



Department of Social Welfare and Development

**DEPARTMENT OF
SOCIAL WELFARE AND DEVELOPMENT**

CITIZEN'S CHARTER

2024

(2ND Edition)

I. Mandate:

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

II. Vision:

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

III. Mission:

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

IV. Service Pledge:

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

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

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

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

Quality Policy

DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT

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

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

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

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

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FRONTLINE SERVICES

**OFFICE OF THE REGIONAL DIRECTOR
(ORD)**

FRONTLINE SERVICES

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.

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| 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 grievances, | 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 |

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| <p>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 and Concerned Division/Unit/ Section in DSWD</p> |

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| | 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 concrete and specific actions, the | 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.

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| | <p>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> | | | |
| | 3.2 The Technical Staff shall recommend the closure of the ticket in the 8888 Citizens' Complaint Hotline Portal. | 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 8888 unified monitoring matrix and mark the ticket as closed.</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.

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| | TOTAL: | None | 72 Hours or 3 Calendar Days | |
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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”.

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| 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"> 1. Client’s Information: (Name, Address, Telephone number, E-mail Address), and the complete details of concern; or 2. Referral Letter from the National Government Agencies (NGAs), Local Government Units (LGUs), and other concerned offices | | Agency Operations Service – Client Support Section (CSS) | |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
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| 1. The client shall submit or send communication of their inquiry, request, complaints/ grievances. | 1.1 AOS Technical /Grievance Officer shall receive, review, and assess the inquiry, request for assistance, and complaint/grievance of the client 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). | None | 2 Minutes | DSWD AOS Director-Director IV |

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

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| | <p>received inquiries, requests, and complaints/grievances of the client/s and determine 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/grievance s 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 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</p> | | <p>3 Minutes</p> | <p>DSWD AOS Director-Director IV</p> |

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| | <p>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/grievance s 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>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</p> | <p>None</p> | <p>10 Minutes (For simple queries and complex concerns}</p> <p>25 Minutes (For PACD clients)</p> | <p>DSWD AOS Director-Director IV</p> |

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| | <p>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>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/grievance 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</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> |

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| | <p>Division/Unit/Services the concern will be forwarded.</p> <p>4.1.2. OBSU/FO Technical/Grievance Officer shall endorse the email/ referral letter to the concerned Division/Unit/ Services for appropriate action.</p> <p>4.1.3 OBSU/FO Technical/Grievance Officer shall encode the client's details in the Monitoring Matrix/Tool.</p> | | | |
| <p>5. The client to receive 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 CSMS Form (if available) stating the concrete and</p> | None | 5 Minutes | <p>Non-8888 and Non-CSC CCB Focal Person (OBSU/FO Technical/Grievance Officer)</p> |

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| | 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 considered concrete and specific. 7.2.2 For actions/feedback reports not considered concrete and specific, return the submitted report for compliance. | None | 10 Minutes | DSWD AOS Director- Director IV |

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

3. Management of Inquiries, Complaints, or Feedback from Walk-In Clients Through The Public Assistance And Complaints Desk (PACD)

To respond and provide resolution in all walk-in requests for inquiries, complaints, or feedback from the general public. The procedure covers receiving inquiries, complaints, or feedback, providing advice and assistance to external clients who have expressed complaints, comments, or suggestions, as well as monitoring customer satisfaction. This procedure shall be implemented by the Central Office - Office, Bureau, Service, and Unit and Field Offices

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| Office or Division: | Agency Operations Service (AOS) |
| Classification: | Simple |
| Type of Transaction: | Government-to-Citizens (G2C); Government-to-Government (G2G) |
| Who may avail: | Person who has inquiries, complaints, or suggestions, as well as monitoring customer satisfaction received through the Public Assistance and Complaints Desk (PACD) |
| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
| Documents for processing of inquiries, complaints, or suggestions, as well as monitoring customer satisfaction; | Public Assistance and Complaints Desk (PACD) |

| 1. Complaint/inquiry whether verbal or by filling out the Grievance Information Form. | | | | |
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| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. The client/citizen shall submit a complaint/inquiry to the PACD Officer whether verbal or by filling out the Grievance Information Form (GIF) | <p>1.1 The PACD Officer shall inquire about client issues with probing questions.</p> <p>1.1.1 The PACD Officer shall follow the verbatim script.</p> | None | 13 Minutes | Attending PACD Officer <i>(based on approved Regional Special Order)</i> |
| | 1.2 The PACD shall get the clients consent to record the client's information/details of concern and encode them in the Integrated Grievance Redress Management System (IGRMS) | None | 2 Minutes | Attending PACD Officer <i>(based on approved Regional Special Order)</i> |
| | <p>1.3 The PACD shall assess the concern of the client and provide a suitable response/resolution:</p> <p>1.3.1. For Simple Queries:</p> <p>The PACD Officer shall provide a clear and concise</p> | None | 20 minutes | Attending PACD Officer <i>(based on approved Regional Special Order)</i> |

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| | <p>response to the query.</p> <p>1.3.1.1 If unsure, offer to find the information or direct them to the Office/Bureau/Service/Unit (OBSU) concerned.</p> <p>1.3.1.2 If the query has multiple possible solutions, present the available solutions to the client and explain the pros and cons of each option if necessary.</p> <p>1.3.1.3 Ask if the client has any further questions or if he/she needs additional clarification.</p> <p>1.4.1 For Complex and Highly Technical Concerns:</p> <p>The attending PACD Officer shall contact/coordinate with the concerned Office, Bureau, Service, or Unit (OBSU)</p> <p>1.4.1.1 The attending PACD Officer shall refer the client either</p> | | | |
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| | <p>through the accomplished GIF or via phone call to the concerned OBSU</p> <p>1.4.1.2 The concerned OBSU shall provide the appropriate response, which the attending PACD Officer can either relay to the client or deliver directly via a phone call.</p> | | | |
| | <p>1.5 After the client has been responded to, the attending PACD Officer shall update the IGRMS or monitoring tool and tag it as responded/resolved (whichever is applicable).</p> | None | 2 Minutes | <p>Attending PACD Officer <i>(based on approved Regional Special Order)</i></p> |
| <p>2. The client shall accomplish the Client Satisfaction Measurement Form based on the level of satisfaction with the service/response provided by the attending PACD Officer.</p> | <p>2.1 The attending PACD officer shall encode in the CSMS database the result of the survey as means of verification.</p> | None | 3 Minutes | <p>Clients/Complainant</p> |
| | TOTAL | NONE | 40 Minutes | |

INNOVATIONS DIVISION (ID)

FRONTLINE SERVICES

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.

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

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

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| 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 | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1) Send the request for technical assistance along program/project development or enhancement to | 1) Receive and record the request. | None | 2 hours | Angie T. Sorano / Jessa T. Remiendo |

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| Social Technology Bureau (STB) / DSWD Field Office Social Technology Unit (STU) through: a. Letter signed by the Requesting Party, in any form; b. Accomplished Request Form; c. E-mail; or d. Ticketing System. | 1.2) Prepare, check, and send response to the request, and conduct the Technical Assistance. | None | 7 days | Merly De Guzman / Angie T. Sorano |
| | 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. | None | 8 day <i>Note: Turn around time does not include days between sending a response and actual conduct of activity.</i> | Merly de Guzman / Angie T. Sorano |
| 2. Accomplish the Client Satisfaction Survey (CSS). | 2. Administer/ Monitor/Follow-up Client Satisfaction Survey (CSS). | None | Not applicable | Angie T. Sorano / 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 | |

POLICY AND PLANS DIVISION

FRONTLINE SERVICES

**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.

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

| | government, local and international organizations or research institutions, and other independent requesting parties, including DSWD personnel researching to pursue higher academic education) who intend to conduct research studies related to or involving the DSWD. | | | |
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| 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 important information such as the date and time of receipt and the</i> | None | 4 hours | Ms. Shamah S. Ponasen, Statistician I/ Ms. Colleen Gaye A. Cultura, AA II <i>Policy Development and Planning Section</i> |

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| | <p><i>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>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</p> | | | |
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| | concerned technical staff | | | |
| | 1.2. Review the request and assign it to available technical staff | None | 2 hours | <i>Ms. Liezyl T. Astodillo, PDPS Head</i> |
| | <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, endorse to 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> | None | 2 hours | <p><i>Ms. Shamah S. Ponasen, Statistician I</i></p> <p><i>Ms. Maria Fe W. Kimayong, PLO II</i></p> |
| | 1.4. If the request falls within the scope of the office, assess if it shall undergo research protocol | None | 4 days <i>(For request that don't need</i> | <i>Ms. Shamah S. Ponasen, Statistician I/ Ms. Maria Fe W.</i> |

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| | <p>(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>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</p> | | <p><i>to go through the protocol)</i></p> <p>7 days <i>(For request that need to go through the protocol)</i></p> | <p><i>Kimayong, PLO II and Concerned DSWD ODSUs</i></p> |
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| | Field Offices (FOs). | | | |
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| | 1.5. Receive the comments or inputs, and recommendations from other offices. These shall be the basis for the decision to approve/ disapprove the request. | None | 1 day | <i>Ms. Shamah S. Ponasen, Statistician I/ Ms. Maria Fe W. Kimayong, PLO II</i> |
| | 1.6. To recommend Approval? 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. No - Communicate the decision to the requesting party and inform them of relevant revisions that need to be made. Two (2) | None | 1 day | <i>Ms. Marifil C. Jugal OIC PPD Chief/ Ms. Shamah S. Ponasen, Statistician I/ Ms. Maria Fe W. Kimayong, PLO II</i> |

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| | <p>days will be given to the requesting party to officially respond, through a letter, if they will continue or terminate their 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. Policy and Plans Division Chief to approve/ disapprove request based on recommendations.</p> <p>To Approve?</p> <p>1.7.1 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</p> | None | 2 days | <p><i>Ms. Liezyl T. Astodillo, PDPS Head</i></p> <p><i>Ms. Shamah S. Ponasen, Statistician I/ Ms. Maria Fe W. Kimayong, PLO II</i></p> |

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| | requesting party in matters related to the conduct of data-gathering activities. | | | |
| 2. Accomplish the <i>Client Satisfaction Measurement Survey</i> | 2.1. Administer the CSMF. (either online or paper-based) | None | 1 minute | <i>Ms. Shamah S. Ponasen, Statistician I/ 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.

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| 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 | | |
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| 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>Ms. Colleen Gaye A. Cultura, AA II</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>Ms. Colleen Gaye A. Cultura, AA II</i> |
| | 1.3. Encode details to the system or the Enhanced Document Transaction Management System (EDTMS) For email: Request Letter For walk-in: Information provided in the requesting party's Logbook | None | 5 minutes | <i>PDPS Staff</i> |

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| | <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. Asodillo, 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/ Ms. 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> | |
| | <p>1.7. Submit to Division Chief/Unit Head for review, approval, and signature. If not available within the office/ section, endorse the request to the concerned office/division/ section using the <i>Endorsement of Research and SWD Data Request Form</i>. 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</p> | None | 30 minutes | <i>Ms. Shamah S. Ponasen, Statistician I/ Ms. Maria Fe W. Kimayong, PLO II</i> |

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| | letter response template) 1.7.2. Submit to the Division Chief/Unit Head for review, approval, and signature. | | | |
| | 1.8. Review, approve and sign the letter response, prepared data | 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 | <i>Ms. Shamah S. Ponasen, Statistician I/ Ms. Colleen Gaye Cultura AA II Policy Development and Planning Section</i> |
| 2. Fill-out the Client Satisfaction Measurement Form | 2. Administer the Client Satisfaction Measurement Form (either online or paper-based) | None | 1 minute | <i>Client</i> |
| | 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 | |

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) | |
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| 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 | |
| 2. Proof of existence or presence of the CSO in its stated address and area of operation or organization, namely: <ul style="list-style-type: none"> a. Pictures of office and direction sketch; and b. At least one of the following documents: <ul style="list-style-type: none"> <i>i. Barangay certification</i> <i>ii. Certification or endorsement from at least two (2) publicly known individuals in the community</i> <i>iii. Other documents showing proof of existence</i> | • CSO Beneficiary Applicant | |
| 3. Proof of organization, namely: <ul style="list-style-type: none"> a. Organizational chart or governance structure; and b. Date of organization, list of officers and members with their complete names, dates of birth (if known and or registered, complete address, and contact numbers, if available; | • CSO Beneficiary Applicant | |

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| | Forwards the application documents to the SS Head. | | | |
| B. Applications received through Mail/Courier | | | | |
| STEP 1: <i>Submit/file application documents</i> | <p>Receives application documents</p> <p>Logs receipt into the DTS/Logbook</p> <p>Forwards the application documents to the Standards Section Head</p> <p>Informs the applicant that application has been received by SMS, phone call, social media, email or pro-forma letter.</p> | None | 1 hour | Ms. Clarissa O Padio Head, Standard Section |
| Step 2: Wait for the result of the assessment | <p>Monitors incoming applications and assigns to technical staff</p> <p>Provides notes/instructions for action</p> | None | 4 hours | Ms. Clarissa O Padio Head, Standard Section |
| | <p>Conducts Desk Review of submitted application documents to determine completeness and compliance</p> <p>If application is complete and compliant, prepares memo request for posting to Information and Communications Technology Management Service (ICTMS) and conduct of</p> | None | 2 days | |

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| | <p>validation/ocular inspection.</p> <p>Forwards memo request for posting and validation to the SS Head</p> <p>If incomplete or non-compliant, prepare an acknowledgement letter indicating technical assistance and the checklist of lacking documents.</p> <p>If an irregularity, falsehood, fabrication or forgery is noted or found in the documents the applicant shall be required to explain not later than 3 days from receipt of notice issued by the Regional Director</p> | | | |
| | <p>Forwards to Standards Section Head</p> <p>Prepares draft SO/TO</p> <p>Memo to ICTMS</p> <p>List of CSO Applicant/s</p> | None | 15 Minutes | Ms. Clarissa O Padio Head, Standard Section |
| | <p>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</p> | None | 4 hours | Ms. Amelyn P. Cabrera, SWOV/ Prom Services Division |

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| | <p>and memo request for issuance of SO/TO.</p> <p>Forward the signed memo for issuance of SO to the SS Admin. Support Staff for routing to PPD</p> <p>Forward the signed memo to ICTMS for posting.</p> <p>If there are comments and/or corrections, return the documents to the technical staff.</p> | | | |
| | <p>Forwards the signed memo request to ICTMS and secures receiving copy</p> <p>Forwards memo request for issuance of SO/TO by the Regional Director.</p> | None | 15 minutes | Ms. Clarissa O Padio, Head, Standard Section |
| | <p>Forwards memo request for issuance of SO/TO by the Regional Director to the PPD Chief for Review</p> | None | 15 minutes | Promotive Services Division Support Staff |
| | <p>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</p> | None | 4 hours | Ms. Amelyn P. Cabrera, SWOV/ Prom Services Division |

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| | <p>endorsing to Regional Director.</p> <p>Forward the memo request to the PPD Administrative Support Staff for routing to the RD.</p> <p>If there are comments and/or corrections, return the documents to the FO SS technical staff.</p> | | | |
| | 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 Regional Director for review and approval. | None | 15 minutes | Ms. Aira Orpilla, ORD Support Staff |
| | <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 | Dir. Maria A. Catbagan-Aplaten, PhD Regional Director, Field Office CAR |
| | Forwards signed SO/TO to the PPD Chief | None | 15 Minutes | Ms. Aira Orpilla - ORD Support Staff |

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| | 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. Clarissa O Padio, Head, Standard Section |

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| | <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 may be 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.</p> <p>To include activities e.g. FGD, interviews, photo-documentation of the validation site,</p> | None | 3 days | Ms. Clarissa O Padio, Head, Standard Section |

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| | 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. Clarissa O Padio, Head, Standard Section |
| | Forwards the signed SO to the SS Head | None | 15 Minutes | Ms. Clarissa O Padio, Head, Standard Section |
| | <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 | |

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| | 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. Clarissa O Padio, Head, Standard Section |
| | 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 |

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| | 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. Clarissa O Padio, Head, Standard Section |
| | 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. Clarissa O Padio. Head, Standard Section |
| | Presents, abstract of the CSO application through AVP/ Power point presentation. Provides recommendation for approval or non-approval of | None | 2 hours | Ms. Clarissa O Padio, Head, Standard Section |

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| | application for FOAC deliberation. | | | |
| | <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> | None | 2 hours | Ms. Clarissa O Padio, Head, Standard Section |

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| | In the absence of SECPA, secures appropriate parchment 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</p> | None | 2 days | Dir. Maria A. Catbagan-Aplaten Regional Director, Field Office CAR |

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| | FOAC Secretariat with explanation for deliberation of FOAC. | | | |
| | Receives and forwards the signed Resolution for Approval and Certificate/s of Accreditation and forwards to the FOAC Secretariat. | None | 15 Minutes | Ms. Aira Orpilla - ORD Support Staff. |
| | Receives the signed Resolution for Approval for file and the signed Certificate/s of Accreditation. Informs the technical staff of the signed Certificate/s of Accreditation of the CSO applicant/s. | None | 15 minutes | Ms. Clarissa O Padio, Head, Standard Section |
| | 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 | Release of the signed Certificate/s of Accreditation through: 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. | None | 1 day | Ms. Clarissa O Padio, Head, Standard Section |

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| | Administer the CSMF | | | |
| TOTAL | | N/A | 20 working days | |
| For Complete and Compliant: | | | | |
| For Incomplete Submission: | | None | 30 minutes | |

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).

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| 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: Submit application documents | SS receives application documents from SLP-RPMO | None | *15 minutes | Ms. Clarissa O Padio, Head, Standard Section |
| | 1.1 Logs receipt into the document tracking system (DTS)/ Logbook | | | |
| | 1.2 Routes to the SS Head | | | |
| | Farms out application documents for review of requirements received | None | 2 hours | Ms. Amelyn P. Cabrera, SWOV/ Prom Services Division |
| | 1.1 Refers the application documents to concerned SS Technical Staff | | | |
| STEP 2: Awaits the result of the document review | Review the application documents as to completeness and compliance to guidelines. If found complete or compliant: | None | *1 day | Ms. Clarissa O Padio, Head, Standard Section |
| | 1.1 Prepare the template of Certificate/s of Accreditation (CoA) for printing and routes the template of Certificates to administrative | | | |

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| | <p>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 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</p> | *None | 2 hours | Ms. Clarissa O Padio, Head, Standard Section |

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| | <p>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> | | | |
| | <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</p> | *None | 4 hours | Ms. Amelyn P. Cabrera, SWOV/ Prom Services Division |

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| | <p>RD.</p> <p>1.3 If there are comments and/or corrections, return the endorsement to the SS technical staff.</p> | | | |
| | <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. Clarissa O Padio, Head, Standard Section |
| | <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</p> | *None | 2 days | Dir. Maria A. Catbagan-Aplaten, PhD Regional Director Field Office CAR |

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| | <p>and endorses the documents to the 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. Clarissa O Padio, Head, Standard Section |
| | <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 of CSO applicants through the SLP-RPMO and request for posting at the website through Information and Communications</p> | *None | 4 hours | Ms. Clarissa O Padio, Head, Standard Section |

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| | 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. Clarissa O Padio, Head, Standard Section |
| | <p>Reviews memo to SLP-RPMO and ICTMS</p> <p>1.1 Review, clarify, edit and ensure completeness of the submitted 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</p> | *None | 4 hours | Ms. Clarissa O Padio, Head, Standard Section |

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| | comments or corrections, return the memo to the FO SS technical staff. | | | |
| STEP 3: Receives signed Certificate/s of Accreditation and posting | 1.1 Logs receipt into the document tracking system/ Logbook 1.2 Forwards the signed memo to SLP-RPMO with the signed certificates and secures receiving copy. 1.3 Scans the Certificate/s of Accreditation 1.4 Forwards signed memo to ICTMS for posting to FO website. 1.5 Post of list of accredited Beneficiary CSOs to FO-assigned bulleting board | *None | 3 hours | Ms. Clarissa O Padio Head, Standard Section |
| Grand Total | | | 6 working days & 10 minutes | |

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

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|-----------------------------|--|
| 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 |

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| | 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</i> | Training Provider |

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| <i>provider may be presented</i> | |
| d. Summary documentation of four (4) cases managed (Annex B) | DSWD-SB-GF-027_REV 01 _Annex B: Summary of Documentation of Case Managed |
| e. Letter of Recommendation attesting to the competence of the social worker | Any of the following: <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.

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| <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 |

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| <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 | |
| <p>a. First three (3) requirements stated under renewal for social worker</p> | (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/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. The staff to Log its receipt into the document tracking system. Concerned staff to review the completeness and</p> | None | 30 minutes | <p>Ms. Julie Anne G. Langaoan and Ms. Nadine G. Alban Ms. Clarissa O Padio Head, Standard Section</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 Head, Standard Section |
| STEP 2: The Applicant shall coordinate with Standards Bureau through the Field | 1.3. Send/transmit the approved/signed pre-assessment report/or endorsement letter to the Standards Bureau and an | | 30 minutes | Ms. Julie Anne G. Langaan and Ms. Nadine G. Alban |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|--|---|-----------------|-----------------|--------------------|
| Office on the schedule of the assessment | 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 Head, Standard Section Ms. Clarissa O. Padio Head, Standard Section |
| STEP 2: The Applicant shall coordinate with Standards Bureau through | Send/transmit the approved/signed pre-assessment report/or endorsement letter to the Standards Bureau and an | | 30 minutes | Ms. Julie Anne G. Langaoan and Ms. Nadine G. Alban |

| B. Applications received through Mail/Courier | | | | |
|--|--|------------------------|------------------------|---------------------------|
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| the Field Office on the schedule of the assessment. | acknowledgment letter to the applicant. An advance copy will be sent through email. | | | |
| 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**

4. 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.

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| 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 REQUIREMENTS | OF | 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 (original copies must be presented): | | |

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| <p>1. Any of the following as proof that the applicant is a graduate of four (4) year course:</p> <p>a. Photocopy of Certificate of graduation/college diploma or transcript of records; or</p> <p>b. Certified photocopy of valid PRC ID.</p> | <ul style="list-style-type: none"> • Any PRC Office nationwide |
| <p>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</p> | <ul style="list-style-type: none"> • Training Provider |

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| <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: 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 |

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| <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 (<i>Annex D</i>);</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 (<i>Annex C</i>);</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><i>Other documents to be made available during the validation visit.</i></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 <i>Annex F</i> 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. Langaoan/ 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 requirements, acknowledge</p> | None | 2 working days | Ms. Clarissa O. Padio Head, Standard Section |

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| | <p>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 Head, Standard Section</p> <p>Ms. Marifil C. Jugal OIC Head 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. Langaoan/ 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/corrections, | | 1 day | <p>Dir. Maria A. Catbagan-Aplaten Regional Director</p> |

| | | | | |
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| | 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. Langaoan/ 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: <ol style="list-style-type: none"> 1. Brief overview on the assessment process; 2. Observation on the counseling session; and 3. Exit Conference | None | 1 day | Ms. Clarissa O. Padio Head, Standard Section |

| 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 1.1 Final Assessment of the application documents and result of the actual accreditation assessment. 1.2 Prepares the confirmation report.</p> | None | 4 working days | Ms. Clarissa O. Padio Head, Standard Section |
| | <p>2. Endorsement of confirmation Letter 2.1 Review and/or provide inputs/ comments/ corrections. 1.1.1 if acceptable, affix initial in the letter and endorse to ORD; or 1.1.2 If with inputs/ comments/ corrections, return to technical staff</p> | None | 2 days | <p>Ms. Clarissa O. Padio Head, Standard Section</p> <p>Ms. Marifil C. Jugal Head PPD</p> |

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| | 3. Track and endorse confirmation letter to ORD <ul style="list-style-type: none"> Record in the logbook/ internal tracking system | None | 1 hour | Ms. Clarissa O Padio Head, Standard Section Ms. Marifil C. Jugal Head PPD |
| | 4. Approval of ORD <ul style="list-style-type: none"> If approved: Signed/ approved confirmation letter, if favorable. If with inputs/ comments/ corrections, return to technical staff | None | Within 1 day | Dir. Maria A. Catbagan-Aplaten PhD. Regional Director |
| | 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. Langaoan/ Ms. Nadine G. Alban |
| STEP 7: Awaits for the approval and issuance of certificate, if favorable. | Draft and prepare Certificates of Accreditation, if result is favourable <ul style="list-style-type: none"> Prepares certificate ad | None | Within 1 working day | Ms. Clarissa O. Padio Head Standard Section |

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| | assign accreditation number <ul style="list-style-type: none"> Update database. | | | |
| | 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 If with inputs/comments / corrections, return to technical staff | None | 2 Days | Ms. Clarissa O. Padio - SS Head Ms. Marifil C. Jugal , OIC Chief PPD |
| | 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. Langoan / 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. Maria A. Catbagan-Aplat en , PhD, Regional Director |
| 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 | None | 1 hour | Ms. Julie Anne G. Langoan / Ms. Nadine G. Alban |

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| | <ul style="list-style-type: none"> Email advance copy of certificate | | | |
| | | 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 actual accreditation visit. During the state of calamity/emergency virtual assessment. Activities to take place: <ol style="list-style-type: none"> Observation on the counseling session; and Exit conference. | None | 1 working day | Ms. Clarissa O. Padio- SS Head |

5. 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.

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| 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 |

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| 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. |

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| 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 | DSWD-SB-GF-029_REV 01_APPLICATION FORM ANNEX A FORM 1, S800(M) CMTA <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 |
| OPTIONAL REQUIREMENTS | |
| 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 | | | | |

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| <p>STEP 1: Submits application (completeness of requirements)</p> | <p>1. Reviews the completeness and correctness of the submitted application documents based on the checklist.</p> <p><i>If complete, forward for tracking to Support Staff</i></p> | <p>None</p> | <p>*30 minutes</p> | <p>Ms. Julie Anne G. Langaan/ Ms. Nadine G. Alban</p> |
| | <p><i>If incomplete, return to applicant, provide TA and checklist of requirements.</i></p> | | | |
| | <p>2. Logs its receipt into the document tracking system</p> | | <p>15 minutes</p> | <p>Ms. Julie Anne G. Langaan/ Ms. Nadine G. Alban</p> |
| | <p>3. Logs its receipt into the document tracking system</p> <p>4. Provides the walk-in applicant with document reference number for easy tracking.</p> | | <p>15 minutes</p> | <p>Ms. Julie Anne G. Langaan/ Ms. Nadine G. Alban</p> |

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| STEP 2: The applicant shall pay the required processing fee at the Cash Unit of the concerned | If complete: 1. Accepts application and prepares billing statement. Refers the applicant to | Php1,000.00 | *10 minutes | Field Office: Cash Section personnel |
| DSWD-Field Office; Returns to Standards Section for photocopy of the official receipt of processing fee. | Accounting Section for the order of payment then pay the necessary fee to Cash Section. <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> <i>Since face-to-face is still prohibited during pandemic situation, technical assistance shall be provided in written form.</i> | | | |
| | Logs its receipt into the document tracking system. Routes to the Standards Section Head | | 15 minutes | Ms. Julie Anne G. Langaan/ Ms. Nadine G. Alban |

B. Application received through Email/Courier

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| Step 1: Submits application (completeness of requirements) | Receives application (completeness of requirements) | | 30 minutes | Ms. Julie Anne G. Langaan and Ms. |
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| | <p>1. Logs its receipt into the document tracking system</p> <p>2. Reviews the completeness of the submitted application documents.</p> <p>3. Provides with document reference number for easy tracking.</p> <p>4. Routes to the Standards Section Head</p> | | | Nadine G. Alban |
| | <p>Receives incoming applications and assigns to concerned technical staff</p> <p>Provides notes/instructions for action of the concerned technical staff</p> | | 15 minutes | Ms. Clarissa O. Padio-Section Head |
| Assessment of Application Documents: A. For non-compliant applications | | | | |
| STEP 3: Awaits results of the assessment. | <p>Logs its receipt into the document tracking system.</p> <p>Reviews and assesses the submitted documents as to completeness and compliance using the duty-exempt pre-assessment form.</p> <p>1. If complete and compliant, follow procedure.</p> | None | 4 hours | Ms. Julie Anne G. Langaoan / Ms. Nadine G. Alban |

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| <p>Step 4: Accomplish Client Satisfaction Measurement Form</p> | <p>2. If incomplete or non-compliant, prepares an acknowledgement letter indicating the 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 |

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| | 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. Marifil C. Jugal OIC, Chief PPD |
| | Tracks and endorses the acknowledgement <ul style="list-style-type: none"> • Log its receipt into the document tracking | | 30 minutes | Ms. Leonor D. Leckias- Support Staff, PPD |

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| | system <ul style="list-style-type: none"> • Routes document to the Office of the Regional Director | | | |
| | Receives documents for review and approval of Regional Director <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 |
| | Approves and signs acknowledgement letter <ul style="list-style-type: none"> • If found in order, affixes his/her signature in the acknowledgment • If with inputs/ comments/ corrections, return to technical staff | | 1 day | Dir. Maria A. Catbagan-Aplaten PhD Regional Director |

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| | <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 |

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| | <p>submitted per set timeline.</p> <ul style="list-style-type: none"> • Transmit original copy to Records Section | | | |
| <p>B. For compliant application documents</p> <p>Procedure on the Issuance of Regional Duty Exempt Pre-Assessment Report</p> | | | | |

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| <p>Awaits the result of the assessment</p> | <p>Reviews and assesses the application documents received; prepares endorsement memo with supporting documents</p> | | <p>3 days</p> | <p>Ms. Clarissa O. Padio- Section Head</p> |
| <p>Pays the processing fee at the DSWD Cash Section</p> | <p>If complete and compliant, 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 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>Php 1,000.00</p> | | <p>Cash Section Staff</p> |

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| | <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 ear tags to ensure completeness of documents submitted.</p> | | | |
| | <p>Reviews and endorses the Endorsement memo with supporting documents</p> | | 5 hours | <p>Ms. Clarissa O. Padio-SS Head</p> |
| | <p>Receive and tracks the endorsement memo with supporting documents</p> | | 1 hour | <p>Ms. Julie Anne G. Langaoan / Ms. Nadine G. Alban</p> |
| | <p>Reviews and endorses the Endorsement memo with supporting documents for approval of the RD</p> <ul style="list-style-type: none"> • If with inputs/comments/corrections, return to the technical staff | | 1 day | <p>Ms. Marifil C. Jugal Head. PDPS</p> |

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| | 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/comments/corrections, return to the technical staff | | 2 days | Dir. Maria A. Catbagan-Aplaten PhD. Regional Director |
| | 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. Langaoan / Ms. Nadine G. Alban |
| Total- 7 Working days | | | | |

6. Issuance of Regional Solicitation Permit/ Certificate Authority to Conduct FundRaising 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

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| 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) | | |
| 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 | DSWD-SB-GF-080: Annex 2 - Notarized Application for Authority to Conduct Solicitation/ Fund Raising Campaign |
| 2. Project Proposal including the Work and Financial Plan (WFP) for the intended public solicitation, approved by the Head of agency | https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf | DSWD-SB-GF-083: Annex 5 - Project Proposal for Solicitation Activity |

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| <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 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. |

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| <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 |

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| 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 • Annex 2 - DSWD-SB-PSF-001: Application Form |
| 2. Project Proposal on the intended public solicitation approved by the Head of the | <ul style="list-style-type: none"> • https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf |

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| <p>Agency including the Work and Financial Plan (WFP) of the intended activity indicating other details and methodology to be used</p> | <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</p> | <ul style="list-style-type: none"> • Applicant |

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| <p>activities in their agency's jurisdiction, as applicable:</p> <ol style="list-style-type: none"> Director of Private Schools Schools Superintendent of Public School Head or authorized representative of National Government Agencies (NGAs) Head or authorized representative of Local Government Unit (LGU) Bishop/Parish Priest/Minister or Head of Sect or Denomination Others | |
| <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> <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 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 | <ul style="list-style-type: none"> • Applicant |

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| <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 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> | <ul style="list-style-type: none"> • Applicant |

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| 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. | <ul style="list-style-type: none"> • Concerned LGU where the applicant is based. |
| 17. 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 |

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| 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 |

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| <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. Written authorization from Head of Government Agency for the intended solicitation activity that also ensure strict compliance to the standard ratio of funds utilization</p> | <ul style="list-style-type: none"> • Applicant |
| <p>4. 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>5. 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>6. Sample of additional specific requirements for each methodology to be used, such as:</p> <ol style="list-style-type: none"> a. Ticket, Ballots, Cards and similar forms b. Donation Boxes, Coin Banks and other similar forms c. Benefits show such as fashion show, concert and similar activities d. Photo or Painting Exhibits and similar activities e. Written request such as envelopes, letters of appeal, greeting cards and similar forms f. Text message, e-mail, online post and other types of solicitation using electronic devices | <ul style="list-style-type: none"> • Applicant |

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

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| <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 |

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| <p>a. Photo or Painting Exhibits and similar activities</p> <p>b. Written request such as envelopes, letters of appeal, greeting cards and similar forms</p> <p>c. Text message, e-mail, online post and other types of solicitation using electronic devices</p> <p>d. Mass media campaign through radio, television, cinema, magazines, newspapers, billboards and other similar forms</p> <p>e. Sport activities for a cause such as fun run, marathon, cycling and similar activities</p> <p>f. Rummage sale, garage sale, sale of goods and other similar forms</p> | |
| <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 | None | 1 Hour | Ms. Julie Anne G. Langaan- SWA |

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| | <p>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.</p> | | | |
| | <p>If complete, forward for tracking to Support Staff</p> <p>1.1 Logs its receipt into the document tracking system</p> <p>1.2 Provides the walk-in applicant with document reference number for easy tracking</p> <p>1.3 Accepts application and prepares billing statement and pay the necessary fee to Cash Section</p> <p>1.4 Attach the photocopy of the official receipt of processing fee</p> | P 500.00 | 1 Hour | <p>Ms. Julie Anne G. Langaan- SWA</p> <p>Cash Section Staff</p> <p>Ms. Julie Anne G. Langaan- SWA</p> |
| | <p>Farms out to concerned Section Head</p> <p>1.1 Logs its receipt into the document tracking system</p> <p>1.2 Routes to concerned Section Head</p> | None | 30 minutes | Ms. Julie Anne G. Langaan- SWA |
| Processing of Application received through Mail/Courier | | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEE TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |

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| 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 Receives incoming applications and assigns to concerned technical staff Provides notes/instructions for action of the concerned technical staff | None | 30 minutes | Ms. Clarissa O. Padio- Section Head |
| Step 2: Awaits the results 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 | P 500.00 | 4 Hours | Ms. Julie Anne G. Langaan- SWA Cash Section Staff Ms. Julie Anne G. Langaan- SWA |

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| | <p>of documents for compliance to be secured or accomplished.</p> <p>2.1 Provides technical assistance along fund raising campaign 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. Langaan- SWA |

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| | <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. Marifil C. Jugal, 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 Director for approval</p> | None | 30 minutes | Ms. Aira Orpilla- ORD Support Staff |
| | <p>Approves and signs acknowledgement letter</p> | None | 1 day | Dir. Maria A. Catbagan-Aplaten |

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| | 1.1 If found in order, affixes his/her signature in the acknowledgement letter. 1.2 If with inputs/ comments/ corrections, return to technical staff | | | PhD Regional Director |
| | Tracks and forwards the signed acknowledgement letter 1.1 Logs its receipt into the document tracking system 1.2 Routes documents to Standards Section | None | 30 minutes | Ms. Aira Orpilla -Support Staff, Office of the Regional Director (ORD) |
| | Sends advance copy/transmits original to Records Section for delivery to applicant SWDA 1.1 Logs its receipt into the document tracking system 1.2 Emails advance copy of the signed acknowledgement letter 1.3 Sends the acknowledgement letter to the applicant indicating the reason for return, lacking requirements and documents need to be submitted per set timeline. 1.4 Transmits original to Records Section | None | 30 minutes | Ms. Aira Orpilla -ORD Support Staff |
| Total: 3 working days | | | | |

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

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|--|-----------------|-----------------|---|
| <p>Step 2: Waiting for the result of the application</p> | <p>Conducts review and assessment of the submitted documents</p> <p>1.1 Reviews and assesses the submitted documents and the necessity of conducting a validation visit</p> <p>1.2 Technical staff may opt to conduct an area/validation visit, if deemed necessary:</p> <p>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 calls or electronic means (e-mails).</p> <p>1.4 Prepares permit/certification documents</p> | | 2 working days | Ms. Julie Anne G. Langaoan-SWA |
| | <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</p> | None | 4 hours | Ms. Clarissa O. Padio Standards Section Head |

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| | <p>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> | | | |
| | <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> <p>1.3 Prints the Regional FRC Authority Certificate in SECPA</p> | None | 30 minutes | Ms. Julie Anne G. Langaoan-SWA |
| | <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 |

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| | <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. Marifil C. Jugal, 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 |

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| | Approves/ Signs Regional FRC Authority/ Permit, Endorsement Memo, Conformance letter to applicant and pre-assessment tool 1.1 Reviews, approves and signs Regional FRC Authority/ Permit, Conformance Letter to applicant 1.2 If with inputs/ comments/ corrections, return to the technical staff | None | 2 days | Dir. Maria A. Catbagan-Aplaten PhD, Regional Director |
| | 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 conformance 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 Conformance Letter, Regional Authority/ Permit transmittal memo and pre-assessment report and application documents | None | 1 hour | Ms. Julie Anne G. Langaoan-SWA |

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| | 1.4 Handcarries the signed Regional FRC Authority/Permit and conforme letter to 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 | Ms. Beverly Gawidan 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.*

7. 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.

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| 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) |

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| 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 | DSWD Field Office CAR - Standards Section 40 North Drive, Baguio City <u>DSWD-SB-GF-080_REV_01 Application for Authority to Conduct Solicitation/Fund Raising Campaign</u> | |
| 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 *Not applicable to Government Agencies and SWDAs with Valid RLA | <ul style="list-style-type: none"> • Securities Exchange Commission (SEC) – 3/F Newtown Square, 42 Navy Base Road, Baguio City | |
| 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. *Not applicable to Government Agencies and SWDAs with Valid RLA. | <ul style="list-style-type: none"> • Securities Exchange Commission (SEC) – 3/F Newtown Square, 42 Navy Base Road, Baguio City | |

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| <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><i>*Not applicable to Government Agencies and SWDAs with Valid RLA.</i></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 |

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| <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</p> <p>8.2. Schools Superintendent of Public School</p> <p>8.3. Head or authorized representative of National Government Agencies (NGAs)</p> <p>8.4. Head or authorized representative of Local Government Unit (LGU)</p> <p>8.5. Bishop/Parish Priest/Minister or Head of Sect or Denomination</p> <p>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 |

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| <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. Langaoan and Ms. Nadine G. Alban, Social Welfare Assistants |
| STEP 2: Submit/file application documents | Receives application (completeness of requirements) Reviews the completeness and correctness of the applicant's application documents using the Checklist of Requirements If incomplete or non-compliant | None | 2 hours | Ms. Julie Anne G. Langaoan, Social Welfare Assistant |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|--|-------------------|-----------------|---|
| | <p>1. Returns the document and call the attention of the applicant citing reason/s for non-processing</p> <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</p> | <p>₱ 1,000.00</p> | <p>1 hour</p> | <p>Ms. Julie Anne G. Langoan, Social Welfare Assistant</p> |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|--------------|---|-----------------|-----------------|--|
| | <p>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 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>Ms. Julie Anne G. Langaan, Social Welfare Assistant</p> |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|--------------|---|-----------------|-----------------|---|
| | <p>Receives complete and compliant application documents from the admin/Support staff of the Standards Section.</p> <ol style="list-style-type: none"> 1. Logs its receipt into the DTMS 2. Assigns the application to the concerned Technical Staff of the Section. 3. Provides instruction/notes for action of the concerned technical staff | | 1 day | Ms. Clarissa O. Padio , PDO III/Section Head, |
| | <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 | | 1 day | Ms. Julie Anne G. Langaan , Social Welfare Assistant |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|--------------|--|-----------------|-----------------|--------------------|
| | <p>and compliance using the assessment form.</p> <p>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).</p> <p>4. Accomplished the Pre-assessment Form</p> <p>5. Drafts Acknowledgement Letter to the Applicant</p> <p>6. Draft Endorsement Memo to the Standards Bureau (SB)</p> <p>7. Provide the application</p> | | | |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|--------------|--|-----------------|-----------------|--|
| | <p>documents with ear tags.</p> <p>8. Endorses drafted documents to the Head of the Standard Section for review and/or onward endorsement to the concerned Division Chief</p> | | | |
| | <p>Receives 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> <p>2. Reviews duly accomplished Pre-Assessment Form, draft Endorsement Memo to SB and Acknowledgement Letter to the applicant.</p> <p>3. If found in order, affixes signature on the assessment form and initial on the Endorsement Memo</p> | | 4 hours | Ms. Julie Anne G. Langaoan, Social Welfare Assistant |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|--------------|--|-----------------|-----------------|--|
| | <p>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</p> | | 1 hour | Ms.Marifil C. Jugal Head. PDPS |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|--------------|--|-----------------|-----------------|---|
| | <p>Head of the Standard Section.</p> <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 Regional 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 hour</p> | <p>Ms. Leonor D. Leckias, PPD Support Staff</p> |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|--------------|--|-----------------|-----------------|--|
| | <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> | | | |
| | <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</p> | | 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 |
|--------------|--|-----------------|-----------------|---|
| | Acknowledgement letter to applicant to the Regional Director for his/her review and approval. | | | |
| | <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 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> | | 2 days | Dir. Maria A. Catbagan-Aplaten PhD. Regional Director |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|--|---|-----------------|-----------------|--|
| | 4. Routes to Standards Section for sending to SB and the applicant. | | | |
| STEP 4: Wait for the result of the assessment | <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 application documents to the Standards Section, for sending to the concerned entities.</p> | | 1 hour | Ms. Aira Orpilla-Support Staff Office of the Regional Director (ORD) |
| | Receives complete and compliant application documents from the Office of the Regional Director. | | 1 day | Ms. Julie Anne G. Langaoan, Social Welfare Assistant |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|--|---|-----------------|-----------------|--------------------|
| | 1. Logs its receipt into the document tracking system 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 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 |
|---|---|-----------------|-------------------|---|
| <p>STEP 1: Secure the application form thru the DSWD Website or from the DSWD Field Office</p> | <p>Client secures or is provided with application form and checklist of requirements</p> | <p>None</p> | <p>*5 minutes</p> | <p>Ms. Julie Anne G. Langaoan and Ms. Nadine G. Alban, SWA</p> |
| <p>STEP 2: Submit/file application documents</p> | <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> | | <p>1 hour</p> | <p>Ms. Julie Anne G. Langaoan, SWA</p> |
| | <p>Receives complete and compliant application documents from the Admin/Support Staff.</p> <p>1. Logs its receipt into the DTMS.</p> | | <p>4 hours</p> | <p>Ms. Clarissa O. Padio- Head, Standards Section</p> |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|--------------|---|-----------------|-----------------|-------------------------------|
| | <p>2. Review and provide instruction/notes for action.</p> <p>3.Assigns/routes the application documents to the concerned Technical Staff of the Section</p> | | | |
| | <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</p> | | 1 day | Ms. Julie Anne G. Langoan-SWA |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|--------------|---|-----------------|-----------------|--------------------|
| | <p>of the applicant entity. Conduct collateral interview which could be done through text messages, telephone calls or through electronic means (e-mails).</p> <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> | | | |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|--------------|---|-----------------|-----------------|--|
| | <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> <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> | | 4 hours | Ms. Clarissa O. Padio- Head, Standards Section (SS) |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|--------------|---|-----------------|-----------------|--------------------------------|
| | <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> <p>2.Routes the draft documents for review of the concerned Division Chief.</p> | | 1 hour | Ms. Julie Anne G. Langaoan-SWA |
| | <p>Receives draft Endorsement Memo to SB and Acknowledgement Letter to the Applicant including the complete and compliant application</p> | | | |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|--------------|---|-----------------|-----------------|---|
| | <p>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 correction, returns the documents to the Standard Section (SS).</p> | | | |
| | <p>Receives draft Endorsement Memo to SB and Acknowledgement Letter to the applicant including</p> | | 1 hour | Ms. Leonor D. Leckias- Support Staff, PPD |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|--------------|--|-----------------|-----------------|---|
| | <p>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> | | | |
| | <p>Receives the accomplished pre-assessment form, draft Endorsement Memo to SB and Acknowledgement Letter to the applicant including the complete and compliant application</p> | | 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>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> | | 2 days | Dir.Maria A. Catbagan-Aplaten PhD. Regional Director |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|--------------|--|-----------------|-----------------|--|
| | <p>1.Reviews draft duly Accomplish Pre-Assessment Form, Endorsement Memo to SB and 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</p> | | 1 hour | <p>Ms. Aira Orpilla-Support Staff ORD</p> |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|--------------|---|-----------------|-----------------|--------------------------------|
| | <p>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> <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</p> | | 2 hours | Ms. Julie Anne G. Langaoan-SWA |

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

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|-----------------------|-------------------------------------|-----------------|-----------------|--------------------|
| | 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 | <p>Receives the application documents</p> <p>1. Logs its receipt into the Document Transaction Management System (DTMS)</p> <p>2. Provides Document References Number (DRN) for easy tracking.</p> <p>3. Routes to the Section Head,</p> | | 30 minutes | Ms. Julie Anne G. Langaoan, SWA |

| CLIENT STEPS | AGENCY ACTIONS | FEE TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|--------------|---|----------------|-----------------|---|
| | 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. Langaoan, 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 3.Prepare Acknowledgement Letter calling the attention of the applicant on the submitted incomplete and/or non-compliant documents simultaneously | | 1 hour | Ms. Julie Anne G. Langaoan, SWA |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|--------------|---|-----------------|-----------------|---|
| | <p>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 to the concerned Division Chief.</p> <p>4.If with comments, inputs or correction,</p> | | 1 hour | Ms. Clarissa O. Padio- Section Head Standard Section (SS) |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|--------------|---|-----------------|-----------------|---------------------------------|
| | return to the assigned Technical Staff for the enhancement/revision | | | |
| | 1.Logs its receipt into the DTMS 2.Route draft Acknowledgement Letter to the concerned Division Chief, for review. | | 30 minutes | Ms. Julie Anne G. Langaoan, SWA |
| | 1.Logs its receipt into the DTMS. 2.Conducts desk review of the draft Acknowledgement Letter including the submitted application documents. 3.If approve, affix initial and endorse the same to the Assistant Bureau Director. If with inputs/comments/corrections, return to the assigned Technical Staff | | 1 hour | Ms.Marifil C. Jugal Head. PDPS |

| 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.Maria A . Catbagan-Aplat enPhD. Regional Director |

| CLIENT STEPS | AGENCY ACTIONS | FEE 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.***

8. 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 | <ul style="list-style-type: none"> Applicant |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| <p>activities. <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> | |
| <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. 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>6. 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>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 |
| <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. 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 |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|--|
| | <p>01_Fund Utilization Report</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> | <ul style="list-style-type: none"> • |
| <p>11. Undertaking to comply with the remaining requirements within the validity period of the issued Temporary Permit (<i>Annex 8 Undertaking for Individuals</i>)</p> | <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 |
| <p>12. Two (2) valid Government Issued Identification Cards</p> | <ul style="list-style-type: none"> • Applicant |
| <p>13. Certification from the concerned Barangay Office that the person has the capability to conduct/manage fund raising activity (<i>Annex 13</i>)</p> | <ul style="list-style-type: none"> • LGU where the applicant is based • DSWD-SB-GF-091_REV 01_Sample Barangay Certification |
| <p>14. Endorsement from the group, the person is representing with</p> | <ul style="list-style-type: none"> • Applicant |
| <p>C. For SWDA with valid License and/or Accreditation</p> | |
| <p>1. Duly Accomplished Application Form (<i>Annex 2</i>)</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</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 |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
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| methodology to be used. (Annex 5) | SOLICITATION ACTIVITY or <ul style="list-style-type: none"> ● 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 or maternal/paternal relative/s may sign the document in behalf of the child.</i> | <ul style="list-style-type: none"> ● Applicant |
| 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"> ● LGU where the applicant is based |
| 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 of processing fee issued by the | <ul style="list-style-type: none"> ● Applicant |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|--|---|
| concerned DSWD CO-FO Finance Management Service/Unit (FMS/U) | |
| D. For Non-Government Organization/Association | |
| 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. 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. (<i>Annex 6</i>) | <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. (<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 |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|--|
| | or <ul style="list-style-type: none"> ● DSWD-SB-GF-054_REV 01_Work and Financial Plan |
| 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: <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 | <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 or ● 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 | <ul style="list-style-type: none"> ● Standards Section (SS) of the concerned DSWD Field Office ● DSWD-SB-GF-091_REV 01_Sample Barangay Certification |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|--|---|
| people and communities of the area | |
| 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-093_REV 01_Fund Utilization Guide for Proceeds of Solicitation or Fund Raising Activities |
| 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: 11. 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 |
| E. For Government Agencies | |
| 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. 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 Plan |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|--|
| <p>3. 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</p> <p>h.2. Schools Superintendent of Public School</p> <p>h.3. Head or authorized representative of National Government Agencies (NGAs)</p> <p>h.4. Head or authorized representative of Local Government Unit (LGU)</p> <p>h.5. Bishop/Parish Priest/Minister or Head of Sect or Denomination</p> <p>h.6. Others</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"> ● Standards Section (SS) of the concerned DSWD Field Office ● DSWD-SB-GF-091 _REV 01_Sample Barangay Certification |
| <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 |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|--|
| | 01_Fund Utilization Report |
| 7. 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: 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 of Application | 1. Receives application (Completeness of requirements) Applications receipt shall be assessed based on MC 05 series 2021. Checks the completeness and correctness | | 20 minutes | Ms. Julie Anne G. Langaan-SWA |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|-----------------|-----------------|-------------------------------------|
| | <p>of the submitted application documents.</p> <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. Langaoan- 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 | | | | |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|--|-----------------|-----------------|------------------------------------|
| <i>Note: Applications received after 3:00 PM shall be considered as a next working day transaction.</i> | | | | |
| Step 1. Submission of Application | 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 for action | None | 20 minutes | Ms. Clarissa O. Padio-Section Head |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|--------------|---|-----------------|-----------------|--|
| | <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. Langaoan- SWA |
| | <p>4.a. Provides inputs/ comments/ corrections</p> <p>4.b. Endorses draft acknowledgment letter to the Division Chief for</p> | None | 50 minutes | Ms. Clarissa O. Padio-Standards Section Head |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|--------------|--|-----------------|-----------------|---------------------------------|
| | initial. | | | |
| | 4.c. Logs its receipt into the document tracking system 4.d. Routes document to Division Chief | None | 5 minutes | Ms. Julie Anne G. Langaoan- SWA |
| | 5.a. Logs its receipt into the document tracking system 5.b. Routes document to PPD Chief | None | 5 minutes | Ms. Julie Anne G. Langaoan- SWA |
| | 5.c. Reviews acknowledgment letter. 5.d. If no comments/clarification, initial/endorse the final draft of acknowledgment letter to the Field Office Director for approval. 5.e. If with inputs/comments corrections, return to the technical staff | None | 1.5 hours | Ms. Marifil C. Jugal Head. PDPS |
| | 5.f. Logs its receipt into the document | none | 10 minutes | Ms. Julie Anne G. Langaoan- SWA |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|--|-----------------|-----------------|---|
| | tracking system | | | |
| | 6.a. Logs its receipt into the DTS 6.b. Routes finalized acknowledgment letter to the Office of the Regional Director for approval | none | 10 minutes | Ms. Aira Orpilla- ORD Support Staff |
| | 6.c. If approved: Signed/ approved acknowledgment letter 6.c. If with inputs/comments/ corrections, return to SS/ technical staff | none | 2 hours | Dir. Maria A. Catbagan-Aplaten PhD. Regional Director |
| | 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 acknowledgment letter 7.c. Transmits to Records Section for delivery to | none | 10 minutes | Ms. Julie Anne G. Langaoan- SWA |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|--|-----------------|-----------------|-------------------------------------|
| | applicant | | | |
| TOTAL | | waived | 1 day (8 hours) | |
| Complete and Compliant: | | | | |
| 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 permit/ certificate of authority to conduct Fund Raising Campaign; | None | 4 hrs | Ms. Julie Anne G. Langaoan- SWA |
| | Receives and reviews application documents, provides inputs comments/ edit and enhanced communications made by Technical Staff. If found in order, affixes initial and endorses to the Division for | None | 2 hours | Ms. Clarissa O. Padio- Section Head |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|--------------|--|-----------------|-----------------|---|
| | approval. | | | |
| | <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. Langaoan- SWA |
| | <p>Logs its receipt into the document tracking system</p> <p>Routes the document for review of the Division Chief</p> | None | 10 minutes | Ms. Leonor D. Leckias- Support Staff, PPD |
| | <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. Marifil C. Jugal Head. PDPS |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|--------------|---|-----------------|-----------------|---|
| | <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 Authority/Permit together with supporting documents for review and approval of the Regional Director.</p> | none | 10 minutes | Ms. Aira Orpilla- ORD Support staff |
| | <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/</p> | none | 1 day | Dir. Maria A. catbagan-Aplaten PhD. Regional Director |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|--|-----------------|----------------------|---|
| | <p>corrections, return to the technical staff</p> <p>Logs its receipt into the document tracking system</p> <p>Routes the signed Regional FRC Authority/Permit to the Standards Section</p> | none | 10 minutes | Ms. Leonor D. Leckias- Support Staff, PPD |
| 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. Langaoan- SWA |
| TOTAL | | waived | Two (2) working days | |
| Complete and Compliant: | | | | |
| Complete but Non- Compliant and/or Incomplete Submission: | | waived | 1 day | |

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

9. 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 | | |

| | |
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| <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 <p>Annex 4. Manual of Operation</p> |
| <p>4. Profile of Board of Trustees</p> | <p>DSWD-SB-GF-063_REV 01</p> <p>Annex 21. Profile of Governing Board</p> |
| <p>5. Certified True Copy of General Information Sheet (GIS) issued by SEC or any regulatory agencies</p> | |
| <p>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</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 <p>Annex 9. Work and Financial Plan</p> |
| <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 <p>Annex 7. List of Main and Satellite Offices</p> <ul style="list-style-type: none"> • DSWD-SB-GF-057_REV 01 <p>Annex 12. Suggested LSWDO/ABSNET Certification of SWDA's Existence</p> <ul style="list-style-type: none"> • DSWD-SB-GF-110-REV-00 <p>Undertaking for ABSNET membership</p> |
| <p>9. For applicant SWA implementing Child Placement Services</p> | |

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|--|--|
| <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 <p>Certification Free from Financial Liability</p> |
| <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</p> <p>(In compliance with the Data Privacy Act of 2021)</p> | <ul style="list-style-type: none"> • DSWD-SB-GF-073_REV 01 <p>Data Privacy Consent</p> |
| <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</p> | |

| (SWDAs) 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-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 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 |
| 8. For those operating in more than 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 | <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 |

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| <p>Field Office</p> <ul style="list-style-type: none"> • 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> | <p>Certification of SWDA's Existence</p> <ul style="list-style-type: none"> • 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 <p>Certification Free from Financial Liability</p> |
| <p>11. Duly Accomplished Data Privacy Consent Form</p> <p>(In compliance with the Data Privacy Act of 2021)</p> | <ul style="list-style-type: none"> • DSWD-SB-GF-073_REV 01 <p>Data Privacy Consent</p> |
| <p>12. Copy of Official Receipt (OR) of processing fee on licensing amounting to P1,000.00</p> | |
| <p>III. Checklist for Licensing of Social Work Agency (SWA) Already Operating</p> | |
| <p>1. One (1) Duly Accomplished and Notarized Application Form</p> | <ul style="list-style-type: none"> • DSWD-SB-GF-111_REV 00 <p>Application Form for Licensing (Already Operational)- MC21S2022</p> |
| <p>2. 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</p> | <ul style="list-style-type: none"> • DSWD-SB-GF-049_REV 01 <p>Annex 4. Manual of Operation</p> |

| | |
|--|--|
| attached) | |
| 3. Profile of Board of Trustees | <ul style="list-style-type: none"> • DSWD-SB-GF-063_REV 01 Annex 21. Profile of Governing Board |
| <p>4. Profile of Employees and Volunteers</p> <p>a. For Social Work Agency to consider the following staff requirement:</p> <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 • 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"> <input type="checkbox"/> Graduate of Bachelor degree in Social Work or Community Development; or <input type="checkbox"/> Other professionals who have at least (3) three-year work of experiences in the field of social welfare and development | <ul style="list-style-type: none"> • DSWD-SB-GF-064_REV 01 Profile of Employees and Volunteers |
| <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,</i></p> | |

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| 6. Certificate of no Derogatory Record Information issued by SEC (except those in operation for less than six months upon filing of the application) *Undertaking to Comply with the Requirements per memo of the Secretary dated February 4, 2022 | |
| 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. 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 | |
| 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 Places) and RA No. 9112 (Tobacco Regulation Act of 2003) | <ul style="list-style-type: none"> DSWD-SB-GF-056_REV 01 Annex 11. Declaration of Commitment |
| 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 | <ul style="list-style-type: none"> DSWD-SB-GF-053_REV 01 Annex 8. Financial Report |

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| <p>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> | |
| <p>13. Profile of clients/communities being served for the preceding and current year</p> | <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 |
| <p>15. For applicant SWA implementing Child 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> | |

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| <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 <p>Certification Free from Financial Liability</p> |
| <p>19. Duly Accomplished Data Privacy Consent Form</p> <p><i>(In compliance with the Data Privacy Act of 2021)</i></p> | <ul style="list-style-type: none"> ● DSWD-SB-GF-073_REV 01 <p>Data Privacy Consent</p> |
| <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 <p>Undertaking to Comply with the Requirements on the Application for the License to Operate and/or Accreditation of Programs and Services</p> |
| <p>IV. Checklist for Licensing Auxiliary Social Welfare and Development Agencies (SWDAs) Already Implementing</p> | |
| <p>1. One (1) Duly Accomplished and Notarized Application Form</p> | <ul style="list-style-type: none"> ● DSWD-SB-GF-111-REV 00 <p>Application Form for Licensing (Already Operational)- MC21 S2022</p> |
| <p>2. 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</p> | <ul style="list-style-type: none"> ● DSWD-SB-GF-049_REV 01 <p>Annex 4. Manual of Operation</p> |

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| the Preparation of Manual of Operation, as attached) | |
| 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 Act of 2003) | <ul style="list-style-type: none"> DSWD-SB-GF-056_REV 01 Annex 11.Declaration of Commitment |
| 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 |

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| <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 <p>Annex 8. Financial Report</p> |
| <p>13. Profile of clients/communities being served for the preceding and current year</p> | <ul style="list-style-type: none"> • DSWD-SB-GF-062_REV 01 <p>Annex 20. Profile of Clients/Communities being Served</p> |
| <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 <p>Annex 7. List of Main and Satellite Office</p> <ul style="list-style-type: none"> • DSWD-SB-GF-057_REV 01 <p>Annex 12. Suggested LSWDO/ABSNET Certification of SWDA's Existence</p> |
| <p>15. 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>16. 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</p> | <ul style="list-style-type: none"> • DSWD-SB-GF-075_REV 01 <p>Certification Free from Financial Liability</p> |

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| 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. | |
| 17. Duly Accomplished Data Privacy Consent Form <i>(In compliance with the Data Privacy Act of 2021)</i> | • 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 |
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| 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 1.1 Submit/ file application and supporting documents. 1.2 For applicant organization with complete | 1.1 Logs its receipt in the document tracking system 1.2 Reviews the completeness of the submitted | None | 30 minutes | Ms. Nadine G. Alban, SWA |

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| <p>requirements, receive the acknowledgement receipt of the submitted requirements.</p> <p>1.3 If complete, settle the required processing fee and make payments to Cash Section</p> <p>1.4 Provide the DSWD Standards Section the photocopy of the Official Receipt (OR)</p> <p>1.5 For incomplete requirements, the applicant organization shall sign the acknowledgement of the returned documents and the checklist of lacking requirements</p> <p>1.6 Accomplish the Client Satisfaction Measurement Form and submit it to Standards Section</p> | <p>application documents</p> <p>1.3 Provides the walk-in applicant with reference number for easy tracking</p> <p>1.4 Prepares billing statement and pay the necessary fee to Cash Section or thru online payment</p> <p>1.5 Attach the photocopy of the official receipt of the processing fee</p> <p>If incomplete, documents shall be returned accompanied by checklist of requirements and provision of technical</p> | | <p>10 minutes</p> <p>20 minutes</p> | <p>Cash Section Staff</p> <p>Ms. Nadine G. Alban, SWA</p> |
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| | <p>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 Standards Section</p> | | | |
| | 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 | | | | |
| <p>STEP 1</p> <p>Sends the Application Form together with the prescribed documentary requirements for Licensing through Mail or Courier to Standards Section</p> | <p>Note: Application received after 3:00 pm shall be considered as a next day transaction</p> <p>1. Logs its receipt in the</p> | None | 1 hour | Ms. Nadine G. Alban, SWA |

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| DSWD – Field Office | document tracking system | | | |
| | 2. Routes to concerned Section Head | None | 20 minutes | <i>Ms. Nadine G. Alban, SWA</i> |
| | 3. Monitors the incoming applications and assigns to technical staff Provides notes/instruction | None | 3 hours | Ms. Clarissa O. Padio- SS Head |
| STEP 2 Wait for the result of the documents review | 4. Conducts desk review of the received application as to completeness and compliance 4.1 If complete and compliant, prepares acknowledgment letter indicating the schedule and mode of assessment | None | 3 days | Ms. Nadine Alban/ Ms. Kris Alya |
| STEP 3 Settle the required processing fee | Notify the SWDA on the payment processing fee, otherwise, application shall not be | Php 1,000.00 | | Cash Section Staff |

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| | <p>facilitated.</p> <ul style="list-style-type: none"> • Under normal circumstances actual validation visit shall be conducted • 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 | Ms. Clarissa O. Padio- Standards Section Head |

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| | 6. If no comments/ clarification, initial/ endorse the final draft of acknowledgment letter to the Regional Director for approval | None | 1 day | Ms.Marifil C. Jugal Head. PDPS |
| | 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 technical staff | none | 1 day | Dir. Maria A. Catbagan-Aplaten Regional Director |
| | 10. Updates it in the | None | 20 minutes | Ms. Aira Orpilla-ORD Support |

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| | document tracking system | | | 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; • During state of calamity/ emergency virtual assessment | None | 1 day | Ms. Nadine G. Alban, SWA and Ms. Clarissa Padio, Section Head |

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| <p><i>STEP 2</i></p> <p>Accomplish the Client Satisfaction Measurement Form</p> | <p>nt</p> <p>Activities to take place:</p> <ul 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 not favorable, agreed, Action Plan shall be prepared. <p>Requests SWDA to</p> | | | |
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| | accomplish Client Satisfaction Measurement Form | | | |
| Subtotal:1 working day | | | | |
| 5.3. Post Validation Assessment | | | | |
| 5.3.1 For Issuance (11 working days) | | | | |
| <i>STEP 1</i> Wait for the result of the Validation Visit | 1. If favorable: Prepares Confirmation Report with attachments If not favorable: Refer to 5.3.2 | None | 3.5 days | Ms. Nadine G. Alban, SWA |
| | 2. Reviews and provides inputs and endorses the draft Confirmation Report to the PPD for initial | None | 2 days | Ms. Clarissa O. Padio- SS Head |
| | 3. Updates it into the document tracking system Forwards to outgoing Support Staff | None | 1 hour | Ms. Nadine G. Alban, SWA |
| | 4. If approved: Endorses final draft of Confirmation | None | 2 days | Ms.Marifil C. Jugal Head. PDPS |

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| | <p>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> | | | |
| | <p>5. Logs, tracks, and forward to the office of the Regional Director for approval</p> | None | 30 minutes | Ms. Nadine G. Alban, SWA |
| | <p>6. Updates it in the document tracking system</p> <p>Endorses the Confirmation Report to the Regional Director for approval</p> | None | 30 minutes | Ms. Aira Orpilla-ORD Support Staff |
| | <p>7. If approved: Signed/approved Confirmation Report and certificate of License to Operate</p> <p>If with inputs/ comments/</p> | None | 30 minutes | Dir. Maria A. catbagan-Aplat en Regional Director |

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| | corrections, return to technical staff | | | |
| | <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 |
| <p><i>STEP 2</i></p> <p>Receives the advance copy of the signed confirmation report along with the Certificate of License to Operate via email</p> | <p>9. Updates it in the document tracking system</p> <p>Emails advance copy of the signed 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> | None | 30 Minuets | Ms. Nadine G. Alban, SWA |
| <i>STEP 3</i> | Releases the Certificate of | None | 1 hour | Ms. Nadine G. |

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| Receives the Certificate of License to Operate | License to Operate to the SWDA Logs and signs in the logbook for received certificate thru pick-up | | | Alban, SWA |
| Subtotal: 11 working days | | | | |
| 5.3.2 Held in abeyance (11 working days) | | | | |
| <i>STEP 1</i> Wait for the Confirmation Report | 1. Prepares Confirmation Report summarizing the indicators for compliance of SWDA and period for compliance (maximum of 6 months) as discussed with the SWDA with attached action plan | None | 3 days | Ms. Nadine G. Alban, SWA |
| | 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 | None | 35 minutes | Ms. Nadine G. Alban, SWA |

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| | outgoing support staff | | | |
| | <p>4. If approved: Endorses final draft of the Confirmation Report to the Regional Director for approval</p> <p>If with inputs/ comments/ corrections, return to the technical staff</p> | None | 2 days | Ms.Marifil C. Jugal Head. PDPS |
| | <p>5. Logs, tracks, and forwards to the office of the Regional Director for approval</p> | None | 35 minutes | Ms. Nadine G. Alban, SWA |
| | <p>6. Updates it in the document tracking system</p> <p>Endorses the Confirmation Report to the Regional Director for approval</p> | None | 35 minutes | Ms. Aira Orpilla- ORD Support Staff |
| | <p>7. If approves: Signed/approved Confirmation Report</p> <p>If with inputs/</p> | None | 2.5 days | Dir. Maria A. Catbagan-Aplaten PhD. Regional Director |

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| | comments/corrections, return to technical staff | | | |
| | 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 signed confirmation report via email | 9. Updates it in the document tracking system Emails advance copy of the signed confirmation report Endorsed to the Records Section the signed Confirmation Report | None | 40 minutes | Ms. Nadine G. Alban, SWA |
| | 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 | | | | |

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| Grand total: | Php 1,000.00 | 20 Working Days |
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10. 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.

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| 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 | <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-M |

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| <p>covering the Area of Operation (1 original copy)</p> <p>b. For Renewal, submit self-pre-assessment tool signed by the SWAs Head of Agency or authorized representative (1 original copy).</p> | <p><u>C-No.-17-s.2018-Entitled-Revised-Guidelines-Governing-the-RLA.pdf</u></p> <p>● Assessment Tools</p> <p><i>For Residential:</i></p> <p><u>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</u></p> <p><i>For Community-Based:</i></p> <p><u>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</u></p> <p><i>For Non-Residential Based</i></p> <p><u>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</u></p> <p><i>For Senior Citizens Center</i></p> <p><u>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</u></p> <p><i>For Child Placement Services</i></p> <p><u>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</u></p> <p><i>For Special Drugs Education Center</i></p> <p><u>https://standards.dswd.gov.ph/wp-content/uploads/2023/05/DSWD-SB-GF-106_REV-00_ASSESSMENT-TOOL-FOR-THE-ACCREDITATION-OF</u></p> |
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| | <p><u>F-SPECIAL-DRUGS-EDUCATION-CENTER.docx</u></p> <p><i>For STACs and Hospices, Physical and Rehabilitation Centers, Providing Free and/or Socialized Stimulation, Therapeutic and Physical Rehabilitation Services</i></p> <p><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></p> <p><u>https://standards.dswd.gov.ph/wp-content/uploads/2023/05/DSWD-SB-GF-096_REV-00_ACCREDITATION-TOOL-FOR-RECEPTION-AND-ACTION-CENTERS.docx</u></p> <p><i>For NVRC, AVRC and other Centers Providing Similar Programs and Services</i></p> <p><u>https://standards.dswd.gov.ph/wp-content/uploads/2023/05/DSWD-SB-GF-095_REV-00_ACCREDITATION-ASSESSMENT-TOOL-FOR-NATIONAL-VOCATIONAL.docx</u></p> |
| <p>3. Manual of Operation containing the SWDAs program and administrative policies, procedures and strategies to attain its purpose/s among others (1 original copy)</p> <p>4. Profile of Employees and Volunteers: At least one (1) full time staff who will manage its operations (1 original copy of Profile)</p> <p>Note: The first 2 Basic Documents are needed if only there is an update or</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 <p><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> |

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| <p>amendment on documents recently submitted to the DSWD Standards Section.</p> <p>For Applicant SWA's implementing Child Placement Services:</p> <p>5. Certification from DSWD or one (1) photocopy of the certificate of training attended by the hired RSW related to child placement service (1 photocopy of Certification).</p> | |
| <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)</p> <p>(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 |

| C. Documents Establishing Track Record and Good Standing | |
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| <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 that involved transfer of funds (1 photocopy of Certificate).</p> | <p>Certification from DSWD Office that the applicant is free from any financial liability/obligation</p> |

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| 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 |
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Note to Applicant: The acceptance of application documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators 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 the schedule of the pre-assessment; | None None | 6 days 7 hours 30 minutes | <i>Regional Director</i> DSWD Field Offices |

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| | If Incomplete, prepare an acknowledgement letter indicating the checklist of documents to be submitted | | | |
| <p>4. Receive the acknowledgment letter from the DSWD Field Office:</p> <p>Note:</p> <p>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.</p> <p>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> | None | Not Applicable (Depends on the SWDA) | <p><i>Regional Director</i></p> <p>DSWD Field Offices</p> |

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| <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</p> <p>5.1.2 Review of documents</p> <p>5.1.3 Ocular Inspection</p> <p>5.1.4 Action Planning/ Exit Conference</p> | <p>None</p> | <p>2 days</p> | <p><i>Regional Director</i></p> <p>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></p> <p>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></p> <p>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></p> <p>DSWD Field Offices</p> |

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| | 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</i> DSWD Field Offices |
| 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</i> DSWD Field Offices |
| 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.

11. 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.

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| 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. |
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| 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) <ul style="list-style-type: none"> • https://standards.dswd.gov.ph/issuances/(DSW-D-SB-GF-100-REV-00_Application_Form_for_Registration) |
| 2. Updated Certificate of Registration with the Securities and Exchange Commission (SEC), and latest Articles of Incorporation and by-laws wherein the applicant's primary purpose/s is/are within the purview of social welfare and development (1 photocopy of each) | <ul style="list-style-type: none"> • Securities Exchange Commission (SEC) - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307 • Any SEC Extension Office (Baguio City, Tarlac City, Legazpi City, Cebu City, Iloilo City, Cagayan De Oro City, Davao City, Zamboanga City) |
| 3. Photocopy of any of the following: <ol style="list-style-type: none"> Handbook or Manual of Operations of its programs, policies and procedures to attain its purposes. Brochure Duly signed Work and Financial Plan (for two succeeding years) by the Head of Agency | <ul style="list-style-type: none"> • https://standards.dswd.gov.ph/issuances/(DSWD-SB-GF-049_REV-01_Manual of Operations) • https://standards.dswd.gov.ph/issuances/(DSWD-SB-GF-050-REV_01_GUIDE IN THE PREPARATION OF BROCHURE) • https://standards.dswd.gov.ph/issuances/(DSWD-SB-GF-054_REV-01_Work and Financial Plan) |
| 4. Official Receipt (OR) of processing fee on registration amounting to P 1,000.00 (1 Photocopy only) | <ul style="list-style-type: none"> • Applicant |

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

| CLIENT STEPS | AGENCY ACTIONS | FEE TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|--|--|----------------|-----------------|--|
| A. Pre-Registration Procedures for Walk-in Applicants | | | | |
| 1. Submit the application and supporting documents. | 1.1 If complete, receive the documentary requirements and provide the organization an acknowledgement receipt and log the receipt of application documents into the Document Tracking System. | None | 20 minutes | <i>Regional Director</i> DSWD Field Offices |
| | 1.2 Log its receipt in the document tracking system (DTMS). 1.2.1 Provide the walk-in applicant with a document reference number for easy tracking. | None | 10 minutes | <i>Regional Director</i> DSWD Field Offices |
| | 1.3 If incomplete, return all documents submitted accompanied by a checklist of requirements for applicant Organization's compliance. | None | 30 minutes | <i>Regional Director</i> DSWD Field Offices |
| 2. Pay the processing fee | 2.1 Prepare billing statement | None | 10 minutes | <i>Cash Section Head</i> Cash Section |

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| | 2.2 Process payment and issue Official Receipt. | ₱1,000.00 | 20 minutes | <i>Cash Section Head</i> Cash Section |
| 3. Provide the DSWD Standards Section the photocopy of the Official Receipt (OR). | 3.1 Attach the photocopy of the official receipt of the processing fee | None | 30 minutes | <i>Regional Director</i> DSWD Field Offices |
| 4. Wait for the processing of the application | 4.1 Route to Standards Section the Application Documents | None | 30 minutes | <i>Regional Director</i> DSWD Field Offices |
| | 4.2 Receive incoming applications and assign them to concerned technical staff. | None | 5 hours | <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 | None | 3 days and 7 hours | <i>Regional Director</i> DSWD Field Offices |

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| | indicating the lacking requirement. | | | |
| | 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 Registration Certificate | None | 1 day | <i>Regional Director</i> DSWD Field Offices |
| 5. Receive certificate thru pick-up and accomplish the Client satisfaction survey. | 5.1 Release of the Certificate of Registration to the SWDA. Secure the filled-out CSMS. | None | 30 minutes | <i>Regional Director</i> DSWD Field Offices |
| | 5.2 Administer the Client Satisfaction Survey Form (either online or paper-based) | None | 30 minutes | <i>Regional Director</i> DSWD Field Offices |
| TOTAL | | | | |
| For Complete and Compliant: | | PHP 1,000.00 | 7 working days | |
| For Incomplete Submission | | None | 30 Minutes | |
| Walk-in: | | | 2 days | |
| Courier: | | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| B. Processing Procedures of Applications submitted at Standards Section through Mail/Courier: | | | | |

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| <p>1. Send the Application Form together with the prescribed documentary requirements through Mail or Courier to: respective Standards Section Offices</p> | <p>1.1 Receive the document and log its receipt into the document tracking system.</p> | <p>None</p> | <p>15 minutes</p> | <p><i>Regional Director</i> DSWD Field Offices</p> |
| | <p>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.</p> | <p>None</p> | <p>1 Hour, 30 Minutes</p> | <p><i>Property Staff</i></p> |
| | <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>None</p> | <p>25 minutes</p> | <p><i>Property Staff</i></p> |

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| | <p>With Accountability/ ies</p> <p>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> | | | |
| | <p>1.4 Receive and validate submitted documents and other requirements as proof of canceled property accountability</p> | None | 30 Minutes | <i>Property Staff</i> |
| | <p>1.5 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</p> | None | 5 minutes | <i>Property Staff</i> |

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| | accountability/ies to process cancellation of accountabilities | | | |
| | 1.6 Check the “cleared” box and affix the signature in the clearance form | None | 5 Minutes | <i>Mr. Jesse F. Chelim</i> <i>Head</i> <i>Property Office</i> |
| | 1.7 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 | <i>Incoming / Outgoing</i> <i>Property Staff</i> |
| | 1.8 Upload scanned signed clearance in PREMIS | None | 10 Minutes | <i>Property Staff</i> |
| 2. Wait for the processing of the application | 2.1 Endorse the document to Section Head. | None | 15 minutes | <i>Regional Director</i> DSWD Field Offices |
| | 2.2 Receive incoming applications and assign them to concerned technical staff. | None | 30 minutes | <i>Regional Director</i> DSWD Field Offices |
| | 2.3 Provide notes/ instructions for action to concerned technical staff. | None | 30 minutes | <i>Regional Director</i> DSWD Field Offices |
| | 2.5 Prepare the Confirmation Report with attached certificate of | None | 6 hrs | <i>Regional Director</i> DSWD Field Offices |

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| | Registration in Security Paper (SECPA) and duplicate copy | | | |
| | 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</i> DSWD Field Offices |
| 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</i> DSWD Field Offices |
| | 3.2 Administer the Client Satisfaction Survey Form (either online or paper-based) | None | 10 Minutes | <i>Regional Director</i> DSWD Field Offices |
| TOTAL | | | | |
| For Complete and Compliant: | | PHP 1,000.00 | 7 working days | |
| For Incomplete Submission | | | | |
| Walk-in: | | None | 30 Minutes | |
| Courier: | | | 2 days | |

**NATIONAL HOUSEHOLD TARGETING
SECTION
(NHTS)**

FRONTLINE SERVICE

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)

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| 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 | <p>Provided by the Requesting Party</p> |

| <p>8. One (1) original copy of the Resolution of Governing Board authorizing head of agency to enter into a data sharing agreement with DSWD (only for NGOs, CSOs, and Private Foundations)</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 | | | | |
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| 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 | <i>Mr. Climson L. Balangue, Regional Field Coordinator</i> |

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| | <p>of release of the results.</p> <p>1.1.2 Forward the request to the Director for approval.</p> | | | |
| | <p>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.</p> | None | 6 hours | <p><i>Dir. Maria A Catbagan-Aplaten,, PhD</i> <i>Regional Director, Field Office CAR</i></p> |
| | <p>1.3 Input recommendations and endorse it to the assigned Project Development Officer (PDO).</p> | None | 3 hours | <p><i>Ms. Marifil C. Jugal</i> <i>OIC Chief, Policy and Plans Division</i></p> |
| | <p>1.4 Inform the requesting party on the approval or disapproval of the data request based on the DSWD MC 15, s. 2021.</p> <ul style="list-style-type: none"> ● If approved- the orientation will be scheduled including the preparation of the other documentary requirements not included in the submission of a letter of request. ● If disapproved- Inform the requesting party of the disapproval highlighting the grounds for such denial through | None | 2 hours | <p><i>Mr. Climson L. Balangue, Regional Field Coordinator</i></p> |

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| | 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 | <i>Mr. Climson L. Balangue, Regional Field Coordinator</i> |
| 3. Submit the signed Data Sharing Agreement (DSA) and other documentary requirements not included in the submission of letter request. | <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 virtual/physical inspection meeting</p> | None | 2 hours | <i>Mr. Climson L. Balangue, Regional Field Coordinator</i> |
| 4. Present the IT facilities to the NHTO Inspection Team. | <p>4.1 Conduct virtual/physical inspection of IT facilities of the requesting party.</p> <p>4.1.1 Issue Certifications (Certification of</p> | None | 1 day | <i>Mr. Norvirgo V. Mangili, Regional Information Technology Officer</i> |

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| | 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. Climson L. Balangue, Regional Field Coordinator</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 | Ms. Marifil C. Jugal Regional Compliance Officer for Privacy |
| | 4.4 Review and sign the DSA. The signed DSA will be endorsed to the NHTO/NHTS for data processing. | None | 3 days | <i>Dir. Maria A. Catbagan-Aplaten, PhD Regional Director, Field Office CAR</i> |
| | 4.5 Generate the requested data. | None | 1 day | <i>Mr. Climson L. Balangue, Regional Field Coordinator</i> |
| | 4.6 Review result of the data generation | None | 1 day | <i>Mr. Climson L. Balangue, Regional Field Coordinator</i> |
| | 4.7 Secure the data by adding password protection to the file. | None | 1 day | |

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| | <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 personnel of the requesting party. <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> | | | |
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| | 4.8 Track and scan the documents upon releasing the result to the requesting Party. | None | 10 minutes | <i>Mr. Climson L. Balangue, Regional Field Coordinator</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. Climson L. Balangue, Regional Field Coordinator</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.

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|-----------------------------|--|
| 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 | | |
|---|-------------------------|----------------------------------|-----------------|---------------------------------|
| 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 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 | | Provided by the Requesting Party | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Provide the letter of request together | 1.1 Receive the request | None | 15 minutes | <i>Mr. Climson L. Balangue,</i> |

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| with the electronic copy of the names for name matching | 1.1.1 Endorse request to the NHTO Director / Regional Director | | | <i>Regional Field Coordinator</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>Dir. Maria A. Catbagan-Aplaten, PhD 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 client on the status of their request | None | 1 hour | <i>Ms. Marifil C. Jugal, OIC Chief, Policy and Plans Division</i> |
| | 1.4 Inform the requesting party of the status of the approval /disapproval of the request based on the DSWD MC 15, s. 2021. If disapproved -Inform the requesting party of the disapproval highlighting the grounds for such denial through writing. <i>(End of process)</i> If approved – Notify and provide the DSA and documentary requirements to the client | None | 1 hour | <i>Mr. Climson L. Balangue, Regional Field Coordinator</i> |

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|---|--|-------------|---|---|
| <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 | <p>None</p> | <p>2 hours</p> | <p><i>Mr. Climson L. Balangue, Regional Field Coordinator</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 | <p>None</p> | <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. Climson L. Balangue, Regional Field Coordinator</i></p> |
| <p>3. Provide a storage device that is approved by the IT</p> | <p>3.1 Secure the data by adding a password to the file.</p> | <p>None</p> | <p>3 hours</p> | <p><i>Mr. Climson L. Balangue, Regional Field Coordinator</i></p> |

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| 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, google drive, or hard drive. 3.1.4 Sign the DRF. 3.1.5 Endorse the finalized documents to NHTO Director / PPD Chief. | | | |
| | 3.2 Sign the memorandum and endorse it to the Administrative Assistant for release. | None | 1 hour | <i>Dir. Maria A. Catbagan-Aplaten, PhD 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. Climson L. Balangue, Regional Field Coordinator</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. Climson L. Balangue, Regional Field Coordinator</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 | |

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| | | For 50-000 – 400,000 names: 8 days, 3 hours and 45 minutes For 400,001-1,000,0 00 names: 21 days, 3 hours and 45 minutes | |
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3. Data Sharing – Statistics/Raw Data Request

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

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|--|---|----------------------------------|------------------------|---------------------------|
| 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 |

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|---|--|-------------|-------------------|---|
| <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. 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><i>Mr. Climson L. Balangue, Regional Field Coordinator</i></p> |
| | <p>1.2 Review the request based on MC 15 s.2021 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><i>Mr. Climson L. Balangue, Regional Field Coordinator</i></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, recorded calls or text) and clarify the data requirement. | <p>None</p> | <p>3 hours</p> | <p><i>Mr. Climson L. Balangue, Regional Field Coordinator</i></p> |

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| | <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.</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> |

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| | <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. Climson L. Balangue, Regional Field Coordinator</i></p> |
| | <p>1.6 Countersign response letter and endorse the same to the NHTO Director/ Regional Director for approval.</p> | None | 2 hours | <p>Ms. Marifil C. Jugal, OIC Chief, Policy and Plans Division</p> |
| | <p>1.7 Approval of the facilitated data request for release to the requesting party.</p> <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 | <p><i>Dir. Maria A. Catbagan-Aplaten, PhD Regional Director, Field Office CAR</i></p> |

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| 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. Climson L. Balangue, Regional Field Coordinator</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

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|--|---|---|------------------------|---------------------------------|
| 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 | 1. Interview the client to evaluate the validity of | None | 30 minutes | <i>Mr. Climson L. Balangue,</i> |

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| and fill-out the name matching form | 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 | | | <i>Regional Field Coordinator</i> |
| 2. Receive the Name Matching result | 2. Explain the result of Name Matching | None | 5 minutes | <i>Mr. Climson L. Balangue, Regional Field Coordinator</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. Climson L. Balangue, Regional Field Coordinator</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.

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| 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 |
| .1.Log-in at the visitors log book located at the office lobby and present the 4Ps ID if a 4Ps beneficiary. If non-4Ps beneficiary, present any valid ID. | 1.Ensure that the client fills out the logbook and directs him/her to the 4Ps Assistance Desk. | None | 2 minutes | Guard on duty |

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| <p>2. Proceed to the 4Ps Assistance Desk for verification of identity.</p> | <p>2.1 Verify the client's identity and assess/evaluate the received complaint/s.</p> <p><i>Note: Refer to the Grievance Redress System Field Manual for guidance on the intake of grievances.</i></p> | <p>None</p> | <p>5 minutes</p> | <p>Project Development Officer II / Project Development Officer I</p> <p>Grievance Redress Section</p> |
| <p>3. Provide details about the grievance and supporting documents, if available, depending on the type of grievance reported.</p> | <p>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).</p> <p>3.2. Encode the transaction correctly and completely in the GRS Information System.</p> <p><i>For instances when the GRS Information System is inaccessible, the staff may use the Client Assistance Form to intake the grievance.</i></p> <p>3.3. Check the supporting documents provided, if available.</p> <p>3.4. Assess all the data and information available and discuss with the client the findings and next steps to take.</p> | <p>None</p> | <p>20minutes</p> | <p>Project Development Officer II / Project Development Officer I</p> <p>Grievance Redress Section</p> |

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| | <p>3.4.1. If all information is readily available to resolve the case, resolve the grievance and provide feedback to the client.</p> <p>3.4.2. If other information is needed and the grievance cannot be resolved immediately, explain to the client the process that will be undertaken in processing the grievance, and inform the client that he/she will be contacted thru his/her mobile number.</p> <p>Print and provide a copy of the encoded transaction to the client.</p> <p><i>For instances when the GRS Information System is inaccessible, the client will be given an acknowledgement receipt found at the bottom of the Client Assistance Form.</i></p> | | | |
| <p>4. Accomplish the client satisfaction measurement survey</p> | <p>4.1 Administer the Client Satisfaction Measurement Survey Form.</p> <p>4.2. Analyze the data collected and include in the Client Satisfaction Measurement Report.</p> | <p>None</p> | <p>5minutes</p> | <p>Project Development Officer II / Project Development Officer I</p> <p>Grievance Redress Section</p> |

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| 5. Proceed to the office lobby and logout from the client's logbook. | . Dismiss the client gracefully. <i>If the grievance has already been resolved proceed directly to step 7.2</i> | None | 1 Minute | Guard on Duty |
| 6. Wait for the updates on the status of grievance within three (3) days. | 6.1 Endorse the transaction to the concerned office (DSWD Field Office, Provincial/Municipal Operations Office and/or OBSU) for processing and updating of the transaction in the GRS Information System (GIS), reflecting the actions taken by the concerned office within three (3) working days. (If the transaction is received at the NPMO, the Officer of the Day shall send an email notification to the Regional Grievance Officer to inform him/her | None | 7 hours and 7 minutes | Project development Officer II/ Project Development Officer I Grievance Redress Section |
| | 6.2 Monitor the status of the transaction and check for updates from the concerned office in the GRS Information System. | None | 2 Days | Project Development Officer I |
| 7. Received update/feedback on the status of the grievance. | 7.1 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</i> | None | 10 Minutes | Project Development Officer II / Project Development Officer I Grievance Redress Section |

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| | <i>contact information, the provision of feedback may be coursed through the assigned City/Municipal Link.</i> | | | |
| Total if the grievance is resolved outright | | None | 33 Minutes | |
| Total if the grievance is referred to Field Office for resolution and feedback is provided to the client | | | 3 Days | |
| TOTAL | | None | 3 Days | |

**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.

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| 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>Dir. Maria A. Catbagan-Aplaten, PhD</i> Regional Director DSWD Field Office CAR |

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| attachments based on existing guidelines. | | | | |
| | 1.2 DRMD Chief shall endorse the request to Disaster Response and Rehabilitation Section (DRRS) Head for review | None | 10 Minutes | <i>Ms. Novelia Poding, OIC Chief Disaster Response Management Division</i> |
| | 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: <ul style="list-style-type: none"> a. latest Disaster Response Operations Monitoring and Information Center (DROMIC) Report b. Rapid Damage Assessment and Needs Analysis (RDANA) Report | None | 2 Hours | <i>Ms. Novelia Poding, OIC Chief Disaster Response Management Division</i> |

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| | <p>c. DSWD Predictive Analytics</p> <p>If assessed to be invalid, proceed to Agency Action Step 1.9</p> | | | |
| | <p>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.</p> | None | 30 Minutes | <p><i>Ms. Novelia Poding, OIC Chief Disaster Response Management Division</i></p> |
| | <p>1.5 If FNIs are not available, prepare a Request Letter for Augmentation of FNI Resources from the Office of the Undersecretary for Disaster Response Management Group (OUS-DRMG), attention Disaster Response Management Bureau (DRMB).</p> <p>If FNIs are available, prepare Requisition Issuance Slip (RIS) / Issuance Form (IF) (c/o RROS) and Response Letter to</p> | None | 1 Hour | <p><i>Ms. Novelia Poding, OIC Chief Disaster Response Management Division</i></p> |

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| | LGUs (c/o DRRS), and endorse to the DRMD chief | | | |
| | 1.6 Division Chief shall review all documents; provide recommendation; initial pertinent documents; and endorse to the Assistant Regional Director for Operations (ARDO). If documents are not in order, return to AA #1.3. | None | 1 Hour | <i>Ms. Novelia Poding, OIC Chief Disaster Response Management Division</i> |
| | 1.7 Review all documents and provide recommendations; if found in order initial RIS/IF and other pertinent documents and endorse to the Regional Director. If documents are not in order, return to AA #1.6 | None | 1 Hour | <i>Mr. Enrique H. Gascon Jr. Assistant Regional Director for Operations DSWD Field Office CAR</i> |
| | 1.8 Approval / Disapproval of RD, and route to DRMD for action. | None | 1 Hour | <i>Dir. Maria A. Catbagan-Aplaten, PhD 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 | None | 1 Hour and 30 Minutes | |

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| | <p>approved, finalize the schedule of delivery/hauling of goods from DSWD warehouse to LGU.</p> <p>1.9.1 Forward RIS/IF and/or Assessment Report, and/or approved LGU Request Letter to RROS Head / Staff for release of goods</p> | | | <p><i>Ms. Novelia Pocding, OIC Chief Disaster Response Management Division</i></p> |
| 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 | <p><i>Ms. Novelia Pocding, OIC Chief Disaster Response Management Division</i></p> |
| | <p>2.2 Facilitate release of goods to LGUs as per the delivery plan agreed upon by both DSWD and the requesting LGU.</p> <p>2.2.1. Should there be any delays from the agreed delivery plan, notify the LGU in writing through electronic mail or short message service (SMS) on the reason and the final date of release.</p> | None | within 5 Days, 5 Hours and 45 Minutes | <p><i>Ms. Novelia Pocding, OIC Chief Disaster Response Management Division</i></p> |
| 3.1 Receive requested goods through hauling or delivery and sign the | 3.1 Ensure signed receipts of RIS/IF and Delivery Receipt / | None | 1 Hour | <p><i>Ms. Novelia Pocding, OIC Chief</i></p> |

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| receipt of RIS/IF and Delivery Receipt / Issuance Receipt. 3.1.1 Fill-out Client Satisfaction Measurement Form (CSMF) | Issuance Receipt by receiving LGU and administer Client Satisfaction Measurement Form (CSMF) upon receipt of requested goods. 3.1.1 Report on the release of FNIs thru submission of any of the following – <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 | | | <i>Disaster Response Management Division</i> |
| | TOTAL | None | For the processing of request - 1 Day, 2 Hours, 15 Minutes For full delivery of the approved augmentation based on the delivery plan agreed upon by both DSWD and the requesting LGU including the processing of request, and as consistent with the EODB Law - 7 Days | |

**PROTECTIVE SERVICES DIVISION
(PSD)**

FRONTLINE SERVICES

**SECTORS UNIT
(SU)**

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.

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|---|--|------------------------|------------------------|---------------------------|
| 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 is 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 |

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| <p>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</p> | <p>For walk-in clients</p> <p>1. Social Workers of Focal Person receives the client</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>None</p> | <p>2 minutes</p> <p>2 minutes</p> <p>5 minutes</p> <p>5 minutes</p> <p>20 minutes</p> | <p>FO Social Worker/ Person with Disability focal person</p> <p>FO Social Worker/ Focal Person</p> |
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| | <p>1.6. Social Worker or Focal Person to prepare the general intake sheet, certificate of eligibility, voucher (service provider) for the approval of the division chief</p> <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><i>Ms. Libertine A. Balicdang, Unit Head or Ms. Mary Ann G. Buclao, Division Chief and Ms. Jocelyn T. Tupeng, Budget Officer</i></p> <p><i>Ms. Libertine A. Balicdang, Unit Head or Ms. Mary Ann G. Buclao, Division Chief and Ms. Jocelyn T. Tupeng, Budget Officer</i></p> |
| | <p>1.8 Log the transaction in a distribution sheet signed by the receiving person/ client.</p> | None | 5 minutes | <p><i>FO Focal Person or Admin staff</i></p> <p><i>Person with</i></p> |
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| | | | | <i>Disability Client</i> |
| | 1.9 Facilitate filling out of client satisfaction survey/ feedback | None | 5 minutes | <i>FO Focal Person with Disability client/ family member</i> |
| | 1.10 For assistive device and technology available, releasing of 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 | None | 20 minutes within the day for available 5-7 working days upon approval on the availability of the assistive devices | <i>Cash Unit FO Social Worker/ Focal Person or Admin Staff</i> |
| 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 | For walk-in clients 1. Social Worker of | None | 3-5 minutes | <i>FO Social Worker Person</i> |

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| offices or Field Offices (Walk-in Clients) to submit their complete requirements | the Program Focal Person receives and reviews the required documents. | | | <i>with Disability Focal Person</i> |
| | 2. Interview and assessment of Persons with Disability needs | None | 5 minutes | <i>FO Social Worker/ Person with Disability Focal Person</i> |
| | 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 | <i>FO Social Worker/ Person with Disability Focal Person</i> |
| | 4. If for AICS, Fo Social Worker/ Focal Person to | | 10 minutes | <i>FO Social Worker/ Person with Disability</i> |

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| | provide referral letter or endorsement CIS or SWADT | | | <i>Focal Person and Division Chief</i> |
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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.

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| 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 | None | 3 Days | <i>Youth Focal Person and</i> |

| | | | | |
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| | <p>release and radio announcements.</p> <p>(Press release/ media briefer/ posters/ social media posts thru the DSWD accounts, letters to nearby schools)</p> | | | <p><i>GIP Technical Working Group (TWG) or the Selection Committee</i></p> |
| 3. Interview of Applicants | <p>3.1 All applicants will be interviewed by the youth focal person and TWG</p> | None | 2 days | <p><i>Youth Focal Person and GIP Technical Working Group (TWG) or the Selection Committee</i></p> |
| 4. Final Screening | <p>All qualified applicants will be notified on the next steps to take. While the applicants who did not qualify will still be notified about the status of their application</p> | None | 2 days | <p><i>Youth Focal Person and GIP Technical Working Group (TWG) or the Selection Committee</i></p> |
| Implementation Phase | | | | |
| 1. Orientation with the selected participants | <p>All participants will be provided with orientation about the program</p> | | | |
| 2. 30 days implementation | <p>All participants will be assigned in the Field Offices including centers/ institutions for 30 working days</p> | None | 30 days | <p><i>Youth Focal Person and GIP-TWG</i></p> |

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| 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 | <i>Youth Focal Person and GIP-TWG</i> |
| TOTAL | | NONE | 39 days | |

3. 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.

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|---|---|------------------------|------------------------|------------------------------|
| 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 to PLHIV Focal/ Social Worker on duty | 2.1. Receive and review of submitted documents 2.2. Provide and review of submitted documents If the client is a referral from other agencies or organizations: <ul style="list-style-type: none"> Check documentary requirements for particular assistance needed; | None | 30 minutes | PLHIV Focal Staff/ Alternate |

| | | | | |
|--|--|--|--|--|
| | <ul style="list-style-type: none"> ● 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; ● 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 | | | |
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| | referral/ client and accomplishment of Form 3 | | | |
|---|---|-------------|-------------------|---------------------------------|
| 3. Accomplish Client Satisfaction Survey Form | 3.1. Issue client satisfaction Survey Form (CSS) and collect filled-out CSS | None | 5 minutes | PLHIV Focal Staff/ Alternate |
| | 4. Conduct follow-up from receiving agency and/or client within 15 days upon receipt of referral: <ul style="list-style-type: none"> • Coordinate with receiving agency and seek for updates; • ask for Form 3 either from the client and or receiving agency; • Review Form 3; and • complete and update Case File and Referral Register | | 15 minutes | PLHIV Focal Staff/ Alternate |
| TOTAL | | NONE | 55 Minutes | |

4. Provision of Assistance to Person Living with HIV

As part of the DSWD's psycho-social 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.

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|---|---|------------------------|
| 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 | 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.); | From the Police Station | |
| 3. Barangay Certificate/ Certificate of Residency | 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 | 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) | 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 | Billing clerk of the hospital | |
| 4. Social Case Study Report/ Case Summary | 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 | 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 | 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 | Attending Physician or from Medical Records of the designated Treatment Hubs and/or Primary HIV Care Facilities | |

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| 3. Any valid identification card Government agencies issuing an identification card(SSS, Philhealth, LTO, PAG-IBIG, Comelec, NBI, DFA and among others) | Government agencies issuing an identification card(SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA and among others) |
| 4. Social Case Study Report/ Case Summary | 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 | 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 | 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) | 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 | Attending Physician or from Medical Records of the designated Treatment Hubs and/or Primary HIV Care Facilities |
| 4. Social Case Study Report/ Case Summary | 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 | 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 | 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) | City/Municipal Hall (Civil Registry Office), hospital, Funeral Parlor or Tribal chieftain, |
| 3. Funeral Contract | Authorized staff of the Funeral Parlor/ Memorial Chapel |
| 4. Any valid identification card Government | Government agencies issuing an identification card(SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA and among others) |
| 5.Barangay Certificate/ Certificate of Residency | 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 | 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) | City/Municipal Hall (Civil Registry Office), hospital, Funeral Parlor or Tribal chieftain, |
| 3. Funeral Contract | Authorized staff of the Funeral Parlor/ Memorial Chapel |

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| 4. Transfer Permit | City / Municipal Hall (Civil Registry Office), hospital, Funeral parlor or tribal chieftain |
| 5. Barangay Certificate/ Certificate of Residency | From the Barangay where the client is presently residing. |
| Educational Assistance | |
| 1. Validated School ID and Valid I.D of the Parent/guardian | 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 | Registrar, Authorized staff from the school |
| 3. Statement of Account for college students, when available. This may not be available to State Universities Registrar | Registrar officer, Authorized staff from the school |
| 4. Barangay Certificate/ Certificate of Residency | 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 | 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 | Local Government Unit / or Head of the Residential Care Facility |
| 3. Barangay Certificate/ Certificate of Residency | 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 | Government agencies issuing an identification card (SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA and among others) |
| 2. Depending on the circumstances: - Police Report/ Bureau of Fire Protection Report from the Bureau of Fire - Passport, Travel Document/s, certification from OWWA or the Barangay - Certification from 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. | Police Station, Bureau of Fire, Philippine Embassy / Consulate, Social Worker from welfare agencies. |
| 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. | <ul style="list-style-type: none"> From the Barangay where the client is presently residing. |
| Livelihood Assistance | |

| 1. Letter of Intent | | | | <ul style="list-style-type: none"> • PLHIV client and their families |
|--|--|------------------------|------------------------|--|
| 2. 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) |
| 3. Barangay Certificate/ Certificate of Indigency | | | | <ul style="list-style-type: none"> • From the Barangay where the client is presently residing. |
| Within the Day Transactions | | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Clients get queuing and Health Declaration Form | 1.1. Issuance of Queue Number and Health Declaration Form | None | 3 Minutes | Admin / Security personnel |
| 2. Submit complete requirements/ documents to PLHIV Focal/ Social Worker on duty | 2.1 Receiving of submitted requirements/ documents 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 2.3 Conduct of probing interview to verify data and its accuracy 2.4 Encoding of client and beneficiary's Information to registry | None | 20 Minutes | PLHIV Focal Staff / Alternate |
| 3. Accomplish Certificate of Eligibility | 2.5 Submission of client's documents and processing of request to Approving Officer for review and approval 2.6 Review and approval of | | | |

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| | recommended assistance 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 | |

5. Provision of Assistance to Eligible Solo Parents

Description of Service

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.

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| Office or Division: | Protective Services Division- Sectors Unit |
| Classification: | Simple |

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|---|---|---|------------------------|---------------------------|
| 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 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. Hospital/Physician 3. Hospital 4. Barangay 5. Local Social Welfare and Development Office | | |
| CLIENT STEPS | AGENCY ACTIONS | FEE 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 |

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| | 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 applicant to establish their eligibility | 4. Interview the client utilizing the general intake sheet and recommend assistance based on assessed needs | None | | Field Office (FO) Solo Parent Focal |
| 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 |

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| <p>Referral to other Agencies</p> | <p>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.</p> <p>For all other services of the 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 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.</p> | <p>None</p> | <p>1 hour</p> | <p>FO solo parent focal</p> |
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CRISIS INTERVENTION SECTION (CIS)

FRONTLINE SERVICES


1. Onsite Implementation of the Assistance to Individuals in Crisis Situation Program for Individual Clients Transacting within 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 present difficult situations they are experiencing, such as illness, death, loss of protective services aim to help individuals and families to cope with the 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.

These present difficult situations they are experiencing, such as illness, death, loss of protective services aim to help individuals and families to cope with the 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.

Indigent, marginalized, and vulnerable/disadvantaged individuals and families or are otherwise in crisis situation based on the assessment of the Social Work.

| 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 persons who are disadvantaged individuals and families or are otherwise in need of assistance.  Department of Social Welfare and Development | |
| 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 |

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

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

| FOOD ASSISTANCE FOR INDIVIDUAL AND FAMILIES ENDORSED IN GROUPS | |
|---|---|
| 1.Barangay Certificate or Residency or Certificate of Indigency or Certificate that the client is in need of assistance may be required or medical document as proof that the beneficiary is admitted | Barangay Hall where the client is presently residing Hospital where the beneficiary is currently admitted |
| CASH RELIEF ASSISTANCE | WHERE TO SECURE |
| Depending on the circumstances: a. For Fire Victims: Police Report or 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 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. | Bureau of Fire or PNP Overseas Workers Welfare Administration or Department of Migrant Workers or Barangay Local Social Welfare and Development Office or other social welfare agencies Local Social Welfare and Development Office or other social welfare agencies Police Station Hospital or Clinic |
| For all other incidents: Barangay Certificate of Residency or Certificate of Indigency or Certificate of the Client is in Need of Assistance as well as other documents from legal authorities or regulating agencies, as may be applicable such as but not limited to Police Report or Blotter, Spot report from the AFP or PNP, Joint AFP-PNP Intelligence Committee (JAPIC) certificate, Certification of death, Disaster Assistance Family Access Card (DAFAC); Medico-legal certification | <ul style="list-style-type: none"> ● Barangay Hall where the client is presently residing ● Police Station ● AFP or PNP ● Office of Civil Registry ● Certificate from the LDRMO; <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. Issuance of appointment schedule and queuing number | DSWD personnel will provide appointment schedules to clients and will return on their respective appointment schedule as well as a queuing number. | NONE | 5 Minutes | <i>PACD of the day</i> Crisis Intervention Section |
| 2. Screening, assessment and interview | <ul style="list-style-type: none"> • Check the client's eligibility to the Cash Disbursement Record (CDR) and GL Monitoring • DSWD personnel will check the validity and completeness of required documents presented by the client. • If documents are complete, valid, and has right frequency of availment, the client will be advised to submit documents pertinent The DSWD Social Welfare Officer (SWO) shall interview, assess the documentary requirements presented, and fill | NONE | 1 Hour | Social welfare Officer Crisis Intervention Section |

| | | | | |
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| | <p>out the information in the General Intake Sheet (GIS) and the Certificate of Eligibility (CE).</p> <ul style="list-style-type: none"> • The DSWD Social Welfare Officer (SWO) shall determine the eligibility of the client to receive assistance, and recommend the appropriate assistance. • If found to be ineligible for the services under the program, the client will be formally informed of the reason of ineligibility and henceforth be declined and provided with a letter of disqualification to receive assistance. • Advise the client to Proceed to Step 3 and wait to be called for the release of assistance. • Forward the Client's Document to the Authorized Approving Officer. | | | |
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| 3. Approval | <i>Approve the Social Worker's recommendation if found reasonable and with complete and valid documents.</i> | NONE | 5 Minutes | |
| 4. Releasing of Assistance | <i>Check the Client's identity and release the assistance.</i> | NONE | 5 Minutes | <i>Paymaster Crisis Intervention Section</i> |
| 5. Fill out client satisfaction measurement survey | <i>Receive the client satisfaction survey</i> | None | 5 minutes | <i>PACD Officer of the day Crisis Intervention Section</i> |
| | TOTAL | NONE | 1 Hours 20 Minutes for Cash- Outright 1 working Hour(24 hours) for GL | |

*Time may vary depending on the influx of clients, technical, and other circumstances outside the control of the Section.

2. Offsite Implementation of the Assistance to Individuals in Crisis Situation Program for Individual Clients Transacting within 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 present difficult situations they are experiencing, such as illness, death, loss of protective services aim to help individuals and families to cope with the 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 |

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

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|---|---|
| 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 |

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| 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: d. For Fire Victims: Police Report or Bureau of Fire Protection Report from the Bureau of Fire e. For Distressed OFs: Passport, Travel Document/s, certification from OWWA or the Barangay f. For Rescued Client: Certification from a social worker or Case manager from rescued clients. d. For victims of Online Sexual Exploitation: Police Blotter and social worker's certification for the victims of online c. sexual exploitation of children d. 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. | Bureau of Fire or PNP Overseas Workers Welfare Administration or Department of Migrant Workers or Barangay Local Social Welfare and Development Office or other social welfare agencies Local Social Welfare and Development Office or other social welfare agencies Police Station Hospital or Clinic |

| <p>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</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; or • Local Government Unit • Hospital or Clinic signed by Licensed Physician | | |
|---|---|--|------------------------|---|
| MATERIAL ASSISTANCE | | WHERE TO SECURE | | |
| 1.General Intake Sheet | | DSWD CIU or CIS or SWAD | | |
| 2.Material Assistance Distribution Sheet | | DSWD CIU or CIS or SWAD | | |
| ON-SITE TRANSACTION | | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 3. Issuance of appointment schedule and queuing number | DSWD personnel will provide appointment schedules to clients and will return on their respective appointment schedule as well as a queuing number. | NONE | 5 Minutes | <i>PACD of the day</i> Crisis Intervention Section |
| 4. Screening, assessment and interview | <ul style="list-style-type: none"> • Check the client's eligibility to the Cash Disbursement Record (CDR) and GL Monitoring • DSWD personnel will check the validity and completeness of required documents | NONE | 1 Hour | Social welfare Officer Crisis Intervention Section |

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| | <p>presented by the client.</p> <ul style="list-style-type: none"> • If documents are complete, valid, and has right frequency of availment, the client will be advised to submit documents pertinent The DSWD Social Welfare Officer (SWO) shall interview, assess the documentary requirements presented, and fill out the information in the General Intake Sheet (GIS) and the Certificate of Eligibility (CE). • The DSWD Social Welfare Officer (SWO) shall determine the eligibility of the client to receive assistance, and recommend the appropriate assistance. • If found to be ineligible for the services under the program, the client will be formally informed of the reason of ineligibility and henceforth be declined and provided with a letter of | | | |
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| | <p>disqualification to receive assistance.</p> <ul style="list-style-type: none"> Advise the client to Proceed to Step 3 and wait to be called for the release of assistance. Forward the Client's Document to the Authorized Approving Officer. | | | |
| 3. Approval | <i>Approve the Social Worker's recommendation if found reasonable and with complete and valid documents.</i> | NONE | 5 Minutes | |
| 4. Releasing of Assistance | <i>Check the Client's identity and release the assistance.</i> | NONE | 5 Minutes 10 Minutes for Material Assistance | <i>Paymaster Crisis Intervention Section</i> |
| 5. Fill out client satisfaction measurement survey | <i>Receive the client satisfaction survey</i> | None | 5minutes | <i>PACD Officer of the day Crisis Intervention Section</i> |
| | TOTAL | NONE | 1 Hours 20 Minutes for Cash- Outright 1 working Hour(24 hours) for GL | |

*Time may vary depending on the influx of clients, technical, and other circumstances outside the control of the Section.

**RECOVERY AND REINTEGRATION FOR
TRAFFICKED PERSONS
(RRPTP)**

FRONTLINE SERVICES

1. 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.

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| 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 |
| <ol style="list-style-type: none"> 1. Travel documents 2. Valid ID 3. Social Case Study Report | | Client/ATN Unit of Embassy DSWD Field Office |
| MEDICAL ASSISTANCE | | |
| <ol style="list-style-type: none"> 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 | | |
| <ol style="list-style-type: none"> 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. | | Training school | | |
| 2. Valid school ID | | 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 they may be considered to avail financial assistance for employment. | | DSWD Field Office | | |
| 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. | | Client | | |
| 3. Valid ID | | Government Offices providing Valid IDs | | |
| 4. Social Case Study Report | | DSWD Field Office | | |
| Logistical Support During and Post-Rescue Operation of Victim-survivors of Trafficking | | | | |
| 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. | | DSWD Field Office C/MSWDO City/Municipal Police Station | | |
| Provision of Temporary Shelter | | | | |
| 1. Victim-survivors of trafficking may be placed in DSWD run/ registered, licensed and accredited residential care facilities for protective custody. | | DSWD Field Office | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |

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| <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 a. Support for victim-survivor/ Witness and transportation assistance CASH: a. Medical Assistance b. Educational Assistance c. Assistance for Employment</p> <p>NON-CASH: f. Skills Training g. Livelihood Assistance</p> <p>h. Provision of temporary shelter</p> | <p>None</p> | <p>2-3 hours 10 working days 1-2 hours 1 week upon receipt of referral 1 month upon receipt of referral 2 months upon receipt of referral Right after rescued operation once cleared with Medical</p> | <p>RRPTP Social Worker</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>None</p> | <p>30 min to 1 hour</p> | <p>RRPTP Social Worker</p> |

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| | <p>2.2 Processing of the assistance being sought; a. Preparation of 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>4 hours</p> <p>3-5 working days</p> <p>2 working days</p> <p>1 working day</p> | |
| 3. Fill-out Client Satisfaction Survey Form | 3.1 Requesting client to fill-out Client Satisfaction Measurement Form | None | 1 minute | Client |
| TOTAL Processing Time for CASH assistance | | None | 19 working days | |

SOCIAL PENSION PROGRAM (SPP)

FRONTLINE SERVICES

1. 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.

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| 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) |
| Senior Citizen's Identification (ID) Card | Office for Senior Citizens Affairs (OSCA) |
| Other Identification ID Driver's License GSIS ID SSS ID PRC license Philippine Postal ID Voter's ID | Land Transportation (LTO) Government Service Insurance System (GSIS) Social Security System (SSS) Professional Regulatory Commission (PRC) 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) |
| Valid 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) | | | |
|---|--|-----------------|-----------------------------------|--------------------------|
| Proof of relationship with posthumous centenarian: Certificate of live birth Certificate of marriage Any document of the nearest surviving relative that would establish his/her relationship with the centenarian; | Philippine Statistics Authority (PSA) or Local Civil Registrar (LCR) | | | |
| Special Power of Attorney(for two or more nearest surviving heir) or Affidavit of Adjudication (for sole heir) | Lawyer (either public or private) | | | |
| Warranty and Release from Liability | DSWD Field Offices | | | |
| <i>*Documents stated in the living centenarians, shall also be required to be submitted by the nearest surviving relative of the deceased centenarians that will prove the deceased centenarians' age eligibility at the time RA 10868 took effect if any</i> | | | | |
| STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1.Receive list of centenarian | 1. The DSWD Field Office through the Centenarian focal shall receive the list of Filipino centenarians from the following: a. The Local Government Units (LGUs) through the Office for Senior Citizens Affairs (OSCA) or the Local Social Welfare and Development Office (LSWDO) b. Endorsement from the Central Office; legislators; ; other stakeholders c. Walk-in clients | None | 1 day | Centenarian focal person |
| 2.DSWD FO conducts validation to the identified centenarians based on submitted masterlist | 2. The Field Office Centenarian focal person shall conduct desk validation based on the documents submitted or home | None | Desk validation: 1-3 working days | Centenarian focal person |

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| | <p>validation to the centenarian applicants, both to the living and to the nearest surviving relatives of the deceased centenarians</p> <p>2.1. If assessed as eligible, the Centenarian focal person shall send a letter duly signed by the Regional Director to the LGU citing the eligibility of the applicants based on the assessment.</p> <p>2.1.1. The LGU shall inform the centenarian applicant and /or nearest surviving relative through email</p> <p>The focal person shall then proceed to Step 3.</p> <p>2.2. If the documents are incomplete and/ or with discrepancy, the Centenarian focal person shall inform and request the LGU to provide technical assistance to the centenarian applicants and/or nearest surviving relative to comply with the additional documents needed and/ or reconcile the documents with discrepancies.</p> | | <p>Home Validation: 15 working days</p> <p>5 working days <i>(turn around time on the approval of the letter to the LGU shall depend on the availability of the Field Office's signatories)</i></p> | <p>Centenarian focal person</p> <p>Centenarian focal person and LGU</p> <p>Centenarian focal person and LGU</p> |
|--|---|--|--|---|

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|--|--|------|--|----------------------------------|
| | <p>2.3. If the necessary requirements are completed, the client shall submit these documents to the LGU and the LGU shall then endorse the same to the DSWD FO.</p> | | | Centenarian focal person and LGU |
| <p>3.DSWD FO to facilitate the preparation and approval of documents</p> | <p>3. The Centenarian focal person shall facilitate the preparation of documents such as disbursement voucher, Obligation Request, payroll, etc corresponding to the number of eligible centenarians to be awarded</p> <p>3.1. If approved, the Centenarian focal person shall then proceed to Step 4.</p> <p>3.2. If not approved, the Centenarian focal shall comply with the FO-FMD's comments. Once compiled, the documents shall be reverted back to the FO-FMD.</p> | None | <p>5 working days</p> <p><i>(turn around time on the approval of the Disbursement Voucher and Obligation request for the cash advance and identifying of a Special Disbursing Officer shall depend on the FO-FMD timeline)</i></p> | Centenarian focal person |

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|---|--|--------------------|-------------------------------------|--|
| <p>5. Release the centenarian gift to the eligible centenarians</p> | <p>5. The responsible officer shall release the centenarian gift to the eligible centenarian and/ or nearest surviving relative in the following mode:</p> <p>a. Cash: House to house delivery and / or plaza type delivery by the FO Special Disbursing Officer together with the Centenarian focal person and LGU;</p> <p>b. Cheque: Deposit in the existing savings or current account or deliver through house to house and/ or plaza type</p> | | <p>20 working days</p> | <p>Centenarian focal person</p> <p>FO-Special Disbursing Officer; Centenarian focal person and LGU</p> <p>FO-Cash Unit; Centenarian focal person</p> |
| <p>6. Fill Out of Client Satisfaction Measurement Form</p> | <p>6. After the release of the centenarian gift, the centenarian or the centenarian's family member shall fill-out the Client Satisfaction Measurement Form and submit to the Centenarian focal person for safekeeping and consolidation.</p> | | <p>5 minutes</p> | <p>Centenarian applicant and / or family</p> |
| <p>TOTAL</p> | | <p>NONE</p> | <p>53 days and 5 minutes</p> | |

MINORS TRAVELLING ABROAD (MTA)

FRONTLINE SERVICES

1. 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.

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| 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) | |
| 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; | Philippine Statistics Authority (PSA); Court who handled the Legal Guardianship petition; Shariah Court or Religious Leader | |
| 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. | Law Office and Notarized at the place where the minor resides/ Philippine Embassy (if minors parent/s are abroad) | |
| 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. | Applicant | |
| 6. Affidavit of Support and Certified copy of evidence to show financial capability of sponsor e.g Certificate of Employment, | Applicant | |

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| Latest Income Tax Return, Bank Statement, etc) | |
| <i>For succeeding travel of unaccompanied minor or traveling alone to a foreign country</i> | |
| 1. Duly accomplished Application Form | DSWD Field Office/ DSWD website: www.dswd.gov.ph |
| 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 | Law Office and Notarized at the applicants place of residence |
| 3. Original copy of the previous Travel Clearance issued | Applicant |
| 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. | Applicant |
| 5. Unaccompanied Minor Certificate from the Airline | Airline Company |
| 6. Waiver from the parents releasing DSWD from any liability in case of untoward incident during the travel of the child. | Applicant |
| <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 | Applicant |

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| 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. | |
| 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 scanned pictures will be accepted | Applicant |
| 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 | Attending Physician |
| 3. Letter from the Sponsor | Sponsoring person |
| <i>Minors going Abroad with pending petition for Inter-Country or Domestic Adoption</i> | |
| 1. Placement Authority issued by NACC-RACCO | National Authority for Child Care (NACC) |
| 2. Consent to Travel issued by NACC-RACCO | National Authority for Child Care (NACC) |
| 3. Notarized Affidavit of Undertaking from the Prospective Adoptive Parent/s (1 Original) | Applicant |
| 4. Court Order (for those with Pending Court Petition) | RTC who has jurisdiction over the case |
| 1. Placement Authority issued by NACC-RACCO | National Authority for Child Care (NACC) |
| <i>Minors under Foster Care</i> | |
| 1. Notarized Affidavit of Undertaking by the | Foster Parent |

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| Foster Parents | |
| 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 that the parent/s is on board employment (1 Original or 1 Electronic Copy) | Applicant |
| 2. Seaman's Book of Parent/s (1 Photocopy) | Applicant |
| 3. Parent/s Written Consent (1 Electronic Copy) | Applicant |
| <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. Register information in MTA client's logbook | 1.1 Issue Service Sequence Number 1.1.2 Encoding of the client's information in online Spreadsheet | None | 5 minutes | Minors Traveling Abroad Section Head / Staff Officer of the Day / Security Guard Concepcion E. Navales / Trisha A. Candelario |
| 2. Fill out and Submit Accomplished Application Form and Documentary Requirements for Screening | 2.1 Accept and review the accomplished MTA application form and the authenticity of the presented documentary requirements If the documents are complete, assigns control number on the application form If the documents are incomplete, request the client to comply with the lacking documents. Provides the client the initial findings. | None | 10 minutes | Minors Traveling Abroad Section Head / Staff Concepcion E. Navales / Trisha A. Candelario |
| | 2.2 Conduct interview and prepare assessment of the application. 2.2.1 Review and approval of | None | 30 minutes | Minors Traveling Abroad Section Head / Staff Concepcion E. Navales / |

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| | the supervisor of the assessment report. | | | Trisha A. Candelario |
| | <p>2.3 Approve/ Disapprove the application</p> <p>If approved, fill-out the payment slip and order of payment and advise the applicant to proceed to the cashier for payment.</p> <p>If disapproved, provide the client with a written explanation stating the reasons of the disapproval</p> <p>If exempted, prepare the Certificate of Exemption for Approval of the Regional Director</p> | None | 5 minutes | <p>Minors Traveling Abroad Section Head / Staff</p> <p>Concepcion E. Navales / Trisha A. Candelario</p> <p>Cashier -Rose C. Moldero -Applicant</p> |
| | 2.4 Notify the DFA, BI, DSWD-CO on the list of Approved and Disapproved Travel Clearance Applications | None | 5 minutes | <p>Minors Traveling Abroad Section Head / Staff</p> <p>Concepcion E. Navales / Trisha A. Candelario</p> |
| | 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 |

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| <p>4. Present the Official Receipt and Receives the issued Travel Clearance</p> | <p>4.1 Receive the official receipt 4.1.1 Encode the details of the applicant in the Travel Clearance. 4.1.2 Sign the Travel Clearance. 4.1.3 Release the travel clearance/certificate of exemption including the official receipt</p> | <p>None</p> | <p>30 Minutes</p> | <p>Minors Traveling Abroad Section Head/ Staff</p> <p>Minors Traveling Abroad Section Head/ Staff Regional Director/ ARDO/ARDA / PSD Chief / CBSS Section Head</p> <p>Authorized signatory</p> <p>Dir. Maria C. Aplatén, Enrique H. Gascon, Rina Claire L. Reyes, Mary Ann G. Buclao, Libertine A. Balicdang</p> <p>Minors Traveling Abroad Section Head / Staff</p> <p>Concepcion E. Navales / Trisha A. Candelario</p> |
| <p>5. Receive the Travel Clearance/Certificate of Exemption and Signs the Logbook</p> | <p>5.1. Issuance of Claim Stub schedule of release (Minimum of 1-day processing and maximum of 3 days processing) 5.1.1 Ask</p> | <p>None</p> | <p>5 Minutes</p> | <p>Minors Traveling Abroad Section Head / Staff</p> <p>Concepcion E. Navales / Trisha A. Candelario</p> |

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| | the client to sign the Log Book for the Travel Clearance/Certificate of Exemption Received | | | |
| 6. Accomplish and Submit the Client Satisfaction Measurement Form (CSMF) | 6. Receive the Filled up CSMF Form | None | 5 minutes | Minors Traveling Abroad Section Head / Staff Concepcion E. Navales / Trisha A. Candelario |
| | | TOTAL | Php 300.00 for 1 year validity Php 600.00 for 2 years validity | 1 hour and 40 minutes*** |

**ADMINISTRATIVE DIVISION
(AD)**

FRONTLINE SERVICES

PROPERTY AND SUPPLY SECTION (PSS)

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.

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| 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 | |
| <p><u>In the absence of the authorized signatory secure any of the following:</u></p> <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 Printed copy of email using the official DSWD email account allowing the property to be brought outside DSWD premises | <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; From the: <ul style="list-style-type: none"> Authorized signatory or; Authorized representative with attached 1 photocopy of SO for Order of succession | |

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

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| | <p>1.2 The property personnel shall review if the Gate Pass is complete and with attachments (PIIP and other supporting documents)</p> <p>1.2.1 Complete/ Duly Accomplished:</p> <p>Update PREMIS through scanning the barcode of the Gate Pass to record the time of receipt of request and endorse the same to the Heads of Property Office for approval</p> <p>1.2.2 Incomplete/ with discrepancy:</p> <p>Return the Gate Pass to the requestor/ DPSC for proper accomplishment.</p> | None | 5 Minutes | Property Staff |
| | <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 | <i>Mr. Jesse F. Chelim</i> <i>Head</i> Property Office |
| | <p>1.4 The property personnel shall scan the Gate Pass barcode to record the time of approval.</p> | None | 2 Minutes | Property Staff |

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| | <p>1.5. The property staff shall provide the customer feedback form to the requesting party for the service provided.</p> <p>1.5.1 Forward copy of the approved Gate Pass to:</p> <ul style="list-style-type: none"> a. Original copy – Security Guard b. Duplicate copy – Person who shall bring the equipment out of DSWD premises to present to Security Guard On-Duty/ Property Officer c. Triplicate – Property Office copy | None | 4 Minutes | Property Staff |
| <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</p> <p>Return gate pass to the person who</p> | None | 8 Minutes | Security Guard On-Duty |

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| | <p>shall take the equipment out of DSWD premises and instruct the latter to secure a new gate pass reflecting the correct details of the property to be brought outside DSWD premises.</p> <p>Without discrepancy</p> <p>Security Guard On-Duty shall sign the original and duplicate copy of the gate pass, return the signed duplicate copy to the client.</p> <p>2.2 Scan the barcode of the Gate Pass to record the time when the property was bought 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 discrepancy – sign the gate pass, both the</p> | <p>None</p> | <p>15 Minutes</p> | <p>Security Guard On-Duty</p> |

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| | 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.

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| Office or Division: | Administrative Division –Property and Supply Section |
| Classification: | Simple |
| Type of Transaction: | G2C – Government to Citizen |

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|---|---|--|------------------------|---------------------------|
| Who may avail: | Department of Social Welfare and Development (DSWD) Employees who are: <ol style="list-style-type: none"> 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> <ol style="list-style-type: none"> 1. Three (3) original copies of Clearance Form 2. And/or duly approved request for transfer / resignation / retirement B. <u>With Property Accountability</u> <ol style="list-style-type: none"> 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> <ol style="list-style-type: none"> 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 | | A. <u>Without Property Accountability</u> <ol style="list-style-type: none"> 1. Personnel Administration Division with prescribed format 2. From Client B. <u>With Property Accountability</u> <ol style="list-style-type: none"> 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> <ol style="list-style-type: none"> 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 |

| | | | | |
|---|--|------|--------------------|----------------|
| <p>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</p> | <p>1.1 Receive Three original copies of clearance issued PAD/PAS and/or duly approved request for transfer / resignation / retirement and review the attached documents</p> | None | 5 Minutes | Property Staff |
| | <p>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.</p> | None | 1 Hour, 30 Minutes | Property Staff |
| | <p>1.3 If No Accountability/ies</p> <p>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> | None | 25 minutes | Property Staff |

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| | <p>With Accountability/ ies</p> <p>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> | | | |
| <p>2. Submit documents and other requirements as proof of canceled property accountability</p> | <p>2. Receive and validate submitted documents and other requirements as proof of canceled property accountability</p> | None | 30 Minutes | Property Staff |
| | <p>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</p> | None | 5 minutes | Property Staff |

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| | applicant through Memorandum on the remaining accountability/ies to process cancellation of accountabilities | | | |
| | 2.2 Check the “cleared” box and affix the signature in the clearance form | None | 5 Minutes | <i>Mr. Jesse F. Chelim</i> <i>Head</i> Property Office |
| | 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 | |

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

FRONTLINE SERVICES

PERSONNEL ADMINISTRATION SECTION (PAS)

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.

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|--|--|------------------------------|---|--|
| 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> |
| 2. Wait for advice of the assigned PAS Focal Person | 2.1. Upon receipt of request from the receiving clerk, the responsible personnel shall review and draft the COE based on the purpose indicated in the request following the standard | None | 2 Days, 4 hours (depending on the period of retrieving the files) | <i>Personnel Administration Section Focal Person</i> |

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| | template, if the COE is to be sent via courier service, prepare transmittal with information on how to return the customer feedback form | | | |
| | 2.2. Authorized Certifying authority shall review/ sign/initial the COE and inform the client once the COE is ready for releasing via e-mail/SMS/call. | None | 3 hours and 40 minutes (depending on the availability of signatories) | <i>Personnel Administration Section Focal Person</i> |
| 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/ staff or email/online custodian</i> <i>Outgoing assigned system</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

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|----------------------------|--|
| Office or Division: | Personnel Administration Section (PAS) |
| Classification: | Complex |

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|--|---|------------------------------|--|--|
| 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 BE PAID | PROCESSING TIME | PERSON 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 | 6 days, 4 hours and 35 minutes <i>(May be shortened if there is</i> | Personnel Administration Section Focal Person |

³ Electronic Leave Administration and Recording System

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| | <p>none, encode the ELARS.</p> <p>2.1.2 If there is an encoded ELARS, proceed to step 4.</p> <p>2.1.3 If there is 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>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>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> |

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| <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>4.1.2 Certifying Authority shall sign the transmittal letter.</p> | <p>None</p> | <p>1 hour and 5 minutes</p> | <p>Personnel Administration Section Outgoing staff</p> |

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| | <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. <i>(The CSMF will be followed-up within 3 working days upon receipt of the document.)</i></p> | | | |
| 5. If the Certificate is for pick-up, proceed to PAD and get the requested document. | 5. If the CLWOP/ CNLWOP is for pick-up, provide one (1) duly signed CLWOP/CNLWOP to the client and request the client to accomplish the CSMF to be submitted via drop box, email or Google form. | None | 10 minutes | Personnel Administration Section Outgoing staff |
| | TOTAL: | None | 7 days | |

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

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| 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 needed) and submit to PAS | 1. Receive and acknowledge request for CO Clearance Certificate from the client, then forward to personnel handling requests (via: DRF/email) | None | 10 minutes | Personnel Administration Section Incoming staff |

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| <p>2. Wait for advice of the assigned PAD Focal Person</p> | <p>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.</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> |
| | <p>2.2. Sign the photocopied CO Clearance Certificate as "Certified True Copy"</p> | | <p>3 hours and 30 minutes (depending on the availability of signatories)</p> | <p><i>Ms. Julie A. Gascon</i> Head, Personnel Administration Division</p> |
| | <p>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)</p> | <p>None</p> | <p>10 minutes</p> | <p>Personnel Administration Section Outgoing staff</p> |

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| <p>3. If the CTC copy of the CO Clearance is for pick-up, proceed to PAD and get the requested document.</p> <p>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</p> | <p>3. Provide the CTC of CO Clearance to the client and have it properly received. Ask the client to accomplish Customer Feedback Form</p> | 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

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|---|---|------------------------------|------------------------|---------------------------|
| 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 |

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| <p>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.</p> | <p>1. Receive and acknowledge request for SR from the client, then forward to personnel handling SR requests (via: DRF/email)</p> | <p>None</p> | <p>10 minutes</p> | <p>Personnel Administration Section Incoming/ Outgoing staff</p> |
| <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 <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> <i>Head,</i> 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 | |

**FINANCIAL MANAGEMENT DIVISION
(FMD)**

FRONTLINE SERVICES

**ACCOUNTING SECTION
(AS)**

FRONTLINE SERVICES

1. Processing of BIR Form 2322 : Certificate of Donation

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

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| 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: | External Public | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1.Request form for certificate of donation. 2.Notarized Deed of Donation. 3.Official Receipt for cash donation. 4.Acknowledgement Receipt and Delivery Receipt for donations in kind. | | 1.DSWD website (https://dswd.gov.ph/about-us-2/citizens-chart/r/). The form is under the General Administration and Support Services Group. At the Accounting Section for walk-in clients. Law firm DSWD - CAR (Cash Section) DSWD - CAR | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1.1. The donor secures the request form https://bit.ly/317RCeu (form is located under General Administration and Support Services Group, select DSWD-FMS-GF-002 Rev 01 Request Form for Certificate of Donation); or 1.2. At the Accounting Section. | None | None None | 5 minutes | Donor Wilbourn B. Bacolong, |

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| | The Accounting Section shall issue the request form. | | | Regional Accountant |
| 2. The donor submits the filled-up form thru email (accounting.focar@dswd.gov.ph) or personally presents the filled-up form to the Accounting Section. | <p>The Accounting Staff shall receive and check the completeness of the request form and required supporting documents.</p> <p>NOTE: Only requests with complete requirements will be accepted and processed. All requests with incomplete requirements shall be returned to the client.</p> | None | 5 minutes | <p>Donor</p> <p>Wilbourn B. Bacolong, Regional Accountant</p> |
| 3. Wait for the acknowledgement receipt through email or ask for the claim stub for walk-in requests with schedule to claim the certificate | <p>For Email - The Accounting Staff shall acknowledge and review the received documents as to completeness and request for original copy upon claiming.</p> <p>For walk-in - The Accounting staff shall receive and secure the completeness of the request form and required supporting documents.</p> <p>Note: Only requests with complete requirements shall be accepted and processed. All</p> | None | Email/ walk – in: 6 minutes | Wilbourn B. Bacolong, Regional Accountant |

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| | requests with incomplete requirements shall be returned to the client. | | | |
| | The Accounting Staff shall record in the monitoring sheet the details of donation and indicate the schedule or release of BIR Form 2322: Certificate of Donation | None | Email: 1 hour Walk-in: 10 minutes | Wilbourn B. Bacolong, Regional Accountant |
| | <p>The Accounting Staff shall review the supporting documents. He/She shall prepare the BIR Form 2322: Certificate of Donation for those requests in order.</p> <p>The Accounting Staff shall download BIR Form No. 2322 at https://bit.ly/3c6wYaP</p> <p>For transactions with incomplete details or invalid documents, request shall be returned to the requestor for compliance.</p> | None | 6 hours | Wilbourn B. Bacolong, Regional Accountant |
| | The Head of the Accounting Office shall review the BIR Form 2322: Certificate of Donations. | None | 4 hours | Wilbourn B. Bacolong, Regional Accountant |

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| | <p>If the form is correct, forward to FMS Director/FMD Chief for initial.</p> <p>If not, return to Accounting Staff In-charge for revision.</p> | | | |
| | The FMS Director or the FMD Chief (FO Concern) shall affix his/her initials on the Certificate of Donation before the signing of the Secretary or by an authorized representative of the donee organization. | None | 4 hours | Norie C. Castañeda, OIC FMD Chief |
| | The Department Secretary or Head of Office shall sign the Certificate of Donations | None | 5 days | Dir. Maria A. Catbagan-Aplaten, PhD Regional Director |
| | The Accounting Staff shall record in the monitoring sheet the details of donation and indicate the schedule or release of BIR Form 2322: Certificate of Donation | None | Email: 1 hour Walk-in: 10 minutes | Wilbourn B. Bacolong, Regional Accountant |
| 4. To present: (Walk - in) Claim stub (Email) Printed email acknowledgement receipt and original copy of supporting documents. | The Accounting Staff shall update the status of request for certificate on the monitoring file. All certificates that are ready for release shall be issued to | None | 10 minutes | Donor Wilbourn B. Bacolong, Regional Accountant |

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| | the requesting party/ies. | | | |
| 5. Accept the requested certificate and sign the logbook for acknowledgement. | The Accounting Staff shall issue and assist the requesting party to receive the certificate and sign the logbook for acknowledgement of the BIR Form 2322: Certificate of Donation. | None | 2 minutes | Wilbourn B. Bacolong, Regional Accountant |
| 6. Fill up the Customer Feedback Form. | The Accounting Staff shall provide the Customer Feedback Form to the requesting party for the service provided. | None | 2 minutes | Donor Wilbourn B. Bacolong, Regional Accountant |
| TOTAL: | | None | 6 days, 7 hours and 30 minutes | None |

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)

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| Office or Division: | Financial Management Division- Accounting Section |
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| 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 | | |
| 1. For the former DSWD employee: <ul style="list-style-type: none"> • Filled-up request form • Photocopy of the former government employee government-issued ID 2. For the authorized representative: <ul style="list-style-type: none"> • Filled-up request form • Authorization letter from the former DSWD employee • Photocopy of the former government employee government-issued ID and the authorized representative. | | 1. DSWD website (https://dswd.gov.ph/about-us-2/citizens-charter/). The form is located under General Administration and Support Services Group, select Request Form for Accounting Certification of the Former DSWD Employees) At the Accounting Section for walk-in clients. From client | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |

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| <p>1.1. The former DSWD employee or his/ he authorized representative may access, download and print the request form via https://www.dswd.gov.ph/about-us-2/citizens-character/ (form is located under General Administration and Support Services Group, select Request Form for Accounting Certification of the Former DSWD Employees); -or-</p> <p>1.2. Personally visit the Accounting Office of Central Office and/or Field Offices and submit the request form</p> | <p>None</p> <p>NOTE: Accounting Certifications:</p> <p>1. Cost of Services (COS) worker: -Last Cost of Services Processed</p> <p>0. Permanent, Casual and Contractual employee:</p> <ul style="list-style-type: none"> ● Last Salary Processed <p>-PAG - IBIG Contributions and Remittances</p> <p>-PAG - IBIG Loan Amortization Withheld and remittances</p> <ul style="list-style-type: none"> ● GSIS Contributions and Remittances <p>Philhealth Contributions and Remittances (maximum of 1 year)</p> | <p>None</p> | <p>5 minutes</p> | <p>Former DSWD employee/ Authorized Representative</p> |
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| <p>2.1. The former employee of the Department; or his/her authorized representative may send the scanned form and supporting documents to Accounting Office address (accounting.focar@dswd.gov.ph)</p> <p>2.2. Personally submit the filled-up form together with the supporting documents to the Accounting Office of Central Office and/or Field Offices concerned.</p> | | None | 5 minutes | <p>Former DSWD employee/ Authorized Representative</p> <p>Wilbourn B. Bacolong, Regional Accountant</p> |
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| | <p>(Email) - The accounting staff shall acknowledge and review the received documents as to completeness and request for original copy or print of the emailed scanned documents.</p> <p>(Walk-in) - The Accounting Staff shall receive and secure the completeness of the request form and required supporting documents.</p> <p>NOTE: Only requests with complete requirements will be accepted and processed. All requests with incomplete requirements shall be returned to the client.</p> | None | 5 minutes | Wilbourn B. Bacolong, Regional Accountant |
| <p>3. Wait for the acknowledgement receipt through email or ask for the claim stub for walk-in requests with schedule to claim the certificate</p> | <p>The Accounting Staff shall record to the monitoring sheet the details of the request and indicate the schedule to claim the certificate with control number.</p> <p>The accounting staff shall respond to the email of the former DSWD employee for the schedule of the release with reference</p> | None | 15 minutes | Wilbourn B. Bacolong, Regional Accountant |

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| | number of the document or claim stub for the walk-in. | | | |
| | The Accounting Staff shall collect the data from the concerned Division/Section/Unit “if necessary” (Cash and HR-PAD); and prepare the request for Accounting Certification of Former DSWD-Employees. | None | Maximum of 6 days regardless of years of service or transactions | Wilbourn B. Bacolong, Regional Accountant Rose C. Moldero, AO V- Cash Section Julie A. Gascon, AO V- PAS |
| | The Unit Head shall review the prepared certification before signature of the Head of Accounting Office. | None | 30 minutes | Wilbourn B. Bacolong, Regional Accountant |
| 4. Present the following: 1.1 Former DSWD Employees: Claim stub or Printed Email Acknowledgement Receipt 1.2 <i>The Authorized representative must present the following:</i> Authorization letter for the representative, if claimed by a person other than the former employee, together with the photocopy of the latter’s government- issued ID (1 copy). | The Accounting Staff shall update the status of request for certificate on the monitoring file. All certificates that are ready for release shall be issued to the requesting party/ies. | None | 15 minutes | Wilbourn B. Bacolong, Regional Accountant |

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| 5. Accept the requested certificate and sign the logbook for acknowledgement | The Accounting Staff shall issue and assist the requesting party to receive and sign in the logbook for acknowledgement of the Certificate for Accounting Certification of Former DSWD Employees. | None | 5 minutes | Wilbourn B. Bacolong, Regional Accountant |
| 6. Provide Customer Feedback Form to the requesting party. | The Accounting staff shall provide the customer feedback to the requesting party for the service provided. | None | 2 minutes | Wilbourn B. Bacolong, Regional Accountant |
| TOTAL: | | None | 6 days, 1 hour and 27 minutes | None |

NON-FRONTLINE SERVICES

**POLICY AND PLANS DIVISION
(PPD)**

NON-FRONTLINE SERVICES

**NATIONAL HOUSEHOLD TARGETING
SECTION
(NHTS)**

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"> 1. 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"> 2. One (1) original/certified true copy of document indicating the appointed and NPC-registered Data Protection Officer 3. One (1) original copy of accomplished Non-Disclosure Agreement (NDA) 4. 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 | <i>Mr. Climson L. Balangue</i> , Regional Field Coordinator |

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| <p>requirements (if available) to NHTO/NHTS.</p> | <p>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 of release of the results.</p> <p>1.1.2 Forward the request to the NHTO Director/ NHTS Policy and Plans Division (PPD) Chief for approval.</p> | | | |
| | <p>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.</p> | <p>None</p> | <p>6 hours</p> | <p><i>Ms. Marifil C. Jugal, OIC Chief, Policy and Plans Division</i></p> |
| | <p>1.3 Input recommendations and endorse it to the designated Data Privacy Officer (DPO)</p> | <p>None</p> | <p>6 hours</p> | <p><i>Mr. Climson L. Balangue, Regional Field Coordinator</i></p> |
| | <p>1.4 Review the request and make recommendations if the request is for approval or not, then endorse it to the NHTO Director/ NHTS Policy</p> | <p>None</p> | <p>3 hours</p> | <p><i>Ms. Marifil C. Jugal Regional Compliance Officer for Privacy</i></p> |

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| | 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 reviewing the completeness of the documentary requirements, endorse to the NHTO IT Division Chief or designated</p> | None | 2 hours | <i>Mr. Climson L. Balangue, Regional Field Coordinator</i> |

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| | IT personnel/ NHTS Information Technology Officer | | | |
| | 2.2 Generate the requested data. | None | 1 day | <i>Mr. Climson L. Balangue, Regional Field Coordinator</i> |
| | 2.3 Review result of the data generation. | None | 1 day | <i>Mr. Climson L. Balangue, Regional Field Coordinator</i> |
| | <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 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 | None | 1 day | <i>Mr. Climson L. Balangue, Regional Field Coordinator</i> |

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| | <p>password will only be released to the authorized personnel of the requesting party.</p> <p>2.4.2 Counter sign in the DRF.</p> <p>2.4.3 Finalize the memo, attach the Data Release Form (DRF) and secure data then forward it to the Administrative unit.</p> | | | |
| | 2.5 Track and scan the document before releasing the result to the requesting party. | None | 10 minutes | <i>Mr. Climson L. Balangue, Regional Field Coordinator</i> |
| 3. Call NHTO/NHTS for retrieval of password upon receipt of the result and submit the signed Certificate of Acceptance | <p>3.1 Provide the password of the file to the requesting party thru phone upon inquiry and receive the signed Certificate of Acceptance from the requesting party.</p> <p>3.1.1 Administer the Client Satisfaction Measurement Survey (CSMS) form per Committee on Anti-Red Tape (CART) guidelines.</p> | None | 10 minutes | |
| TOTAL: | | None | 5 days, 1 hour and 35 minutes | |
| *with possible extension on the actual data processing depending on the type of data being | | | | |

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| <i>requested and the compliance and submission of the documentary requirements by the requesting party.</i> | | | |
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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.

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|--|--|----------------------------------|------------------------|
| 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. | | |
| <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%; text-align: center;">CHECKLIST OF REQUIREMENTS</td> <td style="width: 50%; text-align: center;">WHERE TO SECURE</td> </tr> </table> | | CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE | | |

| <ul style="list-style-type: none"> • <i>With existing and valid Non-Disclosure Agreement (NDA):</i> <ol style="list-style-type: none"> 1. One (1) original/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 • <i>No existing and valid Non-Disclosure Agreement (NDA):</i> <ol style="list-style-type: none"> 3. One (1) original Non-Disclosure Agreement (NDA) signed by the: (1) Head of Office as Personal Information Controller (PIC), (2) designated Data Privacy Officer (DPO) or Compliance Officer (COP) 4. One (1) copy of List of Personnel who will access, process, and safeguard the Listahanan data, including the employed data processing | | Provided by the Requesting Party | | |
|---|---|----------------------------------|-----------------|--|
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| <ol style="list-style-type: none"> 1. Provide the letter of request together with the electronic copy of the names for name matching | <ol style="list-style-type: none"> 1.1 Receive and record the request. <ol style="list-style-type: none"> 1.1.1 Endorse request to the NHTO Director / Regional Director | None | 15 minutes | <i>Mr. Climson L. Balangue</i> Regional Field Coordinator |

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| | <p>1.2 Provide instruction to facilitate/review the request.</p> <p>1.2.1 Endorse to the NHTO OD Chief / Policy and Plans Division (PPD) Chief.</p> | None | 2 hours | <p>Dir. Maria A. Catbagan-Aplaten, PhD</p> <p>Regional Director Field Office CAR</p> |
| | <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 | <p><i>Ms. Marifil C. Jugal</i></p> <p><i>OIC Chief, Policy and Plans Division</i></p> |
| | <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> • Approved – Notify and provide the NDA and documentary requirements to the client | None | 1 hour | <p><i>Mr. Climson L. Balangue</i></p> <p>Regional Field Coordinator</p> |

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| <p>2. Provide the documentary requirements and the NDA signed by the Head of Office (HOO) as Personal Information Controller (PIC) and the designated Data Privacy Officer (DPO) / Compliance Officer for Privacy (COP)</p> | <p>2.1 Review all documentary requirements including the NDA submitted by the client.</p> <ul style="list-style-type: none"> • Non-Compliant – Inform the client regarding the incomplete requirement via email. • Compliant – <ol style="list-style-type: none"> 1. Sign the NDA and endorse to the DPO for signature 2. Endorse the signed NDA to Information Technology Division (ITD) for processing | <p>None</p> | <p>2 hours</p> | <p><i>Mr. Climson L. Balangue</i> Regional Field Coordinator (RFC)</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 – <p>Process the request within the set deadline depending on the volume or number of names to be matched</p> | <p>None</p> | <p>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)</p> | <p><i>Mr. Climson L. Balangue</i> <i>NHTS</i> <i>Regional Information Technology Officer (RITO)</i></p> |

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|--|---|-------------|-------------------|--|
| <p>3. Provide a storage device that is approved by the IT Chief or request for a Google Drive link</p> | <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, or hard drive.</p> <p>3.1.4 Sign the DRF.</p> <p>3.1.5 Endorse the finalized documents to the NHTO Director / PPD Chief.</p> | <p>None</p> | <p>3 hours</p> | <p><i>Mr. Cimson L. Balangue</i></p> <p><i>NHTS</i></p> <p><i>Regional Information Technology Officer (RITO)</i></p> |
| | <p>3.2 Sign the memorandum and endorse it to the Administrative Assistant for release.</p> | <p>None</p> | <p>1 hour</p> | <p>Dir. Maria A. Catbagan-Aplaten, PhD Regional Director Field Office CAR</p> |
| <p>4 Receive the results of name matching</p> | <p>4.1 Track and scan a copy of the documents for record keeping</p> <p>4.1.1 Release the document to the client</p> | <p>None</p> | <p>10 minutes</p> | <p><i>Mr. Cimson L. Balangue</i></p> <p>Regional Field Coordinator</p> |
| <p>5. Fill-out the Client Satisfaction Measurement Survey (CSMS)</p> | <p>5 Provide the client the CSMS form per Committee on Anti- Red Tape (CART) guidelines</p> | <p>None</p> | <p>10 minutes</p> | <p><i>Mr. Cimson L. Balangue</i></p> <p><i>NHTS</i></p> <p><i>Regional Information Technology Officer (RITO)</i></p> |

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| TOTAL: <i>*With possible extension on the actual data processing and depending on the number of names required but shall not exceed forty (40) days as reference in RA-IRR-11032.Rule 7.Section 3.c.</i> | None | For 5000 names and below: 2 days, 3 hours and 35 minutes For 5,001 -50,000 names: 4 days, 3 hours and 35 minutes For 50-000 – 400,000 names: 8 days, 3 hours and 35 minutes For 400,001-1,000,000 names: 21 days, 3 hours and 35 minutes | |
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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.

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|---|--|------------------------|
| 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 |
|--|--|-----------------|-----------------|--|
| 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. Climson L. Balangue</i> Regional Field Coordinator |
| | 1.2 Review the request based on AO 19 s.2021. 1.2.1 Input comment/s then endorse to the NHTO Statistics Section/ NHTS Associate Statistician | None | 2 hours | <i>Mr. Climson L. Balangue</i> Regional Field Coordinator |

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| | <p>1.3 Provide instruction based on the data requested. If the request is:</p> <ul style="list-style-type: none"> • <i>Not clear</i> <ol style="list-style-type: none"> 1. 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. 2. 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. <ul style="list-style-type: none"> • <i>Clear</i> - Forward request to the Associate Statistician for data generation. | None | 3 hours | <p><i>Mr. Climson L. Balangue</i></p> <p>Regional Field Coordinator (RFC)</p> |
| | <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/ NHTS RFC for review.</p> | None | 1 day | <p><i>Ms. Shirley N. Claver</i></p> <p><i>Regional Associate Statistician</i></p> |

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| | <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. Climson L. Balangue</i></p> <p>Regional Field Coordinator</p> |
| | <p>1.6 Countersign response letter and endorse the same to the NHTO Director/ Regional Director for approval.</p> | None | 2 hours | <p><i>Ms. Marifil C. Jugal, OIC Chief, Policy and Plans Division</i></p> |
| | <p>1.7 Approval of the facilitated data request for release to the requesting party.</p> <ul style="list-style-type: none"> • <i>If Disapproved</i> – Provide note on the reason of disapproval; then return the facilitated request to the Operations Division / NHTS for revision. • <i>If Approved</i> – Sign the response letter for data release. | None | 5 hours | <p><i>Dir. Maria A. Catbagan-Aplaten, PhD</i></p> <p>Regional Director Field Office CAR</p> |

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| 2. Receive the data requested and fill-out the CSMS form | 2.1 Track and facilitate the release of the approved data request to the requesting party. 2.1.1 Administer Client Satisfaction Measurement Survey (CSMS) during the release of approved data request. | None | 30 minutes | <i>Mr. Climson L. Balangue</i> Regional Field Coordinator |
| Total: | | None | 3 days | |

**ADMINISTRATIVE DIVISION
(AD)**

NON-FRONTLINE SERVICES

**PROPERTY AND SUPPLY SECTION
(PSS)**

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.

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|---|---|--|------------------------|---------------------------|
| 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 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) | | <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 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 | | | | |
|---|--|-------------|--|-----------------------|
| <p>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.</p> | <p>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.</p> | <p>None</p> | <p>5 Minutes</p> | <p>Property Staff</p> |
| | <p>1.2 Property personnel shall verify if the property is already tagged in PREMIS as lost/damaged/destroyed; If not, tag property as lost under the module RLSDDP/RLSDDP.</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. The Memorandum shall be signed by the</p> | <p>None</p> | <p>2 Hours (May be extended depending on the number of transactions being handled and the availability of documents and information to support the issuance of recommendation .)</p> | <p>Property Staff</p> |

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| | <p>sufficient information as to the compliance of the Request to all the documentary requirements</p> <p>1.3.3 Property personnel shall submit the original copy to COA and photocopy to the Accountable Officer and HOBS/HODS concerned.</p> | | | |
| 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 |
| | <p>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:</p> <p>If Relief is Granted Prepare Memorandum to Finance Office endorsing the COA decision and request the dropping of the lost property from the Books of Accounts for</p> | None | <p>3 Days</p> <p>(May be extended depending on the number of transactions being handled)</p> | Property Staff |

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| | <p>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 Pagpapalit– Accountable Officer to submit to Property Office through a memorandum the details of the proposed item/s with same or higher specifications as replacement to the lost property</p> <p>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</p> | None | <p>4 Hours</p> <p>(May be extended depending on</p> | Property Staff |

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| | <p>the reason/s for non-compliance and require to meet the needed requirements</p> <p>If Compliant, Proceed to next step</p> | | <p>the number of transactions being handled.)</p> | |
| | <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> <p>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</p> | None | <p>4 Hours</p> <p>(May be extended depending on the number of transactions being handled.)</p> | Property Staff |
| <p>2. For Reimbursement</p> <p>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</p> <p>Upon receipt of the Official Receipt (OR), forward</p> | <p>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.</p> | None | 2 Hours | Property Staff |

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| original copy to property office for facilitation of cancellation of property accountability in the the property records | | | | |
| 3. Fill-out CSMF | 3. Upon completion of the process, the Property Personnel shall administer CSMF (either online or paper-based) from the client/accountable officer through the prescribed customer feedback form | None | 5 Minutes | Property Staff |
| TOTAL: | | None | For Replacement - 3 Days, 8 Hours, 10 Minutes For Reimbursement - 3 Days, 2 Hours, 10 Minutes | |

2. Issuance of Sticker Pass

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

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|----------------------------------|---|
| 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 | | |
| 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 |
| | 1.2 Validate request: If not duly signed, request for the lacking signature | None | 1 Hour, 30 Minutes | Property Staff |

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| | <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> | | | |
| | <p>1.3. Generate and print sticker pass and forward to Head of Property Office together with the Sticker Pass request for approval of the request and for signature of the generated Sticker Pass</p> | <p>None</p> | <p>30 Minutes</p> | <p>Property Staff</p> |

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| | 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. 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.

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|--|--|--|------------------------|---------------------------|
| Office/Division: | | Property and Supply Section (PSS) | | |
| Classification: | | Highly Technical | | |
| Type of Transaction: | | G2G – Government to Government | | |
| Who may avail: | | <ol style="list-style-type: none"> 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> |

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|--|---|------|------------|--|
| | <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. | None | 4 Day | <i>Property staff</i> |

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| | <i>Maghanda ng Special Order (SO), (Kung ang TA ay sa Field Office) para sa panahon isinasagawa ang TA</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 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 | 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> |
| | TOTAL | None | For immediate TA - 13 Days | |

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| | | | and 35 Minutes | |
| | | | For Schedules TA - 20 Days and 35 Minutes | |

4. 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.

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|--|---|---|--|---------------------------|
| 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 | | |
| <ol style="list-style-type: none"> One (1) Original copy of memorandum requesting for issuance of property Two (2) Original copies of Furniture and Equipment Transfer Slip (FETS) Two (2) Original copies of Property Accountability Receipt or Inventory Custodian Slip | | <ol style="list-style-type: none"> From concerned OBSUs and personnel, interoffice memorandum format From PREMIS online through the Designated Property Officer of concerned Office 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> |

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| <p>2. Process the signing of FETS of the recipient office or accountable person for the re-issuance of item or equipment</p> | <p>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</p> | <p>None</p> | <p>120 Minutes (Processing of request may take longer hours depending on technicality of details, availability and volume of items)</p> | <p><i>Property staff</i></p> |
| <p>3. Recording of re-Issuance through PREMIS</p> | <p>3.1 Update PREMIS and generate PAR/ICS and barcode</p> | <p>None</p> | <p>90 Minutes (Updating of PREMIS and generation of PAR/ICS and barcode may take longer hours depending on technicality of details, availability and volume of items)</p> | <p><i>Property staff</i></p> |
| | <p>3.2 Transfer accountability through updating of database and issuance of PAR or ICS</p> | <p>None</p> | <p>45 Minutes (Processing and approval of request may take longer hours depending on technicality of details and volume of items)</p> | <p><i>Property staff</i></p> |
| | <p>3.3 Attach generated</p> | <p>None</p> | <p>15 Minutes</p> | <p><i>Property staff</i></p> |

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| | barcode sticker on the requested item | | (Barcode placement may take longer hours depending on the volume of items) | |
| | 3.4 Physical issuance of item or equipment and filing of PAR or ICS | None | 60 Minutes (Issuance of item/s may take longer hours depending on volume of items and response of the end-user or requesting office) | <i>Property staff</i> |
| | 3.5 Provide customer feedback form to the requesting party for the the service provided | None | 5 Minutes | <i>Property staff</i> |
| | 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> | |

5. 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.

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| 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 | | |
| <ol style="list-style-type: none"> Three (3) copies of duly accomplished RIS of concerned Offices One (1) Photocopy of approved PPMP of requesting Office One (1) Photocopy of approved Technical Assistance Request, if required | | <ol style="list-style-type: none"> RIS template issued to respective Offices with prescribed format; Designated Supply/Property Officer of respective Office, Bureaus, Services, Units; 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 Focal person of proponent Office | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| <ol style="list-style-type: none"> 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 | <ol style="list-style-type: none"> Property Officer shall receive and validate the accuracy and completeness of all attached documents. <ol style="list-style-type: none"> Upon receipt of RIS from PMD/PMS the Property Officer shall review and verify the completeness of information and | None | 20 Minutes (per submitted RIS) | <i>Property staff</i> |

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| <p>Assistance Request (TAR)</p> | <p>attachments as follows:</p> <ul style="list-style-type: none"> a. Photocopy of approved PPMP b. Inventory of Supplies on-hand duly noted by the requesting Office's Head; c. Technical Report from concerned Offices, if necessary; d. Pre-repair inspection, if necessary <p>1.1.2 Property/Supply Staff shall return the RIS should the following be encountered:</p> <ul style="list-style-type: none"> a. Incomplete documents b. Issuance will result in surplus of inventory of the requesting office. c. Item requested is not the intended item for replacement d. The specification of the item requested is not the same as provided in | | | |
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| | the Technical Report. | | | |
| | <p>1.2 Property Officer shall check completeness of document If no, request for the lacking document(s); 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 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. If not available, prepare a Memorandum for the end-user returning the RIS with instruction to prepare Purchase Request (PR) to procure those marked as unavailable items. If available, request the</p> | None | 80 Minutes (per submitted RIS and actual availability verification) | <i>Property staff</i> |

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| | <p>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> <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</p> | None | <p>4 Hours (Average working hours per RIS, however, transactions time may differ due to volume or quantity of items, distance of origination and destination, response time of the end user or requesting office)</p> | <i>Property staff</i> |

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

6. 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.

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|--|---|---|------------------------|---------------------------|
| 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 | | |
| <ol style="list-style-type: none"> 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) | | <ol style="list-style-type: none"> 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 | None | 5 Minutes | <i>Property Staff</i> |

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| | <p>b. Sales Invoice (SI)/Delivery Receipt (DR)</p> <p>c. Notice to Proceed, Certificate of Completion/Inspection and Acceptance Report (IAR)/ Property Transfer Report (PTR) for transferred property from Central Office (CO) to Field Office (FO) / FO to CO / FO to FO</p> <p>d. Copy of Purchase Contract</p> <p>e. Approved Distribution List</p> <p>For Donated Properties</p> <p>a. Deed of Donation</p> <p>b. Approved Distribution List</p> <p>For properties attached to subscription</p> <p>a. Copy of Contract</p> <p>b. Approved Distribution List</p> <p>For fabricated and constructed buildings</p> | | | |
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| | <p>a. Liquidation Report for fabricated properties; and</p> <p>b. Approved Distribution List</p> <p>Note: Prior to recording, ensure the following:</p> <p>a. that the items are properly inspected prior to transmittal of documents</p> <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> |

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| | <p>1.5. The property officer shall determine property acquisition cost and record the 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> | None | 10 Minutes | <i>Property Staff</i> |
| | <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</p> | None | 15 Minutes | <i>Property Staff</i> |

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| | user) forms with 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 accountable person) shall be filed for reference | None | 5 Minutes | <i>Property Staff</i> |

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| | TOTAL: | None | 1 Day, 1 HOUR, 5 Minutes | |
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7. 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.

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

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| property accountability | <p>and evaluate the following:</p> <ul style="list-style-type: none"> • Duly Accomplished and signed FETS; • RRPS (if applicable) • Pre-Inspection report or TA(if required\ • Surrendered Property Item/s <p>1.1.1 Any discrepancy will be discussed with the DPSC or end-user for rectification of documents or replacement of surrendered items. 1.1.2 Identify when rectification of documents applies 1.1.3 Identify when replacement of surrendered items 1.1.4 The Property Personnel shall prepare recommendation either rectification or replacement</p> | | origin and destination office and volume of items to be surrendered) | |
| 2. Property Accountability Cancellation | 2.1 The Property Personnel/ Warehouse Officer shall receive the surrendered property item/s including the submitted FETS, RRSP (if applicable) and other pertinent | None | 55 Minutes (Processing may take longer hours depending on technicality and volume of items) | <i>Property Staff</i> |

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| | <p>documents then shall sign the “Received By” portion in the FETS. 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 cancellation of property</p> | <p>None</p> | <p>55 Minutes (Signing may take longer hours depending on volume of items)</p> | <p><i>Property Staff</i></p> |

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| | 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> | |

8. 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.

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| 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 | |
| One (1) original copy of the duly accomplished Furniture and Equipment Transfer Slip (FETS) | WHERE TO SECURE |
| | 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 Request and process the approval of the request through the Property Records and Equipment Monitoring Inventory System (PREMIS) FETS request module | None | 30 Minutes | <i>Property Staff</i> |
| | 1.5. The property personnel shall generate and print the Property Transfer | None | 30 Minutes | <i>Property Staff</i> |

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| | <p>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="517 1335 836 2038"> <tr> <td data-bbox="517 1335 676 1406">Computer Desktop</td> <td data-bbox="676 1335 836 1406">4</td> </tr> <tr> <td data-bbox="517 1406 676 1559">Split Type Air condition unit</td> <td data-bbox="676 1406 836 1559">2</td> </tr> <tr> <td data-bbox="517 1559 676 1818">Partition</td> <td data-bbox="676 1559 836 1818">Depends on the number of partition per property number</td> </tr> <tr> <td data-bbox="517 1818 676 2038">Blinds</td> <td data-bbox="676 1818 836 2038">Depends on the number of blinds per property number</td> </tr> </table> | Computer Desktop | 4 | Split Type Air condition unit | 2 | Partition | Depends on the number of partition per property number | Blinds | Depends on the number of blinds per property number | | | |
| Computer Desktop | 4 | | | | | | | | | | | |
| Split Type Air condition unit | 2 | | | | | | | | | | | |
| Partition | Depends on the number of partition per property number | | | | | | | | | | | |
| Blinds | Depends on the number of blinds per property number | | | | | | | | | | | |

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| | <table border="1"> <tr> <td data-bbox="515 387 676 452">Other property</td> <td data-bbox="676 387 837 452">1</td> </tr> </table> | Other property | 1 | | | |
| 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 (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>Generated PTR/ITR with/without undertaking and barcode stickers shall be forwarded to the requesting office for signature.</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> | | |

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| | <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 use</p> | None | 15 Minutes | <i>Property Staff</i> |
| TOTAL | | None | 6 Hours, 20 Minutes | |

**PROCUREMENT SECTION
(PS)**

NON-FRONTLINE SERVICES

1. 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.

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| 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 requesting for BAC Resolution recommending the adoption of Negotiated Procurement – | None | One (1) calendar day | <i>Mary Melodee Anne W. Anipew/ Procurement Section Head,</i> |

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| | 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>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 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</p> | None | Within Fifteen (15) calendar days | <i>Mary Melodee Anne W. Anipew/ Procurement Section Head,</i> |

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| | <p>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 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</p> | | | |
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| | <p>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.</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 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,</p> | None | <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> |

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| | <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>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> <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</p> | | | |
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| | FMS-Budget Division (FMS-BD) and certification of funds availability by FMS-Accounting Division (FMS-AD) | | | |
| | <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 shall immediately furnish the BAC Secretariat with a hard copy/scanned copy of the duly conformed MOA/ MOU/ PO for posting.</p> | None | Three (3) calendar days | <i>Mary Melodee Anne W. Anipew/ Procurement Section Head</i> |
| | 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. | None | Within Ten (10) days | <i>Mary Melodee Anne W. Anipew/ Procurement Section Head,</i> |

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| | 2.3.1 The BAC Sec shall furnish the proof of posting to the PMD-CMS. | | | |
| | TOTAL: | NONE | 35 Calendar Days | |

2. 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.

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| 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 |
| All Purchase Request (PR) with DRN number must be submitted in three (3) copies signed by the Head of the OBS indicating complete technical specifications of the goods and services requested with a certified true copy of approved PPMP and other supporting documents per request as follows: <ul style="list-style-type: none"> ● Pre-repair Inspection Report ● Service Provider Diagnostic Report ● Certificate of Exclusive/ Sole Distributorship ● Market Survey/ Market Research, if applicable ● Property Accountability Report (PAR), if applicable ● Price Quotation | End-user Unit (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 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. 1.1.1 The PMD Chief/OIC signs the RFQ Form. | None | Three (3) calendar days | <i>Mary Melodee Anne W. Anipew/ Procurement Section Head,</i> |

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| | <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 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 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</p> | <p>None</p> | <p>Within Fifteen (15) calendar days</p> | <p><i>Mary Melodee Anne W. Anipew/ Procurement</i></p> |

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| | <p>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 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><i>Section Head,</i></p> |
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| | <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 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 Procurement Officer serves it at once to the awarded supplier. The</p> | | | |
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| | <p>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 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</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> |

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| | <p>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 FMS-Accounting Division.</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 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 | <p><i>Mary Melodee Anne W. Anipew/ Procurement Section Head</i></p> |

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| | 3.1 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. 3.1.1 The BAC Sec shall furnish the proof of posting to the PMD-CMS. | None | Within ten (10) days | <i>Mary Melodee Anne W. Anipew/ Procurement Section Head</i> |
| | TOTAL: | None | 34 Calendar Days | |

3. 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.

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| 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 | End-user Unit (OBSUs) submit to BAC Secretariat located at the DSWD Field Office |

| by the Head of the OBS indicating complete technical specifications of the goods and services requested with a certified true copy of approved PPMP and other supporting documents per request as follows: <ul style="list-style-type: none"> ● Approved Project Proposal ● Approved Terms of Reference (TOR) ● Justification Letter ● Market Survey/ Market Research ● Price Quotation/ Proposal | | | | |
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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 adoption of Negotiated Procurement – | None | One (1) calendar day | <i>Mary Melodee Anne W. Anipew/ Procurement Section Head</i> |
| | 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). | | | |
| | 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. | None | Within Fifteen (15) calendar days | <i>Mary Melodee Anne W. Anipew/ Procurement Section Head</i> |

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

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| | <p>principles and practices as well as of sound management and fiscal administration provided that they do not contravene existing laws and regulations applicable to financial transactions.</p> <p>1.3.5 The BAC Resolution shall be endorsed to the Head of the BAC Secretariat for final review and comments, prior to its routing for signature of the members of the BAC, and eventually for signature and approval of the Head of the Procuring Entity (HoPE).</p> <p>1.3.6 The BAC Resolution is routed by the BAC Secretariat among the BAC Members for their signature.</p> <p>1.3.7 Then, the BAC Resolution is routed to the HoPE for signature and/or approval.</p> <p>Upon receipt of the duly approved BAC Resolution, the BAC Sec-in-Charge shall then endorse the approved BAC Resolution Certified True Copy (CTC) with complete supporting documents and the accomplished Checklist for AMPs to BAC Sec receiving officer for the</p> | | | |
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| | updating of PMT and afterwards endorse to End-user (ex. 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 | |

4. 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.

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| 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) | End-user Unit (OBSUs) submit to BAC Secretariat located at the DSWD Field Office |

| copies signed by the Head of the OBS indicating complete technical specifications of the goods and services requested with a certified true copy of approved PPMP and other supporting documents per request as follows: <ul style="list-style-type: none"> • Approved Project Proposal • Approved Terms of Reference (TOR) • Justification Letter • Market Survey/ Market Research | | | | |
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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 | <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 Procurement Monitoring Tool (PMT).</p> <p>If found incomplete, the PR is immediately declined for appropriate action by the End-user.</p> | None | One (1) calendar day | <i>Mary Melodee Anne W. Anipew/ Procurement Section Head</i> |

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| | <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 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</p> | None | Within One (1) calendar day | <p><i>Mary Melodee Anne W. Anipew/ Procurement Section Head</i></p> |

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| | <p>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 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> | | | |
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| | <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, 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</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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| | <p>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 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</p> | | | |
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| | quotation/ proposal that is responsive to the minimum technical specifications/ requirements set by the End-user Unit. | | | |
| 2. Submit a bid quotation/ bid proposal through the official email | <p>2.1 The Supplier/ Contractor/ Consultant shall submit a bid quotation/ bid proposal through the official email address and/or fax number of the BAC Secretariat dedicated for the receipt of quotations/proposals or submits personally to the BAC Secretariat office.</p> <p>2.1.1 The 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> | None | In accordance with the deadline set in the RFQ/RFP | <i>Mary Melodee Anne W. Anipew/ Procurement Section Head</i> |

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| | <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</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</p> | None | Within Fifteen (15) calendar days | <p><i>Mary Melodee Anne W. Anipew/ Procurement Section Head</i></p> |

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| | <p>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 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</p> | | | |
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| | <p>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>2.3.6 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> | | | |
| | the end-user Unit, and recommend to the BAC their findings. | | | |
| 3. Prepare the ORS and have the PO signed by the HoPE | <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</p> | None | Three (3) calendar days (exclusive of FMS process) | <i>Mary Melodee Anne W. Anipew/ Procurement Section Head</i> |

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| | <p>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 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</p> | | | |
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| | availability by FMS-Accounting Division (FMS-AD). | | | |
| | <p>3.2 Upon receipt of the duly funded PO, the CMS Procurement Officer shall immediately notify and serve to the supplier, contractor or consultant the PO. Then, he/she facilitates and/or ensures the signing of PO by the supplier, contractor or consultant to signify the acceptance of the award made to them.</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> | None | One (1) calendar day | <i>Mary Melodee Anne W. Anipew/ Procurement Section Head</i> |
| | <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</p> | None | Within Ten (10) days | <i>Mary Melodee Anne W. Anipew/ Procurement Section Head</i> |

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| | (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 | |

5. 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.

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| 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 ● Curriculum Vitae | 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 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. 1.2.1 The BAC shall undertake the negotiation with the individual consultant | None | Within Fifteen (15) calendar days | <i>Mary Melodee Anne W. Anipew/ Procurement Section Head</i> |

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| | <p>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 individual consultant. The Notice of Award (NOA) is also prepared.</p> <p>1.2.4 The BAC Resolution and the</p> | | | |
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| | <p>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> <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</p> | | | |
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| | <p>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 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</p> | <p>None</p> | <p>Six (6) calendar days</p> | <p><i>Mary Melodee Anne W. Anipew/ Procurement Section Head</i></p> |

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| | <p>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 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</p> | | | |
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| | certification of funds availability of FMS-AD. | | | |
| | <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> <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> | 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 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 | None | Within Ten (10) days | <i>Mary Melodee Anne W. Anipew/ Procurement Section Head</i> |

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| | 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 | 35 Calendar Days | |

6. 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.

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| 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 • 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 |

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| <p>1. OBSU endorses approved PR to the BAC through its Secretariat</p> | <p>1.1 The PPMS receiving officer shall record, update the PMT and endorse it to the PPMS Procurement Officer who then prepares the Request for Quotation (RFQ) and ensures that the specific requirements indicated in the approved PR are consistent with the approved Project Proposal and/or supporting documents. He/She then endorses the RFQ and other relevant supporting documents, 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</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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| | <p>prospective service providers/Lessors to submit a price quotation/proposal that is responsive to the minimum technical specifications/ requirements set by the End-user Unit (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</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> |

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| | or before the deadline for submission of 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 the end-user unit/s (OBSUs), and recommend to the BAC their findings. | None | Three (3) calendar days | <i>Mary Melodee Anne W. Anipew/ Procurement Section Head</i> |

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| | <p>Real Property</p> <p>On a specified date, submitted price quotations shall be opened to determine the Lowest Calculated Quotation. Receipt of at least one (1) quotation is sufficient to proceed with the evaluation thereof.</p> <p>The real property being offered by the Lessor with the Single or Lowest Calculated Quotation shall be rated in accordance with the technical specifications and the reasonableness of its price quotation shall be determined in accordance with the methodology prescribed in Appendix B of Annex "H".</p> <p>Upon determination of the responsiveness and reasonableness of the quotation, the BAC shall recommend to the HOPE the award of contract in favor of the Lessor with the Single or Lowest Calculated a. and Responsive Quotation. Award of contract shall be made in accordance with</p> | | | |
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| | <p>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 Single or Lowest Calculated and Responsive Quotation. Award of contract shall be made in accordance with Section IV(L) of the</p> | | | |
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| | <p>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 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,</p> | None | Within Fifteen (15) calendar days | <p><i>Mary Melodee Anne W. Anipew/ Procurement Section Head</i></p> |

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| | <p>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 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</p> | | | |
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| | <p>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 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</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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| | <p>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> | | | |
| | <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> | None | Three (3) calendar days | <p><i>Mary Melodee Anne W. Anipew/ Procurement Section Head</i></p> |

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| | 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 | | | |
| | 3.3 The BAC, through its Secretariat, shall post the NOA and PO/Contract 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. 3.3.1 The BAC Sec shall furnish the proof of posting to the PMD-CMS. | None | Within Ten (10) days | <i>Mary Melodee Anne W. Anipew/ Procurement Section Head</i> |
| | TOTAL: | None | 38 Calendar Days <i>(exclusive of FMS process)</i> | |

7. 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.

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| Office or Division: | Procurement Section Bids and Awards Committee Secretariat Section (BAC SEC) Contract Monitoring Section (CMS) |
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| Classification: | Highly Technical | |
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| 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 with a certified true copy of approved PPMP and other supporting documents per request as follows: <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 | | End-user Unit (OBSUs) submit to BAC Secretariat located at the 2nd Floor, Mahusay Building, DSWD Central Office |

| CLIENT STEPS | AGENCY ACTIONS | FEEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
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| 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 | None | Within Fifteen (15) calendar days | <i>Mary Melodee Anne W. Anipew/ Procurement Section Head</i> |

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| | <p>verify the veracity and completeness of the documents submitted – e.g. justification, market study, price 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</p> | | | |
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| | <p>the BAC Members for their signature.</p> <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</p> | | | |
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| | <p>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 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 and the accomplished Checklist for AMPs.</p> <p>2.1.2 The End-user prepares the ORS</p> | <p>None</p> | <p>Three (3) calendar days (exclusive of FMS process)</p> | <p>Mary Melodee Anne W. Anipew/ Procurement Section Head</p> |

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| | <p>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 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</p> | None | Three (3) calendar days | <p><i>Mary Melodee Anne W. Anipew/ Procurement Section Head</i></p> |

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| | shall immediately furnish the BAC Secretariat with a scanned copy of the duly conformed NOA and PO | | | |
| | 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. 2.3.1. The BAC Sec shall furnish the proof of posting to the PMD-CMS. | None | Within Ten (10) days | <i>Mary Melodee Anne W. Anipew/ Procurement Section Head</i> |
| | TOTAL | None | 34 Calendar Days (exclusive of FMS process) | |

8. 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.

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| 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"> • 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 |
| 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 – 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, | None | One (1) calendar day | <i>Mary Melodee Anne W. Anipew/ Procurement Section Head</i> |

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| | together with the accomplished Checklist for Alternative Mode of Procurement (AMPs) (DSWD-AS-GF-096). | | | |
| | <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 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</p> | None | Within Fifteen (15) calendar days | <i>Mary Melodee Anne W. Anipew/ Procurement Section Head</i> |

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| | <p>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 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</p> | | | |
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| | <p>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 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> | | | |
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| | 1.2.9 The BAC deliberates and informs the End-user on the decision/disapproval of the HoPE. | | | |
| 2. Prepare the ORS and have the PO signed by the HoPE | <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 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</p> | None | Three (3) calendar days | <i>Mary Melodee Anne W. Anipew/ Procurement Section Head</i> |

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| | facilitates the processing of fund obligation by FMS-Budget Division (FMS-BD) and certification of funds availability by FMS-Accounting Division (FMS-AD). | | | |
| | <p>2.2 Upon receipt of the duly funded PO, the CMS Procurement 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> | None | Three (3) calendar days | <i>Mary Melodee Anne W. Anipew/ Procurement Section Head</i> |
| | 2.3 The BAC, through its Secretariat, shall post the NOA, PO, including the NTP if | None | Within Ten (10) days | <i>Mary Melodee Anne W. Anipew/ Procurement</i> |

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| | necessary, for information purposes, in the PhilGEPS website, the DSWD website, and at any conspicuous place reserve for this purpose in the DSWD premises within ten (10) days from their issuance, except for contracts with ABC of Fifty Thousand Pesos (Php 50,000.00) and below. 2.3.1 The BAC Sec shall furnish the proof of posting to the PMD-CMS. | | | <i>Section Head</i> |
| | TOTAL: | None | 32 Calendar Days <i>(exclusive of FMS process)</i> | |

9. 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.

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| 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 | End-user Unit (OBSUs) submit to BAC Secretariat located at the DSWD Field Office |

| of approved PPMP and other supporting documents per request as follows: <ul style="list-style-type: none"> • Approved Terms of Reference • TA Report (BGMD/ICTMS/SMS) | | | | |
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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 | <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 endorses the RFQ to the PPMS Procurement Officer to</p> | None | Three (3) calendar days | <i>Mary Melodee Anne W. Anipew/ Procurement Section Head</i> |

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| | <p>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 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</p> | None | Two (2) calendar days | <i>Mary Melodee Anne W. Anipew/ Procurement Section Head</i> |

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| | endorse the documents to the PPMS receiving officer. | | | |
| | <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> | None | One (1) calendar days | <i>Mary Melodee Anne W. Anipew/ Procurement Section Head</i> |
| 2. Submit price quotations through official email address and/or fax number of the BAC Secretariat | 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 | None | In accordance with the deadline set in the RFQ | <i>Mary Melodee Anne W. Anipew/ Procurement Section Head</i> |

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| | <p>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>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, 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> | None | Before the original deadline for submission | <i>Mary Melodee Anne W. Anipew/ Procurement Section Head</i> |
| | <p>2.3 The PPMS Procurement Officer, thereafter, endorses to the BAC, through its Secretariat, a transmittal</p> | None | Within one (1) calendar day from the deadline for submission of quotations | <i>Mary Melodee Anne W. Anipew/ Procurement Section Head</i> |

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| | 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>2.4 Upon the deadline for receipt of the price quotations, the BAC Sec Procurement Officer shall conduct evaluation, reviews and verifies the veracity and completeness of the submitted quotations to ensure that the supplier is technically, legally and financially capable to deliver the goods or services in accordance with the provision of R.A. No. 9184 and its 2016 IRR.</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</p> | None | Three (3) calendar days | <i>Mary Melodee Anne W. Anipew/ Procurement Section Head</i> |

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| | <p>examine and evaluate the submitted documents, and determine their compliance to the minimum technical specifications/ requirements set by the end-user unit/s (OBSUs), and recommend to the BAC their findings.</p> <p>In case of failure of procurement, the BAC Secretariat Head issues a Memorandum to PMD-PPMS copy furnished the End-user informing the result and advising End-user to conduct mandatory review of specifications and/or requirements prior to conduct of another round of procurement.</p> | | | |
| | <p>2.5 The BAC Sec Procurement Officer, upon the BAC's due deliberation, prepares the AOQ recommending to the HoPE the adoption of the Shopping under Section 52.1(b) modality and the award of contract in favor of the supplier with the Single or Lowest Calculated and Responsive Quotation, as the case may be.</p> | <p>None</p> | <p>Within Fifteen (15) calendar days</p> | <p><i>Mary Melodee Anne W. Anipew/ Procurement Section Head</i></p> |

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| | <p>The AOQ shall be endorsed to the Head of the BAC Secretariat for final review and comments, prior to its routing for signature of the members of the BAC, and eventually for the signature and approval of the Head of the Procuring Entity (HoPE).</p> <p>2.5.1 The AOQ is routed by the BAC Secretariat among the BAC Members for their signature.</p> <p>2.5.2 Then, the AOQ is routed to the HoPE for signature and/or approval.</p> <p>2.5.3 The BAC Sec Procurement Officer shall then endorse the approved AOQ with complete supporting documents and the accomplished Checklist for AMPs to BAC Sec receiving officer for the updating of the PMT and afterwards endorse to PMD-CMS for preparation of Purchase Order (PO).</p> <p>2.5.4 In the event the HoPE shall disapprove the recommendation, such disapproval shall be based only on valid,</p> | | | |
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| | <p>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> | | | |
| <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</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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| | <p>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 FMS-Budget Division and certification of funds availability by FMS-Accounting Division.</p> | | | |
| | <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 confirmed PO 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 PO, 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 | <i>Mary Melodee Anne W. Anipew/ Procurement Section Head</i> |

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| | premises within ten (10) days from their issuance, | | | |
| | except for contracts with an Approved Budget for the Contract of Fifty Thousand Pesos (₱50,000.00) and below. 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> | |

10. 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.

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| 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 Procurement Request (PR) with DRN Number 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 DSWD Field Officer |

| 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 • Technical Assistance (TA) Report (BGMD/ICTMS/SMS) | | | | |
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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 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. 1.1.1 The PPMS receiving officer shall endorse the RFQ/RFP 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. 1.1.2 The PMD Chief/OIC shall sign the RFQ/RFP Form. | None | Three (3) calendar days | <i>Mary Melodee Anne W. Anipew/ Procurement Section Head</i> |

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| | <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 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</p> | None | Two (2) calendar days | <i>Mary Melodee Anne W. Anipew/ Procurement Section Head</i> |

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| | <p>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 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> | None | One (1) calendar day | <i>Mary Melodee Anne W. Anipew/ Procurement Section Head</i> |
| 2. Submit price quotations/ bid proposal through official email | 2.1 The suppliers, service providers, contractors or consultants must submit | None | In accordance with the deadline set in the RFQ/RFP | |

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| <p>address and/or fax number of the BAC Secretariat</p> | <p>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. Receipt of at least one (1) quotation is sufficient to proceed with the evaluation thereof.</p> | | | |
| | <p>2.2 The PPMS Procurement Officer shall endorse to the 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.</p> | <p>None</p> | <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>Evaluation of quotations/ proposals 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</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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| | <p>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 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</p> | | | |
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| | conduct mandatory review of specifications and/or requirements prior to conduct of another round of procurement. | | | |
| | <p>2.4 The BAC Sec Procurement Officer, upon the BAC's due deliberation, shall prepare the BAC Resolution or AOQ recommending to the 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,</p> | None | Within Fifteen (15) calendar days | <i>Mary Melodee Anne W. Anipew/ Procurement Section Head</i> |

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| | <p>prior to its routing for signature of the members of the BAC, and eventually for the signature and approval of the HoPE.</p> <p>2.4.2 The BAC Secretariat shall route the BAC Resolution/AOQ among the BAC Members for their signature.</p> <p>2.4.3 The AOQ/BAC Resolution and NOA are routed to the HoPE for 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> | | | |
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| | <p>In the event the HoPE shall disapprove the recommendation, such disapproval shall be based only on valid, reasonable, and justifiable grounds to be expressed in writing, addressed to the BAC.</p> <p>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</p> | <p>None</p> | <p>Six (6) calendar days</p> | <p><i>Mary Melodee Anne W. Anipew/ Procurement Section Head</i></p> |

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| | <p>comments, the concerned Procurement Officer shall then finalize the Contract in accordance with the comments of LS, prepare the FMS-AD COA Checklist and executive summary (if necessary) and label all the documents. Then endorse to the End-user (OBS) concerned the entire document and the accomplished Checklist for AMPs.</p> <p>In case of PO for Goods and Infrastructure Projects:</p> <p>Prepare the PO. Then endorses to the End-user concerned the entire documents and 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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| | the End-user shall facilitate the processing of fund obligation by FMS-Budget Division and certification of funds availability by FMS-Accounting Division. | | | |
| | <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 | <i>Mary Melodee Anne W. Anipew/ Procurement Section Head</i> |
| | 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 premises within ten (10) days from their issuance, except for contracts with an Approved Budget for the | None | Within Ten (10) calendar days | <i>Mary Melodee Anne W. Anipew/ Procurement Section Head</i> |

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| | 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> | |

11. 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.

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| 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 Purchase Request (PR) with DRN number must be submitted signed by the Head of the OBS indicating complete technical specifications of the goods and services requested</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 ● Approved Project Proposal ● BAC Resolution declaring 2nd Failure of Bidding | 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 |
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| 1. OBSU endorses approved PR to the BAC through its Secretariat | <p>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.</p> <p>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 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> | None | One (1) calendar day | <i>Mary Melodee Anne W. Anipew/ Procurement Section Head</i> |
| | 1.2 The BAC Sec Head shall assign the RFQ/RFP to BAC Sec Procurement Officer for posting. | None | Two (2) calendar days | <i>Mary Melodee Anne W. Anipew/ Procurement Section Head</i> |

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| | <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 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</p> | None | One (1) Calendar day | <i>Mary Melodee Anne W. Anipew/ Procurement Section Head</i> |

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| | negotiation subject to the rules prescribed hereunder. | | | |
| | <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> <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</p> | None | Within Fifteen (15) calendar days | <i>Mary Melodee Anne W. Anipew/ Procurement Section Head</i> |

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| | <p>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), and recommend to the BAC their findings.</p> | | | |
| | <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</p> | None | Within Fifteen (15) calendar days | <p><i>Mary Melodee Anne W. Anipew/ Procurement Section Head</i></p> |

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| | <p>consultant with the Single or Highest Rated and Responsive Proposal (for consulting services) as the case may be. Likewise, the NOA is also prepared in cases of infrastructure projects and consulting services.</p> <p>1.5.1 The BAC Resolution and the NOA shall be endorsed to the Head of the BAC Secretariat for final review and comments, prior to its routing for approval and signature of the members of the BAC, and eventually approval of the HoPE.</p> <p>1.5.2 The BAC Secretariat shall route the BAC Resolution among 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> | | | |
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| | <p>1.5.5 Upon receipt of the duly signed NOA, the BAC Sec Procurement Officer shall serve it to the awarded supplier, contractor or consultant.</p> <p>1.5.6 The BAC Sec Procurement Officer shall endorse the approved BAC Resolution Certified True Copy (CTC) with complete supporting documents and the accomplished Checklist for AMPs to BAC receiving officer for the updating of PMT and afterwards endorse to PMD-CMS for preparation of the Contract.</p> | | | |
| <p>2. Prepare the ORS and have the PO signed by the HoPE</p> | <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</p> | <p>None</p> | <p>Six (6) Calendar Days (exclusive of End-user and FMD process)</p> | <p><i>Mary Melodee Anne W. Anipew/ Procurement Section Head</i></p> |

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| | <p>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>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 (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> | None | Three (3) calendar days | <p><i>Mary Melodee Anne W. Anipew/ Procurement Section Head</i></p> |

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| | 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>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> | |

**GENERAL SERVICES SECTION
(GSS)**

NON-FRONTLINE SERVICES

1. 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.

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| 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 |
| | 1.3 If found in order, the System Administrator affixes his/her signature to verify the ATO. 1.3.1 If not, return the ATO to the concerned OBS to comply with the required details/documents | None | 5 minutes | GSS staff |

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| | <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 ATRO to the concerned OBS to proceed with the booking process through the online portal system.</p> | None | 5 minutes | GSS staff |
| 2.1 Book the requested flight based on the details provided in the ATO. | <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 availment.</p> | None | 30 minutes | GSS staff |
| <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</p> | None | 30 minutes | GSS staff |

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| | <p>(GSD/GSS) System Administrator about the rebooking/cancellation and request for system access to facilitate the rebooking through 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 |

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| 5. Secure a copy of the justification for the rebooked/canceled flights and other required documents. | 5. The ATRO shall update the GSD/GSS System Administrator regarding the flight changes/cancellations made including the charges incurred. | None | 10 minutes | GSS staff |
| 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 | |

2. 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.

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| 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 | None | 3 minutes | <i>GSS Staff</i> |

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| | email to the Requesting Party. | | | |
| | 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 Administrative Officer</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 | 4. Accept the payment based on | 300.00 – DSWD Official/ | 15 minutes | <i>GSS staff</i> |

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| *Make sure to secure Official Receipt that will be issued upon payment | the Order of Payment 4.1 Issue the Official Receipt (OR) | Employees 500.00 – Non-DSWD Government Personnel | | |
| 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 | GSS staff |
| 6. Accomplish the Client Satisfaction Measurement Form (CSMF) through online or pen and paper. | 6. Secure the accomplished CSMF | None | 2 minutes | GSS staff |
| | TOTAL: | None | 1 Hour and 13 Minutes | |

3. 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.

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|---|--|------------------------------|------------------------|---------------------------|
| 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 | 1.1 Receive and assign a control number to the submitted request form and/or send an | None | 3 minutes | GSS Staff |

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| Room Form through email at gsd@dswd.gov.ph or Hard copy endorsed to GSD. | acknowledgement email to the Requesting Party. | | | |
| | 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, <i>Chief Administrative Officer</i> |
| | 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. 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> |

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| 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) | | | | |
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| 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 Client through email | None | 5 minutes | <i>GSS Staff</i> |
| 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> |

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| 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 | GSS Staff |
| 4. Accomplish the Client Satisfaction Measurement Form (CSMF) through online or pen and paper. | 4. Secure the accomplished CSMF | None | 2 minutes | GSS Staff |
| | TOTAL | None | For request through manual forms - 45 minutes | |
| | TOTAL | None | For request through GSETS - 30 minutes | |

4. 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.

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| 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: | General Services Electronic- Ticketing System (GSETS) DSWD Resource Site |

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| | <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> | | 10 minutes | |
| 3. Receives the Certification of non-availability of vehicle. (end of transaction if vehicle is not available) | <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> | None | 2 minutes | <i>GSS Staff</i> |
| 4. Receives the confirmation of travel details from the GSD/GSS personnel. | <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> | None | 2 minutes | <i>GSS Staff</i> |
| | 4.2 The technical staff or personnel in charge prepares Travel Order and Trip ticket in case of out of town trip; | None | 15 minutes | <i>GSS Staff</i> |

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| | 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 | | 2 minutes | <i>Ms. Rina Claire L. Reyes Chief Administrative Officer</i> |
| | 4.4 Upon approval of the Trip Ticket and/or Travel Order, the technical staff or personnel in charge shall immediately coordinate with requesting party/end-user for the confirmation of the travel details thru phone call and issue to the driver the Trip Ticket and/or Travel Order. | | 10 minutes | <i>GSS Staff</i> |
| 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. | | 20 minutes | <i>GSS Staff</i> |

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| | <p>6.1.2 The Security Guard shall record the vehicle's condition on the Guard's Report / Security Guard Logbook.</p> <p><i>Note: The driver shall surrender the vehicle keys to the Security 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 | |

**BUILDING AND GROUNDS MANAGEMENT
SECTION
(BGMS)**

NON-FRONTLINE SERVICES

1. 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.

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| 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 | None | 20 minutes | <i>Mr. Glyxter Rudio Head,</i> |

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| | <p>and pending schedule, if any.</p> <p>1.2.1 The assigned personnel have the right to reject the requested date/time of the requesting office. Hence, the assigned personnel shall inform the requesting office the next available day/time of sanitation and disinfection.</p> | | | <i>Buildings and Grounds Management Section</i> |
| 2. The assigned Administrative Officer / Sanitation Inspector shall confirm and approve the final date/time of sanitation and disinfection schedule. | 2.1. Disinfection and Sanitation Team composed of 3 Janitorial Staff with the supervision of the Technical Staff shall perform all necessary preparation prior to the execution. | None | 1 hour | <i>Mr. Glyxter Rudio Head, Buildings and Grounds Management Section</i> |
| | 2.2. Proceed to the area to be sanitized and disinfected, and implement the Department's safety and health protocols. | None | 1 hour | <i>Mr. Glyxter Rudio Head, Buildings and Grounds Management Section</i> |
| | 2.3. After the activity, advised the Disinfection and Sanitation Team to begin with the cleaning and sanitizing of the whole office area including the office equipment, furniture and fixtures. | None | 1 hour | <i>Mr. Glyxter Rudio Head, Buildings and Grounds Management Section</i> |
| | 2.4. Upon completion, notify the assigned Administrative Officer / Sanitation Inspector to coordinate with the requesting office. | None | 10 minutes | <i>Mr. Glyxter Rudio Head, Buildings and Grounds Management Section</i> |

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| | ❖ 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. | | | |
| 3. Once completed, accomplish the Customer Satisfaction Measurement Form (CSMF). | 3.1. Forward the accomplished CSMF with the attached copy of TA/email request to the administrative staff for proper recording and filing. | None | 10 minutes | <i>Mr. Glyxter Rudio Head, Buildings and Grounds Management Section</i> |
| | TOTAL: | None | 3 hours and 50 minutes | |

2. 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.

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| 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> |
| | 1.2. Upon reviewing, secure duplicate copy and | None | 1 day | <i>Mr. Glyxter Rudio Head,</i> |

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| | <p>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> | | | <p><i>Buildings and Grounds Management Section</i></p> |
| | <p>1.3. All requests that require fabrication, installation, plans/layout, technical specification and material procurement the assigned technical staff shall prepare all necessary documents like:</p> <p>A. Plans/ Layout B. Program of Works C. Technical Specification</p> | <p>None</p> | <p>7 days</p> | <p><i>Mr. Glyxter Rudio Head, Buildings and Grounds Management Section</i></p> |

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| | 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> |
| 4. Notify the BGMD office once all resources needed are available to begin with the implementation, if applicable. | 4.1. All assigned technical staff and/or service provider/contractor shall strictly follow the health and safety measures of the Department. If the nature of the work required does not affect | None | 30 days | <i>Mr. Glyxter Rudio Head, Buildings and Grounds Management Section</i> |

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| | <p>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> | | | |
| 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> |

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| 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) | |

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

NON-FRONTLINE SERVICES

**PERSONNEL ADMINISTRATION SECTION
(PAS)**

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.

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|--|---|------------------------------|------------------------|---|
| 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 |

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| <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 10 minutes</p> | <p>Incoming/outgoing staff or assigned email custodian</p> |

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| 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 | | |
| 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.

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|---|---|------------------------------|------------------------|---|
| 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 | FEEES 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 | 1.1 Receive the complete documents submitted and forward the request to the | None | 5 minutes | Incoming/outgoing staff or assigned email custodian |

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| PAD. | PAD Focal person | | | |
| 2. Wait for advice of the assigned Focal Person | <p>2.1 Review the documents submitted and check if the client already has an encoded ELARS⁴.</p> <p>2.1.1 If there is none, encode the ELARS.</p> <p>2.1.2 If there is an encoded ELARS, proceed to step 2.1.4.</p> <p>2.1.3 If there is an encoded and reviewed ELARS, proceed to step 2.1.6.</p> <p>2.1.4 Review/check the ELARS vis-à-vis the leave card.</p> <p>2.1.5 Reprint the corrected ELARS, if errors are found.</p> | None | <p>6 days, 5 hours and 45 minutes</p> <p><i>(May be shortened if there is already a reviewed ELARS, or may be extended depending on the number of ELARS being encoded/ reviewed at a given time, the time needed to review the ELARS, or length of service of the client.)</i></p> | Personnel Administration Section Focal Person |

⁴ Electronic Leave Administration and Recording System

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| | 2.1.6 Encode the needed details to the CLC, print the issuance and attach the necessary documents and forward to the certifying authority | | | |
| | 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 CLC is ready for releasing via email/SMS/call / chat. 3.1.1 Provide one (1) duly signed CLC to the client and request the client to accomplish the CSMF to be submitted via drop box, email or Google form. | None | 10 minutes | Personnel Administration 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.

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|--|---|------------------------------|---|---|
| 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 | 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</i> | Personnel Administration Section Focal Person |

⁵ Electronic Leave Administration and Recording System

| | | | | |
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| | <p>encoded and reviewed ELARS, proceed to step 2.1.6.</p> <p>2.1.5 Review/check the ELARS vis-à-vis the leave card.</p> <p>2.1.6 Reprint the corrected ELARS, if errors are found.</p> <p>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</p> | | <p><i>given time, the time needed to review the ELARS, or length of service of the client.)</i></p> | |
| | 2.2.1 The Certifying Authority shall sign the CLWOP/ CNLWOP. | None | 2 hours | Personnel Administration Section Focal Person |
| 3. Claim the CLWOP/ CNLWOP. | <p>3.1 Inform the client that the CLWOP/ CNLWOP is ready for releasing via email/SMS/call/ chat.</p> <p>3.1.1 Provide one (1) duly signed CLWOP/ CNLWOP</p> | None | 10 minutes | Personnel Administration Section Focal Person |
| TOTAL | | None | 7 days | |

4. Issuance of Service Record to Current Officials and Employees

The Service Record (SR) is issued to current Officials and employees in the Central Office and, as requested, which provides and certifies their detailed government service, to include:

Full Name, Date and Place of Birth, Positions, Status of Employment and Equivalent Periods and Salaries.

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|---|---|------------------------------|------------------------|--|
| 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> |

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| | 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> |
| 3. Proceed to PAS and get the requested document. | 3. Provide one (1) duly signed SR to the client and request the cliendropbox, email or google form | None | | |
| | TOTAL | None | 3 Days | |

**HUMAN RESOURCE PLANNING AND
PERFORMANCE MANAGEMENT SECTION
(HRPPMS)**

NON-FRONTLINE SERVICES

1. 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.

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| 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 | 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). 1.2 Upon receipt of the request, the same shall be acknowledged by the staff and forwarded to the concerned PMS Staff for action. | None | 8 Hours | Human Resource Planning and Performance Management Section Staff |

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| <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 Feedback Form shall be filed in the</p> | <p>None</p> | | <p>Performance Management Section Staff</p> |

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| | appropriate filing folder | | | |
| TOTAL | | None | 20 Hours | |

| FEEDBACK AND COMPLAINTS MECHANISM | |
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| 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 to the AOS Director for information and further instruction.</p> |

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| | The designated Technical Staff shall give feedback to the client/s. |
| 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 A. CATBAGAN-APLATEN, PhD Regional Director focar@dswd.gov.ph Tel. No. (074) 661-0430 (02) 396-6580 VOIP 25101 |
| 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 Tel. No. (074) 661-0430 (02) 396-6580 VOIP 25108 |
| Innovations Division | DSWD Field Office Cordillera Administrative Region No. 40 North Drive, Baguio City, Philippines | JERRY D. JULIAN OIC Division Chief jdjulian@dswd.gov.ph Tel. No. (074) 661-0430 (02) 396-6580 VOIP 25113 |
| Social Technology Section | DSWD Field Office Cordillera Administrative Region No. 40 North Drive, Baguio City, Philippines | MERLY L. DE GUZMAN Section Head soctech.focar@dswd.gov.ph Tel. No. (074) 661-0430 (02) 396-6580 |
| 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. No. (074) 661-0430 (02) 396-6580 VOIP 25138 |
| 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. No. (074) 661-0430 (02) 396-6580 VOIP 25138 |
| Standards Section | DSWD Field Office Cordillera Administrative Region DSWD 2nd floor Training Center Leonard Wood Rd., Baguio City, Philippines | CLARISSA O. PADIO Section Head planning.car@dswd.gov.ph Tel. No. (074) 661-0430 (02) 396-6580 VOIP 25138 |

| Office | Address | Contact Information |
|--|--|---|
| National Household Targeting Section | DSWD Field Office Cordillera Administrative Region DSWD 2nd floor Training Center Leonard Wood Rd., Baguio City, Philippines | CLIMSON L. BALANGUE Section Head listahanan.focar@dswd.gov.ph Tel. No. (074) 661-0430 (02) 396-6580 VOIP 25139 |
| Pantawid Pamilyang Pilipino Program | DSWD Field Office Cordillera Administrative Region No. 40 North Drive, Baguio City, Philippines | FATIMA D. FLORENDO Division Chief 4ps.car@dswd.gov.ph Tel. No. (074) 661-0430 (02) 396-6580 VOIP 25127 |
| Grievance Redress | DSWD Field Office Cordillera Administrative Region No. 40 North Drive, Baguio City, Philippines | MARVIN G. INOPIA Unit Head 4ps.car@dswd.gov.ph Tel. No. (074) 661-0430 (02) 396-6580 VOIP 25127 |
| Disaster Response Management Division | DSWD Field Office Cordillera Administrative Region Clemente Building, Baguio City | NOVELIA N. POCDING OIC Division Chief drmd.focar@dswd.gov.ph Tel. No. (074) 661-0430 (02) 396-6580 VOIP 25148 |
| Protective Services Division | DSWD Field Office Cordillera Administrative Region No. 40 North Drive, Baguio City, Philippines | MARY ANN G. BUCLAO OIC Division Chief psd.focar@dswd.gov.ph Tel. No. (074) 661-0430 (02) 396-6580 VOIP 25125 |
| Sectors Unit | DSWD Field Office Cordillera Administrative Region No. 40 North Drive, Baguio City, Philippines | LIBERTINE A. BALICDANG Unit Head sectors.focar@dswd.gov.ph Tel. No. (074) 661-0430 (02) 396-6580 VOIP 25126 |
| Crisis Intervention Section | DSWD Field Office Cordillera Administrative Region Gestdan Building, Bokawkan Road, Baguio City, Philippines | NELLY L. MASON Section Head ciu.car@dswd.gov.ph Tel. No. (074) 661-0430 (02) 396-6580 VOIP 25167 |

| Office | Address | Contact Information |
|---|--|--|
| Recovery and Reintegration Program for Trafficked Persons | DSWD Field Office Cordillera Administrative Region No. 40 North Drive, Baguio City, Philippines | MARY ANN G. BUCLAO OIC Division Chief rrptp.focar@dswd.gov.ph Tel. No. (074) 661-0430 (02) 396-6580 VOIP 25125 |
| Social Pension Program | DSWD Field Office Cordillera Administrative Region No. 40 North Drive, Baguio City, Philippines | CONCEPCION E. NAVALES Program Head socpen.focar@dswd.gov.ph Tel. No. (074) 661-0430 (02) 396-6580 VOIP 25110 |
| Minors Travelling Abroad | DSWD Field Office Cordillera Administrative Region No. 40 North Drive, Baguio City, Philippines | CONCEPCION E. NAVALES Unit Head mta.focar@dswd.gov.ph Tel. No. (074) 661-0430 (02) 396-6580 VOIP 25114 |
| Administrative Division | DSWD Field Office Cordillera Administrative Region No. 40 North Drive, Baguio City, Philippines | RINA CLAIRE L. REYES CAO and Division Chief admin.focar@dswd.gov.ph Tel. No. (074) 661-0430 (02) 396-6580 VOIP 25113 |
| Property and Supply Section | DSWD Field Office Cordillera Administrative Region No. 40 North Drive, Baguio City, Philippines | JESSIE F. CHELIM Section Head pams.focar@dswd.gov.ph Tel. No. (074) 661-0430 (02) 396-6580 VOIP 25133 |
| Procurement Section | DSWD Field Office Cordillera Administrative Region No. 40 North Drive, Baguio City, Philippines | MARY MELODEE ANNE W. ANIPEW Section Head bacsec.car@dswd.gov.ph Tel. No. (074) 661-0430 (02) 396-6580 VOIP 25123 |
| General Services Section | DSWD Field Office Cordillera Administrative Region No. 40 North Drive, Baguio City, Philippines | VICTOR U. BOMOWEY Section Head gss.focar@dswd.gov.ph Tel. No. (074) 661-0430 (02) 396-6580 VOIP 25132 |
| Building and Grounds Management Section | DSWD Field Office Cordillera Administrative Region | GLYXTER N. RUDIO Section Head |

| Office | Address | Contact Information |
|--|--|--|
| | No. 40 North Drive, Baguio City, Philippines | bgms.focar@dswd.gov.ph Tel. No. (074) 661-0430 (02) 396-6580 VOIP 25131 |
| Human Resource Management and Development Division | DSWD Field Office Cordillera Administrative Region No. 40 North Drive, Baguio City, Philippines | RONILO R. FLORES OIC Division Chief hrrmdd.focar@dswd.gov.ph Tel. No. (074) 661-0430 (02) 396-6580 VOIP 25121 |
| Personnel Administration Section | DSWD Field Office Cordillera Administrative Region No. 40 North Drive, Baguio City, Philippines | JULIE A. GASCON Section Head personnel.car@dswd.gov.ph Tel. No. (074) 661-0430 (02) 396-6580 VOIP 25122 |
| Human Resource Planning and Performance Management Section | DSWD Field Office Cordillera Administrative Region No. 40 North Drive, Baguio City, Philippines | MIAMI LENBEL M. VINUYA Section Head hrrppms.focar@dswd.gov.ph Tel. No. (074) 661-0430 (02) 396-6580 VOIP 25120 |
| Financial Management Division | DSWD Field Office Cordillera Administrative Region No. 40 North Drive, Baguio City, Philippines | NORIE C. CASTAÑEDA SAO and OIC Division Chief finance.focar@dswd.gov.ph Tel. No. (074) 661-0430 (02) 396-6580 VOIP 25117 |
| Accounting Section | DSWD Field Office Cordillera Administrative Region No. 40 North Drive, Baguio City, Philippines | WILBOURN B. BACOLONG Section Head accounting.focar@dswd.gov.ph Tel. No. (074) 661-0430 (02) 396-6580 VOIP 25115 |

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