



**DEPARTMENT OF SOCIAL WELFARE AND  
DEVELOPMENT**

**FIELD OFFICE –  
CORDILLERA ADMINISTRATIVE REGION**

**CITIZEN'S CHARTER  
2025 (2<sup>ND</sup> 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 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 you promptly of our actions taken so far and clearly explain the reason/s for such delay.

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

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

## Quality Policy

### DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT

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

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

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

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

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**FIELD OFFICE - CAR**

**FRONTLINE SERVICES**

## ADMINISTRATIVE DIVISION

### 1. Processing of Freedom of Information Request

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

<b>Office or Division:</b>	Records and Archives Management Section (RAMS)			
<b>Classification:</b>	Covered by special law/order (Executive Order No. 02, s. of 2016)			
<b>Type of Transaction:</b>	G2C – Government to Citizens			
<b>Who may avail:</b>	Individuals with Filipino Citizenship			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Standard Request (through FOI Request Form)</b> 1. Must Accomplish FOI Request Form 1.1 State your complete name, contact information and must reasonably describe the information requested, and the reason for or purpose of the request for information 1.2. Attach one (1) photocopy of government issued I.D or valid school I.D (for registered students) (front and back) with photo		Requesting party may request for the FOI form through email: <a href="mailto:focar@dswd.gov.ph">focar@dswd.gov.ph</a>  Or  Secure FOI Request Form personally at DSWD FOCAR, 40 Northdrive, Baguio City.		
<b>If unable to make a written request, because of illiteracy or disability</b> 2.1 Visit the nearest DSWD Office and look for the Records and Archives Management Section  2.2 Make verbal request to the DSWD FOI Receiving Officer (FRO) who shall reduce the request to FOI Request Form 2.3 Provide one (1) copy of government issued I.D or school I.D (for registered students) with photo and authorization		Requesting party may visit DSWD – CAR at No.40 North Drive, Baguio City.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

<b>MANUAL REQUEST (THROUGH FOI REQUEST FORM)</b>				
1. Submit the FOI request form	1.1 Review the completeness of the request and supporting document 1.2 If incomplete and with clarification, return the FOI Form to the requesting party for compliance. 1.3 Or notify the requesting party through an e-mail if the request was received digitally and wait for the requesting party's response. If a response is not received within 60 calendar days, the request will be deemed closed.	None	1 hour	<i>Administrative Officer III/ Head, RAMS</i>
	1.4 Conduct initial assessment and determine whether to deny or accept the FOI Request 1.5 Accept if the request is accurate and complete.	None	45 minutes	<i>Administrative Officer III/ Head, RAMS</i>
	1.6 Outright deny if the request is found to be: a. Available online b. Substantially similar or identical to the previous request; and c. Information not maintained by the Department. 1.6.1 Draft a reply letter to the requesting party indicating the reason for full denial	None	4 hours	<i>Administrative Officer III/ Head, RAMS</i>

signed by FRO / Regional Director 1.6.2 Transmit the reply letter			
1.7 Draft a memorandum endorsing the request to the FOI Decision Maker (FDM) / Field Office FOI Decision Maker (FO-FDM) for evaluation	None	1 hour	<i>Administrative Officer III/ Head, RAMS</i>
1.8 Sign the memorandum	None	30 minutes	<i>Administrative Officer III/ Head, RAMS</i>
1.9 Transmit the memorandum endorsing the FOI request to FDM / FO FDM	None	30 minutes	<i>Administrative Officer III/ Head, RAMS</i>
1.10 Update status in the FOI Monitoring Tool	None	15 minutes	<i>Administrative Officer III/ Head, RAMS</i>
1.11 Receive the endorsement letter from FRO / FO FRO	None	10 minutes	<i>Regional Director, Field Office CAR</i>
1.12 Conduct assessment on the FOI request and determine if the request falls within FOI exceptions. 1.12.1 If the request does not fall within the FOI exceptions, conduct a research. 1.12.1.1 Coordinate with the concerned CO OBSU/s and/or FO counterparts.	None	3 hours	<i>Regional Director, Field Office CAR</i>
1.13 If the request falls within the FOI exceptions, draft a reply and/or denial letter addressed to the client. 1.13.1 Send the reply and/or denial to the client by e-mail.	None	8 hours and 30 minutes	<i>Regional Director, Field Office CAR</i>

	<p>1.14 Prepare and endorse the memorandum to the concerned CO OBSU/s and/or FO counterparts.</p> <p>1.14.1 Prepare and endorse the draft memorandum to the LS-OD through email and hard copy for review and approval of the FDM.</p> <p>1.14.2 If the draft memorandum is found in order, FDM will approve and sign it.</p> <p>1.14.3 If the draft memorandum needs further enhancements, it shall be revised/enhanced incorporating the comments and re-submitted to the LS-OD for approval.</p>	None	11 hours	<i>Regional Director, Field Office CAR</i>
	<p>1.15 Sign the memorandum for release to the concerned CO OBSUs / FO counterparts.</p>	None	30 minutes	<i>Regional Director, Field Office CAR</i>
	<p>1.16 Record, scan and send the signed memorandum to the concerned CO OBSU/s / FO counterparts through electronic mail or hard copy, to notify them accordingly.</p>	None	30 minutes	<i>Regional Director, Field Office CAR</i>
	<p>1.17 Route the hard copy of the signed memorandum to the concerned CO / FO OBSDs</p>	None	30 minutes	<i>Regional Director, Field Office CAR</i>

1.18 Receive the memorandum from the DSWD FOI Decision Maker (FDM) / FO FOI Decision Maker (FO-FDM)	None	15 minutes	<i>Concerned DSWD CO/FO Office/s</i>
1.19 Retrieval of the requested data:  Standard Requests: 1.19.1 For standard request, transmit such information to the FRO/FO FRO within 10 working days upon receipt of endorsement from FDM/FO FDM.	None	62 hours and 25 minutes  Or  7 days, 6 hours, and 25 minutes	<i>Concerned DSWD CO/FO Office/s</i>
Complex Requests: 1.19.2 For complex requests or those requests that require extensive search of office records, the concerned office/s may write a request for extension of time to respond to FRO/FO FRO for not more than 10 working days.	None	142 hours and 25 minutes  Or  17 days, 6 hours, and 25 minutes	<i>Concerned DSWD CO/FO Office/s</i>
1.20 If the Office/s concern does not maintain the requested information, they must inform the FRO/FO FOI Focal, in writing within 2 working days upon receipt of the referral from the FDM/FO FDM.	None	16 hours	<i>Concerned DSWD CO/FO Office/s</i>
1.21 Forward to the FOI Receiving Officer / FO FRO the requested data.	None	1 hour and 20 minutes	<i>Concerned DSWD CO/FO Office/s</i>
1.22 Receive response from the CO / FO	None	15 minutes	<i>Concerned DSWD CO/FO Office/s</i>

	OBSD holding the information			
	1.23 The FRO Process Focal / FO FOI Focal shall collate and ensure that the information is complete 1.23.1 If found to be complete, prepare a letter endorsing the data/information to the Requesting Party	None	4 hours	<i>Administrative Officer III/ Head, RAMS</i>
	1.23.2 If found to be incomplete, return the same to concerned office/s for compliance.	None	1 hours	<i>Administrative Officer III/ Head, RAMS</i>
	1.24 Sign the letter endorsing the data/information to the Requesting Party	None	1 hour and 25 minutes	<i>Administrative Officer III/ Head, RAMS</i>
	1.25 Transmit the approved information to the requesting party.	None	1 hour	<i>Administrative Officer III/ Head, RAMS</i>
	1.26 Update status in the FOI Monitoring Tool and File copy of endorsement letter to the requesting party.	None	20 minutes	<i>Administrative Officer III/ Head, RAMS</i>
<b>TOTAL</b>	<b>None</b>	(Per EO 02 s2016) <b>Standard Request:</b> 14 working days, 6 hours and 40 minutes <b>Complex Request:</b> 24 working days and 6 hours and 40 minutes		

## DISASTER RESPONSE MANAGEMENT DIVISION

### 1. Processing of Relief Augmentation Request by LGUs

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.

<b>Office or Division:</b>	Disaster Response Management Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	Local Government Units			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 attachments based on existing guidelines.	1.1 Receive the request and log the documents, and route LGU request to Disaster Response Management Division (DRMD) Chief	None	5 Minutes	<i>Regional Director</i>
	1.2 DRMD Chief shall endorse the request to Disaster Response and Rehabilitation Section (DRRS) Head for review	None	10 Minutes	<i>Chief, Disaster Response Management Division</i>

	<p>1.3 Conduct desk review / assessment and validation of request: review, validate, and assess the request through the Local Disaster Risk Reduction and Management Council (LDRRMC) of requesting LGUs, or through review of the following reports, if available:</p> <ul style="list-style-type: none"> <li>a. latest Disaster Response Operations Monitoring and Information Center (DROMIC) Report</li> <li>b. Rapid Damage Assessment and Needs Analysis (RDANA) Report</li> <li>c. DSWD Predictive Analytics</li> </ul> <p><b>If assessed to be invalid</b>, proceed to Agency Action Step 1.9</p>	None	2 Hours	<i>Head, Disaster Response and Rehabilitation Section</i>
	<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	<i>Head, Disaster Response and Rehabilitation Section</i>
	<p>1.5 <b>If FNIs are not available</b>, prepare a Request Letter for</p>	None	1 Hour	<i>Head, Disaster Response and</i>

	<p>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><b>If FNIs are available,</b> prepare Requisition Issuance Slip (RIS) / Issuance Form (IF) (c/o RROS) and Response Letter to LGUs (c/o DRRS), and endorse to the DRMD chief</p>			<p>Rehabilitation Section</p> <p>and/or</p> <p><i>Head, Regional Resource Operation Section</i></p>
	<p>1.6 Division Chief shall review all documents; provide recommendation; initial pertinent documents; and endorse to the Assistant Regional Director for Operations (ARDO). If documents are not in order, return to AA #1.3.</p>	None	1 Hour	<i>Chief, Disaster Response Management Division</i>
	<p>1.7 Review all documents and provide recommendations; if found in order initial RIS/IF and other pertinent documents and endorse to the Regional Director. If documents are not in order, return to AA #1.6</p>	None	1 Hour	<i>Assistant Regional Director for Operations</i>
	<p>1.8 Approval / Disapproval of RD, and route to DRMD for action.</p>	None	1 Hour	<i>Regional Director</i>

	<p>1.9 Send a response letter to LGUs regarding the status of their request letter. If the request is approved, finalize the schedule of delivery/hauling of goods from DSWD warehouse to LGU.</p> <p>1.10 Forward RIS/IF and/or Assessment Report, and/or approved LGU Request Letter to RROS Head / Staff for release of goods</p>	None	1 Hour and 30 Minutes	<p><i>Chief, Disaster Response Management Division</i></p> <p><i>Head, Disaster Response and Rehabilitation Section/ Head, Regional Resource Operation Section</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>Head, Disaster Response and Rehabilitation Section</i></p> <p>or</p> <p><i>Head, Regional Resource Operation Section</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>Head, Disaster Response and Rehabilitation Section</i></p> <p>or</p> <p><i>Head, Regional Resource Operation Section</i></p>
3. Receive requested goods through hauling or delivery and sign the receipt	3.1 Ensure signed receipts of RIS/IF and Delivery Receipt / Issuance Receipt by receiving	None	1 Hour	<i>Head, Disaster Response and Rehabilitation Section</i>

<p>of RIS/IF and Delivery Receipt / Issuance Receipt.</p> <p>3.1 Fill-out Client Satisfaction Measurement Form (CSMF).</p>	<p>LGU and administer Client Satisfaction Measurement Form (CSMF) upon receipt of requested goods.</p> <p>3.1.1 Report on the release of FNIs thru submission of any of the following –</p> <ul style="list-style-type: none"> <li>* Summary Report</li> <li>* Feedback Report</li> <li>* Signed RIS</li> <li>* Delivery Receipts</li> <li>* FNI Augmentation and Delivery Report</li> </ul> <p>– reflecting release of goods to the DRMD Head and DROMIC</p>			<p>or</p> <p><i>Head, Regional Resource Operation Section</i></p>
<p><b>TOTAL</b></p>		<p><b>None</b></p>	<p>For the processing of request - <b>1 Day, 2 Hours, 15 Minutes</b></p> <p>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 - <b>7 Days</b></p>	

## FINANCIAL MANAGEMENT DIVISION

### 1. Processing of BIR Form 2322 (Certificate of Donation)

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

<b>Office or Division:</b>	Accounting Section	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2B – Government to Business G2C – Government to Citizen G2G – Government to Government	
<b>Who may avail:</b>	Donors of cash and in-kind donations or his/her authorized representative	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>For walk-in clients</b>		
<i>A. Requesting of Certificate</i>		Accounting Section
1. Request form for Certificate of Donation (1 Original Copy)		Schedule of request: Monday – Friday, 8:00 AM – 5:00 PM
2. Cash Donation and Acceptance Form (for cash donations above P5,000) or Notarized Deed of Donation (1 Original Copy)		For Cash Donation and Acceptance Form - Cash Section  For Notarized Deed of Donation - Requesting Party/Donor
3. Official receipt for Cash Donations or Acknowledgement receipt and Delivery receipt for Donations in Kind (1 Original Copy)		For Cash Donation - Cash Section  For Donations in Kind - Office/Bureau in DSWD who receive the donation
<i>B. Claiming of Certificate</i>		Accounting Section
4. Claim Stub (1 Original Copy)		
<b>For online clients</b>		
<i>A. Requesting of Certificate</i>		Download and print the request form from <a href="https://bit.ly/FSGeneralForms">https://bit.ly/FSGeneralForms</a> (select DSWD-FMS-GF-002_REV 01_REQUEST FORM FOR CERTIFICATE OF DONATION [word])
1. Request form for Certificate of Donation (1 Electronic Copy)		
2. Cash Donation and Acceptance Form (for cash donations above P5,000) or Notarized Deed of Donation (1 Electronic Copy)		For Cash Donation and Acceptance Form - Cash Section  For Notarized Deed of Donation - Requesting Party/Donor
3. Official receipt for Cash Donations or Acknowledgement receipt and Delivery receipt for Donations in Kind (1 Electronic Copy)		For Cash Donation - Cash Section  For Donations in Kind - Office/Bureau in DSWD who receive the donation

<b>B. Claiming of Certificate</b> 4. E-mail Acknowledgement Receipt (1 Printed Copy)  5. Cash Donation and Acceptance Form (for cash donations above P5,000) or Notarized Deed of Donation (1 Original Copy)  6. Official receipt for Cash Donations or Acknowledgement receipt and Delivery receipt for Donations in Kind (1 Original Copy)		E-mail from <a href="mailto:accounting.focar@dswd.gov.ph">accounting.focar@dswd.gov.ph</a>  For Cash Donation and Acceptance Form - Cash Section  For Notarized Deed of Donation - Requesting Party/Donor  For Donations in Kind - Office/Bureau in DSWD who receive the donation		
<b>Additional requirements if claimed by authorized representative</b>				
1. Authorization letter for the representative (1 Printed Copy)		Requesting Party/Donor		
2. Government-issued IDs (1 Photocopy each)		Requesting Party/Donor and His/Her Authorized Representative		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit the Accounting Section in the Field Offices to secure the request form.  -or-  Secure the request form by visiting the link and download the form via <a href="https://bit.ly/FSGeneralForms">https://bit.ly/FSGeneralForms</a> .	1.1 Provide the request form for Certificate of Donation to walk-in client/s.	None	5 Minutes	<i>Accountant III/ Head, Accounting Section</i>
2. Fill-out and submit the request form together with the required supporting documents to the Accounting Section.  -or-	2.1 The Accounting Staff shall receive and review the completeness of the request form and supporting documents. If complete, the Accounting Staff shall provide a claim stub to walk-in clients.	None	5 Minutes (Walk-in/ Online)	<i>Accountant III/ Head, Accounting Section</i>

<p>Fill-out and submit the scanned form together with the supporting documents and email the documents via <a href="mailto:accounting.focar@dswd.gov.ph">accounting.focar@dswd.gov.ph</a>.</p> <p><b>Note:</b> The client shall wait for the schedule of the release of the Certification. They shall receive a NOTIFICATION via email/chat/call from the Donation Office on the schedule to claim the Certification.</p>	<p>-or-</p> <p>If sent via email, the Accounting Staff shall review the documents as to completeness, acknowledge the email, and request for an original copy upon claiming.</p> <p><b>Note: Only requests with complete requirements shall be accepted and processed. All requests with incomplete requirements shall be returned to the client.</b></p>			
	<p>2.2 The Accounting Staff shall record in the monitoring sheet the details of the donation and indicate on the claim stub or email acknowledgement the schedule of release of BIR Form 2322: Certificate of Donation.</p>	None	5 Minutes	<i>Accountant III/ Head, Accounting Section</i>
	<p>2.3 The Accounting Staff shall prepare the Certificate of Donation for Signature of the Regional Director and seal of the Office of the Secretary.</p>	None	6 Days, 7 Hours	<i>Accountant III/ Head, Accounting Section</i>

	<p>2.4 The Accounting Staff shall update the status of request for certificate on the monitoring file.</p> <p><b>Note:</b> All certificates that are ready for release shall be issued to the requesting party/ies</p>	None	10 Minutes	<i>Accountant III/ Head, Accounting Section</i>
<p>3. The donor/ authorized representative shall personally visit the Accounting Section, wait for the release of the Certification, and receive and sign the logbook for acknowledgment</p> <p><b>Note:</b> The Client shall present the following documents:</p> <ul style="list-style-type: none"> <li>a. claim stub for walk-in requests</li> <li>-or-</li> <li>b. printed email acknowledgment receipt together with the original copy of required documents for online requests</li> <li>c. authorization letter from the donor and photocopy of government-issued ID of the donor and his/her</li> </ul>	<p>3. The Accounting Staff shall issue the BIR Form 2322: Certificate of Donation and assist the client to sign in the logbook as a proof that the Certification has been received.</p>	None	5 Minutes	<i>Accountant III/ Head, Accounting Section</i>

authorized representative, if applicable				
<b>TOTAL</b>		<b>None</b>	<b>6 Days, 7 Hours, 30 Minutes</b>	

## HUMAN RESOURCE MANAGEMENT AND DEVELOPMENT DIVISION

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

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

<b>Office or Division:</b>	Personnel Administration Section (PAS)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Transacting Public			
<b>Who may avail:</b>	Separated Field Office Officials, Employees and COS Workers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Document Request Form or formal letter or e-mail request (One Original Copy)		PAS Receiving Area Client		
2. Regional Clearance Certificate (One Original Copy)		Client or if none, FILE 201 / PER 16		
3. Authorization Letter (if necessary) (One Original Copy)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send request through mail/e-mail or accomplish the DRF (write contact details, as needed) and submit to PAS <b>together with supporting documents, if any.</b>	1.1 Receive or acknowledge request for COE from the client and forward to personnel handling COE requests (via: DRF/email)	None	10 minutes	Head, PAS
2. Wait for advice of the assigned PAS Focal Person	2.1 Review the request based on the purpose indicated in the request.	None	2 Days and 4 hours	Head, PAS
	2.2 Draft/print and forward the COE following the standard template to the authorized signatory for review/ certification			

	<ul style="list-style-type: none"> <li>Use Service Card or 201 File/PER 16 or Database for COS Workers as reference in preparation of COE</li> </ul>			
	2.3 If the COE is to be sent via courier service, prepare and print the transmittal letter and attach the COE.			
	2.4. Review/ sign/initial the COE/transmittal.	None	3 hours and 30 minutes	Chief, Human Resource Management and Development Division (HRMDD)
<p>3. If the COE is for pick-up, proceed to PAS and get the requested document.</p> <p>If the COE is to be sent via courier service, wait until the parcel is sent to a given address.</p> <p>Submit an authorization letter if the COE will be claimed by a representative on behalf of the requesting party</p>	<p>3.1 Inform the client that the COE is ready for releasing via e-mail/ SMS/ call.</p> <p>3.2 Provide one (1) duly signed COE to the client.</p> <p>3.3 If the COE is to be sent via courier service, forward the document to RAMD</p>	None	20 minutes	Head, PAS
<b>TOTAL</b>		<b>None</b>	<b>24 hours or 3 working days</b>	

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

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

<b>Office or Division:</b>	Personnel Administration Section (PAS)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Separated FO Officials and Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request Form or formal letter or e-mail request (One Original Copy)		PAS Receiving Area Client		
2. Regional Clearance Certificate (One Original Copy)		Client or if none, 201 FILE		
3. Special Power of Attorney (If authorized representative) (One Original Copy)		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Send mail/e-mail or for walk-in without any written request, accomplish the 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. 1.2 Forward the request to the PAS Focal Person.	None	5 minutes	<i>Head, PAS</i>
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 <sup>1</sup> . 2.1.1 If there is none, encode the ELARS. 2.1.2 If there is an encoded	None	6 days, 4 hours and 35 minutes  <i>(May be shortened if there is already a reviewed ELARS, or may be extended)</i>	<i>Head, PAS</i>

<sup>1</sup> Electronic Leave Administration and Recording System

	<p>ELARS, proceed to step 2.2.</p> <p>2.1.3 If there is an encoded and reviewed ELARS, proceed to step 2.3.</p> <p>2.2 Review/check the ELARS vis-à-vis the leave card.</p> <p>2.3 Reprint the corrected ELARS, if errors are found.</p> <p>2.4 Encode the needed details to the CLWOP/ CNLWOP, print the issuance and attach the necessary documents.</p>		<p><i>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>2.5 The Focal Person shall forward the CLWOP/ CNLWOP to the Certifying Authority for certification.</p> <p>2.6 The Certifying Authority shall sign the CLWOP/ CNLWOP.</p>	None	2 hours	<p><i>Chief, Human Resource Management and Development Division (HRMDD)</i></p>
<p>3. Inform PAS of preferred method of receiving the duly-signed Certificate.</p>	<p>3.1 Inform the client via email/ SMS/ call/ chat that the CLWOP/ CNLWOP is ready for releasing.</p> <p>3.2 Ask the client of the preferred method of receiving the duly signed CLWOP/ CNLWOP:</p> <p>3.3 If through courier service, proceed to the next step.</p> <p>3.4 If the CLWOP/ CNLWOP will be picked up at the office, proceed to step 5.</p>	None	5 minutes	<p><i>Head, PAS</i></p>
<p>4. If the Certificate</p>	<p>4.1 Outgoing Clerk or</p>	None	1 hour and 5	<p><i>Head, PAS</i></p>

<p>is to be sent via courier service, wait until the parcel is sent to the given address.</p>	<p>Email Custodian shall return the CLWOP/ CNLWOP to the Focal Person.</p> <p>4.2 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>4.3 Certifying Authority shall sign the transmittal letter.</p> <p>4.4 Encode tracking details in the applicable document tracking system used by the office or through logs.</p> <p>4.5 Forward the document to the Records and Archives Management Division/Section for courier service.</p> <p>(The CSMF will be followed-up within 3 working days upon receipt of the document by the client.)</p>		<p>minutes</p>	
<p>5. If the Certificate is for pick-up, proceed to PAS and get the requested document.</p>	<p>5.1 If the CLWOP/ CNLWOP is for pick-up, provide one (1) duly signed CLWOP/CNLWOP to the client and request the client to accomplish the CSMF to be submitted via drop box, email or Google form.</p>	<p>None</p>	<p>10 minutes</p>	<p><i>Head, PAS</i></p>

<b>TOTAL</b>	<b>None</b>	<b>7 working days</b>
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### 3. Issuance of Service Record to Separated Officials and Employees

The Service Record (SR) is being issued to separated officials and employees in the Field Office (FO) who have been cleared of money, property, and legal accountabilities. As requested, the SR provides and certifies their detailed government service, to include: Full Name, Date and Place of Birth, Positions, Status of Employment and Equivalent Periods and Salaries.

<b>Office or Division:</b>	Personnel Administration Section (PAS)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Separated Field Officials and Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Document Request Form or formal letter or e-mail request (One Original Copy)		PAS Receiving Area Client		
2. Regional Clearance Certificate (One Original Copy)		Client or if none, FILE 201 / PER 16		
3. Authorization Letter (if necessary) (One Original Copy)		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Send request through mail/e-mail or accomplish the Document Request Form (write contact details as needed) and submit to PAS together with supporting documents, if any.	1.1 Receive or acknowledge request for SR from the client and forward to personnel handling SR requests (via: DRF/email)	None	10 minutes	<i>Head, PAS</i>
2. Wait for advice of the assigned PAS Focal Person	2.1. Review the request based on the purpose indicated therein	None	2 Days and 4 hours, (depending on the period of retrieving the files)	<i>Head, PAS</i>
	2.2. Draft/print and forward the SR following the			

	<p>standard template to the authorized signatory for review/ certification</p> <ul style="list-style-type: none"> <li>Use Service Card or 201 File/as reference in preparing SR</li> </ul>			
	2.3 If the SR is to be sent via courier service, prepare and print the transmittal letter and Attach the SR			
	2.4. Authorized Certifying authority shall review/ sign/initial the SR / transmittal letter.	None	3 hours and 30 minutes	<i>Chief, Human Resource Management and Development Division (HRMDD)</i>
<p>3. If the SR is for pick-up, proceed to PAS and get the requested document.</p> <p>If the SR is to be sent via courier service, wait until the parcel is sent to the given address.</p>	3.1 Inform the client that the SR is ready for releasing via e-mail/ SMS/ call.	None	20 minutes	<i>Head, PAS</i>
	3.2 Provide one (1) duly signed SR to the client.	None		
	3.3 If the SR is to be sent via courier service, forward the document to RAMS	None		
<b>TOTAL</b>		<b>None</b>	<b>24 hours or 3 working days</b>	

## INNOVATIONS DIVISION

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

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

<b>Office or Division:</b>	Technical Advisory Assistance and Other Related Support Services (TAAORSS) Section	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	Government to Government (G2G) Government to Citizen (G2C) Government to Business (G2B)	
<b>Who may avail:</b>	All	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>Borrowing for Internal Clients</b>		
<ol style="list-style-type: none"> <li>Employee ID (1 original)</li> <li>Registration Form (1 online form)/ Logbook</li> <li>Book Card (1 per book)</li> </ol>		<ol style="list-style-type: none"> <li>Requesting Party</li> <li>Regional Learning Resource Center (RLRC)</li> <li>RLRC</li> </ol>
<b>Borrowing for External Clients</b>		
<ol style="list-style-type: none"> <li>Valid ID (1 original)</li> <li>Registration Form (1 online form)</li> <li>Book Card (1 per book)</li> </ol>		<ol style="list-style-type: none"> <li>Requesting Party</li> <li>RLRC</li> <li>RLRC</li> </ol>
<b>Renewal (for Internal Clients Only)</b>		
<ol style="list-style-type: none"> <li>Book Card (1 per book)</li> <li>Registration Form/ Logbook (For walk-in); (1 online form)</li> </ol>		<ol style="list-style-type: none"> <li>RLRC</li> <li>RLRC</li> </ol>
<b>Returning for Internal Clients</b>		
<ol style="list-style-type: none"> <li>Registration Form/ Logbook (1 online form)</li> <li>Book Card (1 per book)</li> <li>Client Satisfaction Measurement Survey Form (1 online form)</li> </ol>		<ol style="list-style-type: none"> <li>RLRC</li> <li>RLRC</li> <li>RLRC</li> </ol>
<b>Returning for External Clients</b>		
<ol style="list-style-type: none"> <li>Book Card (1 per book)</li> <li>Client Satisfaction Measurement Survey Form (1 online form)</li> </ol>		<ol style="list-style-type: none"> <li>RLRC</li> <li>RLRC</li> </ol>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Borrowing for Internal Clients</b>				
1. Inquire about the availability of book/ material and present ID	1.1 Receive the client's inquiry and request the client to present the employee ID and register or log.	None	10 minutes	Head, TAAORSS Section
2. Log in to the Registration Desktop	2.1 Check the availability of the book/material.	None	20 minutes	Head, TAAORSS Section
	2.2 <b>If available</b> , check if it is a circulating or non-circulating book/material.  <b>If not available</b> , inform its non-availability and/or refer to other RLRCs/libraries. <b>END HERE.</b>	None	5 minutes	Head, TAAORSS Section
	2.3 <b>If circulating material</b> , inform the client it may be borrowed for "Room Use" or home reading.  <b>If not circulating material</b> , inform for "Room Use" only and photocopy part of the material needed as a reference.	None	3 minutes	Head, TAAORSS Section
	2.4 Request the client to fill out the <b>Book Card</b> (Date Borrowed/ Name and OBS).	None	5 minutes	Head, TAAORSS Section
3. Fill out the Book Card	3.1 Update <b>Borrower's Matrix</b> by entering the borrowing transaction details and write the date the materials are due on the <b>Date</b>	None	10 minutes	Head, TAAORSS Section

	<p><b>Due Slip and on the Book Card</b> based on:</p> <ul style="list-style-type: none"> <li>The prescribed borrowing period of seven (7) work days (for home reading)</li> </ul>			
	3.2 Release the book/material to the client and remind proper handling and to always cite references used.	None	2 minutes	Head, TAAORSS Section
	3.3 <b>If borrowed for home reading,</b> compose a scheduled email of the book due reminder to be sent to the client at least 2 days before the exact date the material is due.	None	2 minutes	Head, TAAORSS Section
<b>Returning for Internal Clients</b>				
4. Log in to the Registration Desktop	4.1 Receive the client and the returned KEC or RLRC material	None	3 minutes	Head, TAAORSS Section
	<p>4.2 Evaluate the book/material to be returned.</p> <p><b>If not overdue,</b> request the client to fill out the Book Card and return to its pocket.</p> <p>Update <i>Borrowers' Matrix</i> and <i>Date Due Slip</i>.</p> <p><b>If overdue,</b> enforce the following penalty:  <i>1st Offense: Verbal warning</i>  <i>2nd Offense: Written warning</i>  <i>3rd Offense: Memo informing</i></p>	None	15 minutes	Head, TAAORSS Section

	<i>suspension of borrowing privileges for three (3) months.</i>			
5. Accomplish the Book Card and CSMS Survey	5. Accomplished CSMS shall be collected and included in the CSM Report (CSMR).  Return the book/ material to its shelf	None	2 minutes	Head, TAAORSS Section
<b>TOTAL</b>		<b>NONE</b>	<b>1 Hour and 17 minutes</b>	
<b>Borrowing for External Clients</b>				
1. Inquire about the availability of book/ material and present ID and Log in to the Registration Desktop	1.1 Receive the client's inquiry and request the client to present the Visitor's ID and register or log.	None	10 minutes	Head, TAAORSS Section
	1.2 Check the availability of the book/material.	None	20 minutes	Head, TAAORSS Section
	1.3 <b>If available</b> , inform for "Room Use" only and/or may photocopy part of the material needed as a reference.  <b>If not available</b> , inform its non-availability and/or refer to other RLRCs/libraries.	None	10 minutes	Head, TAAORSS Section
	1.4 Request the client to fill out the <b>Book Card</b> (Date Borrowed/ Name and OBS).	None	3 minutes	Head, TAAORSS Section
2. Fill out the Book Card	2.1 Update <b>Borrower's Matrix</b> by entering the borrowing transaction details and date borrowed on the <b>Book Card</b> and <b>Date Due Slip</b> .	None	10 minutes	Head, TAAORSS Section
	2.2 Release the book/material to the	None	2 minutes	Head, TAAORSS Section

	client and remind proper handling and to always cite references used.			
<b>Returning for External Clients</b>				
3. Log in to the Registration Desktop	3.1 Receive the client and the returned KEC or RLRC material  3.2 Evaluate the book/ material to be returned.  3.3 Send CSMS to the client.	None	3 minutes	Head, TAAORSS Section
4. Accomplish the Book Card and CSMS Survey	4.1 Return the book/ material to its shelf  4.2 Accomplished CSMS shall be collected and included in the CSM Report (CSMR).	None	17 minutes	Head, TAAORSS Section
<b>TOTAL</b>		<b>NONE</b>	<b>1 Hour and 15 minutes</b>	
<b>Renewal - Via Email (For Internal Clients Only)</b>				
1. Request for renewal of the borrowed KEC or RLRC material	1.1 Acknowledge the client's request.	None	5 minutes	Head, TAAORSS Section
	1.2 Update <b>Book Card</b> and <b>Borrower's Matrix</b> by entering the renewal transaction details and write the date the material is due on based on five (5) work days borrowing period for renewal.	None	10 minutes	Head, TAAORSS Section
	1.3 Compose a scheduled email of book due reminder to be sent to the client (at least 2 days before the exact date the material is due.)	None	5 minutes	Head, TAAORSS Section
<b>TOTAL</b>		<b>NONE</b>	<b>20 minutes</b>	
<b>Renewal - Walk-in (For Internal Clients Only)</b>				

1. Request for renewal of the borrowed KEC or RLRC material	1.1 Request client to register.	None	3 minutes	Head, TAAORSS Section
	1.2 Request client to fill out the <b>Book Card</b> (Date Borrowed/ Name and OBS).	None	5 minutes	Head, TAAORSS Section
2. Fill out the Book Card	2.1 Update <b>Borrower's Matrix</b> by entering the renewal transaction details and write the date the material is due on the <b>Date Due Slip and on the Book Card</b> based on the prescribed renewal period of five (5) work days for home reading.	None	10 minutes	Head, TAAORSS Section
	2.2 Release the book/material to the client and remind proper handling and to always cite references used.	None	2 minutes	Head, TAAORSS Section
	2.3 Compose a scheduled email of book due reminder to be sent to the client at least 2 (two) days before the exact date the material is due.	None	5 minutes	Head, TAAORSS Section
<b>TOTAL</b>		<b>NONE</b>	<b>25 minutes</b>	

## 2. Provision of Resource Person to DSWD Intermediaries and Stakeholders

This process responds to the request for a resource person to capacitate the external intermediaries and stakeholders with the needed knowledge and skills to effectively implement social welfare and development and social protection programs and services that are responsive to the needs of different sectoral groups in the community.

<b>Office or Division:</b>	Technical Advisory Assistance and Other Related Support Services (TAAORSS) Section
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	Government to Government (G2G) Government to Business (G2B)

<b>Who may avail:</b>	All external intermediaries and stakeholders such as other National Government Agencies (NGAs), Non-Government Organizations (NGOs), Local Government Units (LGUs), and Academe and Civil Society Organizations (CSOs)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request Letter (1 scanned or printed copy) 2. Request Form (if applicable; 1 scanned copy) 3. Client Satisfaction Measurement Survey		1. Requesting party 2. TAAORSS Section 3. TAAORSS Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit request letter	1.1 Receive, check, and log the request letter. After recording, forward the request letter to the TAAORSS.  <i><b>Note:</b> Generate copies of the request and copy furnish the ORD, ARD, and Assigned DCs for information.</i>	None	4 Hours	<i>AO II/ Headl, Records and Archives Management Section</i>
	1.2 Receive and record the request letter, and forward it to the Section Head/OIC/ for review of the request.	None	2 Hours	<i>Head, TAAORSS Section</i>
	1.3. Receive and review the request letter, and forward it to the assigned staff for processing.	None	4 Hours	<i>OIC-Chief, Innovations Division</i>
	1.4. Review the completeness of the request. 1.4.1 If the details of the request are complete, identify a resource person by checking the directory of Core Group of Specialists 1.4.2 If not complete, coordinate with the requestor to	None	4 Hours	<i>Head, TAAORSS Section</i>

	<p>complete the details.</p> <p><b>Note:</b>  <i>a. If the request indicates preference in RP for the activity, the assigned CBS/ SWIDS staff shall check the available list and offer to change the RP if there shall be an available RP on top of the preferred one.</i></p> <p><i>b. If the request letter provides unclear information, send the Request Form to the requester.</i></p>			
	<p>1. 5. Once the senior specialist is identified per database/list, coordinate with the supervisor of the CGS member (Specialist)/ to inform and check on their availability.</p> <p><b>Note:</b> <i>If the supervisor of the CGS member will not be able to respond within an hour, assigned TAAORSS Section staff shall email the CGS member with the details of the request.</i></p> <p>1.5.1. If the senior specialist is not available, coordinate with the prospective RPs in the following order:        1. Junior Specialist (JS)        2. Program Focal (PF)</p>	None	18 Hours	Head, TAAORSS Section

	<p>3. SWDL-Net Member</p> <p>4. Other DSWD Experts</p> <p>1.5.2. If no RP is available, coordinate with the requestor and negotiate the date of the activity to suit the availability of the prospective RP and the requestor.</p> <p>1.5.2.1. If the requester is amenable to changing the date, the same process of coordination, following the sequence, shall be done.</p> <p><b>Note:</b> <i>If an RP is available, send a confirmation slip for approval of the immediate supervisor of the RP</i></p>			
	<p>1.6. Prepare and forward the Confirmation Letter/ Regret Letter, and RSO/ Referral Letter to the TAAORSS Head for review and initials.</p> <p>1.6.1. If no RP is available and the requester is not amenable to changing the date, prepare a letter of regret.</p>	None	8 Hours	<i>Head, TAAORSS Section</i>
	<p>1.7. Review and forward the confirmation Letter/ Regret Letter, and RSO/ Referral Letter to the Office of the Regional Director.</p>	None	4 Hours	<i>OIC-Chief, Innovations Division</i>

<p>1.7.1. <i>with corrections:</i> Return the Confirmation Letter/ Regret Letter and draft RSO to the assigned CBS/ SWIDS staff.</p> <p>1.7.2. <i>with no correction:</i> Forward the Confirmation Letter/ Regret Letter, and RSO to the Regional Director.</p> <p><b>Note:</b> Forward the RSO to the DC of the RP for countersigning before submission for approval of the RD</p>			
<p>1.8. Review and approve the Confirmation Letter/ Regret Letter, and RSO/ Referral Letter.</p> <p>1.8.1. <i>if with corrections:</i> Return the Confirmation Letter/ Regret Letter, and RSO/ Referral Letter to TAAORSS Section Head.</p> <p>1.8.2. <i>If with no corrections:</i> Approve the Confirmation Letter/ Regret Letter, and RSO/ Referral Letter then forward to TAAORSS Section Administrative Staff.</p>	None	8 Hours	<i>Regional Director, Field Office CAR</i>
<p>1.9. Send the Confirmation Letter/ Regret Letter, and CSMS Form (google form) to the Requester. Then provide the RP supervisor with an</p>	None	3 Hours and 50 minutes	<i>Head, TAAORSS Section</i>

	<p>RSO/ Referral Letter to SWD L-Net Member.</p> <p>Encode the rest of the details of the request to the Database.</p>				
<b>TOTAL</b>		<b>None</b>	<b>7 Days</b>		

## OFFICE OF THE REGIONAL DIRECTOR

### 1. Handling of 8888 Inquiries, Complaints, and Grievances

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

The formation of the PRS represents a significant step in enhancing the Department of Social Welfare and Development's responsiveness to the concerns of the public. By institutionalizing the 8888 Citizens' Complaint Hotline, the executive order aims to streamline the process of addressing citizen grievances, thereby fostering greater accountability and transparency within the agency. The PRS plays a crucial role in ensuring that all communications received through the hotline are handled efficiently and within the designated timeframe, thereby reinforcing the commitment of the DSWD to serve the community effectively.

<b>Office or Division:</b>	Social Marketing Unit (SMU)			
<b>Classification:</b>	Simple (covered by Executive Order No. 6 S. 2016)			
<b>Type of Transaction:</b>	G2C - Government to Citizens G2G - Government to Government			
<b>Who may avail:</b>	Any person with inquiries, complaints, and grievances directed to the Department of Social Welfare and Development (DSWD) may submit them via the 8888 Citizens' Complaint Hotline portal.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. One (1) Copy of the Referral Letter (PDF format) <i>*Contains the Ticket Reference Number issued by the 8888 Citizens' Complaint Center</i> 2. Client Information (if available) <i>*includes the client's name, address, telephone number, and email address (if applicable).</i> 3. Inquiry/Complaint/Grievance Details <i>*provides a complete and detailed description of the concern.</i>		8888 Citizens' Complaint Center		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

1. Lodge/file their inquiries, complaints, and grievances, directed to the Department of Social Welfare and Development (DSWD) programs, services, or personnel via the 8888 Hotline.	1.1 Receive, assess, analyze, and ascertain whether the client's inquiry, complaint, or grievance falls under the jurisdiction of the DSWD. 1.1.1 If the concern falls under the jurisdiction of DSWD, the Technical Staff shall refer to the concerned Office. 1.1.2 If not, the Technical Staff shall submit a request for reversion to the 8888 CCC Administrator through the 8888 Citizens' Complaint Hotline Portal. 1.2 Encode the client's details into the Integrated Grievance Redress Management System (IGRMS) and 8888 unified monitoring matrix.	None	15 Minutes	<i>Regional Director, Field Office CAR</i>
	1.3 Receive, evaluate, and forward 8888 ticket(s) to the relevant Division, Unit, or Service for necessary action.	None	5 Minutes	<i>Regional Director, Field Office CAR</i>
	1.4 Respond to the client's concern(s) accordingly.	None	71 Hours, 10 Minutes	<i>Regional Director, Field Office CAR</i>
	1.5 Submit the signed feedback report or memorandum, directed to the DSWD 8888 Permanent Focal Person, and to the	None	5 Minutes	<i>Regional Director, Field Office CAR</i>

	<p>PRS. This submission must include a detailed account of the actions taken, along with all relevant attachments pertaining to the ticket referred by the DSWD 8888 Action Team.</p>			
	<p>1.6 Receive, review, and acknowledge the signed official memorandum of responses submitted by the concerned OBSU/FO/AA.</p> <p>1.6.1 If the response received is considered insufficient in terms of concrete and specific actions, the Technical Staff shall return the submitted official memorandum and attachments to the respective OBSU/FO/AA through the official email address for <b>compliance</b>.</p> <p>1.6.2 If the response received meets the criteria in terms of being concrete and specific<sup>2</sup>, and accompanied by complete attachments, proceed to the next step.</p>	None	10 Minutes	<p><i>Regional Director, Field Office CAR</i></p>

<sup>2</sup> 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.

	1.7 Recommend the closure of the complaint, stating the ticket reference number to the 8888 Citizens' Complaint Hotline Portal.	None	5 Minutes	<i>Regional Director, Field Office CAR</i>
	1.8 Once closed, notify the concerned OBSU /FO/AA that the ticket has been closed in the 8888 Portal. 1.9 Acknowledge the provided update. 1.10 Update the IGRMS and 8888 unified monitoring matrix and mark the complaint ticket reference number as responded/resolved.	None	10 minutes	<i>Regional Director, Field Office CAR</i>
<b>TOTAL</b>		<b>None</b>	<b>3 calendar days or 72 hours as prescribed by EO No. 6, s. 2016</b>	

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

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

<b>Office or Division:</b>	Social Marketing Unit (SMU)
<b>Classification:</b>	Simple, Complex, and Highly Technical
<b>Type of Transaction:</b>	Government-to-Citizens (G2C); Government-to-Government (G2G)
<b>Who may avail:</b>	Any person with inquiries, requests for assistance, or complaints directed to the Department of Social Welfare and Development (DSWD) may submit their concerns through the IGRMS Public Portal, the DSWD Inquiry Email, or the DSWD Hotline.
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	

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		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit or send communication of inquiry, request, or grievance.	1.1 Receive and acknowledge inquiries, requests, grievances, or endorsement letters received from the DSWD Inquiry Email, Snail/Postal Mail, DSWD Hotline, and IGRMS Public Portal.	None	5 minutes	<i>Regional Director, Field Office CAR</i>
	1.2 Review and assess the inquiries, requests, grievances, or endorsement letters received from the clients. 1.2.1 For DSWD concerns, with complete information, proceed to the next step. 1.2.2 For inquiries received through the DSWD Inquiry Email, the assigned PRS Technical/Grievance Officer shall respond through the DSWD Inquiry Email. 1.2.3 For inquiries received through the DSWD Hotline, the assigned PRS Technical/Grievance Officer shall	None		<i>Regional Director, Field Office CAR</i>

	<p>respond through a phone call/hotline.</p> <p>1.2.4 For inquiries received through the IGRMS Public Portal, the assigned PRS Technical/ Grievance Officer shall respond using the Public Relations Service - Action Center email account (<a href="mailto:prs_actioncenter@dswd.gov.ph">prs_actioncenter@dswd.gov.ph</a>).</p> <p>1.2.5 For inquiries received through referral letters from the LGUs and other concerned offices, the assigned PRS Technical/Grievance Officer shall draft an official memorandum or official letter for transmittal to the concerned office.</p>			
	<p>1.3 Determine whether the received inquiry, request, or grievance falls within the mandate of the DSWD.</p> <p>1.3.1 For DSWD concerns with complete contact information, proceed to the next step.</p> <p>1.3.2 For DSWD concerns with incomplete information, respond to the client and request the necessary information.</p>	None	5 minutes	<i>Regional Director, Field Office CAR</i>

	<p>1.3.3 When the client provides the required information, proceed to the next step.</p> <p>1.3.4 When no response is received from the client within three (3) working days, inform the client that the concern will be closed due to a lack of information to proceed with the next step.</p> <p>1.3.5 For non-DSWD concerns, request the reversion and tag the status of the concern in the Unified Monitoring Matrix with Reversion.</p> <p>1.3.6 For non-DSWD concerns received through email, revert the concern to the proponent's office via email.</p> <p>1.3.7 For non-DSWD concern referral letters, return the concern through an official letter and endorse it to the referring office.</p> <p>1.3.8 For non-DSWD concern referral letters, revert the concern using an official letter and endorse it to the appropriate office.</p> <p>1.3.9 For non-DSWD concerns received through the DSWD hotline, respond accordingly and</p>			
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	advise the client to coordinate with the respective NGASS or LGUs.			
	<p>1.4 Classify the concern as Simple, Complex, or Highly Technical, and encode the client's details in the Unified Monitoring Matrix.</p> <p>1.4.1 <b>For simple inquiries:</b> The PRS-Technical Grievance Officer shall respond to the concern of the client accordingly.</p> <p>1.4.2 For requests for assistance and non-contentious grievances that require validation and are classified as "<b>Complex</b>", the PRS-Technical Grievance Officer shall refer the matter to the concerned office (FOs, OBSUs, AAs) for appropriate action.</p> <p>1.4.3 For grievances received through and that are classified as "<b>Highly Technical</b>" and "<b>Confidential</b>", the PRS - Technical Grievance Officer shall refer the matter to the concerned office through email. For snail/postal mail correspondence, the PRS -</p>	None	20 Minutes	<i>Regional Director, Field Office CAR</i>

	<p>Technical Grievance Officer shall draft a memorandum or letter and refer the matter to the concerned office (closed envelope for confidential matters) for appropriate action.</p> <p>1.5 The PRS - Technical Grievance Officer shall encode the client's details in the Unified Monitoring Matrix.</p>			
	<p>1.6 Receive and acknowledge the referral email/memorandum from the Public Relations Service (PRS) through the official email or snail/postal mail.</p> <p>1.7 Review and determine to which Office/Division/Service/Unit the concern will be forwarded.</p> <p>1.8 The OBSU/Field Office Technical Focal Person/s shall refer to the email/referral letter to the concerned Division/Unit/Services for appropriate action.</p> <p>1.9 The OBSU/Field Office Technical Focal Person/s shall encode the client's details in the Monitoring Matrix, monitor the status of the received referrals,</p>	None	10 Minutes	<p><i>Regional Director, Field Office CAR</i></p>

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

	<p>action/s undertaken by the concerned Division/Unit.</p> <p>2.5.1 For referrals received from the Presidential Action Center (PACe), shall provide a direct response or feedback report to the Director IV of the PACe, with a copy furnished to the Public Relations Service (PRS) for monitoring and recording purposes.</p> <p>2.5.2 Shall update the status of the concern in the Unified Monitoring Matrix.</p>			
	<p>2.6 Receive and review the submitted official response or signed feedback report and update the status of the concern in the Unified Monitoring Matrix.</p> <p>2.6.1 If the response is insufficient, go back to Steps 2.2 and 2.3 for compliance.</p> <p>2.6.2 If sufficient, proceed to the next step.</p>	None	10 Minutes	<i>Regional Director, Field Office CAR</i>
	<p>2.7 Acknowledge the receipt of the official response or feedback report and provide the status of the concern.</p>	None	5 Minutes	<i>Regional Director, Field Office CAR</i>

	2.8 Update the unified monitoring matrix and tag the status whether it is Responded-Closed, or Resolved-Closed	None	5 Minutes	<i>Regional Director, Field Office CAR</i>
<b>TOTAL</b>		<b>NONE</b>	<b>1 Hour and 10 Minutes, as prescribed by EO No. 6, s. 2016</b>  <b>Simple Transaction:</b> 3 working days, 72 hours <b>Complex Transaction:</b> 7 working days, 168 hours <b>Highly Technical Transaction:</b> 20 working days, 480 hours	

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

To address and provide an immediate effective response and resolution in all walk-in inquiries, requests for assistance, grievances, complaints, or feedback from the general public in compliance with Republic Act No. 11032: “An Act Promoting Ease of Doing Business and Efficient Delivery of Government Services, amending for the Purpose Republic Act No. 9485, otherwise known as Anti-Red Tape Act of 2007”. The aim is to ensure that we deliver prompt responses to clients until the issue is fully resolved or closed, ensuring that all walk-in interactions are handled with the utmost efficiency and responsiveness, thereby enhancing the overall experience for citizens seeking assistance.

<b>Office or Division:</b>	Anti-Red Tape Unit (ARTU)
<b>Classification:</b>	Simple, Complex, and Highly Technical
<b>Type of Transaction:</b>	Government-to-Citizens (G2C); Government-to-Government (G2G)
<b>Who may avail:</b>	Walk-in clients with inquiries, requests for assistance, or complaints directed to the Department of Social Welfare and Development (DSWD) may submit their concerns through the Public Assistance and Complaints Desk (PACD)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Client’s Information: (Name, Address, Telephone number, E-mail Address), and the complete details of concern in the accomplished Grievance Information Form  2. Referral Letter from the National Government Agencies (NGAs), Local Government Units (LGUs), and other concerned offices (if available)	Requesting Party

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit an inquiry, request, or grievance to the PACD Officer whether verbal or by filling out the Client's Transaction Form (CTF)	1.1 Receive the accomplished CTF.	None	5 Minutes	<i>Regional Director, Field Office CAR</i>
	1.2 Inquire about client issues with probing questions, following the verbatim script.	None	8 Minutes	<i>Regional Director, Field Office CAR</i>
	1.3 Get the client's consent to record the client's information/details of concern and encode them in the Integrated Grievance Redress Management System (IGRMS).	None	5 Minutes	<i>Regional Director, Field Office CAR</i>
	1.4 Assess the concern of the client and provide a suitable response/resolution: <b>1.4.1 For Simple Inquiry:</b> Provide a clear and concise response to the query. 1.4.1.1 If unsure, offer to find the information or direct them to the Office concerned. 1.4.1.2 If the query has multiple possible solutions, present the available solutions to the client and explain the pros and cons of each option if necessary. 1.4.1.3 Ask if the client has any further questions or if he/she needs additional clarification.	None	20 Minutes a. Simple Transaction (three (3) working days)  b. Complex Transaction (seven (7) working days)  c. Highly Technical Transaction (twenty (20) working days)	<i>Regional Director, Field Office CAR</i>

	<p><b>1.4.2 For Complex and Highly Technical Concerns:</b>          Contact/ coordinate with the concerned Office, Bureau, Service, or Unit (OBSU).</p> <p>1.4.2.1 Refer the client either through the accomplished CTF or via phone call to the concerned OBSU.</p> <p>1.4.2.2 Provide the appropriate response, which the attending PACD Officer can either relay to the client or deliver directly via phone.</p>			
	<p>1.5 After the client has been responded to, update the IGRMS or monitoring tool and tag it as responded/resolved (whichever is applicable).</p>	None	5 Minutes	<i>Regional Director, Field Office CAR</i>
	<p>1.6 Encode the results of the survey in the CSMS database as a means of verification.</p>	None	5 Minutes	<i>Regional Director, Field Office CAR</i>
<b>TOTAL</b>	<b>NONE</b>	<p><b>48 minutes, as prescribed by EO No. 6, s. 2016</b></p> <p><b>Simple Transaction:</b> 3 working days, 72 hours  <b>Complex Transaction:</b> 7 working days, 168 hours  <b>Highly Technical Transaction:</b> 20 working days, 480 hours</p>		

## PANTAWID PAMILYANG PILIPINO PROGRAM DIVISION

### 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 Standard Operating Procedure only covers walk-in transactions.

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

<b>Office or Division:</b>	Pantawid Pamilyang Pilipino Program (4Ps) Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	4Ps Beneficiaries and General Public			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. 4Ps ID or 1 valid ID (Original Copy), Any Proof of grievance, if available		4Ps ID: City or Municipal Operations Office (C/MOO) for 4Ps beneficiary  Valid ID: Any government office responsible for the issuance of valid ID for non-4Ps beneficiary		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to the 4Ps Assistance Desk, and provide details about the grievance. Present the 4Ps ID for 4Ps beneficiary or 1 valid ID for non-4Ps, for verification of identity.	1.1 Verify the identity of the client and assess/ evaluate the received complaint. 1.2 If the client is a beneficiary or a former beneficiary, check the status of the concerned beneficiary in the Pantawid Pamilya Information System (PPIS).  <b>Note:</b> Refer to the <i>Grievance Redress</i>	None	10 minutes	<i>PDO V/ Chief,</i> 4PS Division

	<i>System Field Manual for guidance on the intake of grievances.</i>			
	<p>1.3 Encode the transaction correctly and completely in the GRS Information System.</p> <p><b>Note:</b> <i>For instances when the GRS Information System is inaccessible, the staff may use the Client Assistance Form for the grievance intake.</i></p>	None	5 minutes	<i>PDO V/ Chief, 4PS Division</i>
	1.4 Depending on the type of grievance, check supporting documents provided, if available.	None	2 minutes	<i>PDO V/ Chief, 4PS Division</i>
	<p>1.5 Assess all the data and information available and discuss with the client the findings and next steps to take.</p> <p>1.5.1 If all information is readily available to resolve the case, resolve the grievance and provide feedback to the client. and proceed to step 3.1.</p> <p>1.5.2 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>	None	15 minutes	<i>PDO V/ Chief, 4PS Division</i>

	<p>1.5.3 Print and provide a copy of the encoded transaction to the client.</p> <p><b>Note:</b> <i>For instances when the GRS Information System is inaccessible, the client will be given an acknowledgment receipt found at the bottom of the Client Assistance Form.</i></p>			
2. Wait for the updates on the status of the grievance.	<p>2.1 Endorse the case to the concerned office (DSWD Field Office, and/or OBSU), through email notification, for processing and updating of the transaction in the GRS Information System (GIS), reflecting the actions taken by the concerned office within three (3) working days.</p>	None	4 hours	<i>PDO V/ Chief, 4PS Division</i>
	<p>2.2 Monitor the status of the transaction and check for updates from the concerned office in the GRS Information System.</p>	None	2 days, 3 hours and 18 minutes	<i>PDO V/ Chief, 4PS Division</i>
3. Receive update or feedback on the status of the grievance.	<p>3.1 Provide the client an update or feedback about the status of the case.</p> <p><b>Note:</b> <i>For cases that are not immediately resolved upon intake, and are referred to other offices for appropriate action, provide feedback either through text messaging or phone</i></p>	None	5 minutes	<i>PDO V/ Chief, 4PS Division</i>

	<i>call. For instances when the clients did not provide contact information, the provision of feedback may be coursed through the assigned City/Municipal Link.</i>			
	3.2 Update the status of the case in the GRS Information System.	None	5 minutes	<i>PDO V/ Chief, 4PS Division</i>
<b>TOTAL</b>	<b>If the grievance is resolved outright</b>	<b>None</b>	<b>42 minutes</b>	
	<b>If the grievance is referred to the concerned office (DSWD Field Office, and/or OBSU) for resolution and feedback is provided to the client</b>	<b>None</b>	<b>3 days</b>	

## POLICY AND PLANS DIVISION

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

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

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

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

<b>Office or Division:</b>	Policy Development and Planning Section (PDPS)	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2C - Government to Citizen G2G - Government to Government	
<b>Who may avail:</b>	External researchers (e.g., students, academe, other government agencies including members of other branches of government, local and international organizations or research institutions, and other independent researchers, including DSWD personnel researching to pursue higher academic education) who intend to conduct research studies related to or involving the DSWD.	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>If request shall not undergo Research Protocol:</b>		
1. Request letter (1 copy)		Researcher
2. Research instruments and/or Data gathering tools, if applicable (1 copy)		Researcher
<b>If the request shall undergo Research Protocol:</b>		
1. Request letter (1 copy)		Researcher
2. Research Request Form (1 copy)		PDPS
3. Research Brief (1 copy)		PDPS
4. Research Instruments and/or Data Gathering Tools (1 copy)		Researcher
5. Informed Consent Forms (1 copy)		Researcher
6. Data Privacy and Consent Form (1 copy)		PDPS

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request letter and/or the research request documents	1.1 Receive the request letter addressed to the Regional Director / PPD Chief / PDPS Section Head and/or the research request documents and ensure the details are encoded in the office's document tracking / monitoring system, and the researcher is furnished with a receiving copy of the request letter. 1.2 Orient the researcher on the process and provide them copies of the printed / digital Information, Education and Communication (IEC) Materials and Citizen's Charter detailing the process flow and requirements 1.3 If the request is received through email, reply and acknowledge receipt with attached digital leaflets / IEC materials and Citizen's Charter showing the process flow and requirements. 1.4 Endorse to the Division Chief or Policy Development and Planning Section Head for assignment and	None	2 hours	<i>Regional Director, Field Office CAR</i>

	further instructions (if any) to the concerned technical staff.			
	<p>1.5 Review the request and assign it to available Technical Staff.</p> <p>1.6 Request for secondary data will be coursed through the DSWD FOI Portal or FOI Receiving Officer and will be forwarded to the concerned OBSU/ODSU. For non-confidential information falling within the PDPB's scope, the request will be forwarded to the relevant division without the need for CSMS administration.</p>	None	4 hours	Head, PDPS
	<p>1.7 Review the request and assess if it shall undergo research protocol using the <i>Checklist for Reviewing Research</i>.</p> <p>1.7.1 If the request needs to secure a Data Sharing / Non-Disclosure Agreement (DSA/NDA), endorse to the concerned OBSU and their Compliance Officer for Privacy (COP) for review and onward facilitation of DSA / NDA.</p> <p>Note: The DSA/NDA can be processed</p>	None	2 hours	Head, PDPS

	<p>alongside research approval, but data gathering will not commence until the DSA/NDA is approved, even if the research request has been approved.</p> <p>1.7.2 If the request will undergo research protocol, check for completeness of submitted requirements.</p> <p>1.7.2.1 If requirements are incomplete, disapprove the request and inform the researcher of the decision, including the list of missing requirements. If the researcher resubmits with complete requirements, the request will be treated as a new transaction and will return to Step 1 of the process.</p>			
	<p>1.7.3 If the request will not undergo research protocol, endorse the researcher to the concerned DSWD OBSUs using the <i>Endorsement of Research Request Form</i>. Copy furnish the researcher.</p>	None	4 days <i>(only for requests that will not undergo research protocol)</i>	<i>Head, PDPS</i>
	<p>1.8 For requests with complete documentary requirements, proceed to the review of the research request in</p>	None	7 days	<i>Head, PDPS</i>

	<p>consultation with the concerned OBSUs / ODSUs using the <i>Research Review Checklist for External Research Requests</i>.</p> <p>1.9 Receive the comments / inputs and recommendations from other offices.</p>			
	<p>1.10 Assess if the request shall be recommended for approval.</p>	None	1 day	Head, PDPS
	<p>1.10.1 If recommended for approval, prepare recommendation for approval using the <i>Outline Memorandum of Recommendation on the Research Request</i> for review and initials of the PDPS Head and approval of the PPD Chief. This shall include the consolidated recommendations from the FOs.</p> <p>1.10.2 If not recommended for approval, communicate the decision to the researcher using the <i>Letter to Researcher re: Decision on Research Request</i> and inform them of relevant revisions that are needed to be made. Two (2) days will be given to the researcher to officially respond,</p>	None	1 day	Head, PDPS

	<p>through a letter or email, if they will continue or terminate their request.</p> <p>1.10.2.1 If pursuing the request, ask the researcher to submit a revised proposal based on DSWD's comments then go back to Step 1.10. Note that the tracking of hours / days will pause and only resume once it reaches Step 1.10.</p>			
	<p>1.11 Approve / disapprove request based on recommendations</p> <p>1.11.2 If approved, inform the researcher and endorse them to the concerned FOs.</p> <p>1.11.2.1 Coordinate with the concerned office where the research request was endorsed and assist the researcher in matters related to conduct of data gathering activities.</p> <p>1.11.3 If not approved, go back to Step 1.10.2. (Continuation or Termination of Request)</p>	None	2 days	Chief, Policy and Plans Division (PPD)
<b>TOTAL</b>		None	<b>5 days (non-protocol); 12 days (protocol)</b>	

## PROMOTIVE SERVICES DIVISION

### 1. Provision of Livelihood Assistance for SLP Referred Individual and Walk-in Clients

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

<b>Office or Division:</b>	Sustainable Livelihood Program - Regional Program Management Office (SLP -RPMO)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C – Government to Citizens G2G – Government to Government			
<b>Who may avail:</b>	All Qualified Referred and Walk-In Program Participants			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
One (1) Photocopy of any valid identification of the participant applying for Livelihood Assistance Grants		Government Agencies issuing identification cards such as SSS, Philhealth, PAG-IBIG, LTO, DFA, PRC, COMELEC, NBI and others.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Attend the SLP Orientation conducted by the PDO and decide whether to continue with the application for livelihood assistance.  <b>Note: The client may opt to waive at any stage/step of their application.</b>	1.1 Conduct a brief Sustainable Livelihood Program (SLP) Orientation to the client/s covering the general description of SLP, its Program Tracks, Modalities, and Eligibility Requirements. 1.1.1 After the orientation, the PDO shall ask the client if they want to proceed with the application for livelihood assistance. If <b>YES</b> , proceed to <b>step 2.1</b> . 1.1.2 If the client will <b>NOT</b> proceed with the application, the client shall sign the SLP Waiver Form. <b>Note: The client may opt to waive at any</b>	None	20 Minutes	<i>Project Development Officer, SLP RPMO</i>

	<p><i>stage/step of their application.</i></p> <p>1.2 If the client/s directly applies or initiates his/her application for livelihood assistance via email or letter (hard copy), the PDO shall proceed to <b>Sub-step 1.2.1.</b></p> <p>1.2.1 Check and review the completeness of the client's information as necessary and validate lacking information, if any.</p> <p>1.2.2 If the client's information is <b>COMPLETE</b>, proceed to <b>step 5.1.</b></p> <p>1.2.3 If the client's information is <b>INCOMPLETE</b>, the request shall be reverted to the client. However, the PDO shall try to exert efforts to get the client's details, to wit:</p> <p>1.2.4 If only a <b>contact number is provided</b>, the PDO shall call the client. However, if three (3) attempts of call to the client in every two hours, and still no responses, the request shall then be <b>reverted to the client</b> through a memo or letter for <b>closure of the application.</b></p>		6 Hours	
<p>2. Participate in the SLP Eligibility Assessment and provide complete and accurate</p>	<p>2.1 Administer the SLP EAPF and cross-match the client to the SLP Database and to determine if eligible or not to receive</p>	None	1 Hour	<p><i>Project Development Officer, Promotive Services Division</i></p>

<p>personal information for validation.</p>	<p>interventions from SLP.</p> <p>2.1.1 For clients <b>FOUND</b> in the SLP Database and were <b>served by the program less than 5 years</b> from the time they received grant from the program, the PDO shall endorse the client to other internal/external stakeholders in their locality.</p> <p>2.1.2 For clients <b>FOUND</b> in the SLP Database and were served by the program <b>more than 5 years ago</b> and those that are <b>NOT FOUND</b>, the PDO shall continue to administer the SLP SLP-EAPF (Parts 4-5) to determine the client's eligibility to receive interventions from the program.</p> <p>2.1.3 The PDO shall inform the client of the result of the assessment conducted using the SLP EAPF</p> <p>2.1.4 For clients that are <b>QUALIFIED</b> based on the SLP Eligibility Assessment and Profile Form, the client's documents shall be endorsed to the Provincial Office for the conduct of Social Preparation Stage.</p> <p>2.1.5 For clients that are <b>NOT QUALIFIED</b> based on the SLP Eligibility Assessment</p>			
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	<p>and Profile Form, the PDO shall endorse the client to other internal/external stakeholders in their locality for other interventions.</p> <p><b>Note:</b> <i>FOs with Island Municipality/ies or Geographically Isolated and Disadvantaged Areas (GIDA), validation may exceed the prescribed timeline due to the distance and travel time.</i></p>			
3. Allow basic information to be recorded in the SLP Information System (SLP-IS)	3.1 The PDO shall encode the basic information of the <b>QUALIFIED</b> client/s to the Sustainable Livelihood Program Information System (SLP IS).	None	5 Minutes	<i>Project Development Officer, SLP RPMO</i>
4. Receive SLP Reference Slip and listen to instructions about the next steps in application.	4.1 Once complete, the PDO shall issue the SLP Reference Slip and inform the client on the next step of the application.	None	5 Minutes	<i>Project Development Officer, SLP RPMO</i>
5. Wait for the call/email/text or personal visit of the IPDO from the SLP Provincial Office.	<p>5.1 The PDO shall draft the endorsement memorandum/letter addressed to the Provincial Coordinator for further conduct of the Social Preparation Stage.</p> <p>5.1.1 The draft endorsement memorandum/letter shall be forwarded to the SLP Regional Program Coordinator (RPC) for review and initial approval.</p> <p>5.1.2 If approved, proceed to <b>step 6.</b></p>	None	1 Day	<i>Project Development Officer, SLP RPMO</i>

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



	<p>shall return it to PDO for necessary revision and return it to PC.</p> <p>7.1.2 Once the MP is approved at the PC level, The PC shall endorse the digitized MP through PGD, along with its attachments, to the RPC for review and approval. Proceed to step 7.2.</p>			
	<p><b>7.2 Project Proposal Review at the Regional Level</b></p> <p>7.2.1 The RPC shall review the MAF and MP endorsed by PC through PGD.</p> <p>7.2.2 Once approved, the RPC shall notify the PC and PDO to print the MP and subsequently forward the same together with all the original documents.</p> <p>7.2.3 The RPC shall endorse the MP, Certificate of Accreditation (CoA), if applicable (example for Sustainable Livelihood Program Association [SLPA]), and the Endorsement Letter to the Regional Director (RD)/Minister.</p> <p><b>Note:</b> <i>Opening of Bank Account of Individual program participant is Optional.</i></p>	None	4 Days	<i>Regional Program Coordinator, SLP</i>
	<p><b>7.3 Project Proposal Approval by the RD/Minister</b></p> <p>7.3.1 The RD/Minister shall approve and sign the MP, CoA (if SLPA) and</p>	None	1 Day	<i>Regional Director, Field Office CAR</i>

	<p>Endorsement Letter to the bank.</p> <p>7.3.2 Once approved, the Regional Monitoring and Evaluation for Finance (RMEF) shall update the PGD and inform the PC, PME0, and PDO of the status of the MP.</p> <p><b>Note:</b> <i>The succeeding SLP processes will be subjected to the availability of Funds.</i></p>			
	<p><b>7.4 Processing of Project Proposal at the FMD - (Budget, Accounting, and Cash) for Funding.</b></p> <p>Upon receipt of the approved MP and its attachments – Disbursement Voucher (DV) and Obligation Request and Status (ORS) from the RD/Minister or his/her authorized officer, the FMD of the FO obligates the request and prepares the cheques/Automatic Debit Arrangement (ADA).</p> <p><b>Note:</b> <i>The Budget, Accounting, and Cash Sections <b>shall only ensure the completeness</b> of the following documents. Approved MP, CoA (if applicable) and photocopy of Passbook/ADA (for SLPAs), DV, and ORS</i></p> <p><b>Budget Section:</b></p> <p>7.4.1 Once the Budget Section has validated</p>	None	3 Days	<p><i>Budget Officer, Budget Section</i></p> <p><i>Accounting Officer, Accounting Section</i></p> <p><i>Cashier, Cash Section</i></p>

	<p>the completeness of the documents, the Budget Officer must sign the approved ORS.</p> <p>7.4.2 The Budget Section, through the mainstreamed SLP Administrative Assistant (AA), must transmit the same document to the Accounting Section after approval and update the status of MP in the PGD.</p> <p><b>Accounting Section:</b></p> <p>7.4.3 Once the Accounting Section has validated the completeness of the documents, the Regional Accountant must process and approve the DV.</p> <p>7.4.4 The Accounting Section, through the SLP Mainstreamed Administrative Assistant, must then transmit the approved voucher to the Office of the RD/Minister or his/her authorized officer for the approval of Box D of the DV.</p> <p>7.4.5 Once approved, the documents will be forwarded to the Cash Section for the preparation of cash/cheque/ADA and update the status of the MP in the PGD.</p> <p><b>Cash Section</b></p> <p>7.4.6 Once the Cash Section has verified the approved DV, it must prepare, process, and approve</p>			
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	<p>the cash / cheques /ADA.</p> <p>7.4.7 The mainstreamed SLP Administrative Assistant must update the status in the PGD and constantly coordinate with the RMEF on the schedule of release of cash/cheque/ADA.</p>			
	<p>7.5 Once the schedule of releasing is specified, the RMEF shall inform / notify the PC and the PDO.</p>	None	5 Minutes	<i>Regional Monitoring and Evaluation Officer for Finance, SLP</i>
8. Attend the Financial Education session conducted by the PDO before receiving the grant.	<p>8.1 Conduct of Financial Education</p> <p>The PDO shall conduct a Financial Education session to the program participant/s before the release of grants.</p>	None	1 Day	<i>Project Development Officer, SLP</i>
9. Receive livelihood assistance grant.	<p>9.1 Release of Grants</p> <p>9.1.1 Individual program participants under the MD Track. The Seed Capital Fund (SCF) must be directly released to individual program participants through a cheque or cash from the Cash Section or authorized Special Disbursing Officers (SDOs) (for cash) or ADA following existing government auditing and accounting rules and procedures.</p> <p>9.1.2 Individual program participants under the Employment Facilitation (EF) Track. The Skills Training Fund (STF) and Employment Assistance Fund</p>	None	1 Day	<i>Special Disbursing Officer/ Project Development Officer/ Regional Program Coordinator/ Program Coordinator, SLP</i>

	(EAF) must be directly released to individual program participants through a cheque or cash from the Cash Section or SDO for cash or ADA following existing government auditing and accounting rules and procedures.			
10. Sign the Grant Acknowledgment Receipt (GAR) upon receiving the grant.	10.1 The client / program participant shall sign the GAR.	None	5 Minutes	<i>Project Development Officer, SLP</i>
	10.2 Once done, the PDO shall request the client to accomplish the CSMF.	None	5 Minutes	<i>Project Development Officer, SLP</i>
	10.3 The PDO shall encode the project information status of the program participant in the SLP IS.	None	5 Minutes	<i>Project Development Officer, SLP</i>
<b>TOTAL</b>		<b>None</b>	<b>20 Days</b>	

## PROTECTIVE SERVICES DIVISION

### 1. Auxiliary Social Services to Persons with Disabilities

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

<b>Office or Division:</b>	Community-Based Services Section (CBSS)			
<b>Classification:</b>	Simple/ Complex			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Filipino Children and Persons with Disabilities			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b><i>Provision of Assistive Devices</i></b>				
1. Identification Card of Persons with Disability or any government issued ID	Client			
2. Request letter	Client			
<i>*Provision of the assistance is still based on the record of availments of the client and assessment of Social Worker.</i>				
<i>*Documents are still subject for verification and additional documents may be required depending on the case.</i>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit their complete requirements	<b>For walk-in clients</b> 1.1 Social Worker of the Program Focal Person shall receive and review the required documents.	None	5 minutes	Head, CBSS
2. Interview of the Client	2.1 Interview and assessment of Persons with Disability needs	None	20 minutes	Head, CBSS
	2.2 Decide what services can be provided to the client.	None	10 minutes	Head, CBSS

	2.3 For AICS,SLP, or other agencies, FO Social Worker/ Focal Person shall provide referral letter or endorsement to CIS or SWADT.	None	10 minutes	Chief, Protective Service Division (PrSD)
	2.4 Approval of the referral letter.	None	2 days	Regional Director, Field Office CAR
3. Receive the approved Referral Letter	3.1 Release of endorsement letter to appropriate office/ agency.	None	5 minutes	Head, CBSS
<b>TOTAL</b>		<b>NONE</b>	<b>2 days and 50 minutes</b>	

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

The Assistance to Individuals in Crisis Situations (AICS) program is a Social Protection Program designed as a social safety net and stop-gap measure to provide immediate support to individuals and families facing unforeseen financial crises. It aims to improve the well-being of vulnerable and needy populations while aligning with the agency's broader mission of promoting social welfare. The program ensures that vulnerable sectors receive the necessary assistance by addressing urgent medical needs, providing food and transportation support, and offering financial aid for funeral expenses, psychosocial support, and referrals to other relevant programs or institutions.

This assistance is provided through the Crisis Intervention Unit (CIU) at the Central Office, the Crisis Intervention Section (CIS), Social Welfare and Development (SWAD) offices, Satellite Offices, and Malasakit Centers across all regions.

<b>Office or Division:</b>	Crisis Intervention Section, SWAD Satellite Offices, Malasakit Centers	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C- Government to Citizen	
<b>Who may avail:</b>	Indigent, marginalized, and vulnerable, and/or disadvantaged individuals and families, including those facing active crises, may receive assistance based on the Social Worker's assessment.  This includes financially incapacitated individuals who are facing significant challenges and require immediate intervention.	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
Two (2) photocopies of any of the following valid government-issued identification cards (ID) of the client/ person to be interviewed ( <i>original copy of ID must be presented during assessment</i> )		
PhilSys ID		Philippine Statistics Authority

UMID ID, SSS or GSIS ID	Social Security System or Government Service Insurance System
Philhealth ID	Philippine Health Insurance Corporation
PRC ID	Professional Regulation Commission (PRC)
OWWA ID or OFW ID	Overseas Workers Welfare Administration (OWWA)
DOLE ID	Department of Labor and Employment
Voter's ID or Voter's Certification	Commission on Election
Postal ID	Post Office
Philippine Passport	Department of Foreign Affairs
NBI Clearance	National Bureau of Investigation (NBI)
4Ps ID Oplan Pag-abot ID	Department of Social Welfare and Development (DSWD) signed by the current Secretary
PWD ID Solo Parent ID City or Municipal ID Office of Senior Citizen Affairs (OSCA) ID	Local Social Welfare and Development Office (LSWDO) / Municipal Social Welfare and Development Office (MSWDO)
Police Clearance	Police Station
Barangay ID	Barangay Hall
In exceptional cases or circumstances caused by natural or human-induced disasters, where the beneficiary cannot present any valid ID, a justification with the beneficiary/beneficiaries' actual photo captured by the DSWD social worker and an explanation of the absence of a valid ID will be accepted as sufficient documentation. This measure ensures that individuals facing legitimate constraints still have the opportunity to access the assistance they need.	DSWD Social Worker
Signed Authorization Letter (if applicable; not required if the client representing the beneficiary is an immediate family member)	Beneficiary of assistance, except for those who do not have the capacity to act or are below 18 years old (minor), particularly for medical, funeral, or educational assistance.
<b>TRANSPORTATION ASSISTANCE</b>	
One (1) original or certified true copy and one (1) photocopy for other supporting document/s, such as, but are not limited to:	
Police Blotter/Certification ( <i>1 original copy</i> ) or	Police Station
Medical Certificate or Clinical Abstract or Discharge Summary with full name, license number, and signature of the attending physician with remarks "Fit to Travel" ( <i>1 original or certified true copy</i> ) or	Hospitals or clinic
Release Order from Jail in the Philippines ( <i>1 original copy</i> ) or	Bureau of Jail Management and Penology (BJMP)
Court Order or Subpoena ( <i>1 original copy</i> ) or	Trial Court/National Bureau of Investigation
Death Certificate ( <i>1 certified true copy</i> )	Civil Registry Office

Social Case Study Report/Social Worker Assessment	Registered Social Worker
<b>MEDICAL ASSISTANCE</b>	
Basic Requirements:  1. Medical Certificate or Clinical Abstract or Discharge Summary or Alagang Pinoy Tagubilin Form or Certificate of Confinement with diagnosis, complete name, license number, signature of attending physician, issuance date valid within three months ( <i>1 original or certified true copy</i> )	Medical records of the Hospital or Clinic or Clinic of the Attending Physician
<b>FOR MEDICINE/ HOSPITAL BILL</b>	
1. Temporary Bill, Final Hospital Bill, or Statement of Account with the complete name and signature of the billing clerk (For clients with patients still admitted, statement of account or temporary bill should reflect a billing date issued within 1–2 days at the time of application) ( <i>1 original or certified true copy</i> )	Billing Office of the Hospital Credit and Collection Office of the Hospital
2. Social Case Study Report or Case Summary with issuance date valid within three months, complete name, license number, and signature of social worker ( <i>1 original or certified true copy</i> )	Registered Social Worker in public or private practice, DSWD, LSWDO/ CSWDO, NGO, Medical Social Service, among others
3. Additional Requirement if the patient is discharged from the hospital  Certificate of Balance or Promissory Note with due date of payment, complete name, and signature of credit and collection officer or billing clerk ( <i>1 original or certified true copy</i> )	Billing Section or Credit and Collection Office of the Hospital
<b>FOR MEDICINE/ASSISTIVE DEVICE</b>	
1. Prescription or request of assistive device with complete name, license number, and signature of attending physician, issuance date valid within three months ( <i>1 original or certified true copy</i> )	Attending Physician from a hospital or clinic.
2. Official Price Quotation for assistive device with full name and signature of issuing officer, issuance date valid within three months ( <i>1 original copy</i> )	Service Provider
3. Social Case Study Report or Case Summary with complete name, license number, and signature of social worker ( <i>1 original or certified true copy</i> )	Registered Social Worker in public or private practice, particularly from DSWD, LSWDO/ CSWDO, NGO, and Medical Social Service, among others

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

and signature of the service provider, as well as the complete name and signature of the client, issuance date valid within three months <i>(1 original or certified true copy)</i>	
<b>FUNERAL ASSISTANCE FOR TRANSFER OF CADAVER</b>	
Basic Requirements: 1. Death Certificate or Certification from the Imam/Tribal Chieftain <i>(1 certified true copy)</i> 2. Transfer Permit for a cadaver <i>(1 original or certified true copy)</i>	City or Municipal Hall (Civil Registry Office), hospital, funeral parlor, tribal chieftain, or Imam.
<b>EDUCATIONAL ASSISTANCE</b>	
Basic Requirements: 1. Valid ID of the parent/guardian/relative if representing the minor student, or the student's Valid ID if of legal age (1 photocopy) 2. School ID or 3. Enrollment Assessment Form or Certificate of Enrollment Registration Form signed by school authority (1 original or certified true copy) or 4. Statement of Account (1 original or certified true copy)	School Registrar or Concerned Office where the beneficiary is enrolled
<b>FOOD ASSISTANCE</b>	
Basic Requirements: 1. A Barangay Certificate of Residency or Certificate of Indigency with an issuance date valid within three months may be required to confirm the client's need for assistance. <i>(1 original copy)</i>	Barangay Hall, where the client is presently residing
2. Medical Certificate or Clinical Abstract or Discharge Summary or Alagang Pinoy Tagubilin Form or Certificate of Confinement with Diagnosis and complete name, license number, and signature of attending physician, issuance date valid within three months <i>(1 Original or Certified true copy)</i>	The hospital where the beneficiary is currently admitted
3. Any Valid ID <i>(1 photocopy)</i>	
4. Social Case Study Report/Social Worker Assessment	Registered Social Worker
<b>CASH RELIEF ASSISTANCE</b>	
Depending on the circumstances:	Bureau of Fire Protection or Philippine National Police

a. For Fire Victims: Police Report or Bureau of Fire Protection Report				
b. Barangay Certification	Barangay Hall			
c. For Distressed OFWs: Passport, Travel Document/s, certification from OWWA, DMW, or the Barangay	Overseas Workers Welfare Administration or Department of Migrant Workers, or Barangay			
d. For Rescued Client: Certification from a social worker or Case manager of the rescued client.	Local Social Welfare and Development Office or other social welfare agencies			
e. For victims of Online Sexual Exploitation: Police Blotter and social workers certification for the victims of online sexual exploitation of children	Local Social Welfare and Development Office or other social welfare agencies			
f. For locally stranded individuals (LSI): LSI without valid IDs, a Travel Authority issued by the Philippine National Police will suffice and be accepted to prove his or her identity.	Police Station			
For all other incidents:	Barangay Hall, where the client is presently residing			
a. Barangay Certificate of Residency or Certificate of Indigency is in need of assistance as well as other documents from legal authorities or regulating agencies, as may be applicable, such as but not limited to:				
b. Police Report or Blotter,	Police Station			
c. Spot report from the AFP or PNP Joint AFP-PNP Intelligence Committee (JAPIC) certificate	AFP or PNP			
d. Certification of death	Office of Civil Registry			
e. Family Access Card in Emergencies and Disasters (FACED)	Certificate from the LDRRMO or Local Government Unit (LGU)			
f. Medico-legal certification	Hospital or clinic duly signed by a Licensed Physician			
<b>MATERIAL ASSISTANCE</b>				
For Individual:	As stated in the checklist of requirements			
1. Any Valid ID of the client or authorized representative (1 photocopy)				
For Group:	Registered Social Worker in public or private practice, particularly from DSWD, LSWDO/CSWDO, NGO, Medical Social Service, among others			
1. Any Valid ID of the client or authorized representative (1 photocopy)				
2. Social Case Study Report				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure a queuing	1.1 Issue a queuing number, provide	None	10 minutes	Head,

number and fill out the information sheet	forms, and direct the client to the appropriate service lane (priority, special, guarantee letter, or regular).		(Cash Outright)  10 minutes (Guarantee Letter)	CIS/SWAD Offices
2. Validation, interview, and assessment	2.1 Validate the client's records, cross-matching in the system or database to check the frequency of availment.	None	50 minutes (Cash Outright)	<i>Head,</i> CIS/SWAD Offices
	2.2 If the client meets the allowable frequency of availment, the Social Worker shall proceed to interview and assessment.		1 Hour (Guarantee Letter)	
	2.3 If the documentary requirements are incorrect, incomplete, or invalid, the Social Worker shall notify the needed documentary requirements and issue a compliance slip.  If the client is found to be ineligible, the Social Worker shall inform the client and provide a clear, concise explanation for the denial of the request If found to be eligible, the Social Worker shall determine the appropriate type and amount of assistance.			
	2.4 Advise the client to proceed to the corresponding releasing area upon completion of the			



This mechanism isn't just about referrals; it also aims to ensure timely access to quality services for PLHIV and to facilitate vital coordination among service providers. Beyond this, as part of its comprehensive psychosocial care and support services and in accordance with Section 36 of RA 11166, the DSWD, through its Field Offices, provides various forms of economic assistance. This includes aid for education, livelihood, burial/funeral, transportation, medical needs, and food. These interventions are specifically designed for PLHIV and their families who require social welfare and development support. The direct provision of this assistance is critical in mitigating the impact of HIV and AIDS on affected individuals and their families, ultimately assuring their well-being and contributing significantly to the national government's overall response to HIV and AIDS.

<b>Office or Division:</b>	Community-Based Services Section (CBSS)	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C - Government to Citizen	
<b>Who may avail:</b>	Persons-living with HIV and their affected families	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	One (1) valid identification card of the client/ person to be interviewed;	-
	PhilSys ID	Philippine Statistics Authority
	UMID ID, SSS or GSIS ID	Social Security System or Government Service Insurance System
	Philhealth ID	Philhealth
	Driver's License	Land Transportation Office
	PRC ID	Professional Regulation Commission
	OWWA ID	Overseas Workers Welfare Administration
	DOLE ID	Department of Labor and Employment
	PAG-IBIG ID	Pag-IBIG Fund
	Voter's ID or Voter's Certification	Commission on Elections (ComElec)
	Postal ID	Post Office
	Philippine Passport	Department of Foreign Affairs
	NBI Clearance	National Bureau of Investigation
	4Ps ID	Department of Social Welfare and Development
	PWD ID	Local Government Unit
	Solo Parent ID	Local Government Unit
	City or Municipal ID	Local Government Unit
	Barangay ID	Barangay Local Government Unit
	Office of Senior Citizen Affairs (OSCA ID)	Local Government Unit
	Police Clearance	Police Station
	or any government-issued ID preferably with validity date, and picture and signature of the client.	Government Office
	In extremely justifiable circumstances, a Barangay Certification certifying the identity	Barangay Local Government Unit

of the client may be presented in lieu of an Identification Card.	
Signed Authorization Letter (if applicable)	Beneficiary of Assistance, except for those who cannot act or are below 18 years old
Medical Abstract/Certificate	Designated Treatment Hub / HIV Primary Care Facility; Hospital, Accredited Medical Facility
Referral Letter	Local Social Welfare and Development Office; Local Government Unit; Treatment Hub; Primary Health Care Facility; Registered Social Worker from a Non-government organization (NGO); Civil Society Organization (CSO) where the client's case is
<b>TRANSPORTATION ASSISTANCE</b>	
<p>1. Original and one (1) photocopy of supporting document/s such as, but are not limited to, Medical Certificate, Death Certificate, and/or Court Order or Subpoena</p> <ul style="list-style-type: none"> <li>- Police Blotter</li> <li>- Medical Abstract;</li> <li>- Court Order or Subpoena</li> <li>- Death Certificate.</li> </ul>	<p>Police Station; Hospitals or Clinic - Court -; and Civil Registry</p>
<b>MEDICAL ASSISTANCE FOR HOSPITAL BILL</b>	
<p>1. One (1) Original and/or Certified True Copy of Medical Certificate or Clinical Abstract or Discharge Summary issued within three (3) months and with the following information:</p> <ul style="list-style-type: none"> <li>(i) final diagnosis; and</li> <li>(ii) complete name, license number, and signature of the Physician</li> </ul>	<p>Medical records of the hospital clinic, or the Attending Physician</p>
<p>2. One (1) original and one (1) photocopy of Hospital Bill or Statement of Account (with outstanding balance) indicating the complete name and signature of the Billing Clerk; or Certificate of Balance and Promissory Note signed either by the Credit and Collection Officer or Billing Clerk.</p>	<p>Statement of Account - Billing Office of the hospital Certificate of Balance and Promissory Note - Credit and Collection Office</p>
<p>3. One (1) original copy of the Social Case Study Report or Case Summary.</p>	<p>Registered Social Worker, whether from public or private practice, from any of the following:</p> <ul style="list-style-type: none"> <li>- Department of Social Welfare and Development;</li> <li>- Local Social Welfare and Development Office;</li> <li>- Non-Government Organization; or</li> </ul>

	<ul style="list-style-type: none"> <li>- Medical Social Service.</li> </ul> <p>With RSW's complete name, PRC license number, and validity</p>
<b>MEDICAL ASSISTANCE FOR MEDICINE OR ASSISTIVE DEVICE (PRESCRIPTION)</b>	
<p>1. One (1) original and/or Certified True Copy of Medical Certificate or Clinical Abstract, or Discharge Summary issued within three (3) months and with the following information:</p> <ul style="list-style-type: none"> <li>(i) final diagnosis; and</li> <li>(ii) complete name, license number, and signature of the Physician.</li> </ul>	<p>Attending Physician or Medical records of the Hospital or Clinic of the Attending Physician</p>
<p>2. One (1) original and one (1) photocopy of prescription issued within three (3) months and with the following information:</p> <ul style="list-style-type: none"> <li>(i) date of issuance; and</li> <li>(ii) complete name, license number, and signature of the Physician.</li> </ul>	<p>Attending Physician from the hospital or clinic that issued the Medical Abstract/Certificate.</p>
<p>If the amount/cost of assistance being requested exceeds PhP10,000.00, the following shall be required as additional documentary requirements</p>	
<p>1. One (1) original and one (1) photocopy of the Quotation of Medicine or Assistive Device</p>	<p>Service Provider</p>
<p>2. One (1) original copy of a Social Case Study Report or Case Summary.</p>	<p>Registered Social Worker, whether from public or private practice, from any of the following:</p> <ul style="list-style-type: none"> <li>- Department of Social Welfare and Development;</li> <li>- Local Social Welfare and Development Office;</li> <li>- Non-Government Organization; or</li> <li>- Medical Social Service.</li> </ul> <p>With RSW's complete name, PRC license number, and validity</p>
<p>3. Referral Form (Letter)</p>	<p><i>If referred to DSWD:</i>          Referring agency (Service Delivery Network), such as but not limited to:</p> <ul style="list-style-type: none"> <li>- Treatment Hubs</li> <li>- Medical Social Service (Hospitals)</li> <li>- Local Social Welfare and Development Office; or</li> <li>- Non-Government Organization</li> </ul> <p><i>If to be referred by DSWD:</i></p>

	If the client needs to be referred to other programs and services within or outside the DSWD, such must be accomplished by the attending social worker, addressed to the receiving agency the client will be referred to
<b>MEDICAL ASSISTANCE FOR LABORATORY / DIAGNOSTIC PROCEDURE</b>	
1. One (1) original and/or Certified True Copy of Medical Certificate or Clinical Abstract issued within three (3) months and with the following information: (i) final diagnosis; and (ii) complete name, license number, and signature of the Physician.	Attending Physician from the hospital or clinic that issued the Medical Abstract/Certificate.
2. One (1) original and one (1) photocopy of laboratory requests/doctor's order issued within three (3) months and with the following information: (i) date of issuance; and (ii) complete name, license number, and signature of the Physician.	Attending Physician from the hospital or clinic that issued the Medical Abstract/Certificate.
If the amount/cost of assistance requested exceeds PhP10,000.00, the following shall be required as additional requirements	
1. One (1) original and/or photocopy of the Quotation of the Laboratory/Diagnostic Procedure)	Service Provider
2. One (1) original copy of Social Case Study Report or Case Summary.	Registered Social Worker, whether from public or private practice, from any of the following: <ul style="list-style-type: none"> <li>- Department of Social Welfare and Development;</li> <li>- Local Social Welfare and Development Office;</li> <li>- Non-Government Organization; or</li> <li>- Medical Social Service.</li> </ul> <p>With RSW's complete name, PRC license number, and validity</p>
<b>FUNERAL ASSISTANCE FOR FUNERAL BILL</b>	
1. One (1) original and/or one(1) Certified True Copy of Death Certificate or Certification from the Tribal Chieftain	City or Municipal Hall (Civil Registry Office), Hospital, Funeral Parlor, Tribal Chieftain or Imam
2. One (1) original copy of Promissory Note or Certificate of Balance or Statement of Account	Funeral Service Provider
3. One (1) original and/or Photocopy of the Funeral Contract	Funeral Service Provider
<b>EDUCATIONAL ASSISTANCE</b>	
1. One (1) original and/or photocopy of Validated School ID and Valid ID	School Registrar where the beneficiary is enrolled

<p>2. One (1) original and/or photocopy of any of the following:</p> <ul style="list-style-type: none"> <li>a. Enrolment Assessment Form; or</li> <li>b. Certificate of Enrolment; or</li> <li>c. Registration; or</li> <li>d. Statement of Account</li> </ul>	<p>School Registrar or Concerned Office where the beneficiary is enrolled</p>
<b>FOOD ASSISTANCE</b>	
<p>1. One (1) original and/or photocopy of Barangay Certificate or Residency or Certificate of Indigency, or Certificate that the client needs assistance, may be required, or a medical document as proof that the beneficiary is admitted</p>	<p>Barangay Hall where the client is presently residing The hospital where the beneficiary is currently admitted</p>
<b>CASH RELIEF ASSISTANCE</b>	
<p>Depending on the circumstances:</p> <ul style="list-style-type: none"> <li>a. <b>For Fire Victims:</b> One (1) original and/or photocopy of Police Report or Bureau of Fire Protection Report from the Bureau of Fire;</li> <li>b. <b>For Distressed OFs:</b> One (1) original and/or photocopy of Passport, Travel Document/s, certification from OWWA or the Barangay;</li> <li>c. <b>For Rescued Client:</b> One (1) original and/or photocopy of Certification from a social worker or Case manager from rescued clients.</li> <li>d. <b>For victims of Online Sexual Exploitation:</b> One (1) original and/or photocopy of Police Blotter and social worker's certification for the victims of online sexual exploitation of children</li> <li>e. <b>For Locally stranded individuals (LSI):</b> LSI without valid IDs – One (1) original and/or photocopy of the Medical Certificate or the Travel Authority issued by the Philippine National Police will suffice and be accepted to prove his or her identity.</li> </ul>	<p>Bureau of Fire or PNP Overseas Workers Welfare Administration or Department of Migrant Workers, or Barangay Local Social Welfare and Development Office or other social welfare agencies Local Social Welfare and Development Office or other social welfare agencies Police Station - Police Blotter Hospital or Clinic - Medical Certificate signed by the Registered Physician</p>
<p><b>For all other incidents:</b></p>	<p>Barangay Hall where the client is presently residing Police Station Armed Forces of the Philippines or Philippine National Police Office of the Civil Registry Certificate from the Local Disaster Risk Management Office; or Local Government Unit Hospital or Clinic signed by Licensed Physician</p>

1. One (1) original and/or photocopy of any of the following: Barangay Certificate of Residency; or Certificate of Indigency; or Certificate of the Client is in Need of Assistance as well as other documents from legal authorities or regulating agencies, as may be applicable such as but not limited to Police Report or Blotter, Spot report from the AFP or PNP, Joint AFP-PNP Intelligence Committee (JAPIC) certificate, Certification of death, Disaster Assistance Family Access Card (DAFAC); Medico-legal certification				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documents and fill out the prescribed forms	1.1 PLHIV Program Focal Person or the Alternate receives the client. 1.2 Provide the prescribed form to be filled out by the client. 1.3 If necessary, assist the client in accomplishing the Harmonized Intake Form	None	10 minutes	<i>Head, CBSS</i>
2. Attend an interview for assessment	2.1 Conduct an intake to identify the client's concern  <i>Action is based on either circumstance:</i>  2.1.1 The client is asking for an <b>informational service</b> : provide the necessary information and a copy of the checklist of requirements	None	15 minutes	<i>Head, CBSS</i>

	<p>2.1.2 The client is <b>availing the service:</b></p> <p>2.1.2.1 Receive and review documents presented by the client</p> <p>A. For referred clients:</p> <p>2.1.2.2 Check documentary requirements for needed assistance</p> <p>2.1.2.3 Ensure completeness of information</p> <p>B. For walk-in clients:</p> <p>2.1.2.4 Identify the assistance requested</p> <p>2.1.2.5 Review documentary requirements, ensuring completeness and compliance</p> <p>If supporting documents are incomplete and non-compliant, advise the client and provide a checklist.</p>			
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	<p>2.2 Conduct an assessment by verifying submitted documents and probing interview with the client</p> <p>2.2.1 Verify submitted requirements for veracity and authenticity:</p> <p>2.2.1.1 If a discrepancy is found, advise and explain to the client</p> <p>2.2.1.2 Provide checklist, as necessary, and ensure consistency of information on the documents and disclosed during the interview</p> <p>2.2.2 For referred clients, additional coordination with RefA may be conducted for confirmation</p>	None	15 minutes	<i>Head, CBSS</i>
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	<p>2.3 Recommend assistance to be provided to the client and facilitate disbursement or referral to other service providers</p> <p>2.3.1 If assistance may be directly provided:</p> <p>2.3.1.1 Prepare Certificate of Eligibility</p> <p>2.3.1.2 Attach all documents submitted and/or accomplished by the client</p> <p>2.3.2 If the client needs to be referred to other service providers</p> <p>2.3.2.1 Prepare Referral Letter</p> <p>2.3.2.2 Attach the necessary documents, if available</p> <p>2.3.2.3 Advise the client on how to use the referral</p>	None	30 minutes	<i>Head, CBSS</i>
<p>3. Wait for the approval of the assessment and the Social Worker's recommendation</p>	<p>3.1 The Social Worker completely facilitates the approval of the application for assistance and the release of assistance</p>	None	<p>If within the day, 30 minutes to 2 hours, depending on the amount of assistance</p>	<i>Head, CBSS</i>

	3.2 Designated Approving Officer reviews documents and initiates final approval of the Social Worker's recommendation;		being sought for  If not, within three (3) working days or, depending on the availability of funds and/or authorized approving officers, as well as the amount of assistance being sought for	<i>Head, CBSS</i>
	3.3 Preparation of vouchers by designated personnel;			<i>Head, CBSS</i>
4.a Receive Assistance	4.a.1 Confirm client's identity;	None		<i>Head, CBSS</i>
	4.a.2 Release the actual financial assistance to the client.  <i>Note: Ask the client to check the actual amount received.</i>		<i>Head, CBSS</i>	
4.b. Receive referral letter/form	4.b.1 <b>If the client will be referred to another program or agency</b> , explain to the client what to do and how to use the referral letter.		<i>Head, CBSS</i>	
<b>TOTAL</b>		<b>None</b>	<b>3 hours, 10 minutes</b>	

#### 4. Provision of Assistance to Solo Parents

The Philippines' government provides assistance to solo parents through the Expanded Solo Parents Welfare Act (Republic Act No. 11861). This law, which took effect in November 2022, expands upon the original Solo Parents' Welfare Act of 2000 (Republic Act No. 8972).

It aims to promote the rights and ensure social protection for the country's approximately 14 million solo parents.

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

<b>Office or Division:</b>	Community-Based Services Section (CBSS)
<b>Classification:</b>	Simple

<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Registered Solo Parents			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Valid Solo Parent Identification Card		Local Government Unit		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Attend Interview for assessment of needs	1.1 Validate the Solo Parent Identification Card (SPIC) of the client. 1.2 Interview the client and fill-out the general intake sheet and indicate recommendations based on assessed needs.	None	30 minutes	Head, CBSS
2. Attend psychological intervention, psychological first aid and/or counseling.	2.1 FO / SWADT social worker / Focal Person shall provide psychological intervention, psychological first aid and/or counseling based on their solo parent concerns. Recommendation may be provided to help in the needs of the family.	None	30 minutes	Head, CBSS
	2.1.1 If no further assistance is to be provided, the client shall and return the form to the social worker before leaving. 2.1.2 FO / SWADT social worker / Focal Person shall encode the client's information in the caseload inventory of solo parents provided with assistance.	None	5 minutes	Head, CBSS

<p>3. Preparation of referral / endorsement for Assistance to Individuals in Crisis Situation (AICS) or Sustainable Livelihood Program (SLP) or to another office or agency if the need of the client cannot be met by the DSWD.</p>	<p>3.1 Prepare referral / endorsement for Assistance to Individuals in Crisis Situation (AICS) or Sustainable Livelihood Program (SLP) or to another office or agency if the need of the client cannot be met by the DSWD.</p> <p>3.1.1 For AICS, provide a referral or endorsement letter to CID / CIS / SWADT and fill-out the General Intake Sheet.</p> <p>3.1.2 For livelihood assistance, provide a referral or endorsement letter to SLP for possible provision of assistance.</p> <p>3.1.3 For other agency/ies, provide a referral or endorsement letter to appropriate agency/ies.</p>	None	40 minutes	<i>Head, CBSS</i>
	<p>3.2 Prepare referral or endorsement letter for approval of Division Chief, Bureau/Regional Director or COMbased Section Head / PSD Chief in SWADT.</p>	None	2 days	<i>Regional Director, Field Office CAR</i>
<p>4. Receive the referral/ endorsement letter</p>	<p>4.1 Send the referral / endorsement letter to appropriate agency/ies</p>	None	5 minutes	<i>Head, CBSS</i>
<b>TOTAL</b>		<b>None</b>	<b>2 working days, 1 hour 50 minutes</b>	

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

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

<b>Office or Division:</b>	Community-Based Services Section (CBSS)	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2C- Government to Citizens	
<b>Who may avail:</b>	<ol style="list-style-type: none"> <li>1. Victim-survivor of trafficking</li> <li>2. Families of the victim-survivor of trafficking.</li> <li>3. Witnesses of cases of human trafficking.</li> <li>4. Communities with incidence of human trafficking.</li> </ol>	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>Case Management</b>		
<ol style="list-style-type: none"> <li>1. Travel document (for Repatriated TIP Victims) (1 Photocopy)</li> <li>2. Valid ID (1 Photocopy)</li> <li>3. Social Case Study Report</li> </ol>		Department of Foreign Affairs / Philippine Embassy (for Repatriated TIP Victims)
<b>Medical Assistance</b>		
<ol style="list-style-type: none"> <li>1. Clinical Abstract / Medical Certificate with signature and license number of the attending physician (issued within three months) (1 Original and 1 Photocopy)</li> <li>2. Hospital Bill (for payment of hospital bill) or Prescription (for medicines) or Laboratory requests (for procedures).</li> <li>3. Barangay Certificate of Residency and Valid ID for the client</li> </ol>		Hospital or health facility where the client is admitted or seen (Clinical Abstract and Hospital Bill) Barangay Hall (Barangay Certificate) Government Institutions (Valid ID)
<b>Educational Assistance</b>		
<ol style="list-style-type: none"> <li>1. School registration and/ or certificate of enrolment</li> <li>2. Statement of Account for tertiary education</li> <li>3. Valid school ID Valid ID of the parent/ guardian</li> </ol>		School where the client is enrolled (School Registration, Certificate of Enrolment, Statement of Account) Government Institutions (Valid ID)
<b>Skills Training</b>		
<ol style="list-style-type: none"> <li>1. Official receipt from the training school (TESDA/ CHED accredited training school. (1 Original and 1 Photocopy)</li> </ol>		TESDA / accredited training school where the client is enrolled Government Institutions (Valid ID)

2. Valid ID (1 Original and 1 Photocopy)				
<b>Financial Assistance for Employment (e.g. driver's license, NBI and police clearance, Medical Certificate etc.)</b>				
1. Contract of Employment or any similar document which indicates that they are hired		Employer of the client		
2. Valid ID (1 Original and 1 Photocopy)		Government Institutions (Valid ID)		
<b>Financial Assistance for Livelihood</b>				
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 Offices		
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.		Requesting party		
3. Valid ID (1 Original and 1 Photocopy)		Government Institutions (Valid ID)		
4. Social Case Study Report		DSWD Field Office or Local Social Welfare and Development Office		
<b>Logistical Support During and Post-Rescue Operation of Victim-survivors of Trafficking</b>				
1. No Documents needed.		DSWD Field Offices -Victim-survivors of trafficking during rescue operation. Social workers are highly needed to provide psychosocial counseling and assist victim-survivors of trafficking all throughout the process from recovery to reintegration.		
<b>Provision of Temporary Shelter</b>				
1. Referral Letter from the Social Worker (1 Original and 1 Photocopy)		DSWD Field Offices -Victim-survivors of trafficking may be placed in DSWD run/ registered, licensed and accredited residential care facilities for protective custody.		
<b>Support for Victim-survivors/ Witness and Transportation Assistance</b>				
1. Valid ID		Government Institutions (Valid ID)		
2. Social Case Study Report		DSWD Field Offices		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The victim survivors of trafficking may visit the DSWD	1.1 Interview of the client	None	2 Hours	Head, CBSS

Field Office or Rescued by Social Worker	1.1.1 Provide Psychosocial Counseling 1.1.2 Conduct Assessment  <b>1.2 If the Client needs Temporary Shelter</b> refer to Residential Care Facility. 1.2.1 Provide a list of documentary requirements depending on the assistance to be provided. 1.2.2 Refer to the list of requirements.			
2. Submit Documentary Requirement for the service/s to be availed	2.1 Screen other submitted documents (Note: Given all requirements are submitted by the client) 2.1.1 If for livelihood assistance, the RRPTP Social Worker shall forward the documents to the Sustainable Livelihood Program for further assessment.	None	10 minutes	<i>Head, CBSS</i>
	2.2 Process the assistance being sought; a. Preparation of Voucher (if financial related b. Social Case Study Report c. Preparation of referral letter (if needs other program assistance)	None	7 Days	<i>Head, CBSS</i>
	2.3 Recommend the provision of	None	3 working days	<i>Chief, Protective Services Division</i>

	assistance for approval of the Regional Director.			
	2.4 Approve the provision of assistance to the victim-survivors of trafficking.	None	2 working days	<i>Regional Director, Field Office CAR</i>
	2.5 Release the assistance to client (Cash or Non-Cash)	None	2 working days	<i>Head, Cash Section</i>
3. Accomplish Client Satisfaction Measurement Survey (CSMS)	3.1 RRPTP Social Worker shall provide the client the copy of the CSMS to provide feedback regarding the service received.	None	5 minutes	<i>Head, CBSS</i>
<b>Total</b>		<b>None</b>	<b>For Temporary Shelter -2 hours</b>	
<b>Total</b>		<b>None</b>	<b>For Livelihood Assistance - 12 Days</b>	
<b>Total</b>		<b>None</b>	<b>For other Assistance - 5 Days</b>	

## FEEDBACK AND COMPLAINTS MECHANISM

<p>How to send feedback?</p>	<p>For Walk-ins: Accomplish the Client Satisfaction Measurement Survey (CSMS) Form and drop it in the designated drop box at the Public Assistance and Complaints Desk (PACD), or fill up the form via the link provided by the concerned Office.</p> <p>Contact information: (074) 661 0430 or thru email at <a href="mailto:focar@dswd.gov.ph">focar@dswd.gov.ph</a>.</p>
<p>How is feedback processed?</p>	<p>The designated technical staff shall compile and record all submitted feedback.</p> <p>For feedback requiring a response or update, these shall be forwarded to the concerned division, which must respond within three (3) working days upon receipt. The response shall then be relayed to the client, informing them of how their concern was addressed.</p> <p>For inquiries or follow-ups, you may contact us at ((074) 661 0430 or thru email at <a href="mailto:focar@dswd.gov.ph">focar@dswd.gov.ph</a>.</p>
<p>How to file a complaint?</p>	<p>Accomplish the Client's Transaction Form (CTF) available at the PACD.</p> <p>Clients may file their complaint through telephone or via email with the following details:</p> <ul style="list-style-type: none"> <li>● Full Name and contact details</li> <li>● Transaction</li> <li>● Name of Person complained of</li> <li>● Reason for complaint</li> <li>● Evidence/s (if any)</li> </ul> <p>For the status of complaint/s, you may contact us at (074) 661 0430 or thru email at <a href="mailto:focar@dswd.gov.ph">focar@dswd.gov.ph</a>.</p>
<p>How are complaints being processed?</p>	<p>The Grievance Officer shall review and evaluate all complaints received on a daily basis. Upon evaluation, the Grievance Officer shall coordinate with and forward the complaint to the concerned division for appropriate response and/or investigation.</p> <p>The concerned division shall take the necessary action and provide an official response. The Grievance Officer shall then ensure that the response or feedback is communicated to the client.</p> <p>For follow-ups or queries, you may contact us at (074) 661 0430 or thru email at <a href="mailto:focar@dswd.gov.ph">focar@dswd.gov.ph</a>.</p>
<p>Contact Information of CCB, PACe, ARTA</p>	<p><b>Anti Red Tape Authority (ARTA)</b>  <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a>        or call at 8478-5091 or 8478-5093</p>

	<p><b>Presidential Action Center (PACe)</b> 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><b>Contact Center ng Bayan (CCB)</b> email@contactcenterngbayan.gov.ph CP No. 0908-881-6565</p>
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### 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	<a href="mailto:focar@dswd.gov.ph">focar@dswd.gov.ph</a> Tel. No. (074) 661-0430 local 25101
Administrative Division	DSWD Field Office Cordillera Administrative Region No. 40 North Drive, Baguio City, Philippines	<a href="mailto:admin.focar@dswd.gov.ph">admin.focar@dswd.gov.ph</a> Tel. No. (074) 661-0430 local 25130
Disaster Response Management Division	SN Oriental Building, Leonard Wood Road, Baguio City, Philippines	<a href="mailto:drmd.focar@dswd.gov.ph">drmd.focar@dswd.gov.ph</a> Tel. No. (074) 661-0430 local 25148
Financial Management Division	DSWD Field Office Cordillera Administrative Region No. 40 North Drive, Baguio City, Philippines	<a href="mailto:finance.focar@dswd.gov.ph">finance.focar@dswd.gov.ph</a> Tel. No. (074) 661-0430 local 25117
Human Resource Management and Development Division	DSWD Field Office Cordillera Administrative Region No. 40 North Drive, Baguio City, Philippines	<a href="mailto:hrmdd.focar@dswd.gov.ph">hrmdd.focar@dswd.gov.ph</a> Tel. No. (074) 661-0430 local 25121
Innovations Division	Luke Foundation, Inc. Building, 90 Leonard Wood Road, Baguio City, Philippines	<a href="mailto:id.focar@dswd.gov.ph">id.focar@dswd.gov.ph</a> Tel. No. (074) 661-0430 local 25171
Pantawid Pamilyang Pilipino Program Division	SN Oriental Building, Leonard Wood Road, Baguio City, Philippines	<a href="mailto:4ps.car@dswd.gov.ph">4ps.car@dswd.gov.ph</a> Tel. No. (074) 661-0430 local 25127
Policy and Plans Division	DSWD Field Office Cordillera Administrative Region No. 40 North Drive, Baguio City, Philippines	<a href="mailto:ppd.focar@dswd.gov.ph">ppd.focar@dswd.gov.ph</a> Tel. No. (074) 661-0430 local 25138
Promotive Services Division	SN Oriental Building, Leonard Wood Road, Baguio City, Philippines	<a href="mailto:promotive.focar@dswd.gov.ph">promotive.focar@dswd.gov.ph</a> Tel. No. (074) 661-0430 local 25125
Protective Services Division	SN Oriental Building, Leonard Wood Road, Baguio City, Philippines	<a href="mailto:psd.focar@dswd.gov.ph">psd.focar@dswd.gov.ph</a> Tel. No. (074) 661-0430 local 25172
SWAD Abra	HMC Building, Washington St., Zone 4, Bangued, Abra Philippines	<a href="mailto:swadabra@dswd.gov.ph">swadabra@dswd.gov.ph</a> Tel. No. (074) 661-0430 local 25163

OFFICE	ADDRESS	CONTACT INFORMATION
SWAD Apayao	Precious Sarah Residence, San Isidro Sur, Luna, Apayao Philippines	<a href="mailto:swadapayao@dswd.gov.ph">swadapayao@dswd.gov.ph</a> Tel. No. (074) 661-0430 local 25164
SWAD Benguet	Epiphany Building, KM 6, La Trinidad, Benguet Philippines	<a href="mailto:swadbenguet@dswd.gov.ph">swadbenguet@dswd.gov.ph</a> Tel. No. (074) 661-0430 local 25150
SWAD Ifugao	2F BAB Building, Yakal St., Lagawe, Ifugao Philippines	<a href="mailto:swadifugao@dswd.gov.ph">swadifugao@dswd.gov.ph</a> Tel. No. (074) 661-0430 local 25157
SWAD Kalinga	2F Golda's House Balinag St., Purok 3, Bulanao, Tabuk, Kalinga Philippines	<a href="mailto:swadkalinga@dswd.gov.ph">swadkalinga@dswd.gov.ph</a> Tel. No. (074) 661-0430 local 25169
SWAD Mt. Province	3F Tudlong's Bldg., Kalonglong, Samoki, Bontoc, Mt. Province Philippines	<a href="mailto:swadmtprovince@dswd.gov.ph">swadmtprovince@dswd.gov.ph</a> Tel. No. (074) 661-0430 local 25153

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