan-SWA

	<p>calls or electronic means (e-mails).</p> <p>1.4 Prepares permit/certification documents</p>			
	<p>Reviews and endorses the draft Regional FRC Authority/ permit together with supporting documents</p> <p>1.1 Reviews, clarifies and endorses draft pre-assessment report, endorsement memo and draft Regional FRC Authority/ Permit, draft Conforme Letter to applicant for approval of Division Chief</p> <p>1.2 If found in order, affixes his/ her signature in the accomplished assessment tool and affixes initial in the endorsement memo for the Regional Director.</p>	None	4 hours	Ms. Clarissa O. Padio- Standards Section Head
	<p>Receives and tracks the draft Regional FRC Authority together with supporting documents</p> <p>1.1 Logs its receipt into the document tracking system</p> <p>1.2 Routes document for review of the Division Chief</p>	None	30 minutes	Ms. Julie Anne G. Langoan- SWA

	1.3 Prints the Regional FRC Authority Certificate in SECPA			
	<p>Receives the Regional FRC Authority/ Permit together with supporting documents</p> <p>1.1 Logs its receipt into the document tracking system</p> <p>1.2 Routes the draft Regional FRC Authority/ Permit, pre-assessment tool and draft endorsement memo, draft Conforme Letter to applicant for review of Division Chief</p> <p>1.3 If found in order, affixes his/her initial</p>	None	30 minutes	Ms. Leonor D. Leckias- Support Staff, PPD
	<p>Reviews Regional FRC Authority/Permit together with the supporting documents</p> <p>1.1 Reviews and endorses final draft of Regional FRC Authority/Permit, pre-assessment tool, and Endorsement Memo to Regional Director and Conforme Letter to the applicant for approval of the Regional Director</p> <p>1.2 If with inputs/ comments/ corrections, return to the technical staff</p>	None	1 day	Ms. Liezyl T. Astodillo, OIC Chief PPD

	<p>Receives and tracks the Regional FRC Authority/ permit and other attachments</p> <p>1.1 Logs its receipt into the document tracking system</p> <p>1.2 Routes the Regional FRC Authority/ Permit, pre-assessment tool with draft endorsement memo to the Office of the Regional Director for his/her review and approval</p>	None	30 minutes	Ms. Leonor D. Leckias- Support Staff, PPD
	<p>Routes document for review and approval of Regional Director</p> <p>1.1 Logs its receipt into the document tracking system</p> <p>1.2 Routes the Regional FRC Authority/ Permit, pre-assessment tool with draft endorsement memo for approval of the Regional Director</p>	None	30 minutes	Ms. Aira Orpilla- ORD Support Staff
	<p>Approves/ Signs Regional FRC Authority/ Permit, Endorsement Memo, Conforme letter to applicant and pre-assessment tool</p> <p>1.1 Reviews, approves and signs Regional FRC Authority/ Permit, Conforme Letter to applicant</p> <p>1.2 If with inputs/</p>	None	2 days	Dir. Enrique H. Gascon Jr., Concurrent OIC Regional Director and ARD for Operations

	comments/ corrections, return to the technical staff			
	Routes the signed Regional FRC Authority/ Permit and other attachments 1.1 Logs its receipt into the document tracking system 1.2 Routes the signed Regional FRC Authority/ Permit signed conforme letter, approves pre-assessment report and other attachments.	None	30 minutes	Ms. Aira Orpilla- ORD Support Staff
	Routes the signed Regional FRC Authority/Permit and other attachments 1.1 Logs its receipt into the document tracking system 1.2 Routes the signed Regional FRC Authority/Permit, pre-assessment report and other attachments 1.3 Emails advance copy of the signed Conforme Letter, Regional Authority/ Permit transmittal memo and pre-assessment report and application documents 1.4 Handcarries the signed Regional FRC Authority/Permit and conforme letter to	None	1 hour	Ms. Julie Anne G. Langoan- SWA

	applicant to Regional Office Records Section			
	Released the signed Regional FRC Authority/Permit and Conforme Letter to applicant 1.1 Logs its receipt into the document tracking system 1.2 Sends the signed Regional FRC Authority/ Permit either thru pick-up or send thru courier	None	30 minutes	Mr. Rainier C. Peña- Records Officer
Total		Php 500.00	7 working days	
Complete but Non-Compliant Incomplete Submission: 3 working days				

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

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

8. Issuance of Certificate of Authority to conduct national fund-raising campaign to Individual, Corporation, and Organization: National Regular Permit

The process of assessing the applicant person/individual, corporation, organization or association eligibility to conduct fundraising campaigns.

Office or Division:	Standards Section – DSWD Field Office Standards Compliance and Monitoring Division (SCMD)
Classification:	Highly Technical
Type of Transaction:	<ul style="list-style-type: none"> ● Government to Client (G2C) ● Government to Government (G2G)

Who may avail:	All eligible persons/individuals, groups whether organized or unorganized, Corporations whether profit or non-profit, Organizations or Agencies, Associations including Civil Society Organizations (CSOs), Registered, Licensed, and/or Accredited SWDAs including Social Welfare Arms of religious Organizations desiring to solicit funds for charitable and public welfare purposes in more than one (1) region or nationwide.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
A. For Individuals, Corporations, Organizations, or Association desiring to solicit funds for charitable and public welfare purposes		
1. Duly Accomplished Application Form	<ul style="list-style-type: none"> ● DSWD Field Office CAR - Standards Section 40 North Drive, Baguio City ● DSWD-SB-GF-080_REV_01 <u>Application for Authority to Conduct Solicitation/Fund Raising Campaign</u> 	

<p>2. Certified True Copy (CTC) of Certificate of Registration which has jurisdiction to regulate the endorsing SWDA, and Articles of Incorporation and By-Laws, if new application</p> <p>*Not applicable to Government Agencies and SWDAs with Valid RLA</p>	<ul style="list-style-type: none"> • Securities Exchange Commission (SEC) – 3/F Newtown Square, 42 Navy Base Road, Baguio City
<p>3. Updated Certificate of Good Standing, or Updated Certificate of Corporate Filing/Accomplished General Information Sheet (GIS) from SEC or any government regulatory agencies that has jurisdiction to regulate the applicant organization or agency.</p> <p>*Not applicable to Government Agencies and SWDAs with Valid RLA.</p>	<ul style="list-style-type: none"> • Securities Exchange Commission (SEC) – 3/F Newtown Square, 42 Navy Base Road, Baguio City
<p>4. Project Proposal on the intended public solicitation approved by the Head of Agency including the work and financial plan (WFP) of the intended activity indicating details of the methodology to be used.</p>	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf <p>DSWD-SB-GF-083_REV_01: Annex 5_Project Proposal</p>
<p>5. Updated Profile of the Governing Board or its equivalent in the corporation, certified by the Corporate Secretary or any equivalent officer.</p> <p>*Not applicable to Government Agencies and SWDAs with Valid RLA.</p>	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf <p>DSWD-SB-GF-084_REV_01: Annex 6: Profile of the Governing Board for Issuance of Solicitation Permit</p>
<p>6. Notarized Written Agreement or any similar document signifying the intended beneficiary/ies concurrence as recipient of the fundraising activities.</p> <p><i>For children beneficiaries, only the parent/s of the child/children or maternal/paternal relative/s may sign the document in behalf of the child.</i></p>	<ul style="list-style-type: none"> • From the applicant signed by the intended beneficiary/recipients or its head/authorized representative
<p>7. Endorsement or Certification from Licensed and Accredited SWDA allowing an individual to solicit funds under their name or responsibility.</p>	<ul style="list-style-type: none"> • From the Licensed and Accredited SWDA that allowed the applicant to solicit funds under their name or responsibility

<p>8. Endorsement or Certification from any but not limited to the following agencies that allow/s applicant to undertake solicitation activities in their agency's jurisdiction, as applicable:</p> <p>8.1. Director of Private Schools 8.2. Schools Superintendent of Public School 8.3. Head or authorized representative of National Government Agencies (NGAs) 8.4. Head or authorized representative of Local Government Unit (LGU) 8.5. Bishop/Parish Priest/Minister or Head of Sect or Denomination 8.6 Others</p>	<ul style="list-style-type: none"> From the agency that allows applicant to undertake solicitation activities in their jurisdiction
<p>9. Medical Certificate/Abstract and/or Treatment Protocol certified by the attending physician or by an Hospital Records Section</p>	<ul style="list-style-type: none"> From the attending physician or Hospital Records Section
<p>10. Duly signed Social Case Study Report and endorsement from the Local Social Welfare and Development Office (LSWDO)</p>	<ul style="list-style-type: none"> From the Local Social Welfare and Development Officer who has jurisdiction on the area of the applicant
<p>11. Signed Memorandum of Agreement (MOA) between the DSWD and the C/MSWDO of the concerned LGU stating therein their commitment to monitor the applicant's solicitation activities and to submit post- reportorial requirements to the issuing DSWD Office.</p>	<ul style="list-style-type: none"> From the concerned DSWD Office and/or the C/MSWDO of the concerned LGU
<p>12. Approved and notarized board resolution or other written authorization for the solicitation activity which shall ensure strict compliance to the standard ratio of funds utilization (Annex 20) or Pledge of Commitment for Individuals (Annex 11)</p>	<ul style="list-style-type: none"> https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf DSWD-SB-GF-088_REV_01: Annex 10_Board Resolution DSWD-SB-GF-089_REV_01: Annex 11_Pledge of Commitment

<p>13. Fund Utilization Report (Annex 12) of proceeds and expenditures</p>	<ul style="list-style-type: none"> ● https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf ● DSWD-SB-GF-090_REV-01: Annex 12_Fund Utilization Report
<p>14. Official Receipt as proof of payment of processing fee issued by the concerned DSWD CO-FO Finance Management Service./Unit (FMS/U)</p>	<ul style="list-style-type: none"> ● From the Applicant as issued by the concerned Field Office
<p>15. Certification from the Barangay, City or Municipality from where the applicant Person, Corporation, Organization or Association is based, is not in any way connected, engaged or involved in any activity/action against the government per Anti-Terrorism Act of 2020.</p>	<ul style="list-style-type: none"> ● Concerned LGU where the applicant is based.

Note to Applicant: The acceptance of application documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators based on DSWD Memorandum Circular No. 05 Series of 2021.

Procedure

a. Application received through Walk-in Applicant

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
STEP 1: Secure the application form thru the DSWD Website or from the DSWD Field Office	Client secures or is provided with application form and checklist of requirements	None	*5 minutes	Ms. Julie Anne G. Langoan and Ms. Nadine G. Alban, Social Welfare Assistants
STEP 2: Submit/file application documents	<p>Receives application (completeness of requirements)</p> <p>Reviews the completeness and correctness of the applicant's application documents using the Checklist of Requirements</p> <p>If incomplete or non-compliant</p> <p>1. Returns the document and call the attention of the applicant citing reason/s for non-processing</p>	None	2 hours	Ms. Julie Anne G. Langoan, Social Welfare Assistant

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>2. Provides the necessary technical assistance to rectify the gap and/or submit lacking requirements.</p> <p>3. Provides the applicant with the checklist of requirements as reference in the preparation of application documents.</p>			
<p>STEP 3: Payment of Processing Fee</p>	<p>If Complete and Compliant:</p> <p>1. Routes the application documents to the Admin/Support Staff of the Standards Section for tracking and onward endorsement to the Section Head.</p> <p>Receives complete and compliant application documents from the applicant.</p> <p>1. Accepts the application documents and logs its receipt into the documents tracking system (DTMS)</p> <p>2. Prepares Billing Statement for the</p>	<p>₱ 1,000.00</p>	<p>1 hour</p>	<p>Ms. Julie Anne G. Langaoan, Social Welfare Assistant</p> <p>Ms. Julie Anne G. Langaoan, Social Welfare Assistant</p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>payment of the processing fee to be paid by the applicant.</p> <p>3. Attach the photocopy of the Official Receipt (OR) for the payment of processing fee.</p> <p>4. Provides the walk-in applicant with document reference number (DRN) for easy tracking.</p> <p>5. Routes the application documents to the Head of the Standard Section.</p>			
	<p>Receives complete and compliant application documents from the admin/Support staff of the Standards Section</p> <p>1. Logs its receipt into the DTMS</p> <p>2. Assigns the application to the concerned Technical Staff of the Section.</p> <p>3. Provides instruction/notes for action of the concerned technical staff</p>		1 day	Ms. Clarissa O. Padio , PDO III/Section Head,

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>Receives complete and compliant application documents from the Head of the Standards Section</p> <ol style="list-style-type: none"> 1. Logs its receipt into the document tracking system 2. Reviews and assesses the submitted documents as to completeness and compliance using the assessment form. 3. Conduct an area/validation visit, if deemed necessary and gather in-depth information concerning all administrative and operational aspects of the applicant entity. Conduct collateral interview which could be done through text messages, telephone calls or through electronic means (e-mails). 4. Accomplished the Pre-assessment Form 		1 day	Ms. Julie Anne G. Langoan, Social Welfare Assistant

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	5. Drafts Acknowledgement Letter to the Applicant 6. Draft Endorsement Memo to the Standards Bureau (SB) 7. Provide the application documents with ear tags. 8. Endorses drafted documents to the Head of the Standard Section for review and/or onward endorsement to the concerned Division Chief			
	Receives complete and compliant application documents from the Technical Staff of the Standard Section. 1.Logs its receipt into the document tracking system 2.Reviews duly accomplished Pre-Assessment Form, draft Endorsement Memo to SB and Acknowledgement Letter to the applicant.		4 hours	Ms. Julie Anne G. Langaoan, Social Welfare Assistant

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>3.If found in order, affixes signature on the assessment form and initial on the Endorsement Memo to SB and draft acknowledgement Letter to the applicant.</p> <p>4. Route to the concern Division Chief for onward endorsement to the Regional Director.</p> <p>5.If with comment, inputs or correction, return to the Technical Staff, for revision</p>			
	<p>Receives complete and compliant application documents from the Head of the Standard Section</p> <p>1.Logs its receipt into the documents tracking system.</p> <p>2. Routes the draft documents for review of the concerned Division Chief.</p>		1 hour	Ms. Leonor D. Leckias, PPD Support Staff
	<p>Receives complete and compliant application documents from the Head of the Standard Section.</p>		1 hour	Ms. Liezyl T. Astodilo, OIC-Chief PPD

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>1.Reviews the draft Endorsement Memo. Duly accomplished Pre-Assessment Form, Endorsement Memo to SB and draft Acknowledgement Letter to the Applicant.</p> <p>2. If found in order, affixes his/her initial or signature to the draft documents.</p> <p>3. Routes to the Regiona Director, for approval and signature.</p> <p>4. If with input, comment or correction, returns to the technical staff of the Standards Section.</p>			
	<p>Receives complete and compliant application documents from the concerned Division Chief.</p> <p>1.Logs its receipt into the document tracking system.</p> <p>2. Routes the finalized Endorsement Memo to SB, duly accomplished Pre-Assessment Form and Acknowledgement</p>		1 hour	Ms. Leonor D. Leckias, PPD Support Staff

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Letter to the applicant to the Office of the Regional Director for his/her review and approval and signature.			
	<p>Receives complete and compliant application documents from the concerned Division Chief.</p> <p>1.Logs its receipt into the document tracking system.</p> <p>2.Forwards the Endorsement Memo, duly accomplished fund raising campaign pre-assessment form and final Acknowledgement letter to applicant to the Regional Director for his/her review and approval.</p>		1 hour	Ms. Aira Orpilla -Support Staff Office of the Regional Director (ORD)
	<p>Receives complete and compliant application documents from the concerned Division Chief.</p> <p>1.Review draft duly accomplish Pre-Assessment Form, Endorsement Memo to SB and</p>		2 days	Dir. Enrique H. Gascon Jr. - Concurrent OIC Regional Director and ARD for Operations

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>Acknowledgement Letter to the applicant.</p> <p>2.If found in order, approves and signs the duly accomplished Pre-Assessment Report, Endorsement Memo to SB and Acknowledgement Letter to the applicant.</p> <p>3. If with inputs, comments or correction, return to the Standard Section.</p> <p>4.Routes to Standards Section for sending to SB and the applicant.</p>			
<p>STEP 4: Wait for the result of the assessment</p>	<p>Receives complete and compliant application documents from the Regional Director.</p> <p>1.Logs its receipt into the documents tracking system.</p> <p>2.Routes the signed duly accomplished Pre-Assessment Report, Endorsement Memo to SB and signed Acknowledgment Letter applicant with complete and compliant</p>		1 hour	<p>Ms. Aira Orpilla-Support Staff Office of the Regional Director (ORD)</p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	application documents to the Standards Section, for sending to the concerned entities.			
	<p>Receives complete and compliant application documents from the Office of the Regional Director.</p> <p>1.Logs its receipt into the document tracking system</p> <p>2.Transmit the endorsement Memo with the signed pre-assessment report and complete and compliant Satisfaction Measurement Form (CSMF) through the FO's Records Section for delivery to concerned offices.</p>		1 day	Ms. Julie Anne G. Langaoan, Social Welfare Assistant
<p style="text-align: right;">Total - 7 working days</p> <p>This does not include the travel time of documents from the DSWD Field Office Cordillera Administrative Region to the Central Office, and vice versa.</p>				

b. Applications received through E-mail or Courier at the DSWD Field Office

Applications received through e-mail shall be processed and follow similar procedures with application received through courier. However, its endorsement to the Standards Bureau, DSWD Central Office for the facilitation and issuance of the requested solicitation permit shall be withheld until upon receipt of the original/hardcopies of the said application documents.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
STEP 1: Secure the application form thru the DSWD Website or from the DSWD Field Office	Client secures or is provided with application form and checklist of requirements	None	*5 minutes	Ms. Julie Anne G. Langoan and Ms. Nadine G. Alban, SWA
STEP 2: Submit/file application documents	<p>Receives complete and compliant application documents from the applicant sent through E-mail or courier.</p> <p>1. Accepts the application documents and logs its receipt into the document tracking system (DTMS)</p> <p>2. Routes the application documents to the Head of the Standard Section</p>		1 hour	Ms. Julie Anne G. Langoan, SWA
	<p>Receives complete and compliant application documents from the Admin/Support Staff.</p> <p>1. Logs its receipt into the DTMS.</p> <p>2. Review and provide instruction/notes for action.</p>		4 hours	Ms. Clarissa O. Padio- Head, Standards Section

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.Assigns/routes the application documents to the concerned Technical Staff of the Section			
	<p>Receives complete and compliant application documents from the Head of the Standard Section.</p> <p>1.Logs its receipt into the document tracking monitoring system.</p> <p>2.Reviews and pre-assesses the submitted documents for compliance and completeness using the pre-assessment form.</p> <p>3.Conduct an area/validation visit, if deemed necessary and gather in-depth information concerning the administrative and operational aspects of the applicant entity. Conduct collateral interview which could be done through text messages, telephone calls or through electronic means (e-mails).</p>		1 day	Ms. Julie Anne G. Langaoan-SWA

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>4. Prepares and accomplished the Pre-assessment Form.</p> <p>5. Drafts Acknowledgment Letter to the Applicant.</p> <p>6. Drafts Endorsement Memo to the Standard Bureau (SB)</p> <p>7. Provide the application documents with ear tags.</p> <p>8. Endorses drafted documents to the Head of the Standards Section for the review and /or onward endorsement to the concerned Division Chief</p>			
	<p>Receives the draft acknowledgement letter to the applicant, endorsement memo to SB and the complete and compliant application documents from the Technical Staff of the Standard Section.</p> <p>1. Logs its receipt into the document tracking system.</p>		4 hours	Ms. Clarissa O. Padio- Head, Standards Section (SS)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>2.Reviews duly accomplished Pre-Assessment Form, draft endorsements Memo to SB and acknowledgement Letter to the applicant.</p> <p>3.If found in order, affixes signature on the assessment form and initials on the draft Acknowledgement Letter to the applicant and Endorsement Memo to SB.</p> <p>4. Route to the documents to the Division Chief for review and onward endorsement to the Regional Director.</p> <p>5.If with comment, inputs or correction, return the documents to the Technical Staff, for revision.</p>			
	<p>Receives complete and compliant application documents from the Head of the Standards Section.</p> <p>1.Logs its receipt into the document tracking system.</p>		1 hour	Ms. Julie Anne G. Langoan-SWA

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>2.Routes the draft documents for review of the concerned Division Chief.</p>			
	<p>Receives draft Endorsement Memo to SB and Acknowledgement Letter to the Applicant including the complete and compliant application documents from the Head of the Standards Section (SS).</p> <p>1.Reviews the draft Endorsement Memo to SB and Acknowledgement Letter to the applicant, duly accomplished Pre-assessment Form, and Documents of the Applicant.</p> <p>2.If found in order, affixes his/her initial or signature to the draft documents.</p> <p>3.Routes to the Regional Director, for approval and signature.</p> <p>4.If with input, comment or</p>			

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	correction, returns the documents to the Standard Section (SS).			
	<p>Receives draft Endorsement Memo to SB and Acknowledgement Letter to the applicant including the complete and compliant application documents from the Division Chief.</p> <p>1.Logs its receipt into the document tracking system.</p> <p>2.Routes the finalized Endorsement Memo to SB, duly accomplished Pre-Assessment Form and Acknowledgement Letter to the applicant, to the Office of the Regional Director for his/her review and approval and signature.</p>		1 hour	Ms. Leonor D. Leckias- Support Staff, PPD
	Receives the accomplished pre-assessment form, draft Endorsement Memo to SB and Acknowledgement Letter to the applicant including the complete and compliant		1 hour	Ms. Aira Orpilla- Support Staff, Office of the Regional Director (ORD)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>application documents from the Division Chief.</p> <p>1.Logs its receipt into the documents tracking system.</p> <p>2.Forwards the draft endorsement Memo and Acknowledgement Letter, duly accomplished Pre-Assessment Form including the complete, and compliant Application Documents to the Regional Director, for review and approval.</p>			
	<p>Receives duly accomplished Pre-Assessment Report, draft Endorsement Memo to SB and Acknowledgement Letter to the applicant including the complete and compliant application documents from the Division Chief.</p> <p>1.Reviews draft duly Accomplish Pre-Assessment Form, Endorsement Memo to SB and</p>		2 days	<p>Dir. Enrique H. Gascon Jr., Concurrent OIC Regional Director and ARD for Operations</p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>Acknowledgment Letter to the application documents.</p> <p>2.If found in order, approves and signs the duly accomplished Pre-Assessment Report, Endorsement Memo to SB and Acknowledgment Letter to the applicant.</p> <p>3.Routes to the Standards Section for sending to SB and the applicant.</p> <p>4.If with inputs, comments or corrections, return to the Standards Section.</p>			
	<p>Receives approved/signed Pre-Assessment Report, Endorsement Memo to SB and Acknowledgment Letter to the applicant including the complete and compliant application documents from the Regional Director.</p> <p>1.Logs its receipt into the document tracking system.</p>		1 hour	Ms. Aira Orpilla -Support Staff ORD

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>2.Routes the signed duly accomplished Pre-Assessment Report, Endorsement Memo to SB and signed Acknowledgement Letter applicant with complete and compliant application documents to the Standards Section , for sending to SB and the applicant.</p>			
	<p>Receives approved/signed duly accomplished Pre-Assessment Report, Endorsement Memo to SB and Acknowledgement Letter to the applicant including the complete and compliant application documents from the Office of the Regional Director.</p> <p>1.Logs its receipt into the document tracking system.</p> <p>2.Forward the signed duly accomplished Pre-Assessment Report , Endorsement Memo with the signed duly accomplished</p>		2 hours	Ms. Julie Anne G. Langaoan-SWA

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Pre-Assessment Report, Endorsement Memo with the signed duly accomplished Pre-Assessment Form and the complete and compliant application documents to the Standard Bureau and send the signed Acknowledgement Letter including the Client Satisfaction Measurement Form (CSMF) to the applicant through the FOs Record Section for delivery			
Total Duration				7 days

c. Incomplete and/or Non-compliant applications received through E-mail or Courier at the DSWD Field Office

Note: Application received after 4:00 PM shall be considered as a next working day transaction.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
STEP 1: Secure the application form thru the DSWD Website or from the DSWD Field Office	Client secures or is provided with application form and checklist of requirements	None	*5 minutes	Ms. Julie Anne G. Langaoan and Ms. Nadine G. Alban, SWA
STEP 2: Submit/file application documents	Receives the application documents 1.Logs its receipt into the Document		30 minutes	Ms. Julie Anne G. Langaoan, SWA

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Transaction Management System (DTMS) 2. Provides Document References Number (DRN) for easy tracking. 3. Routes to the Section Head, Standards Section (SS)			
	1. Logs its receipt into the DTMS 2. Routes its receipt to the Section Head, Standards Section		30 minutes	Ms. Julie Anne G. Langaan, SWA
	1. Logs its receipt into the DTMS 2. Review application documents and provides notes/instructions 3. Routes to Technical Staff, for appropriate action		30 minutes	Ms. Clarissa O. Padio- Section Head Standard Section (SS)
	1. Logs its receipt into the DTMS 2. Conducts desk review of the application documents as to the completeness and correctness		1 hour	Ms. Julie Anne G. Langaan, SWA

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>3.Prepare Acknowledgement Letter calling the attention of the applicant on the submitted incomplete and/or non-compliant documents simultaneously providing the needed technical assistance to rectify the gap and/or submit lacking requirements accompanied by a checklist of requirements</p> <p>4.Forward/routes draft Acknowledgement Letter with initial along with the incomplete and/or non-compliant application documents to the Section Head, for review and/or endorsement to the Division Chief</p>			
	<p>1.Logs its receipt into the DTMS.</p> <p>2.Review draft Acknowledgement Letter including the submitted application documents.</p> <p>3.If approve, affix initial and endorse the same</p>		1 hour	Ms. Clarissa O. Padio- Section Head Standard Section (SS)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>to the concerned Division Chief.</p> <p>4.If with comments, inputs or correction, return to the assigned Technical Staff for the enhancement/revision</p>			
	<p>1.Logs its receipt into the DTMS</p> <p>2.Route draft Acknowledgement Letter to the concerned Division Chief, for review.</p>		30 minutes	Ms. Julie Anne G. Langaan, SWA
	<p>1.Logs its receipt into the DTMS.</p> <p>2.Conducts desk review of the draft Acknowledgement Letter including the submitted application documents.</p> <p>3.If approve, affix initial and endorse the same to the Assistant Bureau Director.</p> <p>If with inputs/comments/corrections, return to the assigned Technical Staff</p>		1 hour	Ms. Liezyl T. Astodillo, OIC Chief, PPD

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.Logs its receipt into the DTMS 2.Routes draft Acknowledgement Letter to Regional Director for review or approval.		30 minutes	Ms. Leonor D. Leckias- Support Staff, PPD
	1.Logs its receipt into the DTMS. 2.Forward draft Acknowledgement Letter to the Regional Director for review and approval.		30 minutes	Ms. Aira Orpilla- ORD Support Staff
	1.Conducts review of the draft Acknowledgement Letter including the submitted application documents. 2.If approved, affix signature and return to the Standard Section for Sending to the concerned entity. 3.If with inputs/comments/corrections, return to the Standards Section for revision.		1 hour	Dir. Enrique H. Gascon Jr., Concurrent OIC Regional Director and ARD for Operations

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.Logs its receipt into the DTMS. 2.Route signed Acknowledgement Letter to the Standard Section for sending to the concerned applicant through the Records Section.		30 minutes	Ms. Aira Orpilla-ORD Support Staff
	1.Logs its receipt into the DTMS 2.Route signed Acknowledgement Letter to the concerned applicant through the Record Section (SS)		30 minutes	Ms. Julie Anne G. Langaoan-SWA
Note: At this juncture, a copy of the pre-assessment tool is retained at the Standards Section for the record purposes.				
Total Duration for Responding to Non-Compliant Applications				1 day

****The number of minutes shall be included on the total 14 working days for the issuance of permit.***

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

9. Issuance of Certificate of Authority to Conduct FundRaising Campaign to Individuals, Corporations, Organizations and Association: Regional Temporary Permit During State of Emergency/Calamity

The process of assessing the applicant person, groups, corporation, organization or association's eligibility for Solicitation Permit to conduct Regional Fund Raising Campaign during State of Emergency/Calamity

Office or Division:	Standards Section – DSWD Field Office
Classification:	Complex Transaction
Type of Transaction:	Government to Client (G2C)
Who may avail:	Person/s, group/s, corporations whether profit or non-profit, organizations or associations desiring to solicit or receive contributions for charitable, social and public welfare purposes

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
A. For Individual Endorsed by the LGU	
1. Duly Accomplished Application Form (<i>Annex 2</i>)	<ul style="list-style-type: none"> Standards Section (SS) of the concerned DSWD Field Office DSWD-SB-GF-080_REV 01_Application for Authority to conduct solicitation fund raising campaign
2. Notarized Written Agreement or any similar document signifying the intended beneficiary/ies concurrence as recipient of the fundraising activities. <i>For children beneficiaries, only the parent/s or maternal/paternal relative/s may sign the document in behalf of the child.</i>	<ul style="list-style-type: none"> Applicant
3. Medical Certificate/Abstract and/or Treatment Protocol certified by the attending physician or by the Hospital Records Section	<ul style="list-style-type: none"> Applicant

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
4. Duly signed Social Case Study Report and endorsement from the Local Social Welfare and Development Office (LSWDO)	<ul style="list-style-type: none"> MSWDO where the applicant is based
5. Signed Memorandum of Agreement (MOA) between the DSWD and the P/C/MSWDO of the concerned LGU stating therein their commitment to monitor the applicant's solicitation activities and to submit post-reportorial requirements to the issuing DSWD Office.	<ul style="list-style-type: none"> Applicant
6. Approved and notarized board resolution or other written authorization for the solicitation activity which shall ensure strict compliance to the standard ratio of funds utilization (Annex 20) or Pledge of Commitment for individuals (Annex 11)	<ul style="list-style-type: none"> Standards Section (SS) of the concerned DSWD Field Office DSWD-SB-GF-088_REV 01_Board Resolution
7. Certification from the Local Government Unit (LGU) (i.e. Barangay/Municipal/City) where the person, corporation, organization or association is located or takes office is a law-abiding entity and not in any manner engaged, involved or support activities against the government nor that risks peace and order of the people and communities of the area	<ul style="list-style-type: none"> Concerned LGU where the applicant is based.
8. Fund Utilization Report (Annex 12) of proceeds and expenditures.	<ul style="list-style-type: none"> Concerned LGU where the applicant is based.
9. Official Receipt as proof of payment of processing fee issued by the concerned DSWD CO-FO Finance Management Service/Unit (FMS/U)	<ul style="list-style-type: none"> Applicant
For Emergency Fundraising:	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
10. Undertaking to comply with the remaining requirements within the validity period of the issued Temporary Permit (<i>Annex 8 Undertaking for Individuals</i>)	<ul style="list-style-type: none"> Standards Section (SS) of the concerned DSWD Field Office DSWD-SB-GF-086_REV 01_Undertaking for individuals during state of national emergency calamity
11. Two (2) valid Government Issued Identification Cards	<ul style="list-style-type: none"> Applicant
12. Certification from the concerned Barangay Office that the person has the capability to conduct/manage fund raising activity (<i>Annex 13</i>)	<ul style="list-style-type: none"> Concerned LGU where the applicant is based. DSWD-SB-GF-091_REV 01_Sample Barangay Certification
13. Endorsement from the group, the person is representing with	<ul style="list-style-type: none"> Applicant
B. For Individual Endorsed by the SWA	
1. Duly Accomplished Application Form (<i>Annex 2</i>)	<ul style="list-style-type: none"> Standards Section (SS) of the concerned DSWD Field Office DSWD-SB-GF-080_REV 01_Application for Authority to conduct solicitation fund raising campaign
2. Project Proposal on the intended public solicitation approved by Head of the Agency including the work and financial plan (WFP) of the intended activity indicating details of the methodology to be used (<i>Annex 5</i>).	<ul style="list-style-type: none"> Standards Section (SS) of the concerned DSWD Field Office DSWD-SB-GF-083_REV 01_PROJECT PROPOSAL FOR SOLICITATION ACTIVITY or DSWD-SB-GF-054_REV 01_Work and Financial Plan
3. Notarized Written Agreement or any similar document signifying the intended beneficiary/ies concurrence as recipient of the fundraising activities. <i>For children beneficiaries, only the parent/s of the child/children</i>	<ul style="list-style-type: none"> Applicant

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<i>or maternal/paternal relative/s may sign the document in behalf of the child.</i>	
4. Endorsement or Certification from Licensed and Accredited SWDA allowing an individual to solicit funds under their name or responsibility	<ul style="list-style-type: none"> • Applicant
5. Medical Certificate/Abstract and/ or Treatment Protocol certified by the attending physician or by the Hospital Records Section	<ul style="list-style-type: none"> • Applicant
6. Duly signed Social Case Study Report and endorsement from the Local Social Welfare and Development Office (LSWDO)	<ul style="list-style-type: none"> • Applicant
7. Approved and notarized board resolution or other written authorization for the solicitation activity which shall ensure strict compliance to the standard ratio of funds utilization (Annex 20) or Pledge of Commitment for individuals (Annex 11)	<ul style="list-style-type: none"> • Standards Section (SS) of the concerned DSWD Field Office • DSWD-SB-GF-088 _REV 01_Board Resolution
8. Certification from the Local Government Unit (LGU) (i.e. Barangay/Municipal/City) where the person, corporation, organization or association is located or takes office is a law-abiding entity and not in any manner engaged, involved or support activities against the government nor that risks peace and order of the people and communities of the area	<ul style="list-style-type: none"> • Concerned LGU where the applicant is based.
9. Fund Utilization Report (Annex 12) of proceeds and expenditures.	<ul style="list-style-type: none"> • Standards Section (SS) of the concerned DSWD Field Office • DSWD-SB-GF-090 _REV 01_Fund Utilization

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	Report
10. Official Receipt as proof of payment of processing fee issued by the concerned DSWD CO-FO Finance Management Service/Unit (FMS/U)	<ul style="list-style-type: none"> • Applicant
For Emergency Fundraising:	<ul style="list-style-type: none"> •
11. Undertaking to comply with the remaining requirements within the validity period of the issued Temporary Permit (<i>Annex 8 Undertaking for Individuals</i>)	<ul style="list-style-type: none"> • Standards Section (SS) of the concerned DSWD Field Office • DSWD-SB-GF-086_REV 01_UNDETKAKING FOR INDIVIDUALS DURINGG STATE OF NATIONAL EMERGENCY CALAMITY
12. Two (2) valid Government Issued Identification Cards	<ul style="list-style-type: none"> • Applicant
13. Certification from the concerned Barangay Office that the person has the capability to conduct/manage fund raising activity (<i>Annex 13</i>)	<ul style="list-style-type: none"> • LGU where the applicant is based • DSWD-SB-GF-091_REV 01_Sample Barangay Certification
14. Endorsement from the group, the person is representing with	<ul style="list-style-type: none"> • Applicant
C. For SWDA with valid License and/or Accreditation	
1. Duly Accomplished Application Form (<i>Annex 2</i>)	<ul style="list-style-type: none"> • Standards Section (SS) of the concerned DSWD Field Office • DSWD-SB-GF-080_REV 01_Application for Authority to conduct solicitation fund raising campaign
2. Project Proposal on the intended public solicitation approved by the Head of the Agency including work and financial plan (WFP) of the intended activity indicating other details and methodology to be used. (<i>Annex 5</i>)	<ul style="list-style-type: none"> • Standards Section (SS) of the concerned DSWD Field Office • DSWD-SB-GF-083_REV 01_PROJECT PROPOSAL FOR SOLICITATION ACTIVITY or

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	<ul style="list-style-type: none"> • DSWD-SB-GF-054_REV 01_Work and Financial Plan
<p>3. Notarized Written Agreement or any similar document signifying the intended beneficiary/ies concurrence as recipient of the fundraising activities. <i>For children beneficiaries, only the parent/s or maternal/paternal relative/s may sign the document in behalf of the child.</i></p>	<ul style="list-style-type: none"> • Applicant
<p>4. Approved and notarized board resolution or other written authorization for the solicitation activity which shall ensure strict compliance to the standard ratio of funds utilization (Annex 20) or Pledge of Commitment for individuals (Annex 11)</p>	<ul style="list-style-type: none"> • Standards Section (SS) of the concerned DSWD Field Office • DSWD-SB-GF-088_REV 01_Board Resolution or • DSWD-SB-GF-089_REV 01_Pledge of Commitment
<p>5. Certification from the Local Government Unit (LGU) (i.e. Barangay/Municipal/City) where the person, corporation, organization or association is located or takes office is a law-abiding entity and not in any manner engaged, involved or support activities against the government nor that risks peace and order of the people and communities of the area</p>	<ul style="list-style-type: none"> • LGU where the applicant is based
<p>6. Fund Utilization Report (Annex 12) of proceeds and expenditures.</p>	<ul style="list-style-type: none"> • Standards Section (SS) of the concerned DSWD Field Office • DSWD-SB-GF-090_REV 01_Fund Utilization Report
<p>7. Official Receipt as proof of payment of processing fee issued by the concerned DSWD CO-FO Finance Management Service/Unit (FMS/U)</p>	<ul style="list-style-type: none"> • Applicant

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
D. For Non-Government Organization/Association	
1. Duly Accomplished Application Form (Annex 2)	<ul style="list-style-type: none"> • Standards Section (SS) of the concerned DSWD Field Office • DSWD-SB-GF-080_REV 01_Application for Authority to conduct solicitation fund raising campaign
2. Certified True Copy (CTC) of Certificate of Registration with SEC which has jurisdiction to regulate the endorsing SWDA, and Articles of Incorporation and By-Laws, if new applicant.	<ul style="list-style-type: none"> • Applicant
3. Updated Certificate of Good Standing, or Updated Certificate of Corporate Filing/Accomplished SEC General Information Sheet (GIS) from any of the above-mentioned regulatory government agency that has jurisdiction to regulate the applying organization or agency.	<ul style="list-style-type: none"> • Applicant
4. Updated Profile of the Governing Board or its equivalent in the corporation, certified by the Corporate Secretary or any equivalent officer. (Annex 6)	<ul style="list-style-type: none"> • Standards Section (SS) of the concerned DSWD Field Office • DSWD-SB-GF-084_REV 01_Profile of Governing Board for Issuance of Solicitation Permit
5. Project Proposal on the intended public solicitation approved by the Head of the Agency including work and financial plan (WFP) of the intended activity indicating other details and methodology to be used. (Annex 5)	<ul style="list-style-type: none"> • Standards Section (SS) of the concerned DSWD Field Office • DSWD-SB-GF-083_REV 01_PROJECT PROPOSAL FOR SOLICITATION ACTIVITY or • DSWD-SB-GF-054_REV 01_Work and Financial

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	Plan
<p>6. Endorsement or Certification from any but not limited to the following agencies that allow/s applicant to undertake solicitation activities in their agency's jurisdiction, as applicable:</p> <p>h.1. Director of Private Schools h.2. Schools Superintendent of Public School h.3. Head or authorized representative of National Government Agencies (NGAs) h.4. Head or authorized representative of Local Government Unit (LGU) h.5. Bishop/Parish Priest/Minister or Head of Sect or Denomination h.6. Others</p>	<ul style="list-style-type: none"> ● Applicant
<p>7. Approved and notarized board resolution or other written authorization for the solicitation activity which shall ensure strict compliance to the standard ratio of funds utilization (Annex 20) or Pledge of Commitment for individuals (Annex 11)</p>	<ul style="list-style-type: none"> ● Standards Section (SS) of the concerned DSWD Field Office ● DSWD-SB-GF-088_REV 01_Board Resolution or ● DSWD-SB-GF-088_REV 01_Board Resolution
<p>8. Certification from the Local Government Unit (LGU) (i.e. Barangay/Municipal/City) where the person, corporation, organization or association is located or takes office is a law-abiding entity and not in any manner engaged, involved or support activities against the government nor that risks peace and order of the people and communities of the area</p>	<ul style="list-style-type: none"> ● Standards Section (SS) of the concerned DSWD Field Office ● DSWD-SB-GF-091_REV 01_Sample Barangay Certification
<p>9. Fund Utilization Report (Annex 12) of proceeds and expenditures.</p>	<ul style="list-style-type: none"> ● Standards Section (SS) of the concerned DSWD Field Office ● DSWD-SB-GF-093_REV

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	<p>01_Fund Utilization Guide for Proceeds of Solicitation or Fund Raising Activities</p>
<p>10. Official Receipt as proof of payment of processing fee issued by the concerned DSWD CO-FO Finance Management Service/ Unit (FMS/U)</p>	<ul style="list-style-type: none"> • Applicant
<p>For Emergency Fundraising:</p> <p>11. Undertaking to comply with the remaining requirements within the validity period of the issued Temporary Permit (<i>Annex 9 Undertaking – Corporations/Organizations</i>)</p>	<ul style="list-style-type: none"> • Standards Section (SS) of the concerned DSWD Field Office • DSWD-SB-GF-085_REV 01_UNDER TAKING DURING STATE OF LOCAL EMERGENCY CALAMITY
<p>E. For Government Agencies</p>	
<p>1. Duly Accomplished Application Form (Annex 2)</p>	<ul style="list-style-type: none"> • Standards Section (SS) of the concerned DSWD Field Office • DSWD-SB-GF-080_REV 01_Application for Authority to conduct solicitation fund raising campaign
<p>2. Project Proposal on the intended public solicitation approved by the Head of the Agency including work and financial plan (WFP) of the intended activity indicating other details and methodology to be used. (Annex 5)</p>	<ul style="list-style-type: none"> • Standards Section (SS) of the concerned DSWD Field Office • DSWD-SB-GF-083_REV 01_PROJECT PROPOSAL FOR SOLICITATION ACTIVITY or • DSWD-SB-GF-054_REV 01_Work and Financial Plan
<p>3. Endorsement or Certification from any but not limited to the following agencies that allow/s applicant to undertake solicitation</p>	<ul style="list-style-type: none"> • Applicant

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
activities in their agency's jurisdiction, as applicable: <ul style="list-style-type: none"> h.1. Director of Private Schools h.2. Schools Superintendent of Public School h.3. Head or authorized representative of National Government Agencies (NGAs) h.4. Head or authorized representative of Local Government Unit (LGU) h.5. Bishop/Parish Priest/Minister or Head of Sect or Denomination h.6. Others 	
4. Approved and notarized board resolution or other written authorization for the solicitation activity which shall ensure strict compliance to the standard ratio of funds utilization (Annex 20) or Pledge of Commitment for individuals (Annex 11)	<ul style="list-style-type: none"> ● Standards Section (SS) of the concerned DSWD Field Office ● DSWD-SB-GF-088_REV 01_Board Resolution or ● DSWD-SB-GF-089_REV 01_Pledge of Commitment
5. Certification from the Local Government Unit (LGU) (i.e. Barangay/Municipal/City) where the person, corporation, organization or association is located or takes office is a law-abiding entity and not in any manner engaged, involved or support activities against the government nor that risks peace and order of the people and communities of the area	<ul style="list-style-type: none"> ● Standards Section (SS) of the concerned DSWD Field Office ● DSWD-SB-GF-091_REV 01_Sample Barangay Certification
6. Fund Utilization Report (Annex 12) of proceeds and expenditures.	<ul style="list-style-type: none"> ● Standards Section (SS) of the concerned DSWD Field Office ● DSWD-SB-GF-090_REV 01_Fund Utilization Report
7. Official Receipt as proof of payment	<ul style="list-style-type: none"> ● Applicant

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
of processing fee issued by the concerned DSWD CO-FO Finance Management Service/Unit (FMS/U)	
For Emergency Fundraising: 8. Undertaking to comply with the remaining requirements within the validity period of the issued Temporary Permit (<i>Annex 9 Undertaking – Corporations/Organizations</i>)	<ul style="list-style-type: none"> Standards Section (SS) of the concerned DSWD Field Office DSWD-SB-GF-085_REV 01_UNDERTAKING DURING STATE OF LOCAL EMERGENCY CALAMITY

Note to Applicant: The acceptance of application documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators based on DSWD Memorandum Circular No. 05 Series of 2021.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A.1. Processing of Application received from Walk-in Applicants.				
<i>Note: Applications received after 3:00 PM shall be considered as a next working day transaction.</i>				
Step Submission Application	1. of Receives application (Completeness of requirements) Applications receipt shall be assessed based on MC 05 series 2021. Checks the completeness and correctness of the submitted application documents.		20 minutes	Ms. Julie Anne G. Langoan-SWA

CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>1. If incomplete, shall provide the applicant necessary technical assistance to rectify the gap and/or submit lacking requirements accompanied by a checklist of requirements.</p> <p>2. If complete, logs its receipt into the Document Transaction System (DTS)</p>			
	Provides the walk-in applicant with Document Reference Number for easy tracking		10 minutes	Ms. Julie Anne G. Langoan-SWA
	<p>Monitors incoming applications and assigns to technical staff</p> <p>Provides notes/instructions for action</p>		20 minutes	Ms. Clarissa O. Padio- Section Head

A2. Processing for Applications received from Mail/Courier

Note: Applications received after 3:00 PM shall be considered as a next working day

CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<i>transaction.</i>				
Step Submission Application	1. of Receives application (Completeness of requirements) Applications receipt shall be assessed based on MC 05 series 2021. 1. Logs its receipt into the Document Tracking System (DTS) 2. Provides document with Document Reference Number (DRN) for easy tracking. 3. Routes application documents to Standards Section	Waived	10 minutes	Ms. Julie Anne G. Langaoan-SWA
Step 2. Awaits the result of the application	Monitors incoming applications and assigns to technical staff Provides notes/instructions	None	20 minutes	Ms. Clarissa O. Padio-Section Head

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>for action</p> <p>Conducts desk review of the received application as to completeness and compliance.</p> <p>1. If complete and compliant, facilitates the preparation of the Permit/ Certificate of Authority to Conduct Fund Raising Campaign following 5.3 of this procedure.</p> <p>2. If incomplete/ non-compliant, prepare acknowledgment letter and provides technical assistance accompanied by a checklist of requirement</p>	None	2 hours	Ms. Julie Anne G. Langoan-SWA

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>4.a. Provides inputs/ comments/ corrections</p> <p>4.b. Endorses draft acknowledgment letter to the Division Chief for initial.</p>	None	50 minutes	Ms. Clarissa O. Padio-Standards Section Head
	<p>4.c. Logs its receipt into the document tracking system</p> <p>4.d. Routes document to Division Chief</p>	None	5 minutes	Ms. Julie Anne G. Langoan-SWA
	<p>5.a. Logs its receipt into the document tracking system</p> <p>5.b. Routes document to PPD Chief</p>	None	5 minutes	Ms. Julie Anne G. Langoan-SWA
	<p>5.c. Reviews acknowledgment letter.</p> <p>5.d. If no comments/clarification, initial/endorse the final draft of</p>	None	1.5 hours	Ms. Liezyl T. Astodillo, OIC Chief PPD

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>acknowledgement letter to the Field Office Director for approval.</p> <p>5.e. If with inputs/comments corrections, return to the technical staff</p>			
	5.f. Logs its receipt into the document tracking system	none	10 minutes	Ms. Julie Anne G. Langoan-SWA
	<p>6.a. Logs its receipt into the DTS</p> <p>6.b. Routes finalized acknowledgement letter to the Office of the Regional Director for approval</p>	none	10 minutes	Ms. Aira Orpilla- ORD Support Staff
	<p>6.c If approved: Signed/ approved acknowledgement letter</p> <p>6.c. If with inputs/comments/ corrections, return to SS/ technical staff</p>	none	2 hours	Dir. Enrique H. Gascon Jr., Concurrent OIC Regional Director and ARD for Operations

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	6.d. Logs its receipt into the document tracking system	none	10 minutes	Ms. Aira Orpilla-ORD Support Staff
Step 3. Receive the Acknowledgement Letter	7.a. Logs its receipt into the document tracking system 7.b. Emails advance copy of the signed acknowledgement letter 7.c. Transmits to Records Section for delivery to applicant	none	10 minutes	Ms. Julie Anne G. Langoan-SWA
TOTAL Complete and Compliant:		waived	1 day (8 hours)	
Complete but Non- Compliant and/ or Incomplete Submission:		waived	1 day (8 hours)	
Incomplete Submission:		None	20 minutes	
A.3. Assessment Proper (Complete and Compliant)				
Step 4. Awaits the result of the assessment	Reviews and assesses the submitted documents. If complete and compliant, facilitates the preparation of the	None	4 hrs	Ms. Julie Anne G. Langoan-SWA

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>permit/ certificate of authority to conduct Fund Raising Campaign;</p>			
	<p>Receives and reviews application documents, provides inputs comments/ edit and enhanced communications made by Technical Staff.</p> <p>If found in order, affixes initial and endorses to the Division for approval.</p>	None	2 hours	Ms. Clarissa O. Padio- Section Head
	<p>Logs its receipt into the document tracking system</p> <p>Routes the document to the Policy and Plans Division Chief</p>	None	10 minutes	Ms. Julie Anne G. Langoan- SWA
	<p>Logs its receipt into the document tracking system</p> <p>Routes the document for review of the</p>	None	10 minutes	Ms. Leonor D. Leckias- Support Staff, PPD

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Division Chief			
	<p>If no comments/clarification, endorses final draft of acknowledgment letter to the FO Director for approval.</p> <p>If with inputs/comments/corrections, return to the technical staff, then to the Section Head for concurrence and return to Division Chief</p>	None	3 hours	Ms. Liezyl T. Astodillo, Chief PPD OIC
	<p>Logs its receipt into the document tracking system</p> <p>Routes draft Regional FRC Authority together with other documentary requirements</p>	none	10 minutes	Ms. Leonor D. Leckias- Support Staff, PPD
	<p>Logs its receipt in to the document tracking system</p> <p>Routes Regional FRC</p>	none	10 minutes	Ms. Aira Orpilla- ORD Support staff

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>Authority/Permit together with supporting documents for review and approval of the Regional Director.</p>			
	<p>Reviews the application documents.</p> <p>If found in order, approves and signs the Regional FRC Authority/Permit</p> <p>Signs and approves the Conforme Letter to applicant</p> <p>If with inputs/comments/corrections, return to the technical staff</p>	none	1 day	<p>Dir. Enrique H. Gascon Jr., Concurrent OIC Regional Director and ARD for Operations</p>
	<p>Logs its receipt into the document tracking system</p> <p>Routes the signed Regional FRC Authority/Permit to the Standards</p>	none	10 minutes	<p>Ms. Leonor D. Leckias- Support Staff, PPD</p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Section			
Step 5. Receives the signed NFRC Authority and conforme letter	<p>Logs its receipt into the document tracking system</p> <p>Emails advance copy of the signed Conforme Letter signed Regional FRC Authority and Client Satisfaction Measurement Form to applicant</p> <p>Transmits to the Records Section for delivery to applicant</p>	none	30 minutes	Ms. Julie Anne G. Langoan-SWA
TOTAL Complete and Compliant:		waived	Two (2) working days	
Complete but Non- Compliant and/or Incomplete Submission:		waived	1 day	
Incomplete Submission:		None	20 minutes	

Note 1: If the concerned FO is affected by the Emergency situation, the application can be filed directly at the DSWD Standards Bureau – DSWD Central Office

*Note 2: Applications for Regional Temporary Solicitation Permit is waived during Disasters/ Calamities amidst **State of National Emergency** shall follow the same facilitation procedures. However, during these instances, the payment of the processing fee is waived in favor of the Applicant*

10. Licensing of Private Social Welfare And Development Agencies (SWDA) – Operating in One Region

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

Office or Division:	DSWD Field Office – Standards Section
Classification:	Highly Technical
Type of Transaction:	Government to Client (G2C)
Who may avail:	ALL Private SWDAs Intending to Operate and Operating in One Region
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
I. Checklist for Licensing of Social Work Agency (SWA) Intending to Operate	
1. One (1) Duly Accomplished and Notarized Application Form	<ul style="list-style-type: none"> ● DSWD-SB-GF-099-REV 00 Application Form for Licensing Intending to Operate (MC21 S2022)
2. a) A certification plan to hire the required Registered Social Worker (RSW) or staff complement; or b) Profile of Employees and volunteers, which is applicable	<ul style="list-style-type: none"> ● DSWD-SB-GF-058_REV 01 Annex 13. Certification of Hired Social Worker ● DSWD-SB-GF-064_REV 01 Profile of employees
3. Manual of Operation containing the SWDAs' program and administrative policies, procedures and strategies to attain its purpose/s, among others (Please see Annex 4. DSWD-RLA-004 Guide in the Preparation of Manual of Operation, as attached)	<ul style="list-style-type: none"> ● DSWD-SB-GF-049_REV 01 Annex 4. Manual of Operation
4. Profile of Board of Trustees	DSWD-SB-GF-063_REV 01 Annex 21. Profile of Governing Board
5. Certified True Copy of General Information Sheet (GIS) issued by SEC or any regulatory agencies	
6. Notarized Updated Certification from the Board	

<p>of Trustees and/or the funding agency to financially support the organization to operate for at least two years</p>	
<p>7. Work and financial Plan for the two (2) succeeding years</p>	<ul style="list-style-type: none"> ● DSWD-SB-GF-054_REV 01 Annex 9. Work and Financial Plan
<p>8. For those operating in more than one region:</p> <p>a. List of main and satellite/branch offices with contact details, if any</p> <p>b. Any of the following attesting to the existence and status of operation of the organization in the are/s of jurisdiction:</p> <ul style="list-style-type: none"> ● Validation report from the concerned DSWD Field Office ● Certification from cluster ABSNet ● Certification from the LGUs <p>There is no need to get a validation report/certificate of existence for the region where the main office of the applicant is located</p>	<ul style="list-style-type: none"> ● DSWD-SB-GF-052_REV 01 Annex 7. List of Main and Satellite Offices ● DSWD-SB-GF-057_REV 01 Annex 12. Suggested LSWDO/ABSNET Certification of SWDA's Existence ● DSWD-SB-GF-110-REV-00 Undertaking for ABSNET membership
<p>9. For applicant SWA implementing Child Placement Services</p> <p>Certification from DSWD or photocopy of the certification attended by the hired RSW related to child placement service</p>	
<p>10. For Center-Based (Residential Based and Non-Residential Based</p> <p>Copy of the valid safety certificates namely:</p> <p>a. Occupancy Permit (only for new Buildings) or Annual Building Inspection/Structural Safety Certificate (for old buildings)</p> <p>b. Fire Safety Inspection Certificate</p> <p>c. Water Potability Certificate or Sanitary Permit</p>	
<p>11. For applicant serving within the Ancestral Domains of Indigenous people (IP) – Photocopy of NGO Accreditation from the NCIP</p> <p>If none, certification from the head of agency that no IP beneficiaries</p>	

<p>12. For applicant with past and current partnership with the DSWD that involved transfer of funds</p> <p>Certification from DSWD Office and/or other concerned government agencies that the applicant is free from any financial liability /obligation</p> <p>If none, certification from the head of agency that no funds/grants received from any of the government agencies.</p>	<ul style="list-style-type: none"> ● DSWD-SB-GF-055_REV 01 Certification Free from Financial Liability
<p>13. Situationer to establish the need for a residential facility serving a particular sector and the absence of related facility to cater them</p>	
<p>14. Duly Accomplished Data Privacy Consent Form (In compliance with the Data Privacy Act of 2021)</p>	<ul style="list-style-type: none"> ● DSWD-SB-GF-073_REV 01 Data Privacy Consent
<p>15. Copy of Official Receipt (OR) of processing fee on licensing amounting to P1,000.00</p>	
<p>II. Checklist of Requirement for Auxiliary Social Welfare and Development Agencies (SWDAs) intending to Operate</p>	
<p>1. One (1) Duly Accomplished and Notarized Application Form</p>	<ul style="list-style-type: none"> ● DSWD-SB-GF-099-REV 00 Application Form for Licensing Intending to Operate (MC21 S2022)
<p>2.</p> <p>a) A certification plan to hire the required Registered Social Worker (RSW) or staff complement; or</p> <p>b) Profile of Employees and volunteers, which is applicable</p>	<ul style="list-style-type: none"> ● DSWD-SB-GF-064_REV 01 Profile of Employees
<p>3. Manual of Operation containing the SWDAs' program and administrative policies, procedures and strategies to attain its purpose/s, among others</p> <p>(Please see Annex 4. DSWD-RLA-004 Guide in the Preparation of Manual of Operation, as attached)</p>	<ul style="list-style-type: none"> ● DSWD-SB-GF-049_REV 01 Annex 13. Manual of Operation

4. Profile of Board of Trustees	DSWD-SB-GF-063_REV 01 Annex 21. Profile of Governing Board
5. Certified True Copy of General Information Sheet (GIS) issued by SEC or any regulatory agencies	
6. Notarized Updated Certification from the Board of Trustees and/or the funding agency to financially support the organization to operate for at least two years	
7. Work and financial Plan for the two (2) succeeding years	<ul style="list-style-type: none"> ● DSWD-SB-GF-054_REV 01 Annex 9. Work and Financial Plan
<p>8. For those operating in more than one region:</p> <p>a. List of main and satellite/branch offices with contact details, if any</p> <p>b. Any of the following attesting to the existence and status of operation of the organization in the are/s of jurisdiction:</p> <ul style="list-style-type: none"> ● Validation report from the concerned DSWD Field Office ● Certification from cluster ABSNet ● Certification from the LGUs <p>There is no need to get a validation report/certificate of existence for the region where the main office of the applicant is located</p>	<ul style="list-style-type: none"> ● DSWD-SB-GF-052_REV 01 Annex 7. List of Main and Satellite Offices ● DSWD-SB-GF-057_REV 01 Annex 12. Suggested LSWDO/ABSNET Certification of SWDA's Existence ● DSWD-SB-GF-110-REV-00 Undertaking for ABSNET membership
<p>9. For applicant serving within the Ancestral Domains of Indigenous people (IP) – Photocopy of NGO Accreditation from the NCIP</p> <p>If none, certification from the head of agency that no IP beneficiaries</p>	
<p>10. For Applicant with past and current partnership with the DSWD that involved transfer of funds</p> <p>Certification from DSWD Office and/or other concerned government agencies that the applicant is free from any financial liability /obligation. If none, certification from the head of agency that no funds/grants received from any of the government agencies.</p>	<ul style="list-style-type: none"> ● DSWD-SB-GF-055_REV 01 Certification Free from Financial Liability

11. Duly Accomplished Data Privacy Consent Form (In compliance with the Data Privacy Act of 2021)	<ul style="list-style-type: none"> • DSWD-SB-GF-073_REV 01 Data Privacy Consent
12. Copy of Official Receipt (OR) of processing fee on licensing amounting to P1,000.00	
III. Checklist for Licensing of Social Work Agency (SWA) Already Operating	
1. One (1) Duly Accomplished and Notarized Application Form	<ul style="list-style-type: none"> • DSWD-SB-GF-111_REV 00 Application Form for Licensing (Already Operational)- MC21S2022
2. Manual of Operation containing the SWDAs' program and administrative policies, procedures and strategies to attain its purpose/s, among others (Please see Annex 4. DSWD-RLA-004 Guide in the Preparation of Manual of Operation, as attached)	<ul style="list-style-type: none"> • DSWD-SB-GF-049_REV 01 Annex 4. Manual of Operation
3. Profile of Board of Trustees	<ul style="list-style-type: none"> • DSWD-SB-GF-063_REV 01 Annex 21. Profile of Governing Board
4. Profile of Employees and Volunteers a. For Social Work Agency to consider the following staff requirement: <ul style="list-style-type: none"> • At least one (1) RSW to supervise and take charge of its social work functions for residential care agencies and community based agencies that caters to beneficiaries that requires social case management • For Center based (Residential Based), to observe the caseload requirement of client ratio of the social worker and house parent • For Center based (Non-Residential Based), to observe at least (1) one full time social worker for drop-in center, processing center and vocational rehabilitation center while for senior citizen's center and the like, a part time social worker is considered 	<ul style="list-style-type: none"> • DSWD-SB-GF-064_REV 01 Profile of Employees and Volunteers

<ul style="list-style-type: none"> ● For community based, implementing community development or community organizing, any of the following shall be hired in full/part time basis per region: <ul style="list-style-type: none"> □ Graduate of Bachelor degree in Social Work or Community Development; or □ Other professionals who have at least (3) three-year work of experiences in the field of social welfare and development 	
<p>5. Certified True Copy of General Information Sheet (GIS) issued by SEC or any regulatory agencies</p> <p><i>*Undertaking to Comply with the Requirements per memo of the Secretary dated February 4, 2022</i></p>	
<p>6. Certificate of no Derogatory Record Information issued by SEC (<i>except those in operation for less than six months upon filing of the application</i>)</p> <p><i>*Undertaking to Comply with the Requirements per memo of the Secretary dated February 4, 2022</i></p>	
<p>7. ABSNet Membership</p> <p>Certification from the Regional ABSNet (RAB) President/Chairperson of the cluster ABSNet (CAB) or the authorized ABSNet Officer attesting the active membership of the applicant SWA</p>	<ul style="list-style-type: none"> ● DSWD-SB-GF-109_REV 00 ABSNET Certification on Membership
<p>8. Notarized Updated Certification from the Board of Trustees and/or the funding agency to financially support the organization to operate for at least two years</p>	
<p>9. Declaration of Commitment from the applicant SWDA of no support to tobacco in compliance with provisions of Executive Order No. 26 of 2017 (Providing for the Establishment of Smoke-Free Environment in public and Enclosed</p>	<ul style="list-style-type: none"> ● DSWD-SB-GF-056_REV 01 Annex 11.Declaration of Commitment

Places) and RA No. 9112 (Tobacco Regulation Act of 2003)	
9. Duly signed Work and financial Plan for the two (2) succeeding years	<ul style="list-style-type: none"> ● DSWD-SB-GF-054_REV 01 Annex 9. Work and Financial Plan
10. Notarized Updated Certification from the Board of Trustees and/or funding agency to financially support the organization to operate for at least two years	
11. Annual Accomplishment Report of the previous year	<ul style="list-style-type: none"> ● DSWD-SB-GF-051_REV 01 Annex 6. Annual Accomplishment Report
<p>12. Audited Financial Report for the previous year submitted to SEC and/or Bureau of Internal Revenue (BIR) shall be accepted; and/or</p> <p>Financial report based on the DSWD template shall be submitted. For those SWDAs with a total revenue of less than P500,000.00, an audited financial statement prepared by the Finance Officer and concurred by the Head of Agency, may suffice</p>	<ul style="list-style-type: none"> ● DSWD-SB-GF-053_REV 01 Annex 8. Financial Report
13. Profile of clients/communities being served for the preceding and current year	<ul style="list-style-type: none"> ● DSWD-SB-GF-062_REV 01 Annex 20. Profile of Clients/Communities being Served
<p>14. For those operating in more than (1) one region:</p> <p>a. List of main and satellite/branch offices with contact details, if any</p> <p>b. Any of the following attesting to the existence and status of operation of the organization in the are/s of jurisdiction:</p> <ul style="list-style-type: none"> ● Validation report from the concerned DSWD Field Office ● Certification from cluster ABSNet ● Certification from the LGUs <p>There is no need to get a validation report/certificate of existence for the region where the main office of the applicant is located</p>	<ul style="list-style-type: none"> ● DSWD-SB-GF-052_REV 01 Annex 7. List of Main and Satellite Office ● DSWD-SB-GF-057_REV 01 Annex 12. Suggested LSWDO/ABSNET Certification of SWDA's Existence
15. For applicant SWA implementing Child	

<p>Placement Services</p> <p>Certification from DSWD or photocopy of the certificate of trainings attended by the hired RSW related to child placement service</p>	
<p>16. For Center-Based (Residential Based and Non-Residential Based)</p> <p>Copy of the valid safety certificates namely:</p> <p>a. Occupancy Permit (only for new Buildings) or Annual Building Inspection/Structural Safety Certificate (for old buildings)</p> <p>b. Fire Safety Inspection Certificate</p> <p>C. Water Potability Certificate or Sanitary Permit</p>	
<p>17. For applicant serving within the Ancestral Domains of Indigenous people (IP) – Photocopy of NGO Accreditation from the NCIP</p> <p>If none, certification from the head of agency that no IP beneficiaries</p> <p><i>*On hold until June 30, 2022</i></p>	
<p>18. For applicant with the past and current partnership with the DSWD that involve transfer of funds</p> <p>Certification from DSWD Office and/or other concerned government agencies that the applicant is free from any financial liability/obligation. If none, certification from the head of agency that no funds/grants received from any of the government agencies.</p>	<ul style="list-style-type: none"> ● DSWD-SB-GF-075_REV 01 Certification Free from Financial Liability
<p>19. Duly Accomplished Data Privacy Consent Form <i>(In compliance with the Data Privacy Act of 2021)</i></p>	<ul style="list-style-type: none"> ● DSWD-SB-GF-073_REV 01 Data Privacy Consent
<p>20. Copy of Official Receipt (OR) of processing fee on licensing amounting to P1,000.00</p>	
<p>21. Undertaking to comply with the requirements on the application for the License to Operate and/or Accreditation of Programs and Services</p>	<ul style="list-style-type: none"> ● DSWD-SB-GF-072_REV 01 Undertaking to Comply with the Requirements on the Application for the License to Operate and/or

	Accreditation of Programs and Services
IV. Checklist for Licensing Auxiliary Social Welfare and Development Agencies (SWDAs) Already Implementing	
1. One (1) Duly Accomplished and Notarized Application Form	<ul style="list-style-type: none"> • DSWD-SB-GF-111-REV 00 Application Form for Licensing (Already Operational)- MC21 S2022
2. Manual of Operation containing the SWDAs' program and administrative policies, procedures and strategies to attain its purpose/s, among others (Please see Annex 4. DSWD-RLA-004 Guide in the Preparation of Manual of Operation, as attached)	<ul style="list-style-type: none"> • DSWD-SB-GF-049_REV 01 Annex 4. Manual of Operation
3.. Profile of Board of Trustees	DSWD-SB-GF-063_REV 01 Annex 21. Profile of Governing Board
4. Profile of Employees and Volunteers <ul style="list-style-type: none"> • At least one full time staff who will manage its operation 	<ul style="list-style-type: none"> • DSWD-SB-GF-064_REV 01 Profile of Employees and Volunteers
5. Certified True Copy of General Information Sheet (GIS) issued by SEC or any regulatory agencies	
6. Notarized Updated Certification from the Board of Trustees and/or the funding agency to financially support the organization to operate for at least two years	
7. ABSNet Membership Certification from the Regional ABSNet (RAB) President/Chairperson of the cluster ABSNet (CAB) or the authorized ABSNet Officer attesting the active membership of the applicant SWA	<ul style="list-style-type: none"> • DSWD-SB-GF-109_REV 00 ABSNET Certification on Membership
8. Declaration of Commitment from the applicant SWDA of no support to tobacco in compliance with provisions of Executive Order No. 26 of 2017 (Providing for the Establishment of Smoke-Free Environment in public and Enclosed Places) and RA No. 9112 (Tobacco Regulation	<ul style="list-style-type: none"> • DSWD-SB-GF-056_REV 01 Annex 11.Declaration of Commitment

Act of 2003)	
9. Duly Signed Work and financial Plan for the two (2) succeeding years	<ul style="list-style-type: none"> ● DSWD-SB-GF-054_REV 01 Annex 9. Work and Financial Plan
10. Notarized Updated Certification from the Board of Trustees and/or funding agency to financially support the organization to operate for at least two years	
11. Annual Accomplishment Report of the previous year	<ul style="list-style-type: none"> ● DSWD-SB-GF-051_REV 01 Annex 6. Annual Accomplishment Report
12. Audited Financial Report for the previous year submitted to SEC and/or Bureau of Internal Revenue (BIR) shall be accepted; and/or Financial report based on the DSWD template shall be submitted. For those SWDAs with a total revenue of less than P500,000.00, an audited financial statement prepared by the Finance Officer and concurred by the Head of Agency, may suffice	<ul style="list-style-type: none"> ● DSWD-SB-GF-053_REV 01 Annex 8. Financial Report
13. Profile of clients/communities being served for the preceding and current year	<ul style="list-style-type: none"> ● DSWD-SB-GF-062_REV 01 Annex 20. Profile of Clients/Communities being Served
14. For those operating in more than (1) one region: a. List of main and satellite/branch offices with contact details, if any b. Any of the following attesting to the existence and status of operation of the organization in the are/s of jurisdiction: <ul style="list-style-type: none"> ● Validation report from the concerned DSWD Field Office ● Certification from cluster ABSNet ● Certification from the LGUs There is no need to get a validation report/certificate of existence for the region where the main office of the applicant is located	<ul style="list-style-type: none"> ● DSWD-SB-GF-052_REV 01 Annex 7. List of Main and Satellite Office ● DSWD-SB-GF-057_REV 01 Annex 12. Suggested LSWDO/ABSNET Certification of SWDA's Existence
15. For applicant serving within the Ancestral Domains of Indigenous people (IP) – Photocopy	

of NGO Accreditation from the NCIP If none, certification from the head of agency that no IP beneficiaries <i>*On hold until June 30, 2022</i>	
16. For applicant with the past and current partnership with the DSWD that involve transfer of funds Certification from DSWD Office and/or other concerned government agencies that the applicant is free from any financial liability/obligation. If none, certification from the head of agency that no funds/grants received from any of the government agencies.	<ul style="list-style-type: none"> • DSWD-SB-GF-075_REV 01 Certification Free from Financial Liability
17. Duly Accomplished Data Privacy Consent Form <i>(In compliance with the Data Privacy Act of 2021)</i>	<ul style="list-style-type: none"> • DSWD-SB-GF-073_REV 01 Data Privacy Consent
18. Copy of Official Receipt (OR) of processing fee on licensing amounting to P1,000.00	

Note to Applicant: The acceptance of application documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators for Licensing based on DSWD Memorandum Circular No. 17 Series of 2018.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. 1 Pre-assessment (8 Working Days)				
5.1.1 Applications received through Walk-in Applicants				
STEP 1 Secure application form thru the DSWD Website/Standards Section – Field Office	Provides client Application form, and checklist of requirements	None	--	Ms. Nadine G. Alban, SWA
STEP 2		None		

<p>requirements</p> <p>1.6 Accomplish the Client Satisfaction Measurement Form and submit it to Standards Section</p>	<p>official receipt of the processing fee</p> <p>If incomplete, documents shall be returned accompanied by checklist of requirements and provision of technical assistance</p> <p>Provides the applicant the Client Satisfaction Measurement Form</p> <p>Ensure that the Client Satisfaction Measurement Form is duly accomplished and emailed/via courier by the applicant to the</p>			
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	Standards Section			
	2. Logs its receipt into the document tracking system	None	20 minutes	Ms. Nadine G. Alban, SWA
	3. Routes to Standards Section Head	None	20 minutes	Ms. Nadine G. Alban, SWA
5.1.2 Application received through Mail/Courier				
STEP 1 Sends the Application Form together with the prescribed documentary requirements for Licensing through Mail or Courier to Standards Section DSWD – Field Office	Note: Application received after 3:00 pm shall be considered as a next day transaction 1. Logs its receipt in the document tracking system	None	1 hour	Ms. Nadine G. Alban, SWA
	2. Routes to concerned Section Head	None	20 minutes	Ms. Nadine G. Alban, SWA
	3. Monitors the incoming applications and assigns to technical	None	3 hours	Ms. Clarissa O. Padio-SS Head

	<p>staff</p> <p>Provides notes/instruction</p>			
<p>STEP 2 Wait for the result of the documents review</p> <p>STEP 3 Settle the required processing fee</p>	<p>4. Conducts desk review of the received application as to completeness and compliance</p> <p>4.1 If complete and compliant, prepares acknowledgment letter indicating the schedule and mode of assessment</p> <p>Notify the SWDA on the payment processing fee, otherwise, application shall not be facilitated.</p> <ul style="list-style-type: none"> Under normal circumstances 	<p>None</p> <p>Php 1,000.00</p>	<p>3 days</p>	<p>Ms. Nadine Alban/ Ms. Kris Alya</p> <p>Cash Section Staff</p>

	<p>actual validation visit shall be conducted</p> <ul style="list-style-type: none"> • During state of calamity/ emergency virtual assessment shall be conducted <p>4.2 If incomplete or non-compliant, prepare an acknowledgment letter indicating the checklist of lacking documents.</p>			
	<p>5. Provides inputs/ comments/ corrections</p> <p>Endorses draft acknowledgment letter to the PPD Chief for initial</p>	None	2 days	<p>Ms. Clarissa O. Padio- Standards Section Head</p>

	6. If no comments/clarification, initial/endorse the final draft of acknowledgment letter to the Regional Director for approval	None	1 day	Ms. Liezyl T. Astodillo , OIC Chief PPD
	7. Updates it in the document tracking system	None	20 minutes	Ms. Nadine G. Alban , SWA
	8. Updates it in the document tracking system Routes finalized acknowledgment letter to the Regional Director for approval	None	20 minutes	Ms. Aira Orpilla- ORD Support Staff
	9. If approved: Signed/ approved acknowledgment letter If with inputs/ comments/ corrections, return to	none	1 day	Dir. Enrique H. Gascon Jr. , Concurrent OIC Regional Director and ARD for Operations

	technical staff			
	10. Updates it in the document tracking system	None	20 minutes	Ms. Aira Orpilla-ORD Support Staff
STEP 4 Receives the advance copy of the signed acknowledgement letter via email	11. Updates it in the document tracking system. Emails advance copy of the signed acknowledgement letter	None	30 minutes	Ms. Nadine G. Alban, SWA
STEP 5 Receives the acknowledgement letter	12. Sends to SWDA the acknowledgement letter	None	30 minutes	Ms. Nadine G. Alban, SWA
Subtotal: 8 working days				
5.2. Validation				
STEP 1 Assist the Assessor during the conduct of Validation Visit	Conduct of Validation Assessment, with the applicable mode: <ul style="list-style-type: none"> Under normal circumstances actual validation visit; 	None	1 day	Ms. Nadine G. Alban, SWA and Ms. Clarissa Padio, Section Head

<p><i>STEP 2</i> Accomplish the Client Satisfaction Measurement Form</p>	<ul style="list-style-type: none"> • During state of calamity/emergency virtual assessment <p>Activities to take place:</p> <ol style="list-style-type: none"> a. Courtesy call to the head of the SWDA; b. Focused group discussion; c. Key informant Interview d. Review of documents based on the SWDA's compliance with standard indicators; e. ocular inspection (thru virtual or actual); f. Exit conference; g. Highlights the result of the assessment; h. If initial findings are 			
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	<p>not favorable, agreed, Action Plan shall be prepared.</p> <p>Requests SWDA to accomplish Client Satisfaction Measurement Form</p>			
Subtotal:1 working day				
5.3. Post Validation Assessment				
5.3.1 For Issuance (11 working days)				
<p><i>STEP 1</i> Wait for the result of the Validation Visit</p>	<p>1. If favorable: Prepares Confirmation Report with attachments</p> <p>If not favorable: Refer to 5.3.2</p>	None	3.5 days	Ms. Nadine G. Alban, SWA
	<p>2. Reviews and provides inputs and endorses the draft Confirmation Report to the PPD for initial</p>	None	2 days	Ms. Clarissa O. Padio-SS Head
	<p>3. Updates it into the document tracking</p>	None	1 hour	Ms. Nadine G. Alban, SWA

	<p>system</p> <p>Forwards to outgoing Support Staff</p>			
	<p>4. If approved:</p> <p>Endorses final draft of Confirmation Report, draft of Certificate of License to Operate to the regional Director for approval</p> <p>If with inputs/ comments/ corrections, return to technical staff</p>	None	2 days	<p>Ms. Liezyl T. Astodillo, OIC Chief PPD</p>
	<p>5. Logs, tracks, and forward to the office of the Regional Director for approval</p>	None	30 minutes	<p>Ms. Nadine G. Alban, SWA</p>
	<p>6. Updates it in the document tracking system</p> <p>Endorses the Confirmation Report to the Regional</p>	None	30 minutes	<p>Ms. Aira Orpilla- ORD Support Staff</p>

	Director for approval			
	<p>7. If approved: Signed/approved Confirmation Report and certificate of License to Operate</p> <p>If with inputs/ comments/ corrections, return to technical staff</p>	None	30 minutes	Dir. Enrique H. Gascon Jr., Concurrent OIC Regional Director and ARD for Operations
	<p>8. Tracks, logs and forwards the initialed Certificate of License to Operate to the Standards Section</p> <p>Logs into the document tracking system</p>	None	30 minutes	Ms. Aira Orpilla- ORD Support Staff
STEP 2 Receives the advance copy of the signed confirmation report along with the Certificate of License to Operate via email	<p>9. Updates it in the document tracking system</p> <p>Emails advance copy of the signed</p>	None	30 Minuets	Ms. Nadine G. Alban, SWA

	<p>confirmation report along with the Certificate of License to Operate</p> <p>Endorses to the records Section the signed Confirmation Report and Certificate of License to Operate</p>			
<p><i>STEP 3</i> Receives the Certificate of License to Operate</p>	<p>Releases the Certificate of License to Operate to the SWDA</p> <p>Logs and signs in the logbook for received certificate thru pick-up</p>	None	1 hour	Ms. Nadine G. Alban, SWA
Subtotal: 11 working days				
5.3.2 Held in abeyance (11 working days)				
<p><i>STEP 1</i> Wait for the Confirmation Report</p>	<p>1. Prepares Confirmation Report summarizing the indicators for compliance of SWDA and</p>	None	3 days	Ms. Nadine G. Alban, SWA

	period for compliance (maximum of 6 months) as discussed with the SWDA with attached action plan			
	2. Endorses draft Confirmation Report to the PPD Chief for initial	None	3 Days	Ms. Clarissa O. Padio- SS Head
	3. Updates the document tracking system Forwards to outgoing support staff	None	35 minutes	Ms. Nadine G. Alban, SWA
	4. If approved: Endorses final draft of the Confirmation Report to the Regional Director for approval If with inputs/ comments/ corrections, return to the technical staff	None	2 days	Ms. Liezyl T. Astodillo, OIC Chief PPD
	5. Logs, tracks, and	None	35 minutes	Ms. Nadine G. Alban, SWA

	forwards to the office of the Regional Director for approval			
	6. Updates it in the document tracking system Endorses the Confirmation Report to the Regional Director for approval	None	35 minutes	Ms. Aira Orpilla- ORD Support Staff
	7. If approves: Signed/approved Confirmation Report If with inputs/comments/corrections, return to technical staff	None	2.5 days	Dir. Enrique H. Gascon Jr., Concurrent OIC Regional Director and ARD for Operations
	8. Tracks, logs, and forwards the signed Confirmation Report to the Standards Section	None	35 minutes	Ms. Aira Orpilla- ORD Support Staff
STEP 2 Receives the advance copy of the	9. Updates it in the document	None	40 minutes	Ms. Nadine G. Alban, SWA

signed confirmation report via email	tracking system Emails advance copy of the signed confirmation report Endorsed to the Records Section the signed Confirmation Report			
	10. Prepares receiving copy of signed confirmation report to be hand carried to the Records Section	None	1 hour	Ms. Nadine G. Alban, SWA
Subtotal: 11 working days				
Grand total:		Php 1,000.00	20 Working Days	

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

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

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

<p>Agency or authorized representative (1 original copy).</p>	<p>https://standards.dswd.gov.ph/wp-content/uploads/2023/05/DSWD-SB-GF-102_REV-00_ASSESSMENT-TOOL-FOR-THE-ACCREDITATION-OF-CENTER-BASED.docx</p> <p><i>For Community-Based:</i> https://standards.dswd.gov.ph/wp-content/uploads/2023/05/DSWD-SB-GF-104_REV-00_ASSESSMENT-TOOL-FOR-THE-ACCREDITATION-OF-COMMUNITY-BASED.docx</p> <p><i>For Non-Residential Based</i> https://standards.dswd.gov.ph/wp-content/uploads/2023/05/DSWD-SB-GF-101_REV-00_ASSESSMENT-TOOL-FOR-THE-ACCREDITATION-OF-CENTER-BASED.docx</p> <p><i>For Senior Citizens Center</i> https://standards.dswd.gov.ph/wp-content/uploads/2023/05/DSWD-SB-GF-105_REV-00_ACCREDITATION-ASSESSMENT-TOOL-FOR-SENIOR-CITIZEN-CENTER-SCC.docx</p> <p><i>For Child Placement Services</i> https://standards.dswd.gov.ph/wp-content/uploads/2023/05/DSWD-SB-GF-103_REV-00_ASSESSMENT-TOOL-FOR-ACCREDITATION-OF-CHILD-PLACEMENT-SERVICES.doc</p> <p><i>For Special Drugs Education Center</i> https://standards.dswd.gov.ph/wp-content/uploads/2023/05/DSWD-SB-GF-106_REV-00_ASSESSMENT-TOOL-FOR-THE-ACCREDITATION-OF-SPECIAL-DRUGS-EDUCATION-CENTER.docx</p> <p><i>For STACs and Hospices, Physical and Rehabilitation Centers, Providing Free and/or</i></p>
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	<p><i>Socialized Stimulation, Therapeutic and Physical Rehabilitation Services</i> <u>https://standards.dswd.gov.ph/wp-content/uploads/2023/05/DSWD-SB-GF-107_REV-00_ASSESSMENT-TOOL-FOR-THE-ACCREDITATION-OF-STIMULATION-AND-THERAPEUTIC-ACTIVITY-CENTERS.docx</u></p> <p><i>For Reception and Action Center (RAC), Drop-In and other Centers Providing Similar Programs and Services</i> <u>https://standards.dswd.gov.ph/wp-content/uploads/2023/05/DSWD-SB-GF-096_REV-00_ACCREDITATION-TOOL-FOR-RECEPTION-AND-ACTION-CENTERS.docx</u></p> <p><i>For NVRC, AVRC and other Centers Providing Similar Programs and Services</i> <u>https://standards.dswd.gov.ph/wp-content/uploads/2023/05/DSWD-SB-GF-095_REV-00_ACCREDITATION-ASSESSMENT-TOOL-FOR-NATIONAL-VOCATIONAL.docx</u></p>
<p>3. Manual of Operation containing the SWDAs program and administrative policies, procedures and strategies to attain its purpose/s among others (1 original copy)</p> <p>4. Profile of Employees and Volunteers: At least one (1) full time staff who will manage its operations (1 original copy of Profile)</p> <p>Note: The first 2 Basic Documents are needed if only there is an update or amendment on documents recently</p>	<ul style="list-style-type: none"> • <u>https://standards.dswd.gov.ph/wp-content/uploads/2023/08/DSWD-SB-GF-049_REV-01_MANUAL-OF-OPERATION.docx</u> • The Approved Form for the Profile of Employees and Volunteers is incorporated in the Revised Application Form for Accreditation <u>https://standards.dswd.gov.ph/wp-content/uploads/2023/05/DSWD-SB-GF-097_REV-00_APPLICATION-FORM-FOR-ACCREDITATION-OF-SWD.docx</u>

<p>submitted to the DSWD Standards Section.</p> <p>For Applicant SWA's implementing Child Placement Services:</p> <p>5. Certification from DSWD or one (1) photocopy of the certificate of training attended by the hired RSW related to child placement service (1 photocopy of Certification).</p>	
<p>B. Documents Establishing Corporate Existence and Regulatory Compliance</p>	
<p>6. Certification of no derogatory information issued by SEC (for those operating more than six (6) months upon filing of the application (1 Photocopy of Certification)</p> <p><i>(not applicable for Public SWDA)</i></p>	<ul style="list-style-type: none"> ● Securities Exchange Commission (SEC) - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307
<p>7. For Center Based (Residential) and Community Based (Non-Residential Based), Copy of the valid safety certificates namely:</p> <p>a. Occupancy permit (only for new buildings) or Annual Building Inspection Certificate (for old buildings) (1 photocopy of Certificate)</p> <p>b. Fire Safety Inspection Certificate Water (1 photocopy of Certificate)</p> <p>c. Water Potability Certificate or Sanitary Permit (1 photocopy of Certificate)</p>	<ul style="list-style-type: none"> ● City/Municipal Engineering Office of Local Government Unit covering the SWDAs area of operation ● Office of the Bureau of Fire Protection in the City/Municipal Local Government Unit covering the SWDAs area of operation ● City/Municipal Health Office of Local Government Unit covering the SWDAs area of operation or Private Service Provider
<p>C. Documents Establishing Track Record and Good Standing</p>	

<p>8. ABSNET Membership Certification from the Regional ABSNET (RAB) President or Chairperson of the Cluster ABSNET (CAB) or the authorized ABSNET Officer attesting the active ABSNET membership of the applicant SWDA (1 photocopy of Certificate)</p> <p>For RAB President, the Standards Section shall be the one to issue the required certification.</p>	<ul style="list-style-type: none"> ● https://standards.dswd.gov.ph/wp-content/uploads/2023/08/DSWD-SB-GF-065_REV-01_ABSNET-Active-Membership-certification.docx
<p>9. Work and Financial Plan for the two (2) succeeding years (1 original copy).</p>	<ul style="list-style-type: none"> ● https://standards.dswd.gov.ph/wp-content/uploads/2023/08/DSWD-SB-GF-054_REV-01_Work-and-Financial-Plan.docx
<p>10. Certification from the Board of Trustees and/or the funding agency to financially support the organization to operate for at least two (2) years (1 Notarized and Updated Photocopy of Certification)</p>	<ul style="list-style-type: none"> ● Board Resolution by the Organization <p><i>Not applicable for public SWDAs</i></p>
<p>11. Annual Accomplishment Report of the previous year (1 photocopy)</p>	<ul style="list-style-type: none"> ● https://standards.dswd.gov.ph/wp-content/uploads/2023/08/DSWD-SB-GF-051_REV-01_Annual-Report.docx
<p>12. Audited Financial Report of the previous year (1 photocopy)</p>	<ul style="list-style-type: none"> ● For Public SWDA, Copy of Consolidated Annual Audit Report; ● For Licensed SWA, Copy of Audited Financial Statement duly received by BIR or SEC. ● https://standards.dswd.gov.ph/wp-content/uploads/2023/08/DSWD-SB-GF-053_REV-01_Financial-Report.docx
<p>13. For applicants with past and current partnership with the DSWD</p>	<p>Certification from DSWD Office that the applicant is free from any financial liability/obligation</p>

that involved transfer of funds (1 photocopy of Certificate).	
14. Processing Fee - ₱1,000.00 (1 Photocopy of Receipt) <ul style="list-style-type: none"> • Not applicable to Public SWDA 	Cashier Division, DSWD Central/Field Offices

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

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure application form thru the DSWD Website/ Field Office	1.1 Upload and make available of the necessary documents in the DSWD website	None	None	<i>Regional Director</i> DSWD Field Offices
2. Submit the application documents, get a stamped receiving copy of the documents submitted and reference number for follow up of the request.	2.1 Receive the documentary requirements, stamped the receiving copy and provide the applicant SWDA with an application reference number for easy tracking.	None	25 minutes	<i>Regional Director</i> DSWD Field Offices
3. Await the result of the documents review and notice of pre-accreditation assessment.	3.1 Conduct desk review of the documentary requirements: 3.2 Desk Review: If complete, prepares acknowledgement letter indicating	None None	6 days 7 hours 30 minutes	<i>Regional Director</i> DSWD Field Offices

	<p>the schedule of the pre-assessment;</p> <p>If Incomplete, prepare an acknowledgement letter indicating the checklist of documents to be submitted</p>			
<p>4. Receive the acknowledgment letter from the DSWD Field Office: Note: If the acknowledgement letter indicates that the submitted documents are complete and compliant, confirm the schedule of the pre-accreditation assessment to the DSWD Field Office. If the acknowledgement letter indicates that the submitted documents submitted are incomplete and non-compliant, comply and submit the lacking requirements.</p>	<p>4.1 Prepare necessary documents: pre-assessment tool, powerpoint presentation, special order, etc.</p>	<p>None</p>	<p>Not Applicable (Depends on the SWDA)</p>	<p><i>Regional Director</i> DSWD Field Offices</p>

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

	6.4 If the result of the pre-accreditation is not favorable, prepare a confirmation report to the SWDA and Standards Bureau highlighting the indicators / requirements for compliance of SWDA.	None	3 working days	<i>Regional Director DSWD Field Offices</i>
7. Accomplish the Client Satisfaction Measurement Form (CSMF) and submit it to DSWD Field Office.	7.1 Administer the Client Satisfaction Form (either online or paper-based)	None	5 minutes	<i>Regional Director DSWD Field Offices</i>
TOTAL Social Work Agency:		None	20 working days	
Senior Citizen Center:		None	19 working days	

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

12. Registration of Private Social Welfare and Development Agencies Operating in One Region

The process of assessing the applicant person/individual, corporation, organization or association operating only in one region whether its intended purpose is within the purview of social welfare and development.

Office or Division:	DSWD Field Office – Standards Section	
Classification:	Complex	
Type of Transaction:	G2C - Government to Client G2G - Government to Government	
Who may avail:	Any private Social Welfare and Development Agency that implements or intends to engage in Social Welfare and Development (SWD) activities whose coverage or areas of operation is within the region.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Assessment Procedures for Walk-in Applicants		
1. Duly Accomplished and Notarized Application Form (1 original copy)	<ul style="list-style-type: none"> • DSWD Central Office - Standards Bureau (SB) IBP Road, Constitution Hills, Batasan Pambansa Complex, Quezon City • Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, CARAGA, MIMAROPA & NCR) • https://standards.dswd.gov.ph/issuances/(DSW-D-SB-GF-100-REV-00_Application_Form_for_Registration) 	
2. Updated Certificate of Registration with the Securities and Exchange Commission (SEC), and latest Articles of Incorporation and by-laws wherein the applicant's primary purpose/s is/are within the purview of social welfare and development (1 photocopy of each)	<ul style="list-style-type: none"> • Securities Exchange Commission (SEC) - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307 • Any SEC Extension Office (Baguio City, Tarlac City, Legazpi City, Cebu City, Iloilo City, Cagayan De Oro City, Davao City, Zamboanga City) 	

<p>3. Photocopy of any of the following:</p> <p>a. Handbook or Manual of Operations of its programs, policies and procedures to attain its purposes.</p> <p>b. Brochure</p> <p>c. Duly signed Work and Financial Plan (for two succeeding years) by the Head of Agency</p>	<ul style="list-style-type: none"> • https://standards.dswd.gov.ph/issuances/(DSWD-SB-GF-049_REV-01_Manual of Operations) • https://standards.dswd.gov.ph/issuances/(DSWD-SB-GF-050-REV_01_GUIDE IN THE PREPARATION OF BROCHURE) • https://standards.dswd.gov.ph/issuances/(DSWD-SB-GF-054_REV-01 Work and Financial Plan)
<p>4. Official Receipt (OR) of processing fee on registration amounting to P 1,000.00 (1 Photocopy only)</p>	<ul style="list-style-type: none"> • Applicant

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

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Pre-Registration Procedures for Walk-in Applicants				
<p>1. Submit the application and supporting documents.</p>	<p>1.1 If complete, receive the documentary requirements and provide the organization an acknowledgement receipt and log the receipt of application documents into the Document Tracking System.</p>	<p>None</p>	<p>20 minutes</p>	<p>Regional Director DSWD Field Offices</p>

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

	4.2 Receive incoming applications and assign them to concerned technical staff.	None	5 hours	<i>Regional Director</i> DSWD Field Offices
	4.3 Conduct a desk review of the received application as to completeness and compliance. The submitted documents must satisfy the criteria under MC 21 series of 2022. If complete and compliant, notify the applicant SWDA on the payment for processing fee. If incomplete , prepare an acknowledgement letter with a checklist of documents indicating the lacking requirement.	None	3 days and 7 hours	<i>Regional Director</i> DSWD Field Offices
	4.4 Preparation of the Confirmation Report with attached draft Certificate of Registration and printing of Security Paper(SECPA)	None	1 day	<i>Regional Director</i> DSWD Field Offices
	4.5 Review and approval of the Confirmation Report; Endorsement for Approval of the	None	1 day	<i>Regional Director</i> DSWD Field Offices

	Registration Certificate			
5. Receive certificate thru pick-up and accomplish the Client satisfaction survey.	5.1 Release of the Certificate of Registration to the SWDA. Secure the filled-out CSMS.	None	30 minutes	<i>Regional Director DSWD Field Offices</i>
	5.2 Administer the Client Satisfaction Survey Form (either online or paper-based)	None	30 minutes	<i>Regional Director DSWD Field Offices</i>
TOTAL				
For Complete and Compliant:		PHP 1,000.00	7 working days	
For Incomplete Submission Walk-in: Courier:		None	30 Minutes 2 days	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
B. Processing Procedures of Applications submitted at Standards Section through Mail/Courier:				
1. Send the Application Form together with the prescribed documentary requirements through Mail or Courier to: respective Standards Section Offices	1.1 Receive the document and log its receipt into the document tracking system.	None	15 minutes	<i>Regional Director DSWD Field Offices</i>
2. Wait for the processing of the application	2.1 Endorse the document to Section Head.	None	15 minutes	<i>Regional Director DSWD Field Offices</i>

	2.2 Receive incoming applications and assign them to concerned technical staff.	None	30 minutes	<i>Regional Director DSWD Field Offices</i>
	2.3 Provide notes/ instructions for action to concerned technical staff.	None	30 minutes	<i>Regional Director DSWD Field Offices</i>
	2.4 Review the submitted documents as to completeness and compliance, both in form and substance. If complete and compliant , notify the SWDA on the payment for processing fee. If incomplete , an acknowledgement letter with a checklist of requirements shall be returned to the applicant.	None	4 days	<i>Regional Director DSWD Field Offices</i>
	2.5 Prepare the Confirmation Report with attached certificate of Registration in Security Paper (SECPA) and duplicate copy	None	6 hrs	<i>Regional Director DSWD Field Offices</i>

	2.6 Review and provide inputs and endorse the Confirmation Report with attached Certificate of Registration in Security Paper (SECPA) and duplicate copy to the PPD Chief for initial.	None	1 day	<i>Regional Director DSWD Field Offices</i>
	2.7 Approval of the Registration Certificate	None	1 day	<i>Regional Director DSWD Field Offices</i>
3. Receive the Certificate, and confirmation letter through mail or pick-up at the field office and accomplish the Client Satisfaction Survey Form	3.1 Send the Confirmation Report and notify the availability of the Certificate of Registration for release through various means per preference indicated in the application form. (direct pick-up or courier)	None	20 minutes	<i>Regional Director DSWD Field Offices</i>
	3.2 Administer the Client Satisfaction Survey Form (either online or paper-based)	None	10 Minutes	<i>Regional Director DSWD Field Offices</i>
TOTAL For Complete and Compliant:		PHP 1,000.00	7 working days	
For Incomplete Submission Walk-in: Courier:		None	30 Minutes 2 days	

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

**SOCIAL TECHNOLOGY UNIT
(STU)**

FRONTLINE SERVICES

1) Technical Assistance on Program/ Project development or Enhancement

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

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

<p>1.) Send the request for technical assistance along program/project development or enhancement to Social Technology Bureau (STB) / DSWD Field Office Social Technology Unit (STU) through:</p> <ul style="list-style-type: none"> a. Letter signed by the Requesting Party, in any form; b. Accomplished Request Form; c. E-mail; or d. Ticketing System. 	<p>1) Receive and record the request.</p>	<p><i>none</i></p>	<p><i>2 hours</i></p>	<p>Shareene F. Pangesfan / Jessa T. Remiendo</p>
	<p>1.2) Prepare, review, and send response to the requesting party.</p>	<p>None</p>	<p>7 days</p>	<p>Brenda C. Consolacion / Shareene F. Pangesfan</p>
	<p>1.3) If the request involves conduct of actual technical</p>	<p>None</p>	<p>5 days</p>	

	assistance activity including orientation and capability building activities, either via face-to-face or online means: a.) Activity flow b.) Powerpoint presentation c.) Attendance Sheet d.) Other logistical requirements		<i>Note: Turn around time does not include days between sending a response and actual conduct of activity.</i>	Brenda C. Consolacion / Shareene F. Pangesfan
2.) Answer the Client Satisfaction Survey (CSS)	2) Administer/ Monitor/Follow-up Client Satisfaction Survey (CSS).	None	Not applicable	Shareene F. Pangesfan / Jessa T. Remiendo
TOTAL If the Technical Assistance requested may be provided via official communications.	If without physical/online Technical Assistance Session	None	7 days 2 hours	
TOTAL If the request involves conduct of actual technical assistance activity	If with physical/online Technical Assistance Session	None	12 days 2 hours	

2) Technical Assistance on Social Technology Bureau Developed Programs and Projects

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

Office or Division:	DSWD Central Office - Social Technology Bureau All Field Offices - Social Technology Unit/Section
Classification	Highly Technical
Types of Transaction:	G2G – Government to Government G2C - Government to Citizens
Who may avail:	National Government Agencies (NGAs), Local Government Units (LGUs), Non-Government Organizations (NGOs), Civil Society Organizations (CSOs), and academe

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Written and signed request letter with complete contact details (name and contact information) of the requesting party. 2. Details of the technical assistance needed.		Requesting Office		
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

<p>1) Send the request for technical assistance along program/project development or enhancement to Social Technology Bureau (STB) / DSWD Field Office Social Technology Unit (STU) through:</p> <ul style="list-style-type: none"> a. Letter signed by the Requesting Party, in any form; b. Accomplished Request Form; c. E-mail; or d. Ticketing System. 	<p>1) Receive and record the request.</p>	<p>None</p>	<p>2 hours</p>	<p>Shareene F. Pangesfan / Jessa T. Remiendo</p>
	<p>1.2) Prepare, check, and send response to the request, and conduct the Technical Assistance.</p>	<p>None</p>	<p>7 days</p>	<p>Brenda C. Consolacion / Shareene F. Pangesfan</p>
	<p>1.3) If the request involves conduct of actual technical assistance activity including orientation and capability building activities, either via face-to-face or online means.</p>	<p>None</p>	<p>8 day</p> <p><i>Note: Turn around time does not include days between sending a response and actual conduct of activity.</i></p>	<p>Brenda C. Consolacion / Shareene F. Pangesfan</p>

2. Accomplish the Client Satisfaction Survey (CSS).	2. Administer/ Monitor/Follow-up Client Satisfaction Survey (CSS).	None	Not applicable	Shareene F. Pangesfan / Jessa T. Remiendo
TOTAL If the Technical Assistance is sharing data, information and knowledge product		None	7 days 2 hours	
TOTAL If the request involves conduct of actual technical assistance activity		None	15 days 2 hours	

NON-FRONTLINE SERVICES

**ADMINISTRATIVE SERVICE
(AS)**

NON-FRONTLINE SERVICES

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

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

Office/Division:	Property and Supply Section (PSS)
Classification:	Complex Transaction
Type of Transaction:	G2G – Government to Government
Who may avail:	Department of Social Welfare and Development (DSWD) Employees who are: a. DSWD employees and officials
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ol style="list-style-type: none"> 1. One (1) original copy of duly accomplished and notarized Report of Loss, Stolen, Damaged and Destroyed Property (RLSDDP). 2. One (1) original copy of duly notarized Affidavit of Loss 3. One (1) original copy of duly notarized Joint Affidavit of Two (2) Disinterested Person. 4. One (1) original copy of Police Report 5. One (1) original copy Comments of the Head Cluster/Regional Director 6. One (1) original copy of Certification from Competent Authority on the Destruction 	<ol style="list-style-type: none"> 1. From PSAMS Office through PREMIS 2. To be prepared by the client without any prescribed format 3. To be prepared by the client without any prescribed format 4. To be prepared by the client without any prescribed format 5. To be prepared by the client without any prescribed format 6. To be prepared by the client without any prescribed format

brought by Natural Calamity and Insurgency. 7. One (1) original copy of Inspection Report of Damaged Property. 8. One (1) photocopy of Property Acknowledgement Receipt (PAR)/Inventory Custodian Slip (ICS)		7. To be prepared by the client without any prescribed format 8. From Property Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Processing of Request for Relief				
1. Submit copy of notarized Report of Lost, Stolen, Damaged or Destroyed Property (RLSDDP) with proof of receipt by the Commission on Audit (COA) and/or request for relief duly endorsed by the Head of Office, Bureaus, and Services (HOBS) / Head of Offices, Divisions, and Sections (HODS) concerned.	1.1 The property personnel receive the request for relief with attachments. Review if the submitted request has complete documentary requirements as provided for under Sec. 6.9 of AO 6, s. 2017.	None	5 Minutes	Property Staff
	1.2 Property personnel shall verify if the property is already tagged in PREMIS as lost/damaged/destro	None	2 Hours (May be extended depending on the number of transactions being handled and the	Property Staff

	<p>yed; If not, tag property as lost under the module RLSDDP/RLSD DSP.</p> <p>If not complete: prepare a reply Memorandum to the accountable officer thru the HOBS to require submission of the identified lacking documentary requirement/s.</p> <ul style="list-style-type: none"> ▪ The Memorandum shall be signed by the Administrative Service Director/ Administrative Division Chief <p>If complete, proceed to the next step</p>		<p>availability of documents and information to support the issuance of recommendation.)</p>	
	<p>1.3 Prepare recommendation/ comments addressed to</p>	<p>None</p>	<p>5 Days</p>	<p>Property Staff</p>

	<p>COA, copy furnished the Accountable Officer and HOBS concerned, to be signed by the Undersecretary for GASSG/Regional Director</p> <p>1.3.1 The Administrative Service Director and Head/ Administrative Division Chief and Head of Property Office shall affix his/her initial on the draft Recommendation/ Comment;</p> <p>1.3.2 The draft Recommendation/ Comment shall be properly endorsed by the aforementioned officials, with sufficient information as to the compliance of the Request to all the</p>		<p>5 days</p> <p>(May be extended depending on the number of transactions being handled and the availability of documents and information to support the issuance of recommendation.)</p>	<p><i>Mr. Jessie F. Chelim</i> Head Property Office</p>
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	documentary requirements 1..3.3 Property personnel shall submit the original copy to COA and photocopy to the Accountable Officer and HOBS/HODS concerned.			
TOTAL:		None	5 Days, 2 Hours, 5 Minutes	

Provision of Technical Assistance upon Receipt of COA Decision				
1. Forward copy of COA decision on the request for relief from property accountability	1.1 Property personnel will receive copy of COA decision on the accountable officer's Request for Relief from Property Accountability	None	5 Minutes	Property Staff
	1.2 The property personnel shall review the Decision of COA to determine the appropriate assistance to be provided to the accountable officer, as follows: If Relief is Granted Prepare Memorandum to Finance Office endorsing the COA decision and request the dropping of the lost property from the Books	None	3 Days (May be extended depending on the number of transactions being handled)	Property Staff

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

	b. Prepare Memorandum to Finance and Management Service (FMS)/Finance and Management Division (FMD) and COA on the acceptance of offered replacement items for reference and recording in the Books of Accounts			
2. For Reimbursement Request for Assistance for securing the Order of Payment from Accounting Division/Accounting Section and pay the money value of the lost property in accordance with the approved recommendation Upon receipt of the Official Receipt (OR), forward original copy to property office for facilitation of cancellation of property accountability in the the property records	2.1 The accountable officer, through the assistance of property personnel, shall secure from the Accounting Division/Section an Order of Payment and pay to the Cash Division/Section the Money Value of the lost property in accordance with the approved recommendation.	None	2 Hours	Property Staff
3. Fill-out CSMF	3. Upon completion of the process, the Property Personnel shall administer CSMF (either online or paper-based) from the client/accountable officer through the	None	5 Minutes	Property Staff

	prescribed customer feedback form			
TOTAL:		None	For Replacement - 3 Days, 8 Hours, 10 Minutes For Reimburseme nt - 3 Days, 2 Hours, 10 Minutes	

2. Issuance of Sticker Pass

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

Office/Division:	Property and Supply Section (PSS)
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Department of Social Welfare and Development (DSWD) Officials and Employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
One (1) original copy of duly accomplished request for issuance of Sticker Pass <u>In the absence of the authorized signatory secure any of the following:</u>	To be prepared by the client Office's Designated Property and Supply Custodian (DPSC) through the Property Records and Equipment Monitoring Inventory System (PREMIS);

<ol style="list-style-type: none"> 1. Signed by the personnel authorized to sign in behalf of the authorized signatory – with attached one (1) photocopy of Special Order (SO) for order of succession 2. Digitally signed using the PNPKI registered digital signature 3. Printed copy of email using the official DSWD email account requesting for the issuance of sticker pass 4. Present the property to claim sticker pass 	<ol style="list-style-type: none"> 1. Records and Archives Management Section (RAMS) 2. Digital signature of: <ul style="list-style-type: none"> • Authorized signatory or; • Authorized representative with attached 1 photocopy of SO for order of succession 3. From the: <ul style="list-style-type: none"> • Authorized signatory or; • Authorized representative with attached 1 photocopy of SO for order of succession 4. To be presented by the requester
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished request for Sticker Pass from 8 AM to 5 PM, Mondays to Fridays except holidays	1.1. The property personnel shall receive the duly accomplished request for issuance Sticker Pass from 8am to 3pm	None	5 Minutes	Property Staff

	<p>1.2 Validate request:</p> <p>If not duly signed, request for the lacking signature</p> <p>If duly signed, update expiration date of the sticker pass in PREMIS; for DSWD property with an accountable person under regular / contractual / coterminous / casual employee expiration date shall be at the end of every semester and for COS workers, expiration date shall be the end of every quarter. For personal property expiration date shall be similar to the DSWD property with regular accountable person Ensure that the client has provided their satisfaction feedback in PREMIS which will automatically generate the name of service provider once request was approved.</p>	None	1 Hour, 30 Minutes	Property Staff
	1.3. Generate and	None	30 Minutes	Property Staff

	print sticker pass and forward to Head of Property Office together with the Sticker Pass request for approval of the request and for signature of the generated Sticker Pass			
	1.4. Approve Sticker Pass Request and sign printed Sticker Pass	None	15 Minutes	Mr. Jessie F. Chelim Head <i>Property Office</i>
	1.5. Attach signed sticker pass to the submitted sticker pass request and file in the data file folder according to numerical sequence	None	15 Minutes	Property Staff
2. Claim Sticker Pass	2.1. Validate presented property vis-à-vis the details of property indicated in the request for issuance of sticker pass and in the printed sticker pass.	None	30 Minutes	Property Staff

	<p>If incorrect details, inform the requester and request for the right item.</p> <p>If correct details, Attach sticker pass in the most visible and secure area of the property and present, the submitted sticker pass request for signature or requester as received sticker</p>	None	30 Minutes	Property Staff
	2.3. Update PREMIS and marked sticker pass as claimed	None	30 Minutes	Property Staff
	TOTAL:	None	4 Hours, 5 Minutes	

3. Procurement under Agency to Agency

Procurement of Goods and Services, Infrastructure Projects, and Consulting Services based on the requirement needed by the Agency to be procured using **Negotiated Procurement – Agency to Agency under Section 53.5** of the 9th Edition 2016 Revised IRR of R.A. 9184 as the applicable Alternative Method of Procurement.

Office or Division:		Procurement Section Bids and Awards Committee Secretariat Section (BAC SEC)		
Classification:		Highly Technical		
Type of Transaction:		G2G - Government-to-Government) / G2B Government to Business		
Who may avail:		DSWD Field Office Office/ Bureau/ Service/ Unit (OBSU)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p>All Purchase Request (PR) with DRN number must be submitted in three (3) copies signed by the Head of the OBS indicating complete technical specifications of the goods and services requested with a certified true copy of approved PPMP and other supporting documents per request as follows:</p> <ul style="list-style-type: none"> ● Approved Project Proposal ● Approved Terms of Reference ● Justification ● Price Quotation/ Proposal ● Market Scanning/ Research, if applicable 		End-user Unit (OBSUs) submit to BAC Secretariat located at the DSWD Field Officer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. OBSU endorses approved PR to the BAC through its Secretariat	1.1 The PPMS Procurement Officer endorses to the BAC, through its Secretariat, a transmittal memorandum	None	One (1) calendar day	<i>Mary Melodee Anne W. Anipew/ Procurement Section Head,</i>

	<p>requesting for BAC Resolution recommending the adoption of Negotiated Procurement – Agency-to-Agency as the mode of procurement and award of contract to the identified Servicing Agency, together with the accomplished Checklist for AMPs (DSWD-AS-GF-0</p>			
	<p>1.2 Upon receipt of the documents, BAC Secretariat Procurement Officer shall review and verify the veracity and completeness of the documents – e.g. justification, market study/ research, price quotations/ proposals – to ensure that the Servicing Agency is technically, legally and financially capable to deliver the goods and/or services in accordance with the provision of R.A. No. 9184 and its 2016 Revised IRR.</p> <p>1.2.1 The BAC Secretariat Procurement Officer, upon the BAC’s due deliberation, shall then prepare the BAC Resolution recommending adoption</p>	<p>None</p>	<p>Within Fifteen (15) calendar days</p>	<p><i>Mary Melodee Anne W. Anipew/ Procurement Section Head,</i></p>

	<p>of Negotiated Procurement – Agency-to-Agency modality and award of contract to the Servicing Agency.</p> <p>1.2.2 The BAC Resolution shall be endorsed to the Head of the BAC Secretariat for final review and comments, prior to its routing for signature of the members of the BAC, and eventually for signature and approval of the Head of the Procuring Entity (HoPE).</p> <p>1.2.3 The BAC Resolution is routed by the BAC Secretariat among the BAC Members for their signature.</p> <p>1.2.4 The BAC Resolution is routed to the HoPE for signature and/or approval.</p> <p>1.2.5 The BAC Secretariat Procurement Officer shall endorse the approved BAC Resolution Certified True Copy (CTC) with complete supporting documents and the accomplished Checklist for AMPs to BAC Secretariat Receiving</p>			
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	<p>Officer for the updating of PMT and afterwards endorse to PMD-CMS for preparation of Memorandum of Agreement (MOA)/ Memorandum of Understanding (MOU)/ Purchase Order (PO).</p> <p>1.2.6 In the event the HoPE shall disapprove the recommendation, such disapproval shall be based only on valid, reasonable, and justifiable grounds to be expressed in writing, addressed to the BAC.</p> <p>The BAC deliberates and informs the End-user on the decision/disapproval by the HoPE.c</p>			
<p>2. Prepare the ORS and have the PO signed by the HoPE</p>	<p>2.1 Upon receipt of the complete documents from BAC Secretariat, the CMS receiving officer updates the PMT and hands over the documents to the CMS Procurement Officer, upon coordination with the CMS Section Head, to review and prepare MOA/ MOU/ PO.</p> <p>In case of MOA/ MOU: Prepare draft MOA/ MOU between the</p>	<p>None</p>	<p>Six (6) Calendar days <i>(exclusive of End-user and FMS process)</i></p>	<p><i>Mary Melodee Anne W. Anipew/ Procurement Section Head,</i></p>

	<p>Department and Servicing Agency and endorse the same with outgoing clerk for onward endorsement to the Legal Service (LS) for review.</p> <p>2.1.1 Within three (3) days from receipt of comments, the concerned Procurement Officer shall then finalize the MOA/ MOU in accordance to the comments of LS, prepare the FMS-AD COA Checklist and label all the documents and endorse to the End-user concerned the entire document and the accomplished Checklist for AMPs.</p> <p>NOTE: <i>In case the Servicing Agency has their prescribed or template MOA/MOU and requires their prior vetting/review, an additional number of days is allotted to the SA and End-user Unit.</i></p> <p>In case of PO: Prepare PO. Then endorse to the End-user concerned the entire documents and the accomplished Checklist for AMPs.</p>			
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	<p>2.1.2 The End-user prepares the Obligation Request and Status (ORS) form and facilitates the signature on Box A of ORS by the HOBS.</p> <p>2.1.3 The End-user facilitates the signature and approval of the MOA/ MOU/ PO by the HoPE.</p> <p>2.1.4 Once MOA/ MOU/ PO is signed and approved by the HoPE, the End-user facilitates the processing of fund obligation by FMS-Budget Division (FMS-BD) and certification of funds availability by FMS-Accounting Division (FMS-AD)</p>			
	<p>2.2 Upon receipt of the duly funded MOA/ MOU/ PO, the CMS Procurement Officer shall notify and serve immediately to the Servicing Agency (SA) the MOA/ MOU/ PO and facilitate the signing by the duly authorized representative of the SA.</p> <p>2.2.1 The CMS Procurement Officer</p>	None	Three (3) calendar days	<p><i>Mary Melodee Anne W. Anipew/ Procurement Section Head</i></p>

	shall immediately furnish the BAC Secretariat with a hard copy/scanned copy of the duly conformed MOA/ MOU/ PO for posting.			
	<p>2.3 The BAC, through its Secretariat, shall post the MOA/ MOU/ PO, for information purposes, in the PhilGEPS website, the DSWD website, and at any conspicuous place reserved for this purpose in the DSWD premises within ten (10) days from their issuance, except for contracts with ABC of Fifty Thousand Pesos (₱50,000.00) and below.</p> <p>2.3.1 The BAC Sec shall furnish the proof of posting to the PMD-CMS.</p>	None	Within Ten (10) days	<i>Mary Melodee Anne W. Anipew/ Procurement Section Head,</i>
	TOTAL:	NONE	35 Calendar Days	

4. Procurement under Direct Contracting

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

Office or Division:		Procurement Section Bids and Awards Committee Secretariat Section (BAC SEC) Contract Monitoring Section (CMS)		
Classification:		Highly Technical		
Type of Transaction:		G2G Government-to-Government / G2B Government to Business		
Who may avail:		DSWD Field Office Office/ Bureau/ Service/ Unit (OBSU)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p>All Purchase Request (PR) with DRN number must be submitted in three (3) copies signed by the Head of the OBS indicating complete technical specifications of the goods and services requested with a certified true copy of approved PPMP and other supporting documents per request as follows:</p> <ul style="list-style-type: none"> ● Pre-repair Inspection Report ● Service Provider Diagnostic Report ● Certificate of Exclusive/ Sole Distributorship ● Market Survey/ Market Research, if applicable ● Property Accountability Report (PAR), if applicable ● Price Quotation 		End-user Unit (OBSUs) submit to BAC Secretariat located at the DSWD Field Office.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. OBSU endorses approved PR to the		None	Three (3) calendar days	<i>Mary Melodee Anne W. Anipew/</i>

<p>BAC through its Secretariat</p>	<p>1.1 The PPMS receiving officer shall record, update the Procurement Monitoring Tool (PMT) and endorse to the PPMS Procurement Officer who then prepares the RFQ and ensures that the specific requirements indicated in the approved PR are consistent with the approved technical specifications and/or supporting documents. He/She then endorses the RFQ and other relevant supporting documents, together with the accomplished Checklist for Alternative Mode of Procurement (AMPs) (DSWD-AS-GF-096) , to the PPMS receiving officer for signature of the PMD-Chief/OIC.</p> <p>1.1.1 The PMD Chief/OIC signs the RFQ Form.</p> <p>1.1.2 Once the RFQ is signed, the PPMS</p>			<p><i>Procurement Section Head,</i></p>
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	<p>receiving officer updates the PMT, and endorses the RFQ to the PPMS Procurement Officer to facilitate the procurement process.</p> <p>1.1.3 The PPMS Procurement Officer shall send the RFQ to the identified direct supplier and require the same to submit price quotation including the terms and conditions of sale, and a certification of exclusive dealership and/or sole distributorship, patents or copyrights.</p> <p>1.1.4 Upon receipt of the price quotation and required documents, the PPMS Procurement Officer endorses to the BAC, through its Secretariat, a transmittal memorandum requesting for BAC Resolution recommending the adoption of Direct Contracting as the mode of</p>			
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	<p>procurement and award of contract to the identified direct supplier, together with the accomplished Checklist for AMPs (DSWD-AS-GF-096)</p>			
	<p>1.2 Upon receipt of the documents, BAC Secretariat Procurement Officer shall review and verify the veracity and completeness of the documents submitted – e.g. justification, market study, price quotations and others. Otherwise, BAC Secretariat shall coordinate with PPMS to comply with the lacking document.</p> <p>1.2.1 The BAC may conduct simplified negotiations on the terms and conditions of the contract to ensure that the direct supplier is technically, legally and financially capable to deliver the goods at the most advantageous</p>	<p>None</p>	<p>Within Fifteen (15) calendar days</p>	<p><i>Mary Melodee Anne W. Anipew/ Procurement Section Head,</i></p>

	<p>price and contract for the Government.</p> <p>1.2.3 Upon successful negotiation, the BAC shall recommend the award of contract to the HoPE in accordance with Section (IV)(L) of the Guideline [Annex “H”].</p> <p>1.2.4 The BAC Secretariat Procurement Officer, upon the BAC’s due deliberation, shall then prepare the BAC Resolution recommending adoption of Direct Contracting modality and award of contract in favor of the direct supplier. The NOA is also prepared.</p> <p>1.2.5 The BAC Resolution and the NOA shall be endorsed to the Head of the BAC Secretariat for final review and comments, prior to its routing for signature of the members of the BAC, and eventually for signature and</p>			
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	<p>approval of the Head of the Procuring Entity (HoPE).</p> <p>1.2.6 The BAC Resolution is routed by the BAC Secretariat among the BAC Members for their signature.</p> <p>1.2.7 Then, the BAC Resolution together with the NOA is routed to the HoPE for signature and/or approval.</p> <p>1.2.8 In the event the HoPE shall disapprove the recommendation, such disapproval shall be based only on valid, reasonable, and justifiable grounds to be expressed in writing, addressed to the BAC.</p> <p>1.2.9 The BAC deliberates and informs the End-user on the decision/ disapproval of the HoPE.</p> <p>1.2.10 Upon receipt of the duly signed NOA, the BAC Sec</p>			
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	<p>Procurement Officer serves it at once to the awarded supplier. The BAC Sec procurement officer shall then endorse the approved BAC Resolution Certified True Copy (CTC) with complete supporting documents and the accomplished Checklist for AMPs to BAC Sec Receiving Officer for the updating of PMT and afterwards endorse to PMD-CMS for preparation of Purchase Order (PO).</p>			
<p>2. Prepare the ORS and have the PO signed by the HoPE</p>	<p>2.1 The PMD-CMS shall prepare and facilitate the issuance of PO.</p> <p>2.1.1 Upon receipt of the complete documents, e.g. certified true copies of the BAC Resolution, NOA, PR, and other relevant documents from BAC Secretariat, the CMS receiving officer updates the</p>	<p>None</p>	<p>Three (3) calendar days (<i>exclusive of FMS process</i>)</p>	<p><i>Mary Melodee Anne W. Anipew/ Procurement Section Head,</i></p>

	<p>PMT and hand over the documents to the CMS Procurement Officer, upon coordination with the CMS Section Head, to review and prepare Purchase Order. Then endorses to the End-user concerned the entire documents and the accomplished Checklist for AMPs.</p> <p>2.1.2 The End-user prepares the Obligation Request and Status (ORS) form and facilitates the signature on Box A of ORS by the HOBS.</p> <p>2.1.3 Then, the End-user facilitates for signature and approval of the PO by the HoPE.</p> <p>2.1.4 Once PO is signed and approved by the HoPE, the End-user facilitates the processing of fund obligation by FMS-Budget Division and certification of funds availability by</p>			
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	FMS-Accounting Division.			
	<p>2.2 Upon receipt of the duly funded PO, the CMS Procurement Officer shall immediately notify and serve to the supplier the PO.</p> <p>2.2.1 The HoPE or his duly authorized representative shall issue the Notice to Proceed (NTP), if necessary, and a copy of the approved PO to the Supplier within three (3) calendar days from the date of approval of the contract.</p> <p>2.2.2 The CMS Procurement Officer shall immediately furnish the BAC Secretariat with a scanned copy of the duly conformed NOA and PO, including the NTP if necessary, for posting.</p>	None	Three (3) calendar days	<i>Mary Melodee Anne W. Anipew/ Procurement Section Head</i>
	3.1 The BAC, through its Secretariat, shall	None	Within ten (10) days	<i>Mary Melodee Anne W. Anipew/ Procurement</i>

	<p>post the NOA, PO, including the NTP if necessary, for information purposes, in the PhilGEPS website, the DSWD website, and at any conspicuous place reserved for this purpose in the DSWD premises within ten (10) days from their issuance, except for contracts with ABC of Fifty Thousand Pesos (₱50,000.00) and below.</p> <p>3.1.1 The BAC Sec shall furnish the proof of posting to the PMD-CMS.</p>			<i>Section Head</i>
	TOTAL:	None	34 Calendar Days	

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

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

Office or Division:		Procurement Section Bids and Awards Committee Secretariat Section (BAC SEC) Contract Monitoring Section (CMS)		
Classification:		Highly Technical		
Type of Transaction:		Government-to-Government (G2G) / Government to Business (G2B)		
Who may avail:		DSWD Field Office Office/ Bureau/ Service/ Unit (OBSU)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p>All Purchase Request (PR) with DRN number must be submitted in three (3) copies signed by the Head of the OBS indicating complete technical specifications of the goods and services requested with a certified true copy of approved PPMP and other supporting documents per request as follows:</p> <ul style="list-style-type: none"> ● Approved Project Proposal ● Approved Terms of Reference (TOR) ● Justification Letter ● Market Survey/ Market Research ● Price Quotation/ Proposal 		End-user Unit (OBSUs) submit to BAC Secretariat located at the DSWD Field Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

<p>1. OBSU endorses approved PR to the BAC through its Secretariat</p>	<p>1.1 The PPMS Procurement Officer endorses to the BAC, through its Secretariat, a transmittal memorandum requesting for BAC Resolution recommending the adoption of Negotiated Procurement – Direct Retail Purchase of POL products and Airline Tickets as the mode of procurement and award of contract to the identified supplier and/or service provider, together with the accomplished Checklist for AMPs (DSWD-AS-GF-096).</p>	<p>None</p>	<p>One (1) calendar day</p>	<p><i>Mary Melodee Anne W. Anipew/ Procurement Section Head</i></p>
	<p>1.2 Upon receipt of the documents, the BAC Secretariat Procurement Officer shall review and verify the veracity and completeness of the documents to ensure that the conditions have been met.</p> <p>Otherwise, BAC Secretariat shall coordinate with PPMS to comply with the lacking document.</p>	<p>None</p>	<p>Within Fifteen (15) calendar days</p>	<p><i>Mary Melodee Anne W. Anipew/ Procurement Section Head</i></p>
	<p>1.3 The BAC Secretariat Procurement Officer, upon the BAC's due deliberation, prepares the BAC Resolution with the</p>			

	<p>following recommendation:</p> <p>1.3.1 The end-user delegated to directly purchase POL products and airline tickets in accordance with Part IV (J) of the Guidelines for Alternative Methods of Procurement (AMPs) shall determine the supplier or service provider capable of delivering the required POL products and airline tickets at retail pump price or at the most reasonable retail price, as the case may be.</p> <p>1.3.4 Taking into account the usual trade and business practices being observed in the industry and the requirements and other reasonable considerations identified by the end-user, direct retail purchase of the required POL products or airline tickets shall be carried out in accordance with pertinent accounting principles and practices as well as of sound management and fiscal administration provided that they do not contravene existing laws and regulations</p>			
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	<p>applicable to financial transactions.</p> <p>1.3.5 The BAC Resolution shall be endorsed to the Head of the BAC Secretariat for final review and comments, prior to its routing for signature of the members of the BAC, and eventually for signature and approval of the Head of the Procuring Entity (HoPE).</p> <p>1.3.6 The BAC Resolution is routed by the BAC Secretariat among the BAC Members for their signature.</p> <p>1.3.7 Then, the BAC Resolution is routed to the HoPE for signature and/or approval.</p> <p>Upon receipt of the duly approved BAC Resolution, the BAC Sec-in-Charge shall then endorse the approved BAC Resolution Certified True Copy (CTC) with complete supporting documents and the accomplished Checklist for AMPs to BAC Sec receiving officer for the updating of PMT and afterwards endorse to End-user (ex.</p>			
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	AS-GSD-AMBPS), copy furnish CMS. In the event the HoPE shall disapprove the recommendation , such disapproval shall be based only on valid, reasonable, and justifiable grounds to be expressed in writing, addressed to the BAC. 1.3.8 The BAC shall deliberate and inform the End-user on the decision/ disapproval by the HoPE.			
	TOTAL	NONE	16 Calendar Days	

6. Procurement under Emergency Cases

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

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

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p>All Purchase Request (PR) with DRN number must be submitted in three (3) copies signed by the Head of the OBS indicating complete technical specifications of the goods and services requested with a certified true copy of approved PPMP and other supporting documents per request as follows:</p> <ul style="list-style-type: none"> • Approved Project Proposal • Approved Terms of Reference (TOR) • Justification Letter • Market Survey/ Market Research 		<p>End-user Unit (OBSUs) submit to BAC Secretariat located at the DSWD Field Office</p>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1 OBSU endorses approved PR to the BAC through its Secretariat</p>	<p>1.1 The PMD-BAC Secretariat (BAC Sec) checks the submitted PR and its supporting documents versus a checklist, as hand carried by the End-user staff.</p> <p>If found complete, the BAC Sec stamps receive the PR. The BAC Sec receives, records the approved PR with proper signatories – in consonance with the existing guidelines – and with complete supporting documents, and encodes in the</p>	<p>None</p>	<p>One (1) calendar day</p>	<p><i>Mary Melodee Anne W. Anipew/ Procurement Section Head</i></p>

	<p>Procurement Monitoring Tool (PMT).</p> <p>If found incomplete, the PR is immediately declined for appropriate action by the End-user.</p> <p>1.1.1 BAC Sec shall check the inclusion of the procurement project in the approved Supplemental PPMP and completeness of required supporting documents. If found in order, the BAC Sec affixes his/her initial, then endorses to the BAC Sec Head.</p> <p>Otherwise, if no approved Supplemental PPMP the BAC Sec prepares a PR Action Form (DSWD-AS-GF-083) and returns the PR to the End-User Unit for appropriate action.</p>			
	<p>1.2 The BAC Sec Procurement Officer, upon the BAC's due deliberation, prepares the BAC Resolution</p>	<p>None</p>	<p>Within One (1) calendar day</p>	<p><i>Mary Melodee Anne W. Anipew/ Procurement Section Head</i></p>

	<p>recommending to the HOPE: (i) any revision of the Annual Procurement Plan (APP) to cover the Procurement Project; (ii) adoption of the Negotiated Procurement - Emergency Cases modality and (iii) delegate to either the BAC or the End-user unit or any other appropriate bureau, committee, support or procuring unit the authority to directly negotiate with a legally, technically, and financially capable supplier, contractor, or consultant for procurement undertaken through any of the allowable instances of Negotiated Procurement (Emergency Cases) under Section 53.2 of the 2016 revised IRR.</p> <p>1.2.1 The BAC Resolution shall be endorsed to the Head of the BAC Secretariat for final review and comments, prior to its</p>			
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	<p>routing for signature of the members of the BAC, and eventually for signature and approval of the Head of the Procuring Entity (HoPE).</p> <p>1.2.2 The BAC Resolution is routed by the BAC Secretariat among the BAC Members for their signature.</p> <p>1.2.3 Then, the BAC Resolution is routed to the HoPE for signature and/or approval.</p> <p>1.2.4 The BAC Sec furnishes the PPMS and/or the authorized OBS/ End-user Unit the approved BAC Resolution Certified True Copy (CTC) to proceed with securing quotations.</p> <p>1.2.5 If NP-EC is directly negotiated, proceed to Step # 14.</p> <p>1.2.6 In the event the HoPE shall disapprove the recommendation, such disapproval shall be based only on valid, reasonable,</p>			
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	<p>and justifiable grounds to be expressed in writing, addressed to the BAC.</p> <p>1.2.7 The BAC deliberates and informs the End-user on the decision/disapproval by the HoPE.</p>			
	<p>1.3 The PPMS receiving officer records, updates the PMT and endorses to the PPMS Procurement Officer who then prepares the RFQ/ Request for Proposal (RFP) and ensures that the specific requirements indicated in the approved PR are consistent with the approved technical specifications/ project proposal/ TOR and/or supporting documents.</p> <p>1.3.1 The PPMS receiving officer shall endorse the RFQ/ RFP and other relevant supporting documents to the PPMS receiving officer for signature</p>	None	Three (3) calendar days	<i>Mary Melodee Anne W. Anipew/ Procurement Section Head</i>

	<p>of the PMD-Chief. Once the RFQ/RFP is signed, the PPMS receiving officer updates the PMT, and endorses it to the PPMS Procurement Officer to facilitate the procurement process.</p> <p>1.3.2 The PPMS Procurement Officer sends out/ emails the RFQ/ RFP and requests the prospective suppliers, service providers, contractors and/or consultants, to submit a price quotation/ proposal that is responsive to the minimum technical specifications/ requirements set by the End-user Unit.</p>			
<p>2. Submit a bid quotation/ bid proposal through the official email</p>	<p>2.1 The Supplier/ Contractor/ Consultant shall submit a bid quotation/ bid proposal through the official email address and/or fax number of the BAC Secretariat dedicated for the receipt of</p>	<p>None</p>	<p>In accordance with the deadline set in the RFQ/RFP</p>	<p><i>Mary Melodee Anne W. Anipew/ Procurement Section Head</i></p>

	<p>quotations/proposals or submits personally to the BAC Secretariat office.</p> <p>2.1.1 The PPMS Procurement Officer shall endorse to the BAC, through its Secretariat, a transmittal memorandum requesting for BAC evaluation and/or deliberation of quotations received.</p>			
	<p>2.2 Upon receipt of the price quotations/proposals, the BAC, through the BAC Sec. Procurement Officer or through the designated Technical Working Group (TWG) if any, shall then proceed to examine and evaluate the submitted documents, and determine their compliance to the minimum technical specifications set by the end-user Unit, and recommend to the BAC their findings.</p>	None	Three (3) calendar days	<p><i>Mary Melodee Anne W. Anipew/ Procurement Section Head</i></p>

	<p>2.3 Upon receipt of the documents, BAC Sec Procurement Officer reviews and verifies the veracity and completeness of the appropriate supporting documents to ensure that the supplier, contractor, or consultant is technically, legally and financially capable to deliver the goods and/or services.</p> <p>2.3.1 The BAC Sec Procurement Officer, upon the BAC's due deliberation, shall then prepare the BAC Resolution recommending to the HOPE the award of contract to the legally, technically and financially capable supplier, service provider, contractor or consultant.</p> <p>2.3.2 The BAC Resolution shall be endorsed to the Head of the BAC Secretariat for final review and comments, prior to its routing for signature</p>	<p>None</p>	<p>Within Fifteen (15) calendar days</p>	<p><i>Mary Melodee Anne W. Anipew/ Procurement Section Head</i></p>
<p>398</p>				

	<p>of the members of the BAC, and eventually for signature and approval of the HoPE.</p> <p>2.3.3 The BAC Resolution is routed by the BAC Secretariat among the BAC Members for their signature.</p> <p>2.3.4 The BAC Resolution together with the NOA is routed to the HoPE for signature and/or approval.</p> <p>2.3.5 Upon receipt of the duly approved BAC Resolution, the BAC Sec-in-Charge shall then endorse the approved BAC Resolution (CTC) with complete supporting documents and the accomplished Checklist for AMPs to BAC Sec receiving officer for the updating of PMT and afterwards endorse to PMD-CMS for preparation of Purchase Order (PO).</p>			
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	<p>2.3.6 In the event the HOPE shall disapprove the recommendation, such disapproval shall be based only on valid, reasonable, and justifiable grounds to be expressed in writing, addressed to the BAC.</p> <p>2.3.7 The BAC deliberates and informs the End-user on the decision/disapproval by the HoPE.</p>			
<p>3. Prepare the ORS and have the PO signed by the HoPE</p>	<p>3.1 The PMD-CMS prepares and facilitates the issuance of PO.</p> <p>3.1.1 Upon receipt of the complete documents, e.g. certified true copies of the BAC Resolution, PR, and other relevant documents from BAC Secretariat, the CMS receiving officer updates the PMT and hand over the documents to the CMS Procurement Officer, upon coordination with the CMS Section Head, to review and</p>	<p>None</p>	<p>Three (3) calendar days <i>(exclusive of FMS process)</i></p>	<p><i>Mary Melodee Anne W. Anipew/ Procurement Section Head</i></p>

	<p>prepare Purchase Order. Then endorses to the End-user concerned the entire documents and the accomplished Checklist for AMPs.</p> <p>3.1.2 The End-user prepares the ORS form and facilitates the signature on Box A of ORS by the HOBS.</p> <p>3.1.3 The End-user facilitates for signature and approval of the PO by the HoPE.</p> <p>3.1.4 Once PO is signed and approved by the HoPE, the End-user facilitates the processing of fund obligation by FMS-Budget Division (FMS-BD) and certification of funds availability by FMS-Accounting Division (FMS-AD).</p>			
	<p>3.2 Upon receipt of the duly funded PO, the CMS Procurement Officer shall immediately notify and serve to the supplier,</p>	<p>None</p>	<p>One (1) calendar day</p>	<p><i>Mary Melodee Anne W. Anipew/ Procurement Section Head</i></p>

	<p>contractor or consultant the PO. Then, he/she facilitates and/or ensures the signing of PO by the supplier, contractor or consultant to signify the acceptance of the award made to them.</p> <p>3.2.1 The CMS Procurement Officer shall immediately furnish the BAC Secretariat with a hard copy/scanned copy of the duly conformed Contract/PO for posting.</p>			
	<p>3.3 The BAC, through its Secretariat, shall post the PO, for information purposes, in the PhilGEPS website, the DSWD website, and at any conspicuous place reserved for this purpose in the premises of the DSWD within ten (10) days from their issuance, except for contracts with ABC of Fifty Thousand</p>	None	Within Ten (10) days	<p><i>Mary Melodee Anne W. Anipew/ Procurement Section Head</i></p>

	Pesos (₱50,000.00) and below. 3.3.1 The BAC Sec shall furnish the proof of posting to the PMD-CMS.			
	TOTAL	NONE	38 Calendar Days	

7. Procurement under Highly Technical Consultant

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

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

• Curriculum Vitae				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. OBSU endorses approved PR to the BAC through its Secretariat	1.1 The PPMS Procurement Officer endorses to the BAC, through its Secretariat, a transmittal memorandum requesting for BAC Resolution recommending the adoption of Negotiated Procurement - Highly Technical Consultant as the mode of procurement and award of contract to the identified individual consultant, together with the accomplished Checklist for Alternative Mode of Procurement (AMPs) (DSWD-AS-GF-096).	None	One (1) calendar day	<i>Mary Melodee Anne W. Anipew/ Procurement Section Head</i>
	1.2 Upon receipt of the documents, BAC Secretariat Procurement Officer shall review and verify the veracity and completeness of the documents - e.g. justification, TOR, CV, and others. Otherwise, BAC Secretariat shall coordinate with PPMS to comply with the lacking document.	None	Within Fifteen (15) calendar days	<i>Mary Melodee Anne W. Anipew/ Procurement Section Head</i>

	<p>1.2.1 The BAC shall undertake the negotiation with the individual consultant based on the TOR prepared by the End-user. Considering the nature of the consultancy work, the negotiations need not be elaborate, it is enough that the BAC has validated that the individual is legally, technically and financially capable to undertake and fulfill the consultancy work based on the TOR.</p> <p>1.2.2 Upon successful negotiation, the BAC shall recommend the award of contract to the HoPE in accordance with Section (IV)(L) of the Guideline [Annex “H”].</p> <p>1.2.3 The BAC Secretariat Procurement Officer, upon the BAC’s due deliberation, shall then prepare the BAC Resolution recommending adoption of Negotiated Procurement – Highly Technical Consultant modality and award of contract to the</p>			
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	<p>individual consultant. The Notice of Award (NOA) is also prepared.</p> <p>1.2.4 The BAC Resolution and the NOA shall be endorsed to the Head of the BAC Secretariat for final review and comments, prior to its routing for signature of the members of the BAC, and eventually for signature and approval of the HoPE.</p> <p>1.2.5 The BAC Resolution is routed by the BAC Secretariat among the BAC Members for their signature.</p> <p>1.2.6 The BAC Resolution together with the NOA is routed to the HoPE for signature and/or approval.</p> <p>1.2.7 In the event the HoPE shall disapprove the recommendation, such disapproval shall be based only on valid, reasonable, and justifiable grounds to be expressed in writing, addressed to the BAC.</p>			
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	<p>1.2.8 The BAC deliberates and informs the End-user on the decision/disapproval of the HoPE.</p> <p>1.2.9 Upon receipt of the duly signed NOA, the BAC Sec Procurement Officer serves it at once to the awarded individual consultant. The BAC Sec procurement officer shall then endorse the approved BAC Resolution (CTC) with complete supporting documents and the accomplished Checklist for AMPs to BAC Sec Receiving Officer for the updating of Procurement Monitoring Tool (PMT) and afterwards endorse to PMD-Contract Monitoring Section (CMS) for preparation of Contract.</p>			
<p>3. Prepare the ORS and have the PO signed by the HoPE</p>	<p>3.1 Upon receipt of the complete documents e.g. CTC of the BAC Resolution, NOA, PR, and other relevant documents from BAC Secretariat, the CMS receiving officer updates the PMT and</p>	<p>None</p>	<p>Six (6) calendar days</p>	<p><i>Mary Melodee Anne W. Anipew/ Procurement Section Head</i></p>

	<p>hand over the documents to the CMS Procurement Officer, upon coordination with the CMS Section Head, to review and prepare the draft Contract.</p> <p>3.1.1 The CMS Procurement Officer prepares the draft Contract between the Department and the Consultant and endorses the same with outgoing clerk for onward endorsement to the LS for review.</p> <p>3.1.2 Within three (3) days from receipt of comments, the concerned Procurement Officer shall then finalize the Contract in accordance to the comments of LS, prepare the FMS-Accounting Division (FMS-AD) COA Checklist and label all the documents and endorse to the End-user concerned the entire document and the accomplished Checklist for AMPs.</p> <p>3.1.3 The end-user prepares the ORS form and facilitates the</p>			
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	<p>signature on BOx A of ORA by the HOBS.</p> <p>Then, the End-user facilitates the signature and approval of the Contract by the HoPE.</p> <p>3.1.4 Once the Contract is signed and approved by the HoPE, the End-User facilitates the processing of fund obligation by FMS-Budget Division (FMS-BD) and certification of funds availability of FMS-AD.</p>			
	<p>3.2 Upon receipt of the duly funded Contract, the CMS Procurement Officer shall immediately notify and serve to the consultant the Contract.</p> <p>3.2.1 The HoPE or his duly authorized representative shall issue the Notice to Proceed (NTP), if necessary, and a copy of the approved Contract to the Consultant within three (3) calendar days from the date of approval of the contract.</p>	None	Three (3) calendar days	<p><i>Mary Melodee Anne W. Anipew/ Procurement Section Head</i></p>

	3.2.2 The CMS Procurement Officer shall immediately furnish the BAC Secretariat with a scanned copy of the duly conformed NOA and Contract, including the NTP if necessary, for posting.			
	<p>3.3 The BAC, through its Secretariat, shall post the NOA, Contract, including the NTP if necessary, for information purposes, in the PhilGEPS website, the DSWD website, and at any conspicuous place reserved for this purpose in the DSWD premises within ten (10) days from their issuance, except for contracts with ABC of Fifty Thousand Pesos (₱50,000.00) and below.</p> <p>3.3.1 The BAC Sec shall furnish the proof of posting to the PMD-CMS.</p>	None	Within Ten (10) days	<i>Mary Melodee Anne W. Anipew/ Procurement Section Head</i>
	TOTAL:	None	35 Calendar Days	

8. Procurement under Lease of Real Property and Venue

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

Office or Division:	Procurement Section Bids and Awards Committee Secretariat Section (BAC SEC) Contract Monitoring Section (CMS)			
Classification:	Highly Technical			
Type of Transaction:	Government-to-Government (G2G) / Government to Business (G2B)			
Who may avail:	DSWD Field Office Office/ Bureau/ Service/ Unit (OBSU)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p>All Purchase Request (PR) with DRN Number must be submitted in three (3) copies signed by the Head of the OBS indicating complete technical specifications of the goods and services requested with a certified true copy of approved PPMP and other supporting documents per request as follows:</p> <ul style="list-style-type: none"> ● Approved Project Proposal ● Evaluation Criteria/ Rating Factor ● Justification on the proposed venue/ location ● Certification that DSWD facilities are not available 		End-user Unit (OBSUs) submit to BAC Secretariat located at the DSWD Field Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. OBSU endorses approved PR to the BAC through its Secretariat	1.1 The PPMS receiving officer shall record, update the PMT and endorse it to the PPMS Procurement Officer who then prepares the	None	Three (3) calendar days	<i>Mary Melodee Anne W. Anipew/ Procurement Section Head</i>

	<p>Request for Quotation (RFQ) and ensures that the specific requirements indicated in the approved PR are consistent with the approved Project Proposal and/or supporting documents. He/She then endorses the RFQ and other relevant supporting documents, together with the accomplished Checklist for AMPs (DSWD-AS-GF-096), to the PPMS receiving officer for signature of the PMD Chief/OIC.</p> <p>1.1.1 The PMD Chief/OIC signs the RFQ Form.</p> <p>1.1.2 Once the RFQ is signed, the PPMS receiving officer updates the PMT, and endorses the RFQ to the PPMS Procurement Officer to facilitate the procurement process.</p> <p>1.1.3 The PPMS Procurement Officer sends out/ emails the RFQ and requests the prospective service providers/Lessors to submit a price quotation/proposal that is responsive to</p>			
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	<p>the minimum technical specifications/ requirements set by the End-user Unit (OBS).</p> <p>Real Property</p> <p>The PPMS Procurement Officer shall invite at least three (3) prospective Lessors to submit sealed price quotations.</p> <p>Venue</p> <p>The PPMS Procurement Officer shall send the RFQ to at least three (3) venues within the vicinity of the selected location. Receipt of at least one (1) quotation is sufficient to proceed with the evaluation thereof.</p>			
<p>2. Submit price quotations/ bid proposal through official email address and/or fax number of the BAC Secretariat</p>	<p>2.1 The Service Providers/Lessors submit price quotation through the official email address and/or fax number of the BAC Secretariat dedicated for the receipt of quotation or submits personally to the BAC Secretariat office, on or before the deadline for submission of</p>	<p>None</p>	<p>In accordance with the deadline set in the RFQ</p>	<p><i>Mary Melodee Anne W. Anipew/ Procurement Section Head</i></p>

	quotation indicated in the RFQ.			
	2.2 The PPMS Procurement Officer, thereafter, endorses to the BAC, through its Secretariat, a transmittal memorandum requesting for BAC evaluation and/or deliberation of quotations received and award of contract to the legally, technically and financially capable service provider/ Lessor.	None	Within One (1) calendar day from the deadline for submission of quotations	<i>Mary Melodee Anne W. Anipew/ Procurement Section Head</i>
	2.3 Upon the deadline for receipt of the price quotations, BAC Secretariat Procurement Officer shall then proceed to recommend to the BAC, if warranted, the creation of Technical Working Group (TWG) from the pool of technical experts in the Department who will examine and evaluate the submitted documents, and determine their compliance to the minimum technical specifications set by	None	Three (3) calendar days	<i>Mary Melodee Anne W. Anipew/ Procurement Section Head</i>

	<p>the end-user unit/s (OBSUs), and recommend to the BAC their findings.</p> <p>Real Property</p> <p>On a specified date, submitted price quotations shall be opened to determine the Lowest Calculated Quotation. Receipt of at least one (1) quotation is sufficient to proceed with the evaluation thereof.</p> <p>The real property being offered by the Lessor with the Single or Lowest Calculated Quotation shall be rated in accordance with the technical specifications and the reasonableness of its price quotation shall be determined in accordance with the methodology prescribed in Appendix B of Annex "H".</p> <p>Upon determination of the responsiveness and reasonableness of the quotation, the BAC shall recommend to the HOPE the award of contract in favor of the Lessor with the</p>			
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	<p>Single or Lowest Calculated a. and Responsive Quotation. Award of contract shall be made in accordance with Section IV(L) of the Guidelines (Annex “H”).</p> <p>Venue</p> <p>Receipt of at least one (1) quotation is sufficient to proceed with the evaluation thereof.</p> <p>The venue being offered by the Lessor with the Lowest Calculated Quotation shall then be rated in accordance with the technical specifications prepared pursuant to Appendix B of Annex “H”. Compliance rating with technical specifications may be conducted through ocular inspection, interviews, or other forms of due diligence.</p> <p>Upon determination of the responsiveness of the quotation, the BAC shall recommend to the HOPE the award of contract in favor of the Lessor with the</p>			
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	<p>Single or Lowest Calculated and Responsive Quotation. Award of contract shall be made in accordance with Section IV(L) of the Guidelines (Annex “H”).</p> <p>In case of failure of procurement, the BAC Secretariat Head issues a Memorandum to PMD-PPMS copy furnished the End-user informing the result and advising End-user to conduct mandatory review of specifications and/or requirements prior to conduct of another round of procurement</p>			
	<p>2.4 The BAC Sec Procurement Officer, upon the BAC’s due deliberation, prepares the Abstract of Quotations (AOQ) recommending to the HoPE the adoption of the Negotiated Procurement – Lease of Real Property or Venue modality and award of contract to the service provider/Lessor with the Single or Lowest</p>	<p>None</p>	<p>Within Fifteen (15) calendar days</p>	<p><i>Mary Melodee Anne W. Anipew/ Procurement Section Head</i></p>

	<p>Calculated and Responsive Quotation.</p> <p>2.4.1 The AOQ and the NOA shall be endorsed to the Head of the BAC Secretariat for final review and comments, prior to its routing for the signature of the members of the BAC, and eventually for the signature and approval of the HoPE.</p> <p>2.4.2 The AOQ is routed by the BAC Secretariat among the BAC Members for their signature.</p> <p>2.4.3 Then, the AOQ and NOA are routed to the HOPE for signature and/or approval.</p> <p>2.4.4 Upon receipt of the duly signed NOA, the BAC Sec Procurement Officer serves it at once to the awarded service provider/ Lessor. The BAC Sec-in-Charge shall then endorse the approved Abstract of Quotations with complete supporting documents and the accomplished Checklist for AMPs to</p>			
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	<p>BAC Sec receiving officer for the updating of PMT and afterwards endorse to PMD-CMS for preparation of Purchase Order (PO).</p> <p>2.4.5 In the event the HOPE shall disapprove the recommendation, such disapproval shall be based only on valid, reasonable, and justifiable grounds to be expressed in writing, addressed to the BAC.</p> <p>The BAC deliberates and informs the End-user on the decision/disapproval of the HOPE.</p>			
<p>3. Prepare the ORS and have the PO signed by the HOPE</p>	<p>3.1 The PMD-CMS shall prepare and facilitate the issuance of Contract (for Lease of Real Property) / Purchase Order (for Lease of Venue).</p> <p>Upon receipt of the complete documents, e.g. Abstract of Quotations, NOA, PR, and other relevant documents from BAC Secretariat, the CMS receiving officer updates the PMT and</p>	<p>None</p>	<p>Three (3) calendar days</p>	<p><i>Mary Melodee Anne W. Anipew/ Procurement Section Head</i></p>

	<p>hand over the documents to the CMS Procurement Officer, upon coordination with the CMS Section Head, to review and prepare Purchase Order/ Contract. Then endorses to the End-user concerned the entire documents and the accomplished Checklist for AMPs.</p> <p>3.1.2 The End-user prepares the Obligation Request and Status (ORS) form and facilitates the signature on Box A of ORS by the HOBS.</p> <p>3.1.3 Then, the End-user facilitates for signature and approval of the PO/Contract by the HoPE.</p> <p>3.1.4 Once PO/Contract is signed and approved by the HoPE, the End-user facilitates the processing of fund obligation by FMS-Budget Division and certification of funds availability by FMS-Accounting Division.</p>			
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	<p>3.2 Upon receipt of the duly funded PO/Contract, the CMS Procurement Officer shall immediately notify and serve to the service provider/Lessor the PO/Contract, as follows:</p> <p>3.2.1 The HoPE or his duly authorized representative (ex. CMS) shall issue the approved PO/Contract to the Service Provider/Lessor within three (3) calendar days from the date of approval of the contract.</p> <p>3.2.2 The CMS Procurement Officer shall immediately furnish the BAC Secretariat with a hard or scanned copy of the duly conformed NOA and PO/Contract for posting</p>	None	Three (3) calendar days	<i>Mary Melodee Anne W. Anipew/ Procurement Section Head</i>
	<p>3.3 The BAC, through its Secretariat, shall post the NOA and PO/Contract for information purposes, in the PhilGEPS website, the DSWD</p>	None	Within Ten (10) days	<i>Mary Melodee Anne W. Anipew/ Procurement Section Head</i>

	website, and at any conspicuous place reserved for this purpose in the DSWD premises within ten (10) days from their issuance, except for contracts with ABC of Fifty Thousand Pesos (₱50,000.00) and below. 3.3.1 The BAC Sec shall furnish the proof of posting to the PMD-CMS.			
	TOTAL:	None	38 Calendar Days <i>(exclusive of FMS process)</i>	

9. Procurement Under Repeat Order

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

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

<p>with a certified true copy of approved PPMP and other supporting documents per request as follows:</p> <ul style="list-style-type: none"> ● Justification ● Market Survey/ Market Research ● Previously Awarded Contract, BAC Resolution, Notice of Award, Notice to Proceed ● Inspection and Acceptance Certificate ● Price Quotation 	
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. OBSU endorses approved PR to the BAC through its Secretariat	1.1 The PPMS Procurement Officer endorses to the BAC, through its Secretariat, a transmittal memorandum requesting for BAC Resolution recommending the award of contract through Repeat Order, together with the accomplished Checklist for AMPs (DSWD-AS-GF-096).	None	Three (3) calendar days	<i>Mary Melodee Anne W. Anipew/ Procurement Section Head</i>
	1.2 Upon receipt of the documents, BAC Secretariat Procurement Officer shall review and verify the veracity and completeness of the documents submitted – e.g. justification, market study, price	None	Within Fifteen (15) calendar days	<i>Mary Melodee Anne W. Anipew/ Procurement Section Head</i>

	<p>quotations and others.</p> <p>Otherwise, BAC Secretariat shall coordinate with PPMS to comply with the lacking document.</p> <p>1.2.1 The BAC Secretariat Procurement Officer, upon the BAC's due deliberation, shall then prepare the BAC Resolution recommending award of contract through Repeat Order. The NOA is also prepared.</p> <p>1.2.2 The BAC Resolution and the NOA shall be endorsed to the Head of the BAC Secretariat for final review and comments, prior to its routing for signature of the members of the BAC, and eventually for signature and approval of the HoPE.</p> <p>1.2.3 The BAC Resolution is routed by the BAC Secretariat among the BAC Members for their signature.</p>			
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	<p>1.2.4 Then, the BAC Resolution together with the NOA is routed to the HoPE for signature and/or approval.</p> <p>1.2.5 In the event the HoPE shall disapprove the recommendation, such disapproval shall be based only on valid, reasonable, and justifiable grounds to be expressed in writing, addressed to the BAC.</p> <p>1.2.6 The BAC deliberates and informs the End-user on the decision/disapproval of the HoPE.</p> <p>1.2.7 Upon receipt of the duly signed NOA, the BAC Sec Procurement Officer serves it at once to the awarded supplier. The BAC Sec procurement officer shall then endorse the approved BAC Resolution Certified True Copy (CTC) with complete supporting documents and the accomplished</p>			
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	<p>Checklist for AMPs to BAC Sec Receiving Officer for the updating of Procurement Monitoring Tool (PMT) and afterwards endorse to PMD-Contract Monitoring Section (CMS) for preparation of Purchase Order (PO).</p>			
<p>2. Prepare the ORS and have the PO signed by the HoPE</p>	<p>2.1 The PMD-CMS prepares and facilitates the issuance of PO.</p> <p>2.1.1 Upon receipt of the complete documents, e.g. certified true copies of the BAC Resolution, NOA, PR, and other relevant documents from BAC Secretariat, the CMS receiving officer updates the PMT and hand over the documents to the CMS Procurement Officer, upon coordination with the CMS Section Head, to review and prepare Purchase Order. Then endorses to the End-user concerned the entire documents</p>	<p>None</p>	<p>Three (3) calendar days (exclusive of FMS process)</p>	<p><i>Mary Melodee Anne W. Anipew/ Procurement Section Head</i></p>

	<p>and the accomplished Checklist for AMPs.</p> <p>2.1.2 The End-user prepares the ORS form and facilitates the signature on Box A of ORS by the HOBS.</p> <p>2.1.3 Then, the End-user facilitates for signature and approval of the PO by the HoPE.</p> <p>2.1.4 Once PO is signed and approved by the HoPE, the End-user facilitates the processing of fund obligation by FMS-Budget Division (FMS-BD) and certification of funds availability by FMS-Accounting Division (FMS-AD).</p>			
	<p>2.2 Upon receipt of the duly funded PO, the CMS Procurement Officer shall immediately notify and serve to the supplier the PO.</p> <p>2.2.1 The HoPE or his duly authorized representative shall issue the NTP, if necessary, and a</p>	None	Three (3) calendar days	<i>Mary Melodee Anne W. Anipew/ Procurement Section Head</i>

	<p>copy of the approved PO to the Supplier within three (3) calendar days from the date of approval of the contract.</p> <p>2.2.2 The CMS Procurement Officer shall immediately furnish the BAC Secretariat with a scanned copy of the duly conformed NOA and PO</p>			
	<p>2.3 The BAC, through its Secretariat, shall post the NOA, PO, including the NTP if necessary, for information purposes, in the PhilGEPS website, the DSWD website, and at any conspicuous place reserved for this purpose in the DSWD premises within ten (10) days from their issuance, except for contracts with ABC of Fifty Thousand Pesos (₱50,000.00) and below.</p> <p>2.3.1. The BAC Sec shall furnish the proof of posting to the PMD-CMS.</p>	None	Within Ten (10) days	<i>Mary Melodee Anne W. Anipew/ Procurement Section Head</i>

	TOTAL	None	34 Calendar Days <i>(exclusive of FMS process)</i>
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10. Procurement under Scientific, Scholarly or Artistic Work, Exclusive Technology and Media Services

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

Office or Division:	Procurement Section Bids and Awards Committee Secretariat Section (BAC SEC) Contract Monitoring Section (CMS)			
Classification:	Highly Technical			
Type of Transaction:	Government-to-Government (G2G) / Government to Business (G2B)			
Who may avail:	DSWD Field Office Office/ Bureau/ Service/ Unit (OBSU)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
All Purchase Request (PR) with DRN number must be submitted in three (3) copies signed by the Head of the OBS indicating complete technical specifications of the goods and services requested with a certified true copy of approved PPMP and other supporting documents per request as follows: <ul style="list-style-type: none"> ● Approve Project Proposal ● Approved Terms of Reference ● Justification ● Price Quotation/ Proposal ● Market Scanning/ Research 		End-user Unit (OBSUs) submit to BAC Secretariat located at the DSWD Field Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

<p>1. OBSU endorses approved PR to the BAC through its Secretariat</p>	<p>1.1 The PPMS Procurement Officer endorses to the BAC, through its Secretariat, a transmittal memorandum requesting for BAC Resolution recommending the adoption of Negotiated Procurement – Scientific, Scholarly, or Artistic Work, Exclusive Technology and Media Services as the mode of procurement and award of contract to the identified supplier, contractor or consultant, together with the accomplished Checklist for Alternative Mode of Procurement (AMPs) (DSWD-AS-GF-096).</p>	<p>None</p>	<p>One (1) calendar day</p>	<p><i>Mary Melodee Anne W. Anipew/ Procurement Section Head</i></p>
	<p>1.2 Upon receipt of the documents, BAC Secretariat Procurement Officer shall review and verify the veracity and completeness of the documents – e.g. justification, market study, price quotations/ proposals – to ensure that the supplier, service provider, contractor, or consultant is technically, legally and financially capable to deliver the goods and/or services</p>	<p>None</p>	<p>Within Fifteen (15) calendar days</p>	<p><i>Mary Melodee Anne W. Anipew/ Procurement Section Head</i></p>

	<p>in accordance with the provision of R.A. No. 9184 and its 2016 Revised IRR.</p> <p>1.2.1 The BAC shall undertake the negotiation with a technically, legally and financially capable supplier, contractor or consultant based on the technical specifications, scope of work or terms of reference prepared by the End-user.</p> <p>1.2.2 Upon successful negotiation, the BAC shall recommend the award of contract to the HoPE in accordance with Section (IV)(L) of the Guideline [Annex “H”].</p> <p>1.2.3 The BAC Secretariat Procurement Officer, upon the BAC’s due deliberation, shall then prepare the BAC Resolution recommending adoption of Negotiated Procurement – Scientific, Scholarly or Artistic Work, Exclusive Technology and Media Services modality and award of contract to the supplier, service provider, contractor, or</p>			
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	<p>consultant. The Notice of Award is also prepared.</p> <p>1.2.4 The BAC Resolution and the NOA shall be endorsed to the Head of the BAC Secretariat for final review and comments, prior to its routing for signature of the members of the BAC, and eventually for signature and approval of the Head of the Procuring Entity (HoPE).</p> <p>1.2.5 The BAC Resolution is routed by the BAC Secretariat among the BAC Members for their signature.</p> <p>1.2.6 Then, the BAC Resolution together with the NOA is routed to the HoPE for signature and/or approval.</p> <p>1.2.7 Upon receipt of the duly signed NOA, the BAC Sec Procurement Officer serves it at once to the awarded supplier, service provider, contractor, or consultant. The BAC Sec-in-Charge shall then endorse the</p>			
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	<p>approved BAC Resolution Certified True Copy (CTC) with complete supporting documents and the accomplished Checklist for AMPs to BAC Sec Receiving Officer for the updating of PMT and afterwards endorse to PMD-CMS for preparation of Purchase Order (PO).</p> <p>1.2.8 In the event the HoPE shall disapprove the recommendation, such disapproval shall be based only on valid, reasonable, and justifiable grounds to be expressed in writing, addressed to the BAC.</p> <p>1.2.9 The BAC deliberates and informs the End-user on the decision/disapproval of the HoPE.</p>			
<p>2. Prepare the ORS and have the PO signed by the HoPE</p>	<p>2.1 The PMD-CMS prepares and facilitates the issuance of PO.</p> <p>2.1.1 Upon receipt of the complete documents, e.g. certified true copies of the BAC Resolution, NOA, PR, and other relevant documents from BAC Secretariat,</p>	<p>None</p>	<p>Three (3) calendar days</p>	<p><i>Mary Melodee Anne W. Anipew/ Procurement Section Head</i></p>

	<p>the CMS receiving officer updates the PMT and hand over the documents to the CMS Procurement Officer, upon coordination with the CMS Section Head, to review and prepare PO. Then endorses to the End-user concerned the entire documents and the accomplished Checklist for AMPs.</p> <p>2.1.2 The End-user prepares the ORS form and facilitates the signature on Box A of ORS by the HOBS.</p> <p>2.1.3 Then, the End-user facilitates for signature and approval of the PO by the HoPE.</p> <p>2.1.4 Once PO is signed and approved by the HoPE, the End-user facilitates the processing of fund obligation by FMS-Budget Division (FMS-BD) and certification of funds availability by FMS-Accounting Division (FMS-AD).</p>			
	<p>2.2 Upon receipt of the duly funded PO, the CMS Procurement</p>	<p>None</p>	<p>Three (3) calendar days</p>	<p><i>Mary Melodee Anne W. Anipew/ Procurement Section Head</i></p>

	<p>Officer shall immediately notify and serve to the supplier, contractor or consultant the PO.</p> <p>2.2.1 The HoPE or his duly authorized representative shall issue the Notice to Proceed (NTP), if necessary, and a copy of the approved PO to the Supplier, Contractor or Consultant within three (3) calendar days from the date of approval of the contract.</p> <p>2.2.2 The CMS Procurement Officer shall immediately furnish the BAC Secretariat with a scanned copy of the duly conformed NOA and PO, including the NTP if necessary, for posting.</p>			
	<p>2.3 The BAC, through its Secretariat, shall post the NOA, PO, including the NTP if necessary, for information purposes, in the PhilGEPS website, the DSWD website, and at any conspicuous place reserve for this</p>	<p>None</p>	<p>Within Ten (10) days</p>	<p><i>Mary Melodee Anne W. Anipew/ Procurement Section Head</i></p>

	<p>purpose in the DSWD premises within ten (10) days from their issuance, except for contracts with ABC of Fifty Thousand Pesos (Php 50,000.00) and below.</p> <p>2.3.1 The BAC Sec shall furnish the proof of posting to the PMD-CMS.</p>			
	TOTAL:	None	32 Calendar Days <i>(exclusive of FMS process)</i>	

11. Procurement under Shopping under Section 52.1 (B)

Procurement of Goods based on the requirement needed by the agency to be procured using Shopping under Section 52 of the 2016 Revised IRR of RA 9184 as a mode of procurement.

Office or Division:	Procurement Section Bids and Awards Committee Secretariat Section (BAC SEC) Contract Monitoring Section (CMS)
Classification:	Highly Technical
Type of Transaction:	Government-to-Government (G2G) / Government to Business (G2B)
Who may avail:	DSWD Field Office Office/ Bureau/ Service/ Unit (OBSU)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
All Purchase Request (PR) with DRN number must be submitted in three (3) copies signed by the Head of the OBS indicating complete technical specifications of the goods and services requested with a certified true copy of approved PPMP and other supporting documents per request as follows:	End-user Unit (OBSUs) submit to BAC Secretariat located at the DSWD Field Office

<ul style="list-style-type: none"> • Approved Terms of Reference • TA Report (BGMD/ICTMS/SMS) 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. OBSU endorses approved PR to the BAC through its Secretariat	<p>1.1 The PPMS receiving officer records, updates the Procurement Monitoring Tool (PMT) and endorses to the PPMS Procurement Officer who then prepares the RFQ and ensures that the specific requirements indicated in the approved PR are consistent with the approved technical specifications and/or supporting documents. He/She then endorses the RFQ and other relevant supporting documents, together with the accomplished Checklist for AMPs (DSWD-AS-GF-096), to the PPMS receiving officer for signature of the PMD-Chief/OIC.</p> <p>1.1.1 The PMD Chief/OIC signs the RFQ Form.</p> <p>1.1.2 Once the RFQ is signed, the PPMS receiving officer updates the PMT, and</p>	None	Three (3) calendar days	<i>Mary Melodee Anne W. Anipew/ Procurement Section Head</i>

	<p>endorses the RFQ to the PPMS Procurement Officer to facilitate the procurement process. Proceed to step # 9.</p> <p>1.1.3 For those projects/ activities with an Approved Budget for the Contract (ABC) above Fifty Thousand Pesos (₱50,000.00) but not more than One Million Pesos (PhP1M), the PPMS receiving officer shall endorse the RFQ to the BAC, through its Secretariat, to proceed with the required postings.</p>			
	<p>1.2 The BAC Sec Head assigns the RFQ to BAC Sec Procurement Officer for posting.</p> <p>1.2.1 The BAC Sec Procurement Officer shall post the RFQ at the PhilGEPS website, DSWD website and at the conspicuous place reserved for this purpose in the premises of the DSWD-CO/FO for a period of three (3) calendar days.</p> <p>1.2.2 The BAC Sec procurement officer</p>	None	Twp (2) calendar days	<i>Mary Melodee Anne W. Anipew/ Procurement Section Head</i>

	<p>shall forward the posted RFQ together with the proofs of postings to the BAC Sec records officer for updating in the PMT. He/She shall then endorse the documents to the PPMS receiving officer.</p>			
	<p>1.3 The PPMS receiving officer updates the PMT and forwards the posted RFQ to the PPMS procurement officer.</p> <p>1.3.1 The PPMS Procurement Officer shall send out/email the RFQ to at least three (3) suppliers of known qualifications and requests to submit price quotation that is responsive to the minimum requirements on technical specifications, quantity, ABC and other terms and conditions of the contract set by the End-user Unit (OBS). This, notwithstanding, those who respond through any of the required postings shall be allowed to participate.</p>	<p>None</p>	<p>One (1) calendar days</p>	<p><i>Mary Melodee Anne W. Anipew/ Procurement Section Head</i></p>

<p>2. Submit price quotations through official email address and/or fax number of the BAC Secretariat</p>	<p>2.1 The suppliers must submit their price quotation through the official email address and/or fax number of the BAC Secretariat dedicated for the receipt of quotation or submits personally to the BAC Secretariat office, on or before the deadline for submission of quotation indicated in the RFQ.</p> <p>2.1.1 At least three (3) price quotations must be obtained to proceed with the evaluation thereof.</p>	<p>None</p>	<p>In accordance with the deadline set in the RFQ</p>	<p><i>Mary Melodee Anne W. Anipew/ Procurement Section Head</i></p>
	<p>2.2 The deadline for submission may be extended thrice, if none or less than the required number of quotations are received.</p> <p>2.2.1 For ABCs more than Fifty Thousand Pesos (₱50,000.00), extensions of deadline shall likewise be posted for a period of three (3) calendar days in the PhilGEPS, the website of the Procuring Entity, if any,</p>	<p>None</p>	<p>Before the original deadline for submission</p>	<p><i>Mary Melodee Anne W. Anipew/ Procurement Section Head</i></p>

	<p>and at any conspicuous place in the Procuring Entity's premises.</p> <p>2.2.2 In case no supplier responded after the third extension, the BAC shall conduct a mandatory review in accordance with Section IV(K) of the Guidelines.</p>			
	<p>2.3 The PPMS Procurement Officer, thereafter, endorses to the BAC, through its Secretariat, a transmittal memorandum requesting for BAC evaluation and/or deliberation of quotations received and award of contract to the legally, technically and financially capable supplier to supply and deliver the goods.</p>	None	<p>Within one (1) calendar day from the deadline for submission of quotations</p>	<p><i>Mary Melodee Anne W. Anipew/ Procurement Section Head</i></p>
	<p>2.4 Upon the deadline for receipt of the price quotations, the BAC Sec Procurement Officer shall conduct evaluation, reviews and verifies the veracity and completeness of the submitted quotations to</p>	None	<p>Three (3) calendar days</p>	<p><i>Mary Melodee Anne W. Anipew/ Procurement Section Head</i></p>

	<p>ensure that the supplier is technically, legally and financially capable to deliver the goods or services in accordance with the provision of R.A. No. 9184 and its 2016 IRR.</p> <p>If the BAC Secretariat procurement officer could not proceed with the evaluation due to the complexity of the technical specifications, the BAC Secretariat may recommend to the BAC, if warranted, the creation of Technical Working Group (TWG) from the pool of technical experts in the Department who will examine and evaluate the submitted documents, and determine their compliance to the minimum technical specifications/ requirements set by the end-user unit/s (OBSUs), and recommend to the BAC their findings.</p> <p>In case of failure of procurement, the BAC Secretariat Head issues a Memorandum to PMD-PPMS copy furnished the End-user</p>			
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	<p>informing the result and advising End-user to conduct mandatory review of specifications and/or requirements prior to conduct of another round of procurement.</p>			
	<p>2.5 The BAC Sec Procurement Officer, upon the BAC's due deliberation, prepares the AOQ recommending to the HoPE the adoption of the Shopping under Section 52.1(b) modality and the award of contract in favor of the supplier with the Single or Lowest Calculated and Responsive Quotation, as the case may be.</p> <p>The AOQ shall be endorsed to the Head of the BAC Secretariat for final review and comments, prior to its routing for signature of the members of the BAC, and eventually for the signature and approval of the Head of the Procuring Entity (HoPE).</p> <p>2.5.1 The AOQ is routed by the BAC Secretariat among the</p>	<p>None</p>	<p>Within Fifteen (15) calendar days</p>	<p><i>Mary Melodee Anne W. Anipew/ Procurement Section Head</i></p>

	<p>BAC Members for their signature.</p> <p>2.5.2 Then, the AOQ is routed to the HoPE for signature and/or approval.</p> <p>2.5.3 The BAC Sec Procurement Officer shall then endorse the approved AOQ with complete supporting documents and the accomplished Checklist for AMPs to BAC Sec receiving officer for the updating of the PMT and afterwards endorse to PMD-CMS for preparation of Purchase Order (PO).</p> <p>2.5.4 In the event the HoPE shall disapprove the recommendation, such disapproval shall be based only on valid, reasonable, and justifiable grounds to be expressed in writing, addressed to the BAC.</p> <p>2.5.5 The BAC deliberates and informs the End-user on the decision/disapproval of the HoPE.</p>			
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<p>3. Prepare the ORS and have the PO signed by the HoPE</p>	<p>3.1 Upon receipt of the complete documents e.g. AOQ, PR, and other relevant documents from the BAC Secretariat, the CMS receiving officer updates the PMT and hand over the documents to the CMS Procurement Officer, upon coordination with the CMS Section Head, to review and prepare the PO.</p> <p>3.1.1 CMS Procurement Officer prepares the PO. Then endorses to the End-user concerned the entire documents and the accomplished Checklist for AMPs.</p> <p>3.1.2 The End-user prepares the ORS form and facilitates the signature on Box A of ORS by the HOBS.</p> <p>3.1.3 Then, the End-user facilitates for signature and approval of the PO by the HoPE.</p> <p>3.1.4 Once the PO is signed and approved by the HoPE, the End-user facilitates the processing of fund obligation by</p>	<p>None</p>	<p>Three (3) calendar days</p>	<p><i>Mary Melodee Anne W. Anipew/ Procurement Section Head</i></p>
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	FMS-Budget Division and certification of funds availability by FMS-Accounting Division.			
	<p>3.2 Upon receipt of the duly funded PO, the CMS Procurement Officer shall notify and serve immediately to the Supplier the PO and facilitate the signing by the duly authorized representative.</p> <p>3.2.1 The CMS Procurement Officer shall immediately furnish the BAC Secretariat with a hard copy/scanned copy of the duly conformed PO for posting.</p>	None	Three (3) calendar days	<i>Mary Melodee Anne W. Anipew/ Procurement Section Head</i>
	3.3 The BAC, through its Secretariat, shall post the PO, for information purposes, in the PhilGEPS website, the DSWD website, and at any conspicuous place reserved for this purpose in the DSWD premises within ten (10) days from their issuance, except for contracts with an Approved Budget for	None	Within Ten (10) calendar days	<i>Mary Melodee Anne W. Anipew/ Procurement Section Head</i>

	the Contract of Fifty Thousand Pesos (₱50,000.00) and below. 3.3.1 The BAC Sec shall furnish the proof of posting to the PMD-CMS.			
	TOTAL:	None	41 Calendar Days <i>(exclusive of End-User and FMS process)</i>	

12. Procurement under Small Value Procurement

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

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

<p>Three (3) copies of Procurement Request (PR) with DRN Number signed by the Head of the OBS indicating complete technical specifications of the goods and services requested</p> <p>One (1) certified true copy of approved PPMP and other supporting documents per request as follows:</p> <ul style="list-style-type: none"> • Approved Terms of Reference • Technical Assistance (TA) Report (BGMD/ICTMS/SMS) 		<p>End-user Unit (OBSUs) submit to BAC Secretariat DSWD Field Officer</p>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. OBSU endorses approved PR to the BAC through its Secretariat</p>	<p>1.1 The PPMS receiving officer shall record, and update the Procurement Monitoring Tool (PMT) and endorse to the PPMS Procurement Officer who then prepares the RFQ/ RFP and ensures that the specific requirements indicated in the approved PR are consistent with the approved technical specifications, scope of work, terms of reference (TOR) and/or supporting documents.</p> <p>1.1.1 The PPMS receiving officer shall endorse the RFQ/RFP and other relevant supporting documents, together with the</p>	<p>None</p>	<p>Three (3) calendar days</p>	<p><i>Mary Melodee Anne W. Anipew/ Procurement Section Head</i></p>

	<p>accomplished Checklist for Alternative Mode of Procurement (AMPs) (DSWD-AS-GF-096), to the PPMS receiving officer for signature of the PMD-Chief/OIC.</p> <p>1.1.2 The PMD Chief/OIC shall sign the RFQ/RFP Form.</p> <p>1.1.3 Once the RFQ/RFP is signed, the PPMS receiving officer shall update the PMT, and endorse the RFQ/RFP to the PPMS Procurement Officer to facilitate the procurement process.</p> <p>1.1.3 For those projects/ activities with an Approved Budget for the Contract (ABC) above Fifty Thousand Pesos (₱50,000.00) but not more than One Million Pesos (₱1M), the PPMS receiving officer shall endorse the RFQ/RFP to the BAC, through its Secretariat, to proceed with the required postings.</p>			
	<p>1.2 The BAC Sec Head assigns the RFQ/RFP to BAC Sec Procurement Officer for posting.</p> <p>1.2.1 The BAC Sec Procurement Officer</p>	None	Two (2) calendar days	<i>Mary Melodee Anne W. Anipew/ Procurement Section Head</i>

	<p>shall post the RFQ/RFP at the PhilGEPS website, DSWD website and at the conspicuous place reserved for the purpose in the premises of the DSWD CO/FO for a period of three (3) calendar days.</p> <p>1.2.2 The BAC Sec procurement officer shall forward the posted RFQ/RFP together with the proofs of postings to the BAC Sec records officer for updating in the PMT.</p> <p>1.2.3 The BAC Sec procurement officer shall endorse the documents to the PPMS receiving officer.</p>			
	<p>1.3 The PPMS receiving officer shall update the PMT and forward the posted RFQ/RFP to the PPMS procurement officer.</p> <p>1.3.1 The PPMS Procurement Officer shall send out/email the RFQ/RFP to at least three (3) suppliers, service providers, contractors or consultants of known qualifications and requests to submit price</p>	None	One (1) calendar day	<p><i>Mary Melodee Anne W. Anipew/ Procurement Section Head</i></p>

	<p>quotation/proposal that is responsive to the minimum requirements on technical specifications/ scope of work/ TOR, ABC and other terms and conditions set by the End-user Unit (OBS). This, notwithstanding, those who respond through any of the required postings shall be allowed to participate.</p>			
<p>2. Submit price quotations/ bid proposal through official email address and/or fax number of the BAC Secretariat</p>	<p>2.1 The suppliers, service providers, contractors or consultants must submit their price quotation/bid proposal through the official email address and/or fax number of the BAC Secretariat dedicated for the receipt of quotation or submits personally to the BAC Secretariat office, on or before the deadline for submission of quotation indicated in the RFQ/RFP.</p> <p>Receipt of at least one (1) quotation is sufficient to proceed with the evaluation thereof.</p>	None	In accordance with the deadline set in the RFQ/RFP	
	<p>2.2 The PPMS Procurement Officer shall endorse to the</p>	None	Within one (1) calendar day from the deadline for	<p><i>Mary Melodee Anne W. Anipew/ Procurement</i></p>

	BAC, through its Secretariat, a transmittal memorandum requesting for BAC evaluation and/or deliberation of quotations/proposals received and award of contract to the legally, technically and financially capable service provider/ Lessor.		submission of quotations	<i>Section Head</i>
	<p>Evaluation of quotations/ proposals</p> <p>2.3 Upon the deadline for receipt of the price quotations/ proposals, the BAC Sec Procurement Officer shall conduct evaluation, review and verify the veracity and completeness of the submitted quotations/proposal to ensure that the supplier is capable to deliver the goods or services in accordance with the provision of RA No. 9184 and its 2016 Revised IRR.</p> <p>If the BAC Secretariat procurement officer could not proceed with the evaluation due to the complexity of the specifications, scope of works, or TOR, the BAC Secretariat</p>	None	Three (3) calendar days	<i>Mary Melodee Anne W. Anipew/ Procurement Section Head</i>

	<p>may recommend to the BAC, if warranted, the creation of Technical Working Group (TWG) from the pool of technical experts in the Department who will examine and evaluate the submitted documents, and determine their compliance to the minimum technical specifications/ qualifications set by the end-user unit/s (OBSUs), and recommend to the BAC their findings.</p> <p>In case of failure of procurement, the BAC Secretariat Head shall issue a Memorandum to PMD-PPMS copy furnished the End-user informing the result and advising End-user to conduct mandatory review of specifications and/or requirements prior to conduct of another round of procurement.</p>			
	<p>2.4 The BAC Sec Procurement Officer, upon the BAC's due deliberation, shall prepare the BAC Resolution or AOQ recommending to the</p>	<p>None</p>	<p>Within Fifteen (15) calendar days</p>	<p><i>Mary Melodee Anne W. Anipew/ Procurement Section Head</i></p>

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

	<p>shall then finalize the Contract in accordance with the comments of LS, prepare the FMS-AD COA Checklist and executive summary (if necessary) and label all the documents. Then endorse to the End-user (OBS) concerned the entire document and the accomplished Checklist for AMPs.</p> <p>In case of PO for Goods and Infrastructure Projects:</p> <p>Prepare the PO. Then endorses to the End-user concerned the entire documents and the accomplished Checklist for AMPs.</p> <p>3.1.1 The End-user shall prepare the ORS form and facilitate the signature on Box A of ORS by the HOBS.</p> <p>3.1.2 The End-user facilitates for signature and approval of the PO or Contract by the HoPE.</p> <p>3.1.3 Once the PO or Contract is signed and approved by the HoPE,</p>			
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	<p>the End-user shall facilitate the processing of fund obligation by FMS-Budget Division and certification of funds availability by FMS-Accounting Division.</p>			
	<p>3.2 Upon receipt of the duly funded PO/Contract, the CMS Procurement Officer shall notify and serve immediately to the Supplier, Service Provider, Contractor or Consultant the PO/Contract and facilitate the signing by the duly authorized representative.</p> <p>3.2.1 The CMS Procurement Officer shall furnish the BAC Secretariat with a hard copy/scanned copy of the duly conformed PO/Contract for posting.</p>	None	Three (3) calendar days	<p><i>Mary Melodee Anne W. Anipew/ Procurement Section Head</i></p>
	<p>3.3 The BAC, through its Secretariat, shall post the PO/ Contract and NOA (if any), for information purposes, in the PhilGEPS website, the DSWD website, and at any conspicuous place reserved for this purpose in the DSWD</p>	None	Within Ten (10) calendar days	<p><i>Mary Melodee Anne W. Anipew/ Procurement Section Head</i></p>

	premises within ten (10) days from their issuance, except for contracts with an Approved Budget for the Contract (ABC) of Fifty Thousand Pesos (₱50,000.00) and below. 3.3.1 The BAC Sec shall furnish the proof of posting to the PMD-CMS.			
	TOTAL:	None	44 Calendar Days <i>(exclusive of End-User and FMS process)</i>	

13. Procurement Under Two Failed Biddings under Section 53.1

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

Office or Division:	Procurement Section Bids and Awards Committee Secretariat Section (BAC SEC) Contract Monitoring Section (CMS)
Classification:	Highly Technical
Type of Transaction:	Government-to-Government (G2G) / Government to Business (G2B)
Who may avail:	DSWD Field Office Office/ Bureau/ Service/ Unit (OBSU)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Three (3) copies of Purchase Request (PR) with DRN number must be submitted signed by the Head of the OBS indicating complete	End-user Unit (OBSUs) submit to BAC Secretariat located at the DSWD Field Office

technical specifications of the goods and services requested One (1) certified true copy of approved PPMP and other supporting documents per request as follows: <ul style="list-style-type: none"> ● Approved Terms of Reference ● Approved Project Proposal ● BAC Resolution declaring 2nd Failure of Bidding 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. OBSU endorses approved PR to the BAC through its Secretariat	1.1 The PPMS receiving officer shall record, update the PMT and endorse to the PPMS Procurement Officer who shall prepare the Draft RFQ/RFP and ensures that the specific requirements indicated in the approved PR are consistent with the approved technical specifications, scope of work, Terms of Reference (TOR) and/or other supporting documents. 1.1.1 Prepare a transmittal memorandum to the BAC, through the BAC Secretariat, endorsing the Draft RFQ/RFP and other relevant supporting documents, together with the accomplished	None	One (1) calendar day	<i>Mary Melodee Anne W. Anipew/ Procurement Section Head</i>

	<p>Checklist for Alternative Mode of Procurement (AMPs) (DSWD-AS-GF-096)</p> <p>1.1.2 The PMD-PPMS Chief/OIC shall sign the memorandum–endorsement.</p> <p>1.1.3 The PPMS receiving officer shall then transmit the memo-endorsement to the BAC, through its Secretariat, to proceed with the required postings.</p>			
	<p>1.2 The BAC Sec Head shall assign the RFQ/RFP to BAC Sec Procurement Officer for posting.</p> <p>1.2.1 The BAC Sec Procurement Officer shall post the procurement opportunity (e.g. RFQ/RFP) at the PhilGEPS website, DSWD website and at the conspicuous place reserved for this purpose in the premises of the DSWD-CO/FO for a period of at least three (3) calendar days.</p> <p>1.2.2 The BAC Sec procurement officer shall forward the posted</p>	None	Two (2) calendar days	<p><i>Mary Melodee Anne W. Anipew/ Procurement Section Head</i></p>

	<p>RFQ/RFP together with the proofs of postings to the BAC Sec records officer for updating in the PMT. He/She shall then endorse the documents to the PPMS receiving officer.</p>			
	<p>1.3 The PPMS receiving officer shall update the PMT and forward the posted RFQ/RFP to the PPMS procurement officer.</p> <p>1.3.1 The PPMS Procurement Officer shall send out/email the RFQ/RFP to at least three (3) suppliers, contractors or consultants, including those disqualified in previous biddings for the project, for negotiations to ensure effective competition. This, notwithstanding, those who responded through any of the required postings shall be allowed to participate. Even if only one (1) bidder should respond to such invitation or posting, the BAC shall proceed with the negotiation subject to the rules prescribed hereunder.</p>	<p>None</p>	<p>One (1) Calendar day</p>	<p><i>Mary Melodee Anne W. Anipew/ Procurement Section Head</i></p>

	<p>1.4. Any requirements, guidelines, documents, clarifications, or other information relative to the negotiations that are communicated by the BAC to a supplier, contractor, or consultant shall be communicated on an equal basis to all other suppliers, contractors, or consultants engaging in negotiations with the BAC relative to the procurement. The prospective bidders shall be given equal time and opportunity to negotiate and discuss the technical and financial requirements of the project to be able to submit a responsive quotation or proposal.</p> <p>1.4.1 Following completion of the negotiations, the BAC shall request all suppliers, contractors, or consultants in the proceedings to submit, on a specified date (e.g. within five calendar days), a best offer based on the final technical and financial requirements together with their post-qualification documents.</p>	None	Within Fifteen (15) calendar days	<i>Mary Melodee Anne W. Anipew/ Procurement Section Head</i>
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	<p>1.4.2 Upon receipt of the best and final offer, together with their post-qualification documents, the BAC Sec Procurement Officer shall conduct evaluation, review and verify the veracity and completeness of the documents to ensure that the supplier, contractor, or consultant is capable to deliver the goods/render the services and in accordance with the provision of RA No. 9184 and its 2016 Revised IRR.</p> <p>1.4.3 The BAC Secretariat may recommend to the BAC, if warranted, the creation of Technical Working Group (TWG) from the pool of technical experts in the Department who shall examine and evaluate the submitted documents (best and final offer and post-qualification documents), and determine their compliance to the minimum technical specifications, scope of work or terms of reference set by the end-user unit/s (OBSUs),</p>			
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	and recommend to the BAC their findings.			
	<p>1.5 The BAC Sec Procurement Officer, upon the BAC's due deliberation, shall prepare the BAC Resolution recommending to the Head of the Procuring Entity (HoPE) the adoption of the Negotiated Procurement –Two Failed Bidding and the award of contract in favor of the supplier, contractor with Single or Lowest Calculated and Responsive Quotation (for goods or infrastructure projects), or in favor of the consultant with the Single or Highest Rated and Responsive Proposal (for consulting services) as the case may be. Likewise, the NOA is also prepared in cases of infrastructure projects and consulting services.</p> <p>1.5.1 The BAC Resolution and the NOA shall be endorsed to the Head of the BAC Secretariat for final review and comments, prior to its routing for approval and signature of the members of the BAC,</p>	None	Within Fifteen (15) calendar days	<i>Mary Melodee Anne W. Anipew/ Procurement Section Head</i>

	<p>and eventually approval of the HoPE.</p> <p>1.5.2 The BAC Secretariat shall route the BAC Resolution among the BAC Members for their signature.</p> <p>1.5.3 The BAC Resolution and NOA are routed to the HoPE for signature and/or approval.</p> <p>In the event the HoPE shall disapprove the recommendation, such disapproval shall be based only on valid, reasonable, and justifiable grounds to be expressed in writing, addressed to the BAC.</p> <p>1.5.4 The BAC shall deliberate and inform the End-user on the decision/disapproval of the HoPE.</p> <p>1.5.5 Upon receipt of the duly signed NOA, the BAC Sec Procurement Officer shall serve it to the awarded supplier, contractor or consultant.</p> <p>1.5.6 The BAC Sec Procurement Officer shall endorse the approved BAC Resolution Certified True Copy (CTC) with</p>			
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	complete supporting documents and the accomplished Checklist for AMPs to BAC receiving officer for the updating of PMT and afterwards endorse to PMD-CMS for preparation of the Contract.			
2. Prepare the ORS and have the PO signed by the HoPE	<p>2.1 Upon receipt of the complete documents from the BAC Secretariat, the CMS receiving officer shall update the PMT and hand over the documents to the CMS Procurement Officer, upon coordination with the CMS Section Head, to review and prepare the draft Contract.</p> <p>2.1.1 The CMS Procurement Officer shall prepare the draft Contract between the Department and the Supplier, Contractor or Consultant and endorse the same with outgoing clerk for onward endorsement to the LS for review.</p> <p>2.1.2 Within three (3) days from receipt of comments, the concerned Procurement Officer shall finalize the Contract in accordance to the comments of LS,</p>	None	Six (6) Calendar Days <i>(exclusive of End-user and FMD process)</i>	<i>Mary Melodee Anne W. Anipew/ Procurement Section Head</i>

	<p>prepare the FMS-AD COA Checklist and label all the documents and endorse to the End-user concerned the entire document and the accomplished Checklist for AMPs.</p> <p>2.1.3 The End-user shall prepare the ORS form and facilitate the signature on Box A of ORS by the HOBS. Then, the End-user shall facilitate for signature and approval of the Contract by the HoPE.</p> <p>2.1.4 Once the Contract is signed and approved by the HoPE, the End-user shall facilitate the processing of fund obligation by FMS-Budget Division and certification of funds availability by FMS-Accounting Division.</p>			
	<p>2.2 Upon receipt of the duly funded Contract, the CMS Procurement Officer shall notify and serve to the Supplier, Contractor or Consultant the Contract, as follows:</p> <p>2.2.1 The HoPE or his duly authorized representative shall issue the Notice to Proceed</p>	None	Three (3) calendar days	<p><i>Mary Melodee Anne W. Anipew/ Procurement Section Head</i></p>

	<p>(NTP), if necessary, and a copy of the approved Contract to the Supplier, Contractor or Consultant within three (3) calendar days from the date of approval of the contract.</p> <p>2.2.2 The CMS Procurement Officer shall furnish the BAC Secretariat with a scanned copy of the duly conformed NOA and Contract, including the NTP if necessary, for posting.</p>			
	<p>2.3 The BAC, through its Secretariat, shall post the NOA, Contract, including the NTP if necessary, for information purposes, in the PhilGEPS website, the DSWD website, and at any conspicuous place reserved for this purpose in the DSWD premises within ten (10) days from their issuance, except for contracts with ABC of Fifty Thousand Pesos (₱50,000.00) and below.</p> <p>2.3.1 The BAC Sec shall furnish the proof of posting to the PMD-CMS.</p>	None	Within Ten (10) days	<i>Mary Melodee Anne W. Anipew/ Procurement Section Head</i>
	TOTAL:	None	56 Calendar Days <i>(exclusive of End-user and FMS process)</i>	

14. Provision of Technical Assistance on Property and Supply Management

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

Office/Division:		Property and Supply Section (PSS)		
Classification:		Highly Technical		
Type of Transaction:		G2G – Government to Government		
Who may avail:		1. DSWD Offices 2. DSWD Designated Property and Supply Custodian 3. Field Offices		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request for Technical Assistance - One (1) original copy.		To be prepared by DSWD Office OBSU and Field Offices through Memorandum addressed to Administrative Service Director, Attention the AS-PSAMD Chief Administrative Officer signed by their Head of Office or authorized official.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward the request for Technical Assistance (TA) indicating the specific topics and concerns to be discussed from 8 AM to 5 PM, Mondays to Fridays except holidays	1.1. Received request for TA from 8 AM to 5 PM, Mondays to Fridays except holidays, and forward to the Head of Property Office	None	5 Minutes	<i>Property staff</i>
	1.2. The property personnel shall identify if	None	5 Minutes	<i>Property staff</i>

	<p>immediate request for TA</p> <p>If yes: Conduct TA to the requesting client</p> <p>If no: Forward to Head of Property Office for assigning of task</p>			
	1.3. The Head of the Property Office shall review the request.	None	5 Minutes	<i>Mr. Jessie F. Chelim Head Property and Supplies Section</i>
	1.4. Check the availability of Technical Staff on the requested date of TA.	None	10 Minutes	<i>Mr. Jessie F. Chelim Head Property and Supplies Section</i>
	1.5. If If not available - Assign request to concerned Technical Staff and advise staff to request for reschedule of TA through Memorandum	None	1 Day	<i>Property staff</i>
	1.6. If available for scheduled TA Request, advise the Technical Staff to prepare a Memorandum confirming the date of TA	None	1 Day	<i>Property staff</i>

	1.7. Prepare Special Order (SO), (If Field Office) for the period of TA. <i>Maghanda ng Special Order (SO), (Kung ang TA ay sa Field Office) para sa panahon isinasagawa ang TA</i>	None	4 Day	<i>Property staff</i>
	1.8. Conduct TA for immediate request and/or scheduled TA request	None	Immediate - 1 Day	<i>Property staff</i>
2. Accomplished the TA Evaluation Form and/or Client Satisfaction Measurement Form (CSMF)	2.1. Receive the duly accomplished TA Evaluation Form and/or CSMF.	None	10 Minutes	<i>Property staff</i>
	2.2. Prepare TA Feedback Report for review and signature of the Head of Property Office For CSMF – will be reported on the succeeding month after the conduct of TA, this will be included in the Client Satisfaction Measurement	None	10 Days from returned to Official Station CSMF report will be submitted to CART every 10 th of the succeeding month	<i>Property staff</i>

	Survey Report (CSMR) submitted to DSWD Central Office (CO)/Field Office (FO) Committee on Anti Red Tape (CART) focal every 10 th of the succeeding month			
	TOTAL	None	For immediate TA - 13 Days and 35 Minutes For Schedules TA - 20 Days and 35 Minutes	

15. Re-issuance of Equipment and Semi-Expendable Supplies

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

Office/Division:	Property and Supply Section (PSS)
Classification:	Simple Transaction
Type of Transaction:	G2G – Government to Government
Who may avail:	Department of Social Welfare and Development (DSWD) Officials and Employees
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. One (1) Original copy of memorandum requesting for issuance of property	1. From concerned OBSUs and personnel, interoffice memorandum format
2. Two (2) Original copies of Furniture and Equipment Transfer Slip (FETS)	2. From PREMIS online through the Designated Property Officer of concerned Office

3. Two (2) Original copies of Property Accountability Receipt or Inventory Custodian Slip		3. From PREMIS online through the Designated Property Officer of concerned Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare a request letter containing item specifications, quantity, purpose and to whom the equipment or semi-expendable equipment/supply shall be assigned.	1. Receive, review and verify the availability of request	None	60 Minutes (Verification of request may take longer hours depending on technicality of details, availability and volume of items)	<i>Property staff</i>
2. Process the signing of FETS of the recipient office or accountable person for the re-issuance of item or equipment	2.1 Inform requesting Office on the availability/non-availability of items 2.1.1 Request approval of FETS for confirmation of transfer 2.1.2 AS Property Officer shall inform the OBS non-availability of equipment	None	120 Minutes (Processing of request may take longer hours depending on technicality of details, availability and volume of items)	<i>Property staff</i>
3. Recording of re-issuance through PREMIS	3.1 Update PREMIS and generate PAR/ICS and barcode	None	90 Minutes (Updating of PREMIS and generation of PAR/ICS and	<i>Property staff</i>

			barcode may take longer hours depending on technicality of details, availability and volume of items)	
	3.2 Transfer accountability through updating of database and issuance of PAR or ICS	None	45 Minutes (Processing and approval of request may take longer hours depending on technicality of details and volume of items)	<i>Property staff</i>
	3.3 Attach generated barcode sticker on the requested item	None	15 Minutes (Barcode placement may take longer hours depending on the volume of items)	<i>Property staff</i>
	3.4 Physical issuance of item or equipment and filing of PAR or ICS	None	60 Minutes (Issuance of item/s may take longer hours depending on volume of items and response of the end-user or requesting office)	<i>Property staff</i>
	3.5 Provide customer	None	5 Minutes	<i>Property staff</i>

	feedback form to the requesting party for the the service provided			
	TOTAL:	None	6 Hours, 35 Minutes <i>(Total time for continuous and non-continuous transactions and may take longer time depending on volume, technicality, documents, and available resources</i>	

16. Recording, Documentation and Issuance of Expendable or Consumable Supplies

Request for issuance of commonly used office supplies is being done through filling-out of Requisition and Issue Slip (RIS) prepared by designated OBSU staff. The RIS and actual issuance of supplies shall be processed by the Warehouse Management Section subject to approval of the Chief of AS-PSAMD.

Office/Division:	Property and Supply Section (PSS)
Classification:	Simple Transaction
Type of Transaction:	G2G – Government to Government
Who may avail:	Department of Social Welfare and Development (DSWD) Offices
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Three (3) copies of duly accomplished RIS of concerned Offices	1. RIS template issued to respective Offices with prescribed format;
2. One (1) Photocopy of approved PPMP of requesting Office	2. Designated Supply/Property Officer of respective Office, Bureaus, Services, Units;

<p>3. One (1) Photocopy of approved Technical Assistance Request, if required</p> <p>4. One (1) Photocopy of project proposal, if required</p>	<p>3. Focal person of concerned technical support office such as AS-BGMD/GSS, ICTMS/RICTMU, SMS, among others, depending on the nature of technical assistance request without any prescribed format</p> <p>4. Focal person of proponent Office</p>			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submit duly approved Requisition Issue Slip (RIS) to Procurement Management Division (PMD)/Procurement Management Section (PMS) including required attachment such as Project Procurement Management Plan (PPMP) and Technical Assistance Request (TAR)</p>	<p>1.1 Property Officer shall receive and validate the accuracy and completeness of all attached documents.</p> <p>1.1.1 Upon receipt of RIS from PMD/PMS the Property Officer shall review and verify the completeness of information and attachments as follows:</p> <p>a. Photocopy of approved PPMP</p> <p>b. Inventory of Supplies on-hand duly noted by the</p>	<p>None</p>	<p>20 Minutes (per submitted RIS)</p>	<p><i>Property staff</i></p>

	<p>requesting Office's Head;</p> <p>c. Technical Report from concerned Offices, if necessary;</p> <p>d. Pre-repair inspection, if necessary</p> <p>1.1.2 Property/Supply Staff shall return the RIS should the following be encountered:</p> <p>a. Incomplete documents</p> <p>b. Issuance will result in surplus of inventory of the requesting office.</p> <p>c. Item requested is not the intended item for replacement</p> <p>d. The specification of the item requested is not the same</p>			
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	as provided in the Technical Report.			
	<p>1.2 Property Officer shall check completeness of document</p> <p>If no, request for the lacking document(s);</p> <p>If yes, assign the RIS number, encode the RIS details in the monitoring tool, check the items if included in the Approved PPMP and proceed to the next step.</p>	None	30 Minutes (per submitted RIS)	<i>Property staff</i>
	<p>1.3 Supply Officer shall check availability of Supplies</p> <p>1.3.1 Assess the availability of the requested supplies. Fill-out the RIS Form. Put “√” for available items and/or “X” for items that are not available.</p> <p>If not available, prepare a Memorandum for the end-user</p>	None	80 Minutes (per submitted RIS and actual availability verification)	<i>Property staff</i>

	<p>returning the RIS with instruction to prepare Purchase Request (PR) to procure those marked as unavailable items.</p> <p>If available, request the approval of the Division/Section Chief in the RIS for the issuance of the item/s.</p> <p>1.3.2 Indicate the quantity issued in the “issued-quantity” column and any remarks in the “issued-remarks” column.</p>			
	<p>1.4 Prepare the items to be issued by observing the First In First Out (FIFO)/ First Expired First Out (FEFO) method. Issue and sign the “Issued by” portion.</p> <p>1.4.1 Goods to be issued must be recorded in the Stock and Bin Card and existing database.</p>	None	4 Hours (Average working hours per RIS, however, transactions time may differ due to volume or quantity of items, distance of origination and destination, response time of the end user or requesting office)	<i>Property staff</i>

	<p>1.4.2 The property staff shall issue the available requested items to the end user.</p> <p>1.4.3 The End-User shall validate the quantity and specification of received items. If accurate/in order, sign the “received by” portion of RIS.</p> <p>1.4.4 The property/supply staff shall retain the original copy of the duly signed RIS for preparation of Report of Supplies and Materials Issued (RSMI), while the 2nd copy shall be given to the end-user.</p>			
	<p>1.5 The property staff shall provide CSMF to the client for the service provided.</p>	None	5 Minutes	<i>Property staff</i>
	<p>1.6 After completion of the issuance of expendable/consumable supplies, the concerned</p>	None	60 Minutes (Average time per RIS, depending on volume of transactions)	<i>Property staff</i>

	property personnel shall prepare monthly RSMI to be submitted to the Accounting Division/Section		and simplicity or complexity of information)	
	TOTAL:	None	7 Hours, 25 Minutes (Average working hours and not a continuing process per step and applicable to 1-10 types of items for less than 50 total quantity of items)	

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

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

Office/Division:	Property and Supplies Section (PSS) DSWD Field Office – Property and Supply Section (PSS)
Classification:	Simple Transaction
Type of Transaction:	G2G – Government to Government
Who may avail:	Department of Social Welfare and Development (DSWD) Officials and Employees

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. 1 Copy of Purchase Order (PO) 2. 1 Copy of Contract (if applicable) 3. 1 Copy of Sales Invoice / Delivery Receipt (SI/DR) 4. 1 Copy of Notice to Proceed 5. 1 Copy of Inspection and Acceptance Report (IAR) 6. 1 Copy of Property Transfer Report (PTR) (If applicable)		1. Procurement Management Service -Contract Monitoring Division 2. Concerned Offices, Bureaus, Services, Units (OBSUs)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward complete documents to Property Office:	1.1. The Inspection Committee shall submit from 8am to 5pm, Mondays to Fridays, except holidays: For Purchased Property a. Purchase Order (PO) Or Contract b. Sales Invoice (SI)/Delivery Receipt (DR) c. Notice to Proceed, Certificate of Completion/Inspection and Acceptance Report (IAR)/ Property Transfer Report (PTR) for transferred	None	5 Minutes	<i>Property Staff</i>

	<p>property from Central Office (CO) to Field Office (FO) / FO to CO / FO to FO</p> <p>d. Copy of Purchase Contract</p> <p>e. Approved Distribution List</p> <p>For Donated Properties</p> <p>a. Deed of Donation</p> <p>b. Approved Distribution List</p> <p>For properties attached to subscription</p> <p>a. Copy of Contract</p> <p>b. Approved Distribution List</p> <p>For fabricated and constructed buildings</p> <p>a. Liquidation Report for fabricated properties; and</p> <p>b. Approved Distribution List</p> <p>Note: Prior to recording, ensure the following:</p>			
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	<p>a. that the items are properly inspected prior to transmittal of documents</p> <p>b. Documents are endorsed with routing slip</p>			
	1.2. The Property Personnel shall validate the accuracy and completeness of all attached documents	None	15 Minutes	<i>Property Staff</i>
	<p>1.3. If no, request for the lacking document/s</p> <p>If yes, proceed to the next step</p>	None	5 Minutes	<i>Property Staff</i>
	1.4. The Property Personnel shall determine property acquisition cost and record the property details, identified end user and other information in PREMIS	None	10 Minutes	<i>Property Staff</i>
	1.5. The property officer shall determine property acquisition cost and record the	None	10 Minutes	<i>Property Staff</i>

	<p>property details, identified end user and other information in PREMIS</p> <p>Upon successful encoding electronically, a property number shall be automatically generated by the system for property identification.</p>			
	<p>1.6. The Property Personnel shall print the property label/barcode to be placed in the most visible and secured part of the property and print the PAR/ICS and Undertaking (if with secondary end-user) for Approval of the Head of Property Office</p>	None	10 Minutes	<i>Property Staff</i>
	<p>1.7. The property officer shall prepare Memorandum to endorse the approved PAR/ICS and Undertaking (if with secondary end user) forms with</p>	None	15 Minutes	<i>Property Staff</i>

	attached routing slip and CSMF to the identified end user			
	1.8. issuance of Semi expendable property, the property personnel shall prepare the Report of Semi-Expendable Property Issued (RSPI) to report the issued property and forward to Accounting Division/Section/ Unit	None	1 Day	<i>Property Staff</i>
	1.9. Scan barcode PAR/ICS to update the following information of the property in PREMIS: 1. Date the PAR/ICS was returned with signature of the End-User 2. Date of approval of PAR/ICS	None	10 Minutes	<i>Property Staff</i>
	1.10. The copy of PAR/ICS and undertaking (if with secondary	None	5 Minutes	<i>Property Staff</i>

	accountable person) shall be filed for reference			
	TOTAL:	None	1 Day, 1 HOUR, 5 Minutes	

18. Request for Air Transport Service

To provide a systematic procedure for the requests of reservation/booking of air transport service through a 24/7 online portal system provided by the airline service provider.

Office or Division:	General Services Section			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All DSWD Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) copy of the duly approved Air Transport Order (ATO)		AS-GSD/GSS or DSWD Resource Site		
2. One (1) copy of the Approved Air Transport Reservation Request Form				
3. One (1) photocopy of Authority to Travel		Requesting Office		
4. Justification (if applicable)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
BOOKING PROCESS 1. Submit one (1) copy of the approved Air Transport Order (ATO) to GSD/GSS together with the approved ATRR and Travel Authority.	1.1 Receive the ATO with the attached documents and endorse it to the GSD/GSS System Administrator.	None	2 minutes	GSS staff
	1.2 Review as to completeness of details and required documents.	None	10 minutes	GSS staff

	<p>1.3 If found in order, the System Administrator affixes his/her signature to verify the ATO.</p> <p>1.3.1 If not, return the ATO to the concerned OBS to comply with the required details/documents .</p>	None	5 minutes	GSS staff
	<p>1.4 Provide the ATRO with access to the corporate account through the service provider's 24/7 online portal system.</p> <p>1.4.1 Return the verified ATO to the concerned OBS to proceed with the booking process through the online portal system.</p>	None	5 minutes	GSS staff

<p>2.1 Book the requested flight based on the details provided in the ATO.</p>	<p>2.1 Monitor the flight booking/reservation through the online portal system.</p> <p>2.1.1 Provide the passenger/s with the Electronic Ticket Transaction Receipt (e-ticket).</p> <p>2.1.2 Inform the passenger/s of the airline policies relating to their service availability.</p>	<p>None</p>	<p>30 minutes</p>	<p>GSS staff</p>
<p>IF WITH FLIGHT CHANGES</p> <p>3. The passenger or their representative shall inform the Air Transport Reservation Officer (ATRO) at least four (4) hours before the flight regarding the flight rebooking or cancellation and request for system access to facilitate the rebooking of the flight.</p>	<p>3.1 Provide system access to the corporate account through the service provider's 24/7 online portal system.</p> <p>3.1.1 The ATRO shall inform the General Services Division/General Services Section (GSD/GSS) System Administrator about the rebooking/cancellation and request for system access to facilitate the rebooking through</p>	<p>None</p>	<p>30 minutes</p>	<p>GSS staff</p>

	<p>the online portal system.</p> <p>3.1.2 To cancel the booked flight, the ATRO shall contact the service provider's hotline number to request the cancellation.</p>			
<p>4.1 Monitor the flight rebooking through the online portal system and coordinate with the ATRO through email/hangouts for flight cancellation.</p>	<p>4.1 The ATRO shall facilitate the rebooking through the portal system or contact the hotline number for cancellation of the flight.</p> <p>4.1.1 The ATRO shall issue the rebooked flight ticket to the requesting passenger. For the refund of airfare of the canceled flight, the ATRO shall contact the service provider through email to request the issuance of the refund record required for the payment process.</p>	None	1 hour	GSS staff
<p>5. Secure a copy of the justification for the rebooked/canceled flights and other required documents.</p>	<p>5. The ATRO shall update the GSD/GSS System Administrator</p>	None	10 minutes	GSS staff

	regarding the flight changes/cancellations made including the charges incurred.			
6. Accomplish the Client Satisfaction Measurement Form (CSMF)	6.1 Secure the accomplished CSMF.	None	5 minutes	GSS staff
	TOTAL:	None	2 hours and 37 Minutes	

19. Request for Dormitory Accommodation

DSWD provides temporary accommodation in the Central Office through its dormitories for all DSWD Officials and Employees from the Central Office and Field Offices.

Office or Division:	General Services Section			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All DSWD Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Submit one (1) copy of the duly accomplished Request for Dormitory Accommodation Form		AS-GSD or DSWD Resource Site		
UPON CHECK-IN 2. Billet Form (1 original copy)		AS-GSD		
PRIOR CHECK-OUT 3. Order of Payment (1 original copy) 4. Official Receipt (1 photocopy) 5. Clearance Form (1 original copy)		FMS – Accounting Division FMS – Cash Division AS-GSD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit one (1) copy of the accomplished Request for Dormitory Accommodation Form through email at gsd@dswd.gov.ph or Hard copy endorsed to GSD.	1.1 Receive and assign a control number to the submitted request form and/or send an acknowledgement email to the Requesting Party.	None	3 minutes	<i>GSS Staff</i>

	1.2 Confirm the availability/non-availability of the Dormitory to the Requesting Party and provide recommendation for approval/disapproval to the Chief of General Services Division.	None	10 minutes	<i>GSS Staff</i>
	1.3 Affix his/her signature and endorse the request to the Director IV of Administrative Service for approval/disapproval.	None	5 minutes	<i>Ms. Rina Claire L. Reyes Chief Administration Section</i>
	1.4 Sign the request form and return the approved/disapproved request to the GSD	None	5 minutes	<i>Mr. Victor Bomowey Head General Services Section</i>
2. Secure a billet form to the AS-GSD	2.1 Provision of Service 2.2 Issue a billet form signed by the Dormitory Manager and Chief/OIC of GSD	None	3 minutes	<i>GSS staff</i>
3. Present the Billet Form and request an Order of Payment to the FMS – Accounting Division	3. Issue an Order of Payment and attach the Billet Form presented	None	15 minutes	<i>GSS staff</i>

4. Pay the required fees at the Financial Management Service – Cash Division <i>*Make sure to secure Official Receipt that will be issued upon payment</i>	4. Accept the payment based on the Order of Payment 4.1 Issue the Official Receipt (OR)	300.00 – DSWD Official/ Employees 500.00 – Non-DSWD Government Personnel	15 minutes	<i>GSS staff</i>
5. Return to the AS-GSD for the processing and release of Clearance or Certification	5. Secure the copy of the OR and issue a clearance/ certificate to the Client	None	15 minutes	<i>GSS staff</i>
6. Accomplish the Client Satisfaction Measurement Form (CSMF) through online or pen and paper.	6. Secure the accomplished CSMF	None	2 minutes	<i>GSS staff</i>
	TOTAL:	None	1 Hour and 13 Minutes	

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

This technical assistance is particular to the provision of clean and COVID-19 free offices and facilities. Regular sanitation and disinfection of the offices is being conducted every weekend even without a request from offices. This process is applicable only to those offices with COVID-19 positive employees and close contact. This can be scheduled during working days provided that the request must be properly coordinated with the Human Resource Management and Development Service (HRMDS) and Administrative Service for recommendation and approval.

Office or Division:	Building and Grounds Management Section
Classification:	Simple
Type of Transaction:	G2G - Government to Government

Who may avail:	All Bureaus, Offices, Sections and/or Units of the Department			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Generated request using General Services e-Ticketing System (GSeTS); or		https://gsets.dswd.gov.ph/users/login		
2. Accomplished manual request form (Request for Technical Assistance); or		BGMD office or through DSWD Resource Site		
3. Email		Submit request to adminfocar@dswd.gov.ph and bgmsfocar@dswd.gov.ph for approval and recommendation.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Technical Assistance (TA) request through: a. Electronic System (GSeTS) b. Manual request form c. Email	1.1. Upon receiving, the requests shall be properly reviewed, checked, and coordinated with HRMDS. 1.1.1 Forward the approved request to the assigned personnel for appropriate action.	None	10 minutes	<i>Mr. Glyxter Rudio Head, Buildings and Grounds Management section</i>
	1.2. Verify the availability of the disinfection team and pending schedule, if any. 1.2.1 The assigned personnel have the right to reject the requested date/time of the requesting office. Hence, the assigned personnel shall inform the requesting office the next available day/time of sanitation and disinfection.	None	20 minutes	<i>Mr. Glyxter Rudio Head, Buildings and Grounds Management section</i>

<p>2. The assigned Administrative Officer / Sanitation Inspector shall confirm and approve the final date/time of sanitation and disinfection schedule.</p>	<p>2.1. Disinfection and Sanitation Team composed of 3 Janitorial Staff with the supervision of the Technical Staff shall perform all necessary preparation prior to the execution.</p>	<p>None</p>	<p>1 hour</p>	<p><i>Mr. Glyxter Rudio Head, Buildings and Grounds Management section</i></p>
	<p>2.2. Proceed to the area to be sanitized and disinfected, and implement the Department's safety and health protocols.</p>	<p>None</p>	<p>1 hour</p>	<p><i>Mr. Glyxter Rudio Head, Buildings and Grounds Management section</i></p>
	<p>2.3. After the activity, advised the Disinfection and Sanitation Team to begin with the cleaning and sanitizing of the whole office area including the office equipment, furniture and fixtures.</p>	<p>None</p>	<p>1 hour</p>	<p><i>Mr. Glyxter Rudio Head, Buildings and Grounds Management section</i></p>
	<p>2.4. Upon completion, notify the assigned Administrative Officer / Sanitation Inspector to coordinate with the requesting office.</p> <p>❖ Advise the requesting office to wait for at least two hours in order to avoid the possible inhalation of chemicals that may affect their health.</p>	<p>None</p>	<p>10 minutes</p>	<p><i>Mr. Glyxter Rudio Head, Buildings and Grounds Management section</i></p>
<p>3. Once completed, accomplish the Customer</p>	<p>3.1. Forward the accomplished CSMF with the attached copy of</p>	<p>None</p>	<p>10 minutes</p>	<p><i>Mr. Glyxter Rudio Head,</i></p>

Satisfaction Measurement Form (CSMF).	TA/email request to the administrative staff for proper recording and filing.			<i>Buildings and Grounds Management section</i>
	TOTAL:	None	3 hours and 50 minutes	

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

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

The technical assistance can be categorized into:

- A. Corrective and/or Preventive Maintenance
 - This shall be limited to corrective and/or preventive maintenance, and it does not need any materials to purchase. These requests can be done with immediate solution by the expertise of the skilled/technical personnel
- B. Repair, Replacement, In-house Fabrication, Construction and/or Renovation
 - This is highly technical that may be completed in a couple of days, weeks and/or months depending on the complexity of the requests (excluding procurement process). It will be evaluated, performed and supervised by the skilled personnel and Engineer/Architect.
- C. Engineering and Architectural Documents and Practices
 - This is particular to the Engineer and Architect expertise related to providing technical specification (materials, furniture, equipment etc.), office arrangement, plans/layouts, detailed estimates, and other engineering and architectural matters.

Office or Division:	Building and Grounds Management section
Classification:	Highly Technical
Type of Transaction:	G2G - Government to Government G2B - Government to Business

Who may avail:		All Bureaus, Offices, Sections and/or Units of the Department		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Generated request using General Services e-Ticketing System (GSeTS); or		https://gsets.dswd.gov.ph/users/login		
2. Accomplished manual request form (Request for Technical Assistance); or		BGMD office or through DSWD Resource Site		
3. Email		Submit request to adminfocar@dswd.gov.ph and bgmsfocar@dswd.gov.ph for approval and recommendation.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The concerned office shall submit their request through: a. Electronic System (GSeTS) b. Manual request form ❖ Ensure that all needed information is provided. ❖ Ensure that any request related to repair/replacement is properly coordinated with the DSWD Inspection Committee and secure Pre-repair Inspection.	1.1. Upon receiving, the request/s shall be properly reviewed, checked and corrected if applicable. 1.1.1 Determine and identify the scope of the request/s.	None	1 hour	<i>Mr. Glyxter Rudio Head, Buildings and Grounds Management section</i>

	<p>1.2. Upon reviewing, secure duplicate copy and forward the request to the assigned staff.</p> <p>1.2.1. The assigned technical staff/skilled personnel may conduct ocular inspection, if necessary.</p> <p>1.2.2. If upon inspection and/or further analysis, the work required has other areas of concern, assigned to another skilled personnel who are authorized to do the job.</p> <p>1.2.3. If it can be resolved within the assigned skilled personnel level, perform/ implement the actual work needed.</p> <p>1.2.4. If the request requires assistance beyond the capability of the available skilled personnel, the assigned technical staff shall immediately inform the requesting office for the out-sourcing of services.</p>	None	1 day	<i>Mr. Glyxter Rudio Head, Buildings and Grounds Management section</i>
	<p>1.3. All requests that require fabrication, installation, plans/layout, technical specification and material procurement the assigned technical staff shall</p>	None	7 days	<i>Mr. Glyxter Rudio Head, Buildings and Grounds Management section</i>

	prepare all necessary documents like: A. Plans/ Layout B. Program of Works C. Technical Specification D. Bill of Quantities E. Terms of Reference (TOR) F. Project Proposal			
	1.4. All applicable documents shall be endorsed to the requesting office for confirmation and approval. 1.4.1 Revisions or adjustments may be requested by the requesting office.	None	3 days	<i>Mr. Glyxter Rudio Head, Buildings and Grounds Management section</i>
2. Review and approve the submitted technical document/s, if applicable.	2.1. Assigned technical staff shall review and revise the documents until approved by the requesting office. 2.1.1 Upon approval of the requesting office, all documents shall now be submitted to the Head of the Office for final approval.	None	3 days	<i>Mr. Glyxter Rudio Head, Buildings and Grounds Management section</i>
3. The requesting office's Procurement Officer shall prepare the Requisition and Issue Slip (RIS) and Purchase Request (PR) and facilitate the rest of the procurement process, if applicable.	3.1. Assigned technical staff shall wait until the delivery schedule of materials and/or mobilization of service provider. 3.1.1 Conduct Pre-construction Conference, if necessary.	None	Varies (Depending on the procurement process)	<i>Mr. Glyxter Rudio Head, Buildings and Grounds Management section</i>

<p>4. Notify the BGMD office once all resources needed are available to begin with the implementation, if applicable.</p>	<p>4.1. All assigned technical staff and/or service provider/contractor shall strictly follow the health and safety measures of the Department.</p> <p>If the nature of the work required does not affect the usual work operations, the execution shall be performed within office hours.</p> <p>If the nature of the work may affect the usual work operations, execution shall be performed after office hours or during weekends</p> <p>4.1.1 The Service Provider shall submit and secure necessary permit, including but not limited to:</p> <ul style="list-style-type: none"> A. Request for Entry to DSWD Premises B. Request to Stay C. Request for Overtime <p>4.1.2 Monitor the implementation and document the progress of work.</p> <p>4.1.3 Coordinate with the requesting office for proper turnover and acceptance of work.</p>	<p>None</p>	<p>30 days</p>	<p><i>Mr. Glyxter Rudio Head, Buildings and Grounds Management section</i></p>
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5. Participate in the Post-repair Inspection and/or Joint Inspection for the acceptance and turnover of work, if applicable.	5.1. Facilitate the possible correction/adjustment until approved, if necessary.	None	7 days	<i>Mr. Glyxter Rudio Head, Buildings and Grounds Management section</i>
	5.2. The assigned Technical Staff shall prepare the Certificate of Completion or Certificate of Acceptance, for approval if necessary.	None	1 day	<i>Mr. Glyxter Rudio Head, Buildings and Grounds Management section</i>
6. Once completed and accepted, accomplish the Customer Satisfaction Measurement Form (CSMF).	6.1. Forward the accomplished CSMF with the attached TA request copy to the administrative staff for proper recording and filing.	None	1 hour	<i>Mr. Glyxter Rudio Head, Buildings and Grounds Management section</i>
	TOTAL:	None	60 Days (Excluding Procurement of Resources)	

22. Request for the Use of DSWD Conference Rooms

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

Office or Division:	General Services Section	
Classification:	Simple	
Type of Transaction:	G2G – Government to Government	
Who may avail:	All DSWD Officials and Employees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Submit one (1) copy of the duly accomplished Request for Use of Conference Room Form		AS-GSD or DSWD Resource Site

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Request For Use Of Dswd Conference Rooms Through Manual Form				
1. Submit one (1) copy of the accomplished Request Conference Room Form through email at gsd@dswd.gov.ph or Hard copy endorsed to GSD.	1.1 Receive and assign a control number to the submitted request form and/or send an acknowledgement email to the Requesting Party.	None	3 minutes	<i>GSS Staff</i>
	1.2 Confirm the availability/non-availability of the Conference Room to the Requesting Party and provide recommended approval/disapproval to the Chief of General Services Division.	None	10 minutes	<i>GSS Staff</i>
	1.3 Affix his/her signature and endorse the request to the Director IV of Administrative Service for approval/disapproval.	None	5 minutes	<i>GSS Staff</i>
	1.4 Sign the request form and return the approved/ disapproved request to the GSD	None	5 minutes	Ms. Rina Claire L. Reyes Chief, Administrative Division
	1.5 Transmit the approved or disapproved request to the Client through email	None	5 minutes	<i>GSS Staff</i>
2. Wait for the email if the request is approved or disapproved.	2. Inform the client of the request through email.	None	5 minutes	<i>GSS Staff</i>

<p>If approved, acknowledge and/or confirm receipt of email</p> <p>If disapproved, request a certification of non-availability of conference room</p>	<p>If disapproved, issue a certificate of non-availability of conference room.</p>			
3. Before the actual event, check the arrangement set up	3. Before the actual event, check that all event requirements are arranged as requested 3.1 Provision of Service	None	10 minutes	<i>GSS Staff</i>
4. Accomplish the Client Satisfaction Measurement Form (CSMF) through online or pen and paper.	4. Secure the accomplished CSMF	None	2 minutes	<i>GSS Staff</i>

B. Request for Use of DSWD Conference Rooms Through General Services E-Ticketing System (GSETS)

1. Submit a request for the Use of DSWD Conference Room through the GSETS three (3) days prior the activity	1.1 Receive the request submitted through the GSETS	None	3 minutes	<i>GSS Staff</i>
	1.2 Confirm the availability/non-availability of the Conference Room to the Requester through GSETS	None	5 minutes	<i>GSS Staff</i>
	1.3 Transmit the approved or disapproved request to the	None	5 minutes	<i>GSS Staff</i>

	Client through email			
2. Wait for the email if the request is approved or disapproved. If approved , acknowledge and/or confirm receipt of email If disapproved , request a certification of non-availability of conference room	2. Inform the client of the request through email. If disapproved , issue a certificate of non-availability of conference room.	None	5 minutes	<i>GSS Staff</i>
3. Before the actual event, check the arrangement set up	3. Before the actual event, check that all event requirements are arranged as requested 3.1 Provision of Service	None	10 minutes	<i>GSS Staff</i>
4. Accomplish the Client Satisfaction Measurement Form (CSMF) through online or pen and paper.	4. Secure the accomplished CSMF	None	2 minutes	<i>GSS Staff</i>
	TOTAL	None	For request through manual forms - 45 minutes	
	TOTAL	None	For request through GSETS - 30 minutes	

23. Request for Use and Monitoring of Vehicle

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

This service is to provide a systematic procedure in response to the official requests for the vehicle of the Department’s Executive Officials and other employees.

Office	General Services Section
Classification	Complex
Type of Transaction	G2G Government-to-Government
Who may avail	All DSWD personnel regardless of nature of employment or rank
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished one (1) copy of Request for Use of Service Vehicle Form (AS-TMS-01) to be received by the AS-GSD. Note: A. Original Copy for GSD B. 1 receiving copy for the OBS concerned (photocopy) 2. General Services Electronic Ticketing System (GSETS)	General Services Electronic- Ticketing System (GSETS) DSWD Resource Site

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the filled-out Request Form (AS-TMS-01) together with the receiving copy to the AS-GSD and/or request thru General	1.1 Receives and stamps “Received” in the receiving copy. 1.1.1 Review/validate the received request if properly accomplished;	None	2 minutes	<i>GSS Staff</i>

<p>Services Electronic Ticketing System (GSETS).</p> <p>Note: Submission of request must be at least 2 days prior to the actual travel.</p>	<p>special directives or emergency requests may be received through the accomplishment of the Vehicle Request Form.</p>		<p>3 minutes</p>	
<p>2. Coordinates / follows up with the GSD/GSS regarding their request.</p> <p>Note: If the vehicle is not available, please proceed to Step 3. Otherwise, proceed to Step 4.</p>	<p>2.1 Request shall be forwarded within the same day to the technical staff or personnel in charge for evaluation of the request.</p> <p>2.1.1 Review the current schedule of availability of vehicle;</p> <p><i>Note: If the vehicle is not available, proceed to Step 3. Otherwise, proceed to Step 4</i></p> <p>2.1.2 If the vehicle is not available, inform the end-user thru phone call or email. The technical staff or personnel in charge prepares certification of non-availability of vehicle</p>	<p>None</p>	<p>3 minutes</p> <p>3 minutes</p> <p>10 minutes</p>	<p><i>GSS Staff</i></p>

<p>3. Receives the Certification of non-availability of vehicle. (end of transaction if vehicle is not available)</p>	<p>3.1 The GSD Chief / GSS Head reviews and signs the certification</p> <p>3.1.1 Issue the certification to support the reimbursement claims for use of public transport of the end-user</p>	<p>None</p>	<p>2 minutes</p> <p>2 minutes</p>	<p><i>GSS Staff</i></p>
<p>4. Receives the confirmation of travel details from the GSD/GSS personnel.</p>	<p>4.1 If vehicle is available, the technical staff or personnel in charge identifies the appropriate vehicle to accommodate the request through number of passengers and destination;</p> <p>4.1.1 The technical staff or personnel in charge prepares Trip ticket for trips within Metro Manila;</p>	<p>None</p>	<p>2 minutes</p> <p>15 minutes</p>	<p><i>GSS Staff</i></p>
	<p>4.2 The technical staff or personnel in charge prepares Travel Order and Trip ticket in case of out of town trip;</p>	<p>None</p>	<p>15 minutes</p>	<p><i>GSS Staff</i></p>
	<p>4.3 The GSD Chief / GSS Head reviews and signs the Trip Ticket and the Travel Order shall be signed by the Central Office Administrative Service Director / FO Administrative Division Chief</p>		<p>2 minutes</p>	<p><i>Ms. Rina Claire L. Reyes Chief Administrative Division</i></p>
	<p>4.4 Upon approval of the Trip Ticket and/or Travel Order, the technical staff</p>		<p>10 minutes</p>	<p><i>GSS Staff</i></p>

	or personnel in charge shall immediately coordinate with requesting party/end-user for the confirmation of the travel details thru phone call and issue to the driver the Trip Ticket and/or Travel Order.			
5. Use of DSWD vehicle	5. At the scheduled date of the trip, the driver shall wait at the designated area identified by the requesting party/end-user.	None	As needed	<i>GSS Staff</i>
6. End of travel and/or back to work station <i>Note: Passenger to fill-out "Client Satisfaction Measurement Form" (CSMF) thru online or drop the CSMF thru the drop boxes available in the GSD/GSS.</i>	6.1 Driver must travel back to the workstation or park the vehicle at the designated DSWD garage. 6.1.1 The driver and Security Guard shall briefly assess the condition of the vehicle and check if there are major damage/s. 6.1.2 The Security Guard shall record the vehicle's condition on the Guard's Report / Security Guard Logbook. <i>Note: The driver shall surrender the vehicle keys to the Security</i>		20 minutes	<i>GSS Staff</i>

	<p><i>Guard. All vehicles must be stationed at the DSWD Central Office/Field Office, or at any DSWD Satellite Office/facility at the end of each official trip.</i></p> <p>6.3 All relevant documents such as Trip Ticket, Fuel Consumption and Monitoring Form, Receipts of Toll Fees, and Travel Order shall be filed accordingly.</p>			
	TOTAL:	None	1 Hour and 55 Minutes	

24. Surrender / Turnover of Property and Cancellation of Property Accountability

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

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

<ol style="list-style-type: none"> 1. Two (2) Original Copy and 1 photo copy of duly Accomplished Furniture and Equipment Transfer Slip (FETS) 2. For unserviceable property: <ul style="list-style-type: none"> • 1 photocopy of Technical Assistance Report • Inspection Report 3. Actual Property for turnover 	<ol style="list-style-type: none"> 1. To be prepared by the Offices' Designated Property and Supply Custodian through the Property Records and Equipment Monitoring Inventory System (PREMIS) with prescribed format; 2. For unserviceable property: <p>From concerned DSWD OBSUs (IT Equipment – ICTMS/RICTMU; Motor Vehicle, Office Equipment, Furniture and Fixtures – GSD/GSS; Maintenance Equipment – BGMD/GSS)</p> <p>General Accounting Manual Volume II Appendix 62 with prescribed format</p> 3. To be made available by the accountable person
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. End- User will apply for clearance for property accountability	1.1 The Property Personnel will verify and evaluate the following: <ul style="list-style-type: none"> • Duly Accomplished and signed FETS; • RRPS (if applicable) • Pre-Inspection report or TA(if required) 	None	90 Minutes (Depending on the distance of origin and destination office and volume of items to be surrendered)	<i>Property Staff</i>

	<ul style="list-style-type: none"> ● Surrendered Property Item/s <p>1.1.1 Any discrepancy will be discussed with the DPSC or end-user for rectification of documents or replacement of surrendered items.</p> <p>1.1.2 Identify when rectification of documents applies</p> <p>1.1.3 Identify when replacement of surrendered items</p> <p>1.1.4 The Property Personnel shall prepare recommendation either rectification or replacement</p>			
<p>2. Property Accountability Cancellation</p>	<p>2.1 The Property Personnel/ Warehouse Officer shall receive the surrendered property item/s including the submitted FETS, RRSP (if applicable) and other pertinent documents then shall sign the "Received By" portion in the FETS.</p>	<p>None</p>	<p>55 Minutes (Processing may take longer hours depending on technicality and volume of items)</p>	<p><i>Property Staff</i></p>

	<p>The property staff shall provide the customer feedback for manually requested FETS to the requesting party for the service provided.</p> <p>2.1.1 Property Personnel Shall Generate and print two (2) copies PAR or ICS through PREMIS; and,</p> <p>2.1.2 Generate and print the barcode sticker, then attach to each surrendered property item/s</p>			
<p>3. Updating of Records</p>	<p>3.1 The property staff shall sign the generated PAR/ICS under the “Received by” portion</p> <p>3.1.1 Forward to the Property Division/Section Chief for signature on the “Approved by” portion.</p> <p>3.1.2 The property personnel shall scan and provide copy of approved PAR/ICS to the DPSC/End User as reference and confirmation of</p>	<p>None</p>	<p>55 Minutes (Signing may take longer hours depending on volume of items)</p>	<p><i>Property Staff</i></p>

	cancellation of property accountability of the end user 3.1.3 Property Personnel shall forward the signed PAR/ICS to the concerned personnel for filing and uploading.			
TOTAL		None	4 Hours, 45 Minutes	
			<i>(Total time for continuous and non-continuous transactions and may take longer time depending on volume, technicality, documents and available resources)</i>	

25. Transfer of Property Accountability

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

Office/Division:	Property and Supply Section (PSS)
Classification:	Simple
Type of Transaction:	G2G – Government to Government

Who may avail:		Department of Social Welfare and Development (DSWD) Officials and Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) original copy of the duly accomplished Furniture and Equipment Transfer Slip (FETS)		To be prepared by the client Office's Designated Property and Supply Custodian (DPSC) through the Property Records and Equipment Monitoring Inventory System (PREMIS;		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished request for Furniture and Equipment Transfer Slip (FETS)	1.1. To facilitate the transfer of property from one end user to another, the requester shall accomplish and submit the FETS for transfer to Property Office from 8:00 AM to 5:00 PM, Mondays to Fridays except holidays	None	10 Minutes	<i>Property Staff</i>
	1.2. The property personnel shall review the accomplished FETS form if the needed signatures are complete	None	15 Minutes	<i>Property Staff</i>
	1.3. Check completeness of documents. If incomplete, FETS shall be returned to the requester for completion. If complete, proceed to the next step	None	30 Minutes	<i>Property Staff</i>
	1.4. Check the received FETS	None	30 Minutes	<i>Property Staff</i>

	Request and process the approval of the request through the Property Records and Equipment Monitoring Inventory System (PREMIS) FETS request module					
	<p>1.5. The property personnel shall generate and print the Property Transfer Report (PTR)/Inventory Transfer Report (ITR), Undertaking (if there is a secondary accountable person) into two (2) copies and barcode sticker through PREMIS Report Module, the applicable forms shall depend on the acquisition cost of the property (see procedure under the Recording, Documentation and Issuance of PPE and Semi-expendable properties.</p> <p>Generate and print barcode sticker with number of copies as follows:</p> <table border="1" data-bbox="513 1772 829 1843"> <tr> <td data-bbox="513 1772 675 1843">Computer Desktop</td> <td data-bbox="675 1772 829 1843">4</td> </tr> </table>	Computer Desktop	4	None	30 Minutes	<i>Property Staff</i>
Computer Desktop	4					

	<table border="1"> <tr> <td data-bbox="506 344 672 491">Split Type Air condition unit</td> <td data-bbox="675 344 826 491">2</td> </tr> <tr> <td data-bbox="506 495 672 747">Partition</td> <td data-bbox="675 495 826 747">Depends on the number of partition per property number</td> </tr> <tr> <td data-bbox="506 751 672 968">Blinds</td> <td data-bbox="675 751 826 968">Depends on the number of blinds per property number</td> </tr> <tr> <td data-bbox="506 972 672 1045">Other property</td> <td data-bbox="675 972 826 1045">1</td> </tr> </table> <p data-bbox="506 1087 826 1339">Generated PTR/ITR with/without undertaking and barcode stickers shall be forwarded to the requesting office for signature.</p>	Split Type Air condition unit	2	Partition	Depends on the number of partition per property number	Blinds	Depends on the number of blinds per property number	Other property	1			
Split Type Air condition unit	2											
Partition	Depends on the number of partition per property number											
Blinds	Depends on the number of blinds per property number											
Other property	1											
<p>2. The old barcode stickers shall be replaced with the new barcode sticker before the transfer of item/s including accessories to the new end user. The Property personnel/Designated Property and Supply Custodian (DPSC)/Designated Property Officer</p>	<p>2.1 Provide one copy of PTR/ITR and undertaking (if with secondary accountable person) to the end user for their reference</p>	None	4 Hours, 15 Minutes	<i>Property Staff</i>								

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

**HUMAN RESOURCE MANAGEMENT AND
DEVELOPMENT SERVICE
(HRMDS)**

NON-FRONTLINE SERVICES

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

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

Office or Division:	Personnel Administration Section (PAS)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Current Field Office officials, employees and COS workers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) Document Request Form or formal letter or e-mail request		PAS Receiving Area Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request via HRMIS, or send request through /e-mail	1. Receive and acknowledge request for COE from the client, then forward to personnel handling COE requests	None	10 minutes	Incoming/outgoing staff or assigned email custodian

<p>2. Wait for the email notification regarding the status of the requested COE or advice of the assigned PAS Focal Person</p>	<p>2.1. Upon receipt of request from receiving clerk, the responsible personnel shall review and draft/print the COE based on the purpose indicated in the request following the standard template</p> <p><i>Note: Use Service Card/201 File or Index Card for COS Workers as reference</i></p>	<p>None</p>	<p>2 Days, 4 hours (depending on the period of retrieving the files)</p>	<p>Incoming/outgoing staff or assigned email custodian</p>
	<p>2.2. Authorized Certifying authority shall review/ sign/initial the COE</p>	<p>None</p>	<p>3 hours and 30 minutes (depending on the availability of signatories)</p>	<p>Incoming/outgoing staff or assigned email custodian</p>
	<p>2.3 Inform the client that the COE is ready for releasing via HRMIS/email/ SMS/call.</p>	<p>None</p>	<p>20 minutes</p>	<p>Incoming/outgoing staff or assigned email custodian</p>

3. Proceed to PAD and get the requested document.	3. Provide one (1) duly signed COE to the client and request the client to accomplish the CSMF to be submitted via dropbox, email or google form	None	10 minutes	
TOTAL		None	3 Days	

2. Issuance of Certificate of Leave Credits (CLC) to Current Officials and Employees

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

Office or Division:	Personnel Administration Section (PAS)			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Current Field Office Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) Request Form or formal letter or e-mail request		PAS Receiving Area Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

<p>1. Send mail/e-mail or for walk-in without any written request, accomplish the HRMDS-PAD Request Form and submit to PAD.</p>	<p>1.1 Receive the complete documents submitted and forward the request to the PAD Focal person</p>	<p>None</p>	<p>5 minutes</p>	<p>Incoming/outgoing staff or assigned email custodian</p>
<p>2. Wait for advice of the assigned Focal Person</p>	<p>2.1 Review the documents submitted and check if the client already has an encoded ELARS⁴.</p> <p>2.1.1 If there is none, encode the ELARS.</p> <p>2.1.2 If there is an encoded ELARS, proceed to step 2.1.4.</p> <p>2.1.3 If there is an encoded and reviewed ELARS, proceed to</p>	<p>None</p>	<p>6 days, 5 hours and 45 minutes</p> <p><i>(May be shortened if there is already a reviewed ELARS, or may be extended depending on the number of ELARS being encoded/ reviewed at a given time, the time needed to review the ELARS, or length of service of the client.)</i></p>	<p>Personnel Administration Section Focal Person</p>

⁴ Electronic Leave Administration and Recording System

	<p>step 2.1.6.</p> <p>2.1.4 Review/check the ELARS vis-à-vis the leave card.</p> <p>2.1.5 Reprint the corrected ELARS, if errors are found.</p> <p>2.1.6 Encode the needed details to the CLC, print the issuance and attach the necessary documents and forward to the certifying authority</p>			
	2.2 The Certifying Authority shall sign the CLC.	None	2 hours	Personnel Administration Section Focal Person
3. Claim the CLC.	3.1 Inform the client that the	None	10 minutes	Personnel Administration

	CLC is ready for releasing via email/SMS/call / chat. 3.1.1 Provide one (1) duly signed CLC to the client and request the client to accomplish the CSMF to be submitted via drop box, email or Google form.			Section Focal Person
TOTAL		None	7 days	

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

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

Office or Division:	Personnel Administration Section (PAS)		
Classification:	Complex		
Type of Transaction:	G2G – Government to Government		
Who may avail:	Current FO Officials and Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
One (1) Request Form or formal letter or e-mail request		PAD Receiving Area 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 Request Form and submit to PAD.	1.1 Receive the complete documents submitted and forward the request to the PAD Focal Person	None	5 minutes	Incoming/outgoing staff or assigned email custodian
2. Wait for advice of the assigned Focal Person	2.1 Review the documents submitted and check if the client already has an encoded ELARS ⁵ . 2.1.1 If there is none, encode the ELARS. 2.1.2 If there is an encoded ELARS, proceed to step 2.1.5. 2.1.4 If there is an encoded and reviewed ELARS, proceed to step 2.1.6. 2.1.5 Review/check the ELARS vis-à-vis the leave card. 2.1.6 Reprint the corrected ELARS, if errors are found.	None	6 days, 5 hours and 45 minutes <i>(May be shortened if there is already a reviewed ELARS, or may be extended depending on the number of ELARS being encoded/ reviewed at a given time, the time needed to review the ELARS, or length of service of the client.)</i>	Personnel Administration Section Focal Person

⁵ Electronic Leave Administration and Recording System

	2.1.7 Encode the needed details to the CLWOP/ CNLWOP, print the issuance and attach the necessary documents and forward the CNLWOP/ CNLWOP to the Certifying Authority			
	2.2.1 The Certifying Authority shall sign the CLWOP/ CNLWOP.	None	2 hours	Personnel Administration Section Focal Person
3. Claim the CLWOP/ CNLWOP.	3.1 Inform the client that the CLWOP/ CNLWOP is ready for releasing via email/SMS/call/ chat. 3.1.1 Provide one (1) duly signed CLWOP/ CNLWOP to the client and request the client to accomplish the CSMF to be submitted via drop box, email or Google form.	None	10 minutes	Personnel Administration Section Focal Person
TOTAL		None	7 days	

4. Issuance of Certificate of Performance Rating

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

Office or Division:	Human Resource Planning and Performance Management Section (HRPPMS)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Field Office Officials, Employees and COS Workers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
(1) Signed Request Form		HRPPMS Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Certificate of Performance Rating	<p>1.1 The Incoming clerk from the Performance Management Section (PMS) shall receive the Request for Certificate of Performance Rating Form or from online request from the requesting Office, Bureau, or Service (OBS).</p> <p>1.2 Upon receipt of the request, the same shall be acknowledged by the staff and forwarded to the concerned PMS Staff for action.</p>	None	8 Hours	Human Resource Planning and Performance Management Section Staff

<p>2. Preparation of Certificate of Rating or No Rating</p>	<p>2.1 Upon receipt of the request from the incoming clerk, the PMS Staff shall check whether ratings are available in the PMS database or not.</p> <p>2.2 If the rating is available, the same shall prepare the Certificate of Rating for approval.</p> <p>2.3 If the rating is not available, the PMS staff shall prepare the Certificate of No Rating for approval.</p>	<p>None</p>	<p>12 hours (1 ½ days)</p>	<p>Performance Management Section Staff</p>
<p>3. Releasing of Certificate</p>	<p>3.1 Once certificates have been signed, the documents will be forwarded to the outgoing clerk for subsequent release to the requesting OBS together with the customer feedback form.</p>	<p>None</p>		<p>Performance Management Section Staff</p>
<p>4. Filing of Receiving Copy of Certificate</p>	<p>Receiving copy of the issued Certificate and filled-out Client</p>	<p>None</p>		<p>Performance Management Section Staff</p>

	Feedback Form shall be filed in the appropriate filing folder			
TOTAL		None	20 Hours	

5. Issuance of Service Record to Current Officials and Employees

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

Office or Division:	Personnel Administration Section (PAS)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Current Field Office Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) e-mail request		PAS Receiving Area Client		
One (1) Authorization Letter		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send request through e-mail	1. Receive and acknowledge request for SR from the client, then forward to personnel handling SR requests	None	10 minutes	Incoming/ outgoing staff or assigned email custodian

2. Wait for the advice of the assigned PAD Focal Person	2.1. Responsible personnel shall review and draft/print the SR based on the purpose indicated in the request following the standard template. <i>Note: Use Service Card or 201 File as reference in preparing the SR</i>	None	2 Days, 4 hours	<i>SR Focal Person</i>
	2.2. Authorized Certifying authority shall review/ sign/initial in the SR	None	3 hours and 30 minutes	<i>Ms. Julie A. Gascon Head Personnel Administration Section</i>
	2.3 Inform the client that the SR is ready for releasing via e-mail/SMS/call	None	20 minutes	<i>SR Focal Person</i>

<p>3. Proceed to PAS and get the requested document.</p>	<p>3. Provide one (1) duly signed SR to the client and request the client to accomplish the CSMF to be submitted via dropbox, email or google form</p>	<p>None</p>		
	<p>TOTAL</p>	<p>None</p>	<p>3 Days</p>	

**NATIONAL HOUSEHOLD TARGETING OFFICE
(NHTO)**

NON-FRONTLINE SERVICES

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

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

Office or Division:	National Household Targeting Sections (NHTS)			
Classification:	Complex			
Type of Transaction:	Government to Government (G2G), Government to Business (G2B), Government to Citizen			
Who may avail:	All DSWD Offices, Bureaus, Services, Units (OBSUs) at the Central and Field Offices, Centers, Residential Care Facility, Sections, and Units (CRCFU) at the regional level, and attached agencies.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> With existing and valid Non-Disclosure Agreement (NDA): <ol style="list-style-type: none"> One (1) original/copy of letter of request (indicating purpose for the request, the list of data sets required and how these will be used, and a reasonable timeline as to when the requested data is needed) No existing and valid Non-Disclosure Agreement (NDA): <ol style="list-style-type: none"> One (1) original/certified true copy of document indicating the appointed and NPC-registered Data Protection Officer One (1) original copy of accomplished Non-Disclosure Agreement (NDA) One (1) copy of List of personnel who will have access to the Listahanan data together with the purpose and data processing they will employ in the treatment of data 		Provided by the Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Endorse the letter of request with attached e-copy of data	1.1 Receive and record the request in the document	None	15 minutes	Mr. Eduard Aung Colod Kyu Jr. Regional Field Coordinator (RFC)

requirements (if available) to NHTO/NHTS.	transaction/tracking system. 1.1.1 Advise the requesting party that they will receive an email or call after 2-3 working days on the approval of their request and the expected schedule of release of the results. 1.1.2 Forward the request to the NHTO Director/ NHTS Policy and Plans Division (PPD) Chief for approval.			
	1.2 Review, input comment, and decide if the request is for processing or not, then endorse it to the NHTO Operations Division Chief/ RFC.	None	6 hours	<i>Ms. Marifil c. Jugal Chief Policy and Plans Division</i>
	1.3 Input recommendations and endorse it to the designated Data Privacy Officer (DPO)	None	6 hours	Mr. Eduard Aung Colod Kyu Jr. Regional Field Coordinator (RFC)
	1.4 Review the request and make recommendations if the request is for	None	3 hours	<i>Ms. Marifil c. Jugal Regional Compliance Officer for Privacy</i>

	approval or not, then endorse it to the NHTO Director/ NHTS Policy and Plans Division Chief.			
2. Submission of signed Non-Disclosure Agreement (NDA) Agreement and other documentary requirements not included in the submission of letter of request to the NHTO/ NHTS for review on completeness	<p>2.1 The NHTO Director/NHTS PPD Chief endorses the recommendation to the assigned Project Development Officer to inform the client on the approval or disapproval of the data request based on the DSWD AO 19, s. 2021.</p> <ul style="list-style-type: none"> • If Approved – Communicate with the requesting party, facilitate the signing of the NDA, and review all the documentary requirements • If Disapproved- Return to the requesting party and prepare a Denial of Request for Data Form highlighting the grounds for such denial. <i>End of process.</i> <p>2.1.1 After accomplishing the NDA and</p>	None	2 hours	Mr. Eduard Aung Colod Kyu Jr. Regional Field Coordinator (RFC)

	<p>reviewing the completeness of the documentary requirements, endorse to the NHTO IT Division Chief or designated IT personnel/ NHTS Information Technology Officer</p>			
	<p>2.2 Generate the requested data.</p>	None	1 day	<p><i>Mr. Norvigno V. Mangili NHTS Regional Information Technology Officer (RITO)</i></p>
	<p>2.3 Review result of the data generation.</p>	None	1 day	<p>Mr. Eduard Aung Colod Kyu Jr. Regional Field Coordinator (RFC)</p>
	<p>2.4 Secure the data by adding password protection to the file.</p> <p>2.4.1 Prepare Data Release Form (DRF), draft memorandum reply, and burn results in a compact disc (CD), USB stick, or hard drive.</p> <ul style="list-style-type: none"> Other storage devices may apply as long as it is approved by the IT Head and the storage device is 	None	1 day	<p><i>Mr. Norvigno V. Mangili NHTS Regional Information Technology Officer (RITO)</i></p>

	<p>provided by the requesting party.</p> <ul style="list-style-type: none"> • Google drive may also be used as a storage of the requested data as long as it is encrypted and password-protected. Further, the password will only be released to the authorized personnel of the requesting party. <p>2.4.2 Counter sign in the DRF.</p> <p>2.4.3 Finalize the memo, attach the Data Release Form (DRF) and secure data then forward it to the Administrative unit.</p>			
	2.5 Track and scan the document before releasing the result to the requesting party.	None	10 minutes	Mr. Eduard Aung Colod Kyu Jr. Regional Field Coordinator (RFC)
3. Call NHTO/NHTS for retrieval of password upon receipt of the result and submit the signed	3.1 Provide the password of the file to the requesting party thru phone upon inquiry and receive the signed Certificate of	None	10 minutes	

Certificate of Acceptance	Acceptance from the requesting party. 3.1.1 Administer the Client Satisfaction Measurement Survey (CSMS) form per Committee on Anti-Red Tape (CART) guidelines.			
TOTAL:		None	5 days, 1 hour and 35 minutes	
<i>*with possible extension on the actual data processing depending on the type of data being requested and the compliance and submission of the documentary requirements by the requesting party.</i>				

2. Data Sharing with DSWD OBSUs – Name Matching Request

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

Office or Division:	National Household Targeting Sections (NHTS)		
Classification:	Highly Technical		
Type of Transaction:	Government to Government (G2G), Government to Business (G2B), Government to Citizen		
Who may avail:	All DSWD Offices, Bureaus, Services, Units (OBSUs) at the Central and Field Offices, Centers, Residential Care Facility, Sections, and Units (CRCFU) at the regional level, and attached agencies.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
<ul style="list-style-type: none"> With existing and valid Non-Disclosure Agreement (NDA): 1. One (1) original/copy of letter of request (Indicate reason for name matching)		Provided by the Requesting Party	

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

	Division (PPD) Chief.			
	<p>1.3 Provide recommendations on the request.</p> <p>1.3.1 Endorse to the assigned Project Development Officer (PDO) to inform the client about the status of their request.</p>	None	1 hour	<i>Ms. Marifil c. Jugal Chief Policy and Plans Division</i>
	<p>1.4 Inform the client on the status of data request based on the DSWD AO 19, s. 2021.</p> <ul style="list-style-type: none"> • Disapproved – Sign the letter of disapproval and endorse it to the client. <i>End of process</i> • <i>Approved</i> – Notify and provide the NDA and documentary requirements to the client 	None	1 hour	Mr. Eduard Aung Colod Kyu Jr. Regional Field Coordinator (RFC)
2. Provide the documentary requirements and the NDA signed by the Head of Office (HOO) as	2.1 Review all documentary requirements including the NDA submitted by the client.	None	2 hours	Mr. Eduard Aung Colod Kyu Jr. Regional Field Coordinator (RFC)

Personal Information Controller (PIC) and the designated Data Privacy Officer (DPO) / Compliance Officer for Privacy (COP)	<ul style="list-style-type: none"> ● Non-Compliant – Inform the client regarding the incomplete requirement via email. ● Compliant – <ol style="list-style-type: none"> a. Sign the NDA and endorse to the DPO for signature b. Endorse the signed NDA to Information Technology Division (ITD) for processing 			
	2.2 Review the compliance of the electronic copy of names with the required template/ format: <ul style="list-style-type: none"> ● Non-Compliant – Inform the client about the findings via email ● Compliant – Process the request within the set deadline depending on the volume or number of names to be matched 	None	1 day (5,000 and below) 3 days (5,001 – 50,000) 7 days (50,001 – 400,000) 18 days (400,001 – 1,000,000)	<i>Mr. Norvigno V. Mangili NHTS Regional Information Technology Officer (RITO)</i>
3. Provide a storage device that is approved by the	3.1 Secure the data by adding a password to the file.	None	3 hours	<i>Mr. Norvigno V. Mangili NHTS</i>

IT Chief or request for a Google Drive link	3.1.1 Prepare the Data Release Form (DRF). 3.1.2 Draft the response memorandum. 3.1.3 Save the results in a compact disc (CD), Universal Serial Bus (USB) stick, or hard drive. 3.1.4 Sign the DRF. 3.1.5 Endorse the finalized documents to the NHTO Director / PPD Chief.			<i>Regional Information Technology Officer (RITO)</i>
	3.2 Sign the memorandum and endorse it to the Administrative Assistant for release.	None	1 hour	Ms. Maria C. Aplatén Regional Director Field Office CAR
4 Receive the results of name matching	2.1 Track and scan a copy of the documents for record keeping 2.1.1 Release the document to the client	None	10 minutes	Mr. Eduard Aung Colod Kyu Jr. Regional Field Coordinator (RFC)
3. Fill-out the Client Satisfaction Measurement Survey (CSMS)	5 Provide the client the CSMS form per Committee on Anti-Red Tape (CART) guidelines	None	10 minutes	<i>Mr. Norvigno V. Mangili NHTS Regional Information Technology Officer (RITO)</i>
TOTAL: <i>*With possible extension on the actual data processing and depending on the number of</i>		None	For 5000 names and below:	

<i>names required but shall not exceed forty (40) days as reference in RA-IRR-11032.Rule 7.Section 3.c.</i>		2 days, 3 hours and 35 minutes For 5,001 -50,000 names: 4 days, 3 hours and 35 minutes For 50-000 – 400,000 names: 8 days, 3 hours and 35 minutes For 400,001-1,000,000 names: 21 days, 3 hours and 35 minutes	
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3. Data Sharing with DSWD OBSUs – Statistics/Raw Data Request

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

Office or Division:	National Household Targeting Sections (NHTS)			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	DSWD Offices/Bureaus/Services/Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) original or copy of letter of request (specify purpose and data requested)		Provided by the Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

<p>1. Submit a letter or email re: request for Listahanan data – addressed to the NHTO Director/ Regional Director.</p>	<p>1.1 Receive and record the request.</p> <p>1.1.1 Forward request to NHTO Operations Division/ National Household Targeting Section (NHTS), then furnish the NHTO Director/ Regional Director and the Policy and Plans Division (PPD) a copy of the request</p>	<p>None</p>	<p>30 minutes</p>	<p>Mr. Eduard Aung Colod Kyu Jr. Regional Field Coordinator (RFC)</p>
	<p>1.2 Review the request based on AO 19 s.2021.</p> <p>1.2.1 Input comment/s then endorse to the NHTO Statistics Section/ NHTS Associate Statistician</p>	<p>None</p>	<p>2 hours</p>	<p>Mr. Eduard Aung Colod Kyu Jr. Regional Field Coordinator (RFC)</p>
	<p>1.3 Provide instruction based on the data requested. If the request is:</p> <ul style="list-style-type: none"> • Not clear a. In case of vague data request, instruct the Associate Statisticians to coordinate with the data users (through emails, 	<p>None</p>	<p>3 hours</p>	<p>Mr. Eduard Aung Colod Kyu Jr. Regional Field Coordinator (RFC)</p>

	<p>recorded calls or text) and clarify the data requirement.</p> <p>b. In case the requested data is not available in the Listahanan database, instruct the Associate Statistician to coordinate with the requesting party and provide recommendations on other data available in the Listahanan.</p> <ul style="list-style-type: none"> • Clear - Forward request to the Associate Statistician for data generation. 			
	<p>1.4 Generate the requested data from the Listahanan database, and export into excel or any format available.</p> <p>1.4.1 Draft response letter to the requesting party and attach routing slip.</p> <p>1.4.2 Submit to the NHTO Statistics Section Head/</p>	None	1 day	<p><i>Ms. Shirley N. Claver</i> <i>Regional Associate Statistician</i></p>

	NHTS RFC for review.			
	<p>1.5 Review the generated statistical /raw data. In case the generated data is:</p> <ul style="list-style-type: none"> • Not accurate – Return the generated statistical/raw data to the Associate Statisticians for revision. • Accurate – Submit to the NHTO Operations Division Chief / FO PPD Chief for review and recommending approval. 	None	3 hours	Mr. Eduard Aung Colod Kyu Jr. Regional Field Coordinator (RFC)
	1.6 Countersign response letter and endorse the same to the NHTO Director/ Regional Director for approval.	None	2 hours	<i>Ms. Marifil C. Jugal Chief Policy and Plans Division</i>
	<p>1.7 Approval of the facilitated data request for release to the requesting party.</p> <ul style="list-style-type: none"> • <i>If Disapproved</i> – Provide note on the reason of disapproval; then return the facilitated request 	None	5 hours	<i>Ms. Maria C. Aplatén Regional Director Field Office CAR</i>

	<p>to the Operations Division / NHTS for revision.</p> <ul style="list-style-type: none"> • If Approved – Sign the response letter for data release. 			
2. Receive the data requested and fill-out the CSMS form	<p>2.1 Track and facilitate the release of the approved data request to the requesting party.</p> <p>2.1.1 Administer Client Satisfaction Measurement Survey (CSMS) during the release of approved data request.</p>	None	30 minutes	Mr. Eduard Aung Colod Kyu Jr. Regional Field Coordinator (RFC)
Total:		None	3 days	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback and/or complaints	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 inquiry or 8888 email.
How feedbacks are processed	<p>The designated Technical Staff shall compile and record all feedback submitted.</p> <p>For feedback requiring answers/updates, they shall be forwarded to the concerned personnel/unit and are required to respond within three (3) days upon receipt of the feedback.</p> <p>The response of the personnel/unit is then relayed to the client/citizen on how the complaints are received by the concerned OBSUs.</p>
How to file a complaint	<p>Accomplish the Grievance Information Form (GIF) and drop it at the designated drop box of the PACD. It can also be filed via telephone (DSWD Official Hotline), DSWD Inquiry email, or through the Integrated Grievance Redress Management System Public Portal. Make sure to provide the following information:</p> <ul style="list-style-type: none"> - Name of person being complained - Incident - Evidence
How complaints are processed	<p>The Agency Operations Service (AOS) shall evaluate the complaints received daily. The designated Technical Staff shall coordinate and forward the complaint to the concerned personnel/ unit to respond to the complaint and/or investigate.</p> <p>If necessary after the concern has been addressed or after the conduct of the investigation, the designated Technical Staff to prepare and submit a feedback report</p>

	<p>to the AOS Director for information and further instruction.</p> <p>The designated Technical Staff shall give feedback to the client/s.</p>
Contact Information of CCB, PACe, ARTA	<p>Anti Red Tape Authority (ARTA) complaints@arta.gov.ph or call at 8478–5091 or 8478–5093.</p> <p>Presidential Action Center (PACe) pace@op.gov.ph Hotline 8888 or 82498310 loc. 8175 or 8182 Tel Nos. 8736-8645, 8736-8603, 8736-8606, 8736-8629, 8736-8621</p> <p>Contact Center ng Bayan (CCB) email@contactcenterngbayan.gov.ph 0908-881-6565</p>

LIST OF OFFICES

Office	Address	Contact Information
Office of the Regional Director	DSWD Field Office Cordillera Administrative Region No. 40 North Drive Baguio City, Philippines	DIR.MARIA C. APLATEN. Regional Director focar@dswd.gov.ph Tel Nos.: (074) 661 0430 (02) 396 6580 (0945) 528 8242
Procurement Section	DSWD Field Office Cordillera Administrative Region No. 40 North Drive	MARY MELODEE ANNE W. ANIPEW Section Head bacsec.car@dswd.gov.ph (074) 661-0430 local 25025

Office	Address	Contact Information
	Baguio City, Philippines	
Policy Development and Planning Section	DSWD Field Office Cordillera Administrative Region DSWD 2nd floor Training Center Leonard Wood Rd. Baguio City, Philippines	LIEZYL T. ASTODILLO Section Head planning.car@dswd.gov.ph Tel Nos.: (074) 661 0430 (02) 396 6580 (0917) 871 9893 (0917) 872 0256 VOIP 25016
Policy and Plans Division	DSWD Field Office Cordillera Administrative Region DSWD 2nd floor Training Center Leonard Wood Rd. Baguio City, Philippines	MARIFIL C. JUGAL OIC Chief, Policy and Plans Division ppd.focar@dswd.gov.ph Tel Nos.: (074) 661 0430 (02) 396 6580 (0917) 871 9893 (0917) 872 0256 VOIP 25014
Standards Section	DSWD Field Office Cordillera Administrative Region DSWD 2nd floor Training Center Leonard Wood Rd. Baguio City, Philippines	LIEZYL T. ASTODILLO Section Head planning.car@dswd.gov.ph Tel Nos.: (074) 661 0430 (02) 396 6580 (0917) 871 9893 (0917) 872 0256 VOIP 25016
Agency Operations Service	DSWD Field Office Cordillera Administrative Region No. 40 North Drive Baguio City, Philippines	DARLAINE PEARL V. PECKLEY Unit Head iau.focar@dswd.gov.ph VOIP 25108
Human Resource Management and Development Division	DSWD Field Office Cordillera Administrative Region No. 40 North Drive Baguio City, Philippines	RONILO FLORES Division Chief hrmdd.focar@dswd.gov.ph VOIP 25121
Administrative Division	DSWD Field Office Cordillera Administrative Region	RINA CLAIRE L. REYES Division Chief admin.focar@dswd.gov.ph

Office	Address	Contact Information
	No. 40 North Drive Baguio City, Philippines	VOIP 25133
Financial Management Division	DSWD Field Office Cordillera Administrative Region No. 40 North Drive Baguio City, Philippines	NORIE C. CASTANEDA SAO and OIC Division Chief finance.focar@dswd.gov.ph Tel Nos.: (074) 661 0430 (02) 396 6580 (0917) 871 9893 (0917) 872 0256 VOIP 25006

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