



Serbisyong Oragon sa Lahat ng Panahon

DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT FIELD OFFICE V

CITIZEN'S CHARTER

2022 (4th Edition)



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I. Mandate:

The DSWD is a national agency mandated to provide assistance to local government unit (LGUs), non- government organizations (NGOs), other national government agencies (NGAs), people's organizations (Pos) and other members of civil society in effectively implementing programs, projects and services that will alleviate poverty and empower disadvantage individuals, families and communities for an improved quality of life (Executive Order No. 15 issued 9n 1998). It also implements statutory and specialized programs which are directly lodged with the Department and/or not yet devolved to the LGUs (Executive Order No. 221 issued in 2003). These two issuances direct the DSWD to balance its —enabling and implementingll roles as it performs its crucial functions as one of the poverty alleviation agencies of the government.

II. Vision:

The Department of Social Welfare and Development envisions all Filipinos free from hunger and poverty, have equal access to opportunities, enabled by fair, just, and peaceful society.

III. Mission:

To lead in the formulation, implementation, and coordination of social welfare and development policies and programs for and with the poor, vulnerable and disadvantaged.

IV. Service Pledge:

The DSWD Core Values of Respect for Human Dignity, Integrity and Service Excellence.

Maagap at Mapagkalingang Serbisyo Serbisyonang Walang Puwang sa Katiwalian Patas na Pagtrato sa Komunidad

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Field Office V

External Services

Implementation of Republic Act 10868 or the Centenarians Act of 2016

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

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

Other related documents	National Commission on Muslim Filipinos (NCMF) / National Commission on Indigenous People (NCIP); AFPSLAI, AMWSLAI, Veterans
For Deceased Centenarians:	
Death certificate	Philippine Statistics Authority (PSA) or Local Civil Registrar (LCR)
Identification card of the nearest surviving relative	Office for Senior Citizens Affairs (OSCA); Land Transportation (LTO)-issued Driver's License, social security cards like the Government Service Insurance System (GSIS), and Social Security System (SSS), Professional Regulatory Commission (PRC) license, Philippine Postal, Commission on Elections (COMELEC)
Certificate of live birth of the nearest surviving relative	Philippine Statistics Authority (PSA) or Local Civil Registrar (LCR)
Special Power of Attorney	Lawyer (either public or private)
Warranty and Release from Liability	DSWD Field Offices

*Documents stated in the living centenarians, shall also be required to be submitted by the nearest surviving relative of the deceased centenarians that will prove the deceased centenarians' age eligibility at the time RA 10868 took effect if any

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

	<p>Office shall submit to the respective Field Office the consolidated validated master list of centenarians in their city/municipality.</p> <p>1.2. Endorsement from the legislators; Office of the President; among others</p> <p>1.3. Walk-in clients</p>			
2. DSWD FO conducts validation to the identified master list of centenarian applicants	<p>2. The Field Office Centenarian focal person (PDO II) conducts desk validation based on the documents submitted and/or home validation to the centenarian applicants, both to the living and to the nearest surviving relatives of the deceased centenarians</p> <p>2.1. In case of incomplete documents or documents discrepancy, the Centenarian focal persons shall</p>	<p>None</p> <p>None</p>	<p>Desk validation: 1-3 working days</p> <p>Home Validation: 1- 15 working days</p> <p>N/A</p>	<p><i>Project Development Officer II (Centenarian focal)</i></p> <p><i>Centenarian applicants and/or nearest surviving relative</i></p> <p><i>Centenarian focal person and LGU</i></p>

	<p>require the centenarian applicants and/or nearest surviving relative to comply with the lacking documents and/or reconcile the documents with discrepancy.</p>			
	<p>2.2. Centenarian focal person to coordinate with the Local Government Units on the discrepancies of the documents submitted and request to assist the centenarian applicants and/or nearest surviving relative</p>	None		<i>Centenarian focal person</i>
	<p>2.3. Centenarian focal person to provide technical assistance to the centenarian applicants and/or nearest surviving relative by coordinating with the concerned agencies.</p>	None		<i>Centenarian focal person</i>
	<p>3. The Centenarian focal person shall send a letter duly signed by the Regional Director</p>	None	1-5 working days	

	<p>to the LGU citing the result of the assessment:</p> <p>3.1. Ineligible centenarians</p> <p>3.2. Eligible centenarians</p> <p>Centenarian applicants and/or nearest surviving relative shall be copy furnished of the said letter, by the LGU</p>	<p>None</p> <p>None</p>		
4. DSWD FO to facilitate the centenarian gift of the eligible centenarians	<p>4. The Centenarian focal person shall facilitate the voucher corresponding to the number of centenarians to be awarded. The incentives can be either thru cash or cheque.</p> <p>4.1. For centenarians to be paid thru cash, the Field Office shall encash the check through the Special Disbursing Officers.</p>	<p>None</p> <p>None</p>	1-20 working days	<p><i>Centenarian focal person</i></p> <p><i>FO – Special Disbursing Office</i></p>
5. DSWD FO to release the centenarian gift of the eligible centenarians	5. Release of Centenarian Gift to Centenarian			<i>Centenarian focal person</i>

	<p>5.1. The Centenarian focal person shall notify the LGU on the scheduled release of the centenarian gift to the identified validated eligible centenarians and nearest surviving relative.</p> <p>5.2. The centenarian gift shall be released to the eligible centenarian and/or nearest surviving relative, either through cash or cheque, in the form of the following mode:</p> <p>a. House-to-house delivery and/or plaza type delivery by the FO-Special Disbursing Officer together with the Centenarian focal person and LGU</p> <p>b. Deposit in the identified existing savings or current account of the eligible centenarians and/or nearest surviving relative</p>	None	<p>1-3 working days</p> <p>1-20 working days</p>	<p><i>FO-Special Disbursing Officer; Centenarian focal person and LGU</i></p> <p><i>FO- Cash Unit</i></p>
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TOTAL	NONE	66 Days	
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FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>DSWD Field Office will send monthly through email and hard copy the following reports:</p> <ul style="list-style-type: none"> • Registry of paid centenarians • Fund Utilization Report
How feedback forms are processed	DSWD FO to conduct dialogue or validation to the concerned party/ies
How to file a complaint	Written complaints from any individuals or institutions may be sent through the Local Government Unit
Complainant using 8888	Endorsed to appropriate Field Office for action
How complaints are processed	<p>A committee composed of C/MSWDO, OSCA Head, SCOs and other CSOs/NGOs shall be established in every city and municipality.</p> <p>Written feedback on the actions taken to the individuals or institutions shall be provided by the committee, copy furnished the DSWD Field Offices for information</p> <p>The committee may elevate other concerns to the DSWD Field Offices for response / action.</p> <p>The PMB shall act on written concerns / complaints elevated by the Field Offices or any concerned individuals, institutions or government</p>
Contact Information of ARTA, PCC and CCB	<p>Anti-Red Tape Authority (ARTA) complaints@arta.gov.ph 8-478-5093</p> <p>Presidential Complaint Center (PCC) pcc@malacanang.gov.ph 8888</p> <p>Contact Center ng Bayan (CCB) email@contactcenterngbayan.gov.ph 0908-881-6565</p>

Social Pension for Indigent Senior Citizens (SPISC)

The Social Pension for Indigent Senior Citizens (SPISC) is in compliance with the Republic Act No. 9994 or the “Expanded Senior Citizens Act of 2010” which institutionalizes social protection to senior citizens by providing additional government assistance to indigent senior citizens which aims to augment the daily subsistence and other medical needs of the eligible beneficiaries based on the eligibility criteria as mentioned below.

Office or Division:	Program Management Bureau - Sectoral Programs Division	
Classification:	Highly Technical	
Type of Transaction:	G2G-Government to Government ; G2C-Government to Citizen	
Who may avail:	Indigent senior citizens who are: a) 60 years old and above indigent senior citizens who are frail, sickly, bedridden, or with a disability; b) No permanent source of income c) No regular support from family or relatives d) No pension from GSIS, SSS, PVAO, and other insurance agencies	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
OSCA ID or any Valid ID		OSCA at Local Government Unit, Government Agency issuing Government ID
Social Pension Application Form		BSCA: The BSCA President distribute Applications Forms to the indigent senior citizens of the barangay for onward submission to the OSCA. Or OSCA: The indigent senior citizen may go directly to the Office for Senior Citizens Affairs (OSCA) located in their respective locality. BSCA/OSCA to provide a copy of the Social Pension Application Form to the senior citizen.
1ST PHASE VALIDATION AND ASSESSMENT OF THE SOCPEN BENEFICIARIES' SUBMITTED MASTERLIST		

CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. DSWD FO RSPU receives the consolidated list from the LSWDO and conducts assessment/ validation to potential beneficiaries	1.1 The DSWD Field Office – Regional Social Pension Unit (RSPU) receives the certified consolidated list of indigent senior citizen applicants submitted by the LSWDO / walk-in applicants/ referrals from different stakeholders to the Field Offices.	None	Within 7-14 working days from the receipt of the certified list	OSCA LSWDO <i>Referring agencies/ organization s and other stakeholders</i> <i>Walk-in Applicants</i> <i>DSWD FO RSPU</i>
	1.2 DSWD FO RSPU schedules the validation/assessment and shall inform the LGU (OSCA and LSWDO)	None		
	1.3 DSWD FO RSPU conducts the validation using General Intake Sheet (GIS) (Annex 2) and/or Social Pension Beneficiary Update Form (SPBUF) based on the certified list of potential beneficiaries	None		

	<p>submitted by the OSCA/LSWD O.</p> <p>1.4 Submission of delisted, replacement, for validation and for inclusion should be quarterly in coordination with LGUs by DSWD FO RSPU.</p>	None		
2. DSWD FO RSPU encodes the final list of beneficiaries in the Social Pension Information System (SPIS)	<p>2.1. DSWD FO RSPU encodes the validated list of potential beneficiaries in the SPIS by data entry and for uploading to the DSWD Central Office –Social Pension Unit for cross matching.</p> <p>The data from SPIS will determine if the applicant is eligible or not. (Yes/No)</p> <p>2.1.1. If Yes: Generation of Certification of Eligibility duly approved by RD</p> <p>2.1.2. If No: DSWD FO RSPU to provide data/result s through an Official</p>	<p>None</p> <p>None</p> <p>None</p>	Within 7-14 working days	<p><i>DSWD Field Office – RSPU</i></p> <p><i>DSWD Central Office - Social Pension Unit</i></p>

	<p>letter to LGUs for revalidation/grievance.</p> <p>2.1.2.1. Delisted beneficiaries (double entry, deceased, able family, receiving a pension from other government and private agencies and with regular income) subject for replacement.</p> <p>2.1.2.2. LSWD O will identify the replacement as per approved and qualified waitlisted beneficiaries.</p> <p>2.1.2.3. BSCA, OSCA, LSWD O and DSWD FO RSPU staff conduct door-to-door validation using the SPBUF as the basis for assessment.</p>	<p>None</p> <p>None</p> <p>None</p>		
3. DSWD FO RSPU encodes/uploads validated list of beneficiaries	3.1 DSWD FO RSPU encodes/uploads the consolidated validated list submitted to the DSWD CO Social Pension Unit for data cleansing and eligibility test.	None	Within 7-14 working days	<i>DSWD Field Office - RSPU</i>

4. DSWD CO Social Pension Unit performs data cleansing and runs eligibility tests	<p>4.1 DSWD CO Social Pension Unit performs and runs eligibility tests to the received validated lists of beneficiaries.</p> <p>4.1.1. DSWD CO Social Pension Unit endorses generated clean and error list to the DSWD FO RSPU</p>	<p>None</p> <p>None</p>	<p>Within 20 working days</p> <p>*turnaround time includes the receipt from FO until the endorsement to FOs of the clean and error list.</p>	<i>DSWD Central Office - Social Pension Unit and ICTMS</i>
5. DSWD FO RSPU endorses a validated and approved list of qualified Social Pension Beneficiaries.	<p>5.1 DSWD FO RSPU endorses the approved validated list of beneficiaries to the City/Municipal Mayor through the OSCA Head and LSWDO.</p> <p>5.1.1. Per coordination of the DSWD FO RSPU, OSCA/ LSWDO notifies the qualified senior citizens thru a written notification of their inclusion as beneficiary of the Social Pension Program</p>	<p>None</p> <p>None</p>	<p>Within 7-14 days</p>	<p><i>DSWD FO - RSPU</i></p> <p><i>LSWDO</i></p> <p><i>OSCA</i></p>
6. Qualified Indigent Senior Citizen notified and received	6.1. Qualified Indigent Senior Citizen receives written letter from the OSCA/LS	None	None	<i>Indigent Senior Citizen</i>

qualification to the program	WDO on his/her inclusion as beneficiary of the program.			
Total Processing Time:		None	76 days maximum processing time per the Master list submitted	
2ND PHASE FACILITATION OF CASH ADVANCE FOR THE CONDUCT OF SOCIAL PENSION PAYOUT THROUGH SPECIAL DISBURSING OFFICERS (SDOs)				
1. DSWD FO facilitates the cash advance.	1.1. DSWD FO - Finance Unit facilitates the cash advance of the stipend based on the approved list of beneficiaries and corresponding amount for each payroll.	None	Within 7-10 working days before informing the LGUs on the conduct of pay-out.	<i>DSWD Field Office Finance Unit</i> <i>DSWD FIELD OFFICE - RSPU</i>
2. DSWD FO SDOs encash the cash advance	2.2. DSWD FO – Finance Unit identified Special Disbursing Officer (SDOs) encash the cash advance of the stipend based on the corresponding number of Social Pension beneficiaries (FO)	None	Within 1-3 working days before the conduct of pay-out.	<i>DSWD Field Office Finance Unit identified SDOs</i> <i>DSWD FO - RSPU</i>
3. DSWD FO RSPU informs the	3.1. DSWD FO RSPU informs the	None	Within 5 working	<i>DSWD Field Office – RSPU</i>

OSCA/LSWDO on the schedule of payout	<p>City/Municipal Mayor through the OSCA Head and LSWDO of the schedule of payout</p> <p>3.1.1. Per coordination with the DSW D FO RSP U, OSC A/LS WDO informs the Social Pension Beneficiaries of the date and venue of the payout.</p> <p>3.1.2. LSWDO acknowledges the payroll and number of beneficiaries and confirm the schedule on the conduct of payout.</p>		days before the pay-out	OSCA/LS WDO
TOTAL PROCESSING TIME		None	Within 13-18 days processing time before the conduct of payout.	
3RD PHASE: CONDUCT OF PAYOUT				
4. Conduct of the Social Pension Payout	4.1. Qualified Indigent Senior Citizens received their social pension stipend	None	Within 15 days upon release of the cash advance	<p><i>Indigent Senior Citizen</i></p> <p><i>DSWD Field Office - RSPU</i></p> <p>OSCA/LS WDO</p>

	<p>on the scheduled payout</p> <p>4.1.1. The DSWD RSP U Social Pension Focal Person shall conduct exit conference s for both schemes with LCE and LSWDO to discuss what transpired during the payout and reach an agreement to improve delivery of service to the FOs beneficiaries and the LGU s constituents.</p>	None		
Total Processing Time			<p>Within 15 days processing time upon release of the cash advance from SDOs</p> <p>*processin g time depending on the number of beneficiari es per Barangay, per LGU and output capability of SDOs.</p>	

4th PHASE: REPORTING AND LIQUIDATION				
5. Preparation of DSWD FO RSPU report to LGU	5.1. DSWD FO RSPU provides the LGU the data on the paid and unpaid beneficiaries including the deceased for their reference and action for possible replacement.	None	Within 7- 14 working days after the conduct of pay-out.	<i>DSWD Field Office - RSPU</i>
	5.1.1. DSW D FO RSPU to prepare status of recommendation for replacement as validated in the waitlist.	None		
6. DSWD FO RSPU to prepare the liquidation report	6.1. DSWD FO Identified SDOs to prepare the liquidation report on the recently concluded Social Pension Pay-out in support of DSWD RSPU for the accomplishment of supporting documents	None	Within 7- 14 working days after conduct of pay-out following the Guidelines on Cash Advance / AO No. 13.	<i>DSWD Field Office Identified SDOs</i> <i>DSWD Field Office - RSPU</i>
TOTAL PROCESSING TIME		None	Within 8- 21 days processing time	

NOTE: Turnaround/ Processing time depends on the availability of the DSWD Field Office Identified SDOs, schedules of payout and other geographical location/ logistical requirements as agreed upon by the FOs and LGUs.

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	DSWD Field Office will send monthly through email and hard copy the following reports: Registry of paid Social Pension Beneficiaries Fund Utilization Report Client Satisfaction Survey received from clients served through walk-in/phone-in and referring agencies/organizations.
How feedback forms are processed	DSWD FO to conduct dialogue or validation to the concerned party/ies
How to file a complaint	Written complaints from any individuals or institutions may be sent through the Local Government Unit and corresponding DSWD Field Office
Complainant using 8888	Endorsed to appropriate Field Office for action.
How complaints are processed	<p>A committee composed of C/MSWDO, OSCA Head, SCOs, and other CSOs/NGOs shall be established in every city and municipality.</p> <p>Written feedback on the actions taken to the individuals or institutions shall be provided by the committee, copy furnished the DSWD Field Offices for information</p> <p>The committee may elevate other concerns to the DSWD Field Offices for response/action</p> <p>The PMB shall act on written concerns/complaints elevated by the Field Offices or any concerned individuals, institutions, or government</p>
Contact Information of the Civil Service Commission's (CSC) Contact Center ng Bayan (CCB), Presidential Complaints Center	<p>Anti-Red Tape Authority (ARTA)</p> <p>complaints@arta.gov.ph 8-478-5093</p> <p>Presidential Complaint Center (PCC)</p>

(PCC), and Anti-Red Tape Authority (ARTA)	<p>pcc@malacanang.gov.ph 8888</p> <p>Contact Center ng Bayan (CCB) email@contactcenterngbayan.gov.ph 0908-881-6565</p>
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Assistance to Individual in Crisis Situations

The Assistance to Individuals in Crisis Situation (AICS) program is one of the social protection programs of the Department of Social Welfare and Development which serves as a social safety net or stop-gap measure to support the recovery of individuals and families identified to be suffering from any unexpected life event or crisis through provision of psychosocial intervention and/or direct financial or material assistance that will enable the clients to meet their basic needs in the form of food, transportation, medical, educational and burial assistance, among others. The program also includes the provision of counseling, referral, and psychological service to disadvantaged and marginalized sectors apart from the financial and material assistance. This program aims to help individuals and families to cope with the difficult and unexpected situation/s which they may experience, such as illness, death, loss of job or source of income, and such other similar circumstances. In order to effectively and efficiently respond to existing and emerging crisis situations among vulnerable sectors, this Citizens Charter is crafted to provide a comprehensive guide on the provision of the aforementioned assistance.

Office or Division:	Protective Services Division / Crisis Intervention Division
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may avail:	Indigent, marginalized and vulnerable/disadvantaged individuals and families or are otherwise in crisis situation based on the assessment of the DSWD Social Worker/s

Transportation Assistance	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. One (1) valid identification card of the client/person to be interviewed; and	Valid ID cards are those that are issued by the government and they usually come with a photo of the bearer or some form of biometric, making them unique and fraud proof. The following are the list of acceptable ID Cards: <ul style="list-style-type: none"> • SSS/GSIS/UMID, Philhealth, LTO, PRC, OWWA, iDOLE, PAG-IBIG, COMELEC or Voter's Certification, PNP, Senior Citizen, Airman License, Postal, ePassport NBI, Barangay ID
2. Police Blotter/ Police Certification (for victims of pickpockets, illegal recruitment, etc.);	From the Police Station
3. Other supporting document/s such as but not limited to, justification of the social worker, medical certificate, death certificate, and/or court order/subpoena	From hospitals/clinic for medical abstract Court-court order/subpoena Social worker-justification
4. Barangay Certificate or Residency or Certificate of Indigency or Certificate of the client is in need of assistance may be required	From the Barangay where the client is presently residing.
Medical Assistance for Hospital Bill	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. One (1) valid identification card of the client/person to be interviewed; and	Valid ID cards are those that are issued by the government and they usually come with a photo of the bearer or some form of biometric, making them unique and fraud proof. The following are the list of acceptable ID Cards: <ul style="list-style-type: none"> • SSS/GSIS/UMID, Philhealth, LTO, PRC, OWWA, iDOLE, PAG-IBIG, COMELEC or Voter's Certification, PNP, Senior Citizen, Airman License, Postal, ePassport NBI, and Barangay ID.
2. Medical Certificate/Clinical Abstract complete with name, license number and signature of the Physician issued within three months (Original / Certified true copy)	Attending Physician or from Medical Records of the hospital/clinic.
3. Hospital bill / Statement of Account (outstanding balance) with name and signature	Billing clerk of the hospital
4. Social Case Study Report/ Case Summary	Licensed social worker from DSWD, Local Social Welfare and Development Office and Medical Social Service
5. Barangay Certificate or Residency or Certificate of Indigency or Certificate of the client is in need of assistance may be required	From the Barangay where the client is presently residing.
Medical Assistance for Medicine / Assistive Device	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. One (1) valid identification card: and	Valid ID cards are those that are issued by the government and they usually come with a photo

	<p>of the bearer or some form of biometric, making them unique and fraud proof. The following are the list of acceptable ID Cards:</p> <ul style="list-style-type: none"> ● SSS/GSIS/UMID, Philhealth, LTO, PRC, OWWA, iDOLE, PAG-IBIG, COMELEC or Voter's Certification, PNP, Senior Citizen, Airman License, Postal, ePassport NBI, and Barangay ID
2. Medical Certificate/Clinical Abstract complete with name, license number and signature of the Physician issued within three months (Original / Certified true copy)	Attending Physician or from Medical Records of the hospital/clinic.
3. Prescription with date of issuance, complete name, license number and signature of the Physician issued within three months	Attending Physician from a hospital/clinic
4. Social Case Study Report/ Case Summary	Licensed social worker from DSWD, Local Social Welfare and Development Office and Medical Social Service
5. Barangay Certificate or Residency or Certificate of Indigency or Certificate of the client is in need of assistance may be required	From the Barangay where the client is presently residing.

Medical Assistance for Laboratory Requests

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. One (1) valid identification card of the client/ person to be interviewed, and	Valid ID cards are those that are issued by the government and they usually come with a photo of the bearer or some form of biometric, making them unique and fraud proof. The following are the list of acceptable ID Cards:

	<ul style="list-style-type: none"> ● SSS/GSIS/UMID, Philhealth, LTO, PRC, OWWA, iDOLE, PAG-IBIG, COMELEC or Voter's Certification, PNP, Senior Citizen, Airman License, Postal, ePassport NBI, and Barangay ID
2. Medical Certificate/Clinical Abstract complete with name, license number and signature of the Physician issued within three months (Original / Certified true copy)	Attending Physician or from Medical Records of the hospital/clinic.
3. Laboratory Requests with name, license number and signature of the Physician	Attending Physician from a hospital/clinic
4. Social Case Study Report/ Case Summary	Licensed social worker from DSWD, Local Social Welfare and Development Office and Medical Social Service
5. Barangay Certificate or Residency or Certificate of Indigency or Certificate of the client is in need of assistance may be required	From the Barangay where the client is presently residing.
Burial Assistance for Funeral Bill	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. One (1) valid identification card of the client/ person to be interviewed; and	Valid ID cards are those that are issued by the government and they usually come with a photo of the bearer or some form of biometric, making them unique and fraud proof. The following are the list of acceptable ID Cards:

	<ul style="list-style-type: none"> SSS/GSIS/UMID, Philhealth, LTO, PRC, OWWA, iDOLE, PAG-IBIG, COMELEC or Voter's Certification, PNP, Senior Citizen, Airman License, Postal, ePassport NBI, and Barangay ID
2. Registered Death Certificate/ Certification from the Tribal Chieftain (Original / certified true copy)	City/Municipal Hall (Civil Registry Office), hospital, Funeral Parlor or Tribal chieftain,
3. Funeral Contract	Authorized staff of the Funeral parlor/ Memorial Chapel
4. Transfer Permit	City/Municipal Hall, hospital, funeral Parlor or Tribal chieftain,
5. Barangay Certificate or Residency or Certificate of Indigency or Certificate of the client is in need of assistance may be required	From the Barangay where the client is presently residing.

Burial Assistance for Transfer of Cadaver

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. One (1) valid identification card of the client/ person to be interviewed	<p>Valid ID cards are those that are issued by the government and they usually come with a photo of the bearer or some form of biometric, making them unique and fraud proof. The following are the list of acceptable ID Cards:</p> <ul style="list-style-type: none"> SSS/GSIS/UMID, Philhealth, LTO, PRC, OWWA, iDOLE, PAG-IBIG, COMELEC or Voter's Certification, PNP, Senior Citizen, Airman License, Postal, ePassport NBI, and Barangay ID

2. Registered Death Certificate/ Certification from the Tribal Chieftain (Original / certified true copy)	City/Municipal Hall (Civil Registry Office), hospital, Funeral Parlor or Tribal chieftain,
3. Funeral Contract	Authorized staff of the Funeral parlor/ Memorial Chapel
4. Transfer Permit	City/Municipal Hall, hospital, funeral Parlor or Tribal chieftain,
5. Barangay Certificate or Residency or Certificate of Indigency or Certificate of the client is in need of assistance may be required	From the Barangay where the client is presently residing.

Educational Assistance

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. One (1) Validated School ID and Valid I.D of the Parent/guardian; and	Valid ID cards are those that are issued by the government and they usually come with a photo of the bearer or some form of biometric, making them unique and fraud proof. The following are the list of acceptable ID Cards: <ul style="list-style-type: none"> ● SSS/GSIS/UMID, Philhealth, LTO, PRC, OWWA, iDOLE, PAG-IBIG, COMELEC or Voter's Certification, PNP, Senior Citizen, Airman License, Postal, ePassport NBI, and Barangay ID
2. Enrolment Assessment Form or Certificate of Enrolment or Registration	Registrar, Authorized staff from the school
3. Statement of Account for college students, when available. This may not be available to State Universities	Registrar officer, Authorized staff from the school
4. Barangay Certificate or Residency or Certificate of Indigency or Certificate of the client is in need of assistance may be required	From the Barangay where the client ID presently residing

Food Assistance for Individual and Families endorsed in groups

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. One (1) identification card of the client/person to be interviewed; and	Valid ID cards are those that are issued by the government and they usually come with a photo of the bearer or some form of biometric, making them unique and fraud proof. The following are the list of acceptable ID Cards: <ul style="list-style-type: none"> • SSS/GSIS/UMID, Philhealth, LTO, PRC, OWWA, iDOLE, PAG-IBIG, COMELEC or Voter's Certification, PNP, Senior Citizen, Airman License, Postal, ePassport NBI, and Barangay ID
2. Project proposal and Food distribution List(CRCF client)	Local Government Unit / or Head of the residential care facility
3. Barangay Certificate or Residency or Certificate of Indigency or Certificate of the client is in need of assistance may be required	From the Barangay where the client is presently residing.

Cash Assistance for other Support Services

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. One (1) identification card of the client/person to be interviewed;	Valid ID cards are those that are issued by the government and they usually come with a photo of the bearer or some form of biometric, making them unique and fraud proof. The following are the list of acceptable ID Cards: <ul style="list-style-type: none"> • SSS/GSIS/UMID, Philhealth, LTO, PRC, OWWA, iDOLE, PAG-IBIG, COMELEC or Voter's Certification, PNP, Senior Citizen, Airman License, Postal, ePassport NBI, and Barangay ID

<p>Depending on the circumstances:</p> <p>a. For Fire Victims: Police Report/ Bureau of Fire Protection Report from the Bureau of Fire</p> <p>b. For Distressed OFs: Passport, Travel Document/s, certification from OWWA or the Barangay</p> <p>c. For Rescued Client: Certification from a social worker or Case manager from rescued clients.</p> <p>d. For victims of Online Sexual Exploitation: Police Blotter and social worker's certification for the victims of online sexual exploitation of children</p> <p>e. For Locally stranded individuals (LSI): LSI without valid IDs, the Medical Certificate or the Travel Authority issued by the Philippine National Police will suffice and be accepted to prove his/her identity.</p>	
<p>For all other incidents:</p> <p>Barangay Certificate of Residency or Certificate of Indigency or Certificate of the Client is in Need of Assistance as well as other documents from legal authorities/regulating agencies, as may be applicable.</p>	<p>From the Barangay where the client is presently residing.</p>
<p>Provision of PPE</p>	
<p>1. One (1) Any valid Government Issued I.D</p>	<p>Valid ID cards are those that are issued by the government and they usually come with a photo of the bearer or some form of biometric, making them unique and fraud proof. The following are the list of acceptable ID Cards:</p>

		● SSS/GSIS/UMID, Philhealth, LTO, PRC, OWWA, iDOLE, PAG-IBIG, COMELEC or Voter's Certification, PNP, Senior Citizen, Airman License, Postal, ePassport NBI, and Barangay ID		
2. RT-PCR* Test Result, if applicable; *Reverse Transcription - Polymerase Chain Reaction				
Within the Day Transactions				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Queue Number	Issuance of Queue of Number	None	3 minutes for new clients	CIU Admin Staff
2. Screening of documents, Interview, Assessment and recommendation ● For walk in clients, he client will proceed to DSWDCO holding Area ● For referred client, they will proceed to the office Crisis Intervention Unit for review of documents	2.1 CIU Social Worker will check and verify the authenticity and completeness of the documents presented by the Client.	None	5 minutes	CIU Social Welfare Officer
	2.1.a. If the documents are complete; the client will be interviewed and assessed.	None	10 minutes	
	2.1.b. If the documents are incomplete, the Social Welfare Officer will request the client to comply, secure and complete the lacking documents.	None	5 minutes	

	2.2 Encoding of client and beneficiary's information and family composition in online spreadsheet and CRIMS.	None	3 minutes	<i>CIU Social Welfare Officer</i>
	2.3 Social Worker will verify the name of the client in the online Crisis Intervention Monitoring System (CrIMS)	None	5 minutes	<i>Social Welfare Office</i>
	2.3.a If the client already received the same assistance within three months, the social worker will request the client to return on the scheduled date.	None	5 minutes	
	2.3.b If the client is new, no record and/ or already availed after three months, the social welfare officer will encode the client and beneficiary's data Information and family composition in online CRiMS.	None	15 minutes	<i>Social Welfare Officer</i>
	2.4 Probing interview Social Worker gathers accurate data and	None	5 minutes	

	<p>information of the client.</p> <p>2.4.a. Assessment will be conducted by the social worker based on interview, social case study report and presented documents needed for the requested assistance.</p> <p>2.5 Recommended assistance warranted per social worker assessment.</p>	<p>None</p> <p>None</p>	<p>5 minutes</p>	<p><i>Social Welfare Officer</i></p>
<p>3. Review and Approval of the Officer in charge of the Social Workers recommendation of assistance needed</p>	<p>3.1 OIC will Check and review of the completion and assessment and recommendation of the worker</p>	<p>None</p>	<p>5 minutes</p>	<p><i>CIU-officer in Charge</i></p>
<p>4. Release of Assistance</p> <p>● Cash out right (Php 10,000 and below)</p> <p>● Guarantee Letter addressed to the</p>	<p>4.1.a. Photocopy the documents.</p> <p>4.1.b. CIU Admin will accompany clients to the FMS.</p> <p>4.1.c. FMS will release the assistance.</p> <p>4.2.a. CIU Admin will prepare the guarantee letter</p>	<p>None</p> <p>None</p> <p>None</p> <p>None</p>	<p>5 minutes</p> <p>5 minutes</p> <p>5 minutes</p> <p>10 minutes</p>	<p><i>CIU Admin Staff</i></p> <p><i>FMS Disbursing Officer and Admin Staff</i></p> <p><i>CIU Admin Staff</i></p> <p><i>Chief, CID</i></p>

Service Provider Php 50,000.00 below)	and encoding of tracking documents at DTMS			
	4.2.b. Reviewed and approved by the Approving officer in Charge.	None	3 minutes	<i>CIU Admin Staff</i>
	4.2.c. Admin staff will release the Guarantee Letter	None	10 minutes	
TOTAL			1 hr & 21 mins (clients who received assistance 10,000.00 below) 1 hr and 29 mins (clients who received assistance 10,001 to 50,000)	
Guarantee Letter within 3 to 5 days Transactions				
• Guarantee Letter addressed to the Service Provider Php50,001.00 up to 150,000.00	4.3. Reviewed and approved by the Approving Officer.	None	3 Days	<i>Bureau Director Assistant Secretary for Statutory Programs and Undersecretary for Operations</i>
• Guarantee Letter addressed to the Service Provider Php150,001.00 up to Php300,000.00	4.4 Reviewed and approved by the Approving Officer.	None	5 Days	<i>Bureau Director Undersecretary and Secretary</i>

5. Release of Assistance	5.1 CIU Admin Staff will text/call the client to claim the approved GL	None	5 minutes	<i>Admin Staff</i>
	5.2 Client will present the Identification Card and or Authorization Letter of authorized representative to the staff assigned	None		<i>Admin Staff</i>
TOTAL		None	3 to 5 days	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	The client and referring party could express their feedback through a Satisfaction Survey Form provided to them upon entry at the Crisis Intervention Unit (CIU). After the client fills out the form, it will be dropped in the designated drop box which will be collected everyday.
How feedbacks are processed	Duly accomplished Satisfaction Survey Form shall be consolidated together with the generated online customer feedback form once a month. The CID shall identify the issues and concerns of the clients which shall be discussed for appropriate action. Status on the identified issues and concerns shall be monitored on a monthly basis by the Planning team.
How to file a complaint	The client may submit an appeal for the assistance that have been denied or may send a complaint letter to the Crisis Intervention Division

	<p>of the Program Management Bureau DSWD Central Office, IBP Road, Batasan Pambansa Complex, Constitution Hills, Quezon City</p> <p>A complaint may be filed through any of the established modalities:</p> <ul style="list-style-type: none"> - a telephone call (02-8951-7433 loc. 409-410) or - Crisis Intervention grievances number 10144 - electronic email (ciu.co@dswd.gov.ph) - personal appearance (walk-in clients) through satisfaction Survey Form - letters addressed to the Director IV, Ms. Wilma D. Naviamos, CESO III of Program Management Bureau (PMB) through our concurrent Officer in charge of Crisis Intervention Division, Atty. Katrina Grace C. Ongoco or Mr. Artemio E. Bautista, PDO V, OIC - Unit Head of Crisis Intervention Unit. - through 8888 Citizen's Complaint Center
How complaints are processed	<p>Upon receipt of the complaint, the concerned Division or Unit shall make necessary evaluation and investigation to create a report for information and appropriate action of the concerned officials. Feedback shall be provided to the client.</p> <p>For inquiries and follow-ups, clients may contact at email: ciu.co@dswd.gov.ph; Tel No. 002-8951-7433 local 409 - 510; CIU grievances number 10144.</p>
Contact Information of CCB, PCC, ARTA	<p>Anti-Red Tape Authority (ARTA) complaints@arta.gov.ph 8-478-5093</p> <p>Presidential Complaint Center (PCC) pcc@malacanang.gov.ph 8888</p> <p>Contact Center ng Bayan (CCB) email@contactcenterngbayan.gov.ph 0908-881-6565</p>

Referral to Field Offices, OBSUs, and Other Agencies (CRCF) for Temporary Shelter Office

Office or Division:	Crisis Intervention Division			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government; G2C- Government to Citizen			
Who may avail:	Individuals and/or families who are indigent, vulnerable disadvantaged or are otherwise in crisis situation based on the assessment of the Social Worker			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Referral Letter (With name, age, address and contact details of the subject client)		Crisis Intervention Unit (CIU) Social Welfare Officer		
2. Social Case Study Report / Case Summary of the Client.		DSWD Social Worker/ LGU or Medical Social Worker.		
3. Any valid ID / Police Blotter if no identification card		Valid ID cards are those that are issued by the government and they usually come with a photo of the bearer or some form of biometric, making them unique and fraud proof. The following are the list of acceptable ID Cards: SSS/GSIS/UMID, Philhealth, LTO, PRC, OWWA, iDOLE, PAG-IBIG, COMELEC or Voter's Certification, PNP, Senior Citizen, Airman License, Postal, ePassport NBI, Barangay ID or may be provided by the Police Station.		
4. Medical Certificate		DSWD Physician and any government hospital		
5. Barangay Certificate/ Certificate of Residency		From the Barangay where the client is presently residing.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Preparation of Referral Letter	1.1) Interviewing and assessing client's needs	None	30 Minutes	<i>Social Welfare Officer/ CIU- Head/ Chief, CID/Bureau Director</i>

	<p>1.2) Coordinate with the Regional Office / Office Bureau Service Unit and other Agencies</p> <p>1.3) Provided Referral Letter (Social Welfare Officer will be provided a complete task work.)</p>		15 Minutes	
2. Feedback to the Referring Party	<p>2.1 Social Worker assigned will prepare memorandum/feedback report to the referring party</p> <p>2.2 Tracking and approval of feedback report</p>	None	<p>30 Minutes</p> <p>1-2 days</p>	<p><i>Social Welfare Officer</i></p> <p><i>CIU Head and Bureau Director</i></p>
TOTAL		NONE	2 DAYS	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	The client and referring party could express their feedback through a Satisfaction Survey Form provided upon entry at the CIU. After the client fills out the form, it will be dropped in the designated drop box which will be collected everyday.
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How feedbacks are processed	Duly accomplished Satisfaction Survey Form shall be consolidated together with the generated online customer feedback form once a month. The CID shall identify issues and concerns of the clients which shall be discussed for appropriate action. Status on the identified issues and concerns shall be monitored on a monthly basis by the Planning Team
How to file a complaint	<p>The client may submit an appeal for the assistance that have been denied or may send a complaint letter to the Crisis Intervention Division of the Program Management Bureau DSWD Central Office, IBP Road, Batasan Pambansa Complex, Constitution Hills, Quezon City A complaint may be filed through any of the established modalities:</p> <ul style="list-style-type: none"> - a telephone call (02-8951-7433 loc. 409-410) or - Crisis Intervention grievances number 10144 - electronic email (ciu.co@dswd.gov.ph) - personal appearance (walk-in clients) through satisfaction Survey Form - letters addressed to the Director IV, Ms. Wilma D. Naviamos, CESO III of Program Management Bureau (PMB) through our concurrent Officer in charge of Crisis Intervention Division, Atty. Katrina Grace C. Ongoco or Mr. Artemio E. Bautista, PDO V, OIC -Unit Head of Crisis Intervention Unit. - through 8888 Citizen's Complaint Center
How complaints are processed	<p>- Upon receipt of the complaint for the concerned Division or Unit shall make necessary evaluation and investigation to create a report for information and appropriate action of the concerned officials. Feedback shall be provided to the client.</p> <p>For inquiries and follow-ups, clients may contact at email: ciu.co@dswd.gov.ph;</p>

	<p>Tel No. 002-8951-7433</p> <p>local 409 - 510;</p> <p>CIU grievances number</p> <p>10144 or you may reach the Contact Center ng Bayan (CCB) for the following contact:</p> <p>SMS: 0908881 6565 Call: 165 56 (P5.00+ Vat per call anywhere in the Philippines via PLDT landlines) Email: email@contactcenterngbayan.gov.ph</p> <p>Facebook: https://Facebook.com/civilservicegovph/ Web: https://contactcenterngbayan.gov.ph/</p>
Contact Information of CCB, PCC, ARTA	<p>Ms. Wilma D. Naviamos, CESO III Director IV Program Management Bureau (PMB)</p> <p>Contact No. 951-74-37</p> <p>Email: pmb@dswd.gov.ph</p> <p>Atty. Katrina Grace C. Ongoco, concurrent Officer in Charge Crisis Intervention Division</p> <p>Contact Number:(02) 8951-74-33</p> <p>dswd.gov.ph</p>

Provision of Assistance to Solo Parent

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

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

DSWD is mandated to protect and promote the welfare of the disadvantaged group including the solo parents, provide technical assistance to partner stakeholders (National Government, Local Government Unit, and Civil Society Organizations). Any solo parent whose income in the place of domicile falls equal to or below the poverty threshold as set by the NSCB and subject to the assessment of the duly appointed or designated social worker in the area shall be eligible for assistance: Provided, however, that any solo parent whose income is above the poverty threshold shall enjoy the benefits mentioned in Sections 16, 17, 18, 19, 20, 21 and 23 of these Rules.

Office or Division	Sectoral Programs Division
Classification	Simple
Type of Transaction	G2G – Government to Government
Who may avail	ELIGIBLE SOLO PARENTS
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Requirement for AICS Assistance	
Transportation Assistance	
1. Valid Solo parent identification card of the client/ person to be interviewed	Local Government Unit
2. Police Blotter/ Police Certification (for victims of pickpockets, illegal recruitment, etc.);	From the Police Station
3. Barangay Certificate/ Certificate of Residency	From the Barangay where the client is presently residing.
Medical Assistance for Hospital Bill	
1. Valid Solo parent identification card of the client/ person to be interviewed	Local Government Unit
2. Medical Certificate/Clinical Abstract complete with name, license number and signature of the Physician issued within three months (Original / Certified true copy)	Attending Physician or from Medical Records of the hospital/clinic.
3. Hospital bill / Statement of Account (outstanding balance) with name and signature	Billing clerk of the hospital

4. Social Case Study Report/ Case Summary	Licensed social worker from DSWD, Local Social Welfare and Development Office and Medical Social Service
5. Barangay Certificate/ Certificate of Residency	From the Barangay where the client is presently residing.
Medical Assistance for Medicine/Assistive Device	
1. Medical Certificate/Clinical Abstract complete with name, license number and signature of the Physician issued within three months (Original / Certified true copy)	Attending Physician or from Medical Records of the hospital/clinic.
2. Prescription with date of issuance, complete name, license number and signature of the Physician issued within three months.	Attending Physician from a hospital/clinic
3. Valid Solo parent identification card	Local Government Unit
4. Social Case Study Report/ Case Summary	Licensed social worker from DSWD, Local Social Welfare and Development Office and Medical Social Service
5. Barangay Certificate/ Certificate of Residency	From the Barangay where the client is presently residing.
Medical Assistance for Laboratory Request	
1. Valid Solo parent identification card of the client/ person to be interviewed	Local Government Unit
2. Medical Certificate/Clinical Abstract complete with name, license number and signature of the Physician issued within three months (Original / Certified true copy)	Attending Physician or from Medical Records of the hospital/clinic.
3. Laboratory Requests with name, license number and signature of the Physician	Attending Physician from a hospital/clinic
4. Social Case Study Report/ Case Summary	Licensed social worker from DSWD, Local Social Welfare and Development Office and Medical Social Service
5. Barangay Certificate/ Certificate of Residency	From the Barangay where the client is presently residing.
Burial Assistance for Funeral Bill	
1. Valid Solo parent identification card of the client/ person to be interviewed	Local Government Unit

2. Registered Death Certificate/ Certification from the Tribal Chieftain (Original / certified true copy)	City/Municipal Hall (Civil Registry Office), hospital, Funeral Parlor or Tribal chieftain,
3. Funeral Contract	The authorized staff of the Funeral Parlor/ Memorial Chapel
4. Barangay Certificate/ Certificate of Residency	From the Barangay where the client is presently residing.
Burial Assistance for Transfer of Cadaver	
1. Valid Solo parent identification card of the client/ person to be interviewed	Local Government Unit
2. Registered Death Certificate/ Certification from the Tribal Chieftain (Original / certified true copy)	City/Municipal Hall (Civil Registry Office), hospital, Funeral Parlor or Tribal chieftain,
3. Funeral Contract	The authorized staff of the Funeral parlor/ Memorial Chapel
4. Transfer Permit	City/Municipal Hall, hospital, funeral Parlor or Tribal chieftain,
5. Barangay certificate/ certificate of Residency	From the Barangay where the client is presently residing.
Educational Assistance	
1. Validated School ID and Valid Solo parent I.D of the Parent/guardian	Registrar, Authorized staff from the school, Local Government Unit
2. Enrolment Assessment Form or Certificate of Enrolment or Registration	Registrar, Authorized staff from the school
3. Statement of Account for college students, when available. This may not available to State Universities	Registrar officer, Authorized staff from the school
4. Barangay Certificate/Certificate of Residency or Certificate of Indigency	From the Barangay where the client ID presently residing
Food Assistance for Individual and Families endorsed in Groups	
1. Valid Solo parent identification card of the client/ person to be interviewed	Local Government Unit
2. Project proposal and Food distribution List (CRCF client)	Local Government Unit / or Head of the residential care facility
3. Barangay certificate/ certificate of Residency	From the Barangay where the client is presently residing.

Cash Assistance for Other Support Services				
1. Validated School ID and Valid Solo parent ID of the Parent/guardian		Registrar, Authorized staff from the school, Local Government Unit		
2. Depending on the circumstances: For Fire Victims: Police Report/ Bureau of Fire Protection Report from the Bureau of Fire For Distressed OFs: Passport, Travel Document/s, certification from OWWA or the Barangay For Rescued Client: Certification from a social worker or Case manager from rescued clients. For victims of Online Sexual Exploitation: Police Blotter and social worker's certification for the victims of online sexual exploitation of children For Locally stranded individuals (LSI): LSI without valid IDs, the Medical Certificate or the Travel Authority issued by the Philippine National Police will suffice and be accepted to prove his/her identity.		Police Station, Bureau of Fire, Philippine Embassy / Consulate, Social Worker from welfare agencies.		
For all other incidents: 3. Barangay Certificate of Residency or Certificate of Indigency or Certificate of the Client is in Need of Assistance as well as other documents from legal authorities' /regulating agencies, as may be applicable.		From the Barangay where the client is presently residing.		
Provision of PPE				
1. Valid Solo parent identification card of the client/ person to be interviewed		Local Government Unit		
2. RT-PCR* Test Result, if applicable; *Reverse Transcription - Polymerase Chain Reaction				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESsing TIME	PERSON RESPONSIBLE

1. Receipt of application for assistance of a solo parent	<p>1.1 Admin personnel will direct the client to the solo parent focal</p> <p>1.2 If necessary, the client will be provided with a queueing number</p>	None	5 minutes	<i>Administrative Staff</i>
2. Submit required documents for assistance	<p>2.1 Checking of the authenticity and completeness of presented documentary requirements, along with the valid Solo Parent ID</p> <ul style="list-style-type: none"> • If clients have incomplete requirements, give a list of required documents and advise the client to come back upon completion of requirements <p>2.2 If the requirements are complete, the social worker will interview the client utilizing the general intake sheet and recommend assistance based on the assessed needs</p>	<p>None</p> <p>None</p>	<p>10 minutes</p> <p>10 minutes</p>	<p><i>CBSS Social Worker</i></p> <p><i>CBSS Social Worker</i></p>
Provision of Psychosocial support, AICS, and Supplemental Livelihood Program				
	2.3 Provision of Psychosocial support- The psychosocial services	None	30 minutes	<i>CBSS Social Worker</i>

	for solo parents are part of the comprehensive program for solo parents and their children, to aid them in their role performance of being a solo parent.			
	2.3.1 If for AICS, solo parent focal will facilitate referral to CIS or SWADT	None	10 minutes	<i>CBSS Social Worker and CIS/SWAD Social Worker</i>
	2.3.2 If for SLP, Solo parent focal will facilitate referral to SLP	None		<i>CBSS Social Worker and SLP Focal Person</i>
TOTAL		None	65 minutes	

Referral for concerned LGU and other Agencies

	<ul style="list-style-type: none"> For all other services of the Department, the social worker further must refer the client to the bureau/office implementing the program that may respond to the client's needs. Endorsement to the other national government agencies, partner NGOs, CSOs, residential care facilities (for 			
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	<p><i>protective custody) and others shall be done if the programs or resources of the DSWD could not meet the client's needs.</i></p> <p>2.6 If for referral to concerned LGU or other agencies, in favor of the client who needs other local services that should be catered thereby- The social worker will prepare the referral letter</p> <ul style="list-style-type: none"> <i>• If necessary, the social worker handling the case shall prepare a case summary indicating his/her assessment and recommendation, and shall include it in the referral letter of the client. In all cases, the FO/LSWDO shall coordinate accordingly to ensure that the referrals are</i> 	None	10 minutes	CBSS Social Worker
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	<p><i>immediately and properly acted upon. Coordination for the after-care and other social welfare support services for the client shall likewise be done by the handling social worker.</i></p> <p>2.7 the referral letter will be forwarded to the Unit head for initial;</p> <p>If approved, it will be forwarded to the Assistant Regional Director (ARD) for initial and will be forwarded to the Regional Director (RD) for approval.</p>			
	2.8 Once approved, the referral letter will be forwarded to the records manager to transmit the approved referral letter to the concerned LGU or other referring agency.	None	10 minutes	
Total		None	5 minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback?	DSWD Field Office send memo / email to DSWD-PMB
How feedbacks are processed?	DSWD-PMB send reply letter/memo to the concerned Field Office
How to file a complaint?	Complaints can be filed through postal mail or e-mail to PMB-DSWD. The details of the complaint should be included in the information.
Complainant using 8888	SMS will receive the complaint and will be forwarded to PMB if the concern is: 1. On Programs and Services- SPD will be the one replying to the complaint 2. On Personnel and other outside matters- The Focal Person will be the one replying to the complaint
How complaints are processed?	The concerned Office will conduct a case conference/meeting to discuss the issue/concern. If necessary, set a meeting with the complainant and to discuss the concern. The internal investigation shall be conducted within the Bureau, then provide recommendation and officially send reply letter/memo to the concerned DSWD-Field Office.
Contact Information of CCB, PCC, ARTA	<p>Anti-Red Tape Authority (ARTA) complaints@arta.gov.ph 8-478-5093</p> <p>Presidential Complaint Center (PCC) pcc@malacanang.gov.ph 8888</p> <p>Contact Center ng Bayan (CCB) email@contactcenterngbayan.gov.ph 0908-881-6565</p>

Auxiliary Social Services to Persons with Disabilities

Providing Technical Assistance to Program Implementation Offices for People with Disabilities

Office or Division:	Sectoral Programs Division			
Clasification:	Simple			
Type of Transaction:	G2G - Pamahalaan sa Pamahalaan			
Who will Avail:	Focal Persons and Local Government Units Mga Focal Person at Yunit ng Pamahalaang Lokal			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Technical Assistance Request signed by the Regional Director			Field Offices	
CLIENTS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request for technical assistance	1. Prepare a Travel Plan	None	1 Day	<i>Technical Staff</i>
	1.1. The Technical Staff will prepare the Travel Plan		1 Day	<i>Administrative Staff and Division Chief</i>
	1.2. Submit for review and approval of Division Chief		1 araw	<i>Administrative Staff and Director</i>
	1.3. Once approved by the Division Chief, the Travel Plan will be submitted to the Office of the		1 ½ day	

	Bureau Director for Approval			
	<p>2. Prepare a memorandum with the Field Office regarding the Monitoring Schedule and Technical Assistance</p> <p>2.1. The Technical Staff will develop the Memorandum</p> <p>2.2. The Draft Memorandum will be submitted for DC's review and approval</p> <p>2.3. Once approved by DC, the Memorandum will be forwarded to the Director for signature and approval.</p> <p>2.4. The signed and approved Memorandum to the Field Office will be sent to FO through the Records Management Office</p>	None	<p>1 Day</p> <p>1 Day</p> <p>2 Days</p> <p>2 Days</p>	<p><i>Social and Welfare Officer III and Administrative Staff</i></p> <p><i>Administrative Staff</i></p> <p><i>Director and Administrative Staff</i></p> <p><i>Administrative Staff and Records Manager</i></p>

	3. Prepare a Travel Order	None	1 Day	
	3.1. The Technical Staff will prepare the Travel Order in line with the approved Travel Plan		1 Day	<i>Technical staff and Administrative Staff</i>
	3.2. The draft travel order will be reviewed and approved by DC		2 Days	<i>Administrative Staff and Division Chief</i>
	3.3. Once approved by the DC, it will be submitted for signature and approval by the Director		½ Days	<i>Administrative Staff and Directors</i>
	3.4. The approved Travel Order will be forwarded to Records			<i>Administrative Staff and Records Manager</i>
	4. Purchase a plane ticket, if needed.	None	30 Minutes	<i>Technical Staff</i>
	4.1. Technical Staff fills out the request for ticket purchase		5 Minutes	<i>Technical Staff and Air Transport Reservation Officer (ATRO)</i>
	4.2. Submit the completed request form to ATRO		5 minuto	<i>Air Transport Reservation Officer (ATRO)</i>

	<p>4.3. The designated ATRO will purchase the ticket.</p> <p>4.4. A copy of the ticket will be provided to the Technical Staff</p>		<p>1 Hour</p> <p>10 Minutes</p>	<p><i>Technical staff and Air Transport Reservation Officer (ATRO)</i></p> <p><i>Teknikal na kawani and Air Transport Reservation Officer (ATRO)</i></p>
	<p>5.The trip and the visit monitoring and providing technical assistance</p> <p>5.1. Travel time to FO and courtesy call to Regional Director</p> <p>5.2. Evaluation / Focus Group Discussion / Mentoring / Coaching</p> <p>5.3. Exit Conference</p> <p>5.4. Return to the Central Office</p>	None	<p>1 Day</p> <p>1-2 Days</p> <p>½ day</p> <p>1 day</p>	<p><i>Technical Staff, Regional Director and Regional technical staff</i></p> <p><i>Technical Staff and Regional Technical Staff</i></p> <p><i>Technical Staff, Regional Director and</i></p> <p><i>Technical Staff, Regional Director and Regional technical staff</i></p> <p><i>Technical Staff</i></p>
	<p>6. Preparation of feedback and Confirmation Report</p> <p>6.1. The Technical Staff upon their return will post a feedback and confirmation report</p>	None	<p>1 Day</p> <p>1 Day</p>	<p><i>Technical Staff</i></p> <p><i>Administrative Staff and Division Chief</i></p>

	6.2. The feedback and confirmation report will be forwarded for DC review and approval		2 Days	<i>Administrative Staff and Director</i>
	6.3. Once approved by DC, the feedback and confirmation report will be forwarded for signature and approval by the Director.		1 day	<i>Administrative Staff and Records Manager</i>
	6.4. The approved confirmation report			
	7. Satisfaction Survey	None	30 Minutes	<i>Technical Staff</i>
	7.1. The Technical Staff will send the Satisfaction Survey Form via email to the corresponding FO		1 Day	<i>Regional technical Staff</i>
	7.2. The TA recipient FO will fill out the survey form			
	7.3. The completed survey form will be reviewed by the PMEUI		1 day	<i>Staff of PMEUI</i>
TOTAL			23 days	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback/complaints?	DSWD Field Office send memo / email to DSWD-PMB
How feedbacks/complaints are processed	DSWD-PMB send reply letter/memo to the concerned Field Office
How to file a complaint?	Complaints can be filed through postal mail or e-mail to PMB-DSWD. The details of the complaint should be included in the information.
Complainant using 8888	SMS will receive the complaint and will be forwarded to PMB if the concern is: 1. On Programs and Services- SPD will be the one replying to the complaint 2. On Personnel and other outside matters- The Focal Person will be the one replying to the complaint
How feedback/complaints are processed	The concerned Office will conduct a case conference/meeting to discuss the issue/concern. If necessary, set a meeting with the complainant and to discuss the concern. The internal investigation shall be conducted within the Bureau, then provide recommendation and officially send reply letter/memo to the concerned DSWD-Field Office.
Contact Information of CCB, PCC, ARTA	Anti-Red Tape Authority (ARTA) complaints@arta.gov.ph 8-478-5093 Presidential Complaint Center (PCC) pcc@malacanang.gov.ph 8888 Contact Center ng Bayan (CCB) email@contactcenterngbayan.gov.ph 0908-881-6565

Implementation of Government Internship Program (GIP) to Central Office and Field Office

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

Opisina o Dibisyon:	Sectoral Programs Division
Pag-uuri:	Simple
Uri ng Transaksyon:	G2G - Pamahalaan sa Pamahalaan
Who will Avail:	Filipino Youth (18-25 years of Age)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Government Internship Program Implementation	
A. Application as participants of the program	
1. Duly accomplished Application Form	DSWD Central Office and Field Offices
2. Photocopy of PSA issued Birth Certificate of the Youth or any government issued ID indicating the date of birth – youth must be aged 18-25 years old	Philippine Statistics Authority (PSA) Concerned Government Agencies
3. Recent School registration form or certification from the school indicating the recent year/semester of the applicant's school attendance.	School
4. Photocopy of income tax return (ITR) of parents/head of the family/guardian or Barangay Certificate or Indigency confirming that family is residing in the barangay.	Barangay or Concerned Office/s of the parents

Transactions				
CLIENTS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
I. Pre-Implementation Phase				
1. Announcement on the deadline of the application form and other needed documents	1.1 Notice of acceptance of applicants (Announcement during flag raising ceremonies, through press release and radio announcements. For the Field Office, a letter/notice of Acceptance of Applications will be sent to the identified LGU recipient.)	None	10 Minutes	<i>Youth Focal Person</i>
2. Application or Registration	2.1 Issuance of Applications forms 2.2 Issuance service sequence number 2.3 Encoding of the client's information in Spreadsheet)	None	10 Minutes	<i>Youth Focal Person</i>
3. Submit the required documents to the DSWD Central Office/Field Office	3.1 Screen the required documents its authenticity	None	1 Day	<i>Youth Focal Person and TWG or Selection Committee Members</i>
4. Assessment of applications	4.1 Conduct table Assessment of the applications	None	2 days	<i>TWG or Selection Committee members</i>

	based on the qualifications.			
5. Notification of qualified applicants for interview	5.1 Notify the qualified applicants for Interview	None	1 Day	<i>TWG or Selection Committee Members</i>
6. Client will go for an interview at DSWD Central Office/Field Office	6.1 Conduct actual interview with the applicants.	None	2 days	<i>Youth Focal Person and TWG</i>
7. Receive notification on the status of your application	7.1 Final screen the applicants (All qualified applicants will be notified on the next steps to take while the applicants who did not qualify will still be notified about the status of their application)	None	1 day	<i>Youth Focal Person</i>
II. Implementation Phase				
8. Attend Orientation	8.1 Conduct orientation with the selected participants about the GIP program)	None	1 Day	<i>Youth Focal Person</i>
9. Render service in the area of assignment	9.1 Assist and monitor the youth in their area of assignment	None	30 working days	<i>Youth Focal Person</i>
10. Attend Capacity Building Activities	10. 1 Conduct capacity building activities	None	1 Day	<i>Youth Focal Person</i>
11. Receive stipend	11. 1 Provide stipend to the youth (Stipend is 75% of the current	None	1 Day	<i>Youth Focal Person</i>

	regional minimum wage rate)			
III. Post-Implementation Phase				
12. Attend Program Evaluation Activity	12. Conduct program evaluation activity	None	1 day	<i>Youth Focal Person/TWG</i>

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	DSWD-Field Office send memo/email to DSWDPMB
How feedbacks are processed	DSWD PMB send reply letter/memo to the concerned Field Office.
How to file a complaint	Complaints can be filed thru sending a letter or email to DSWD - PMB. The details of the complaint should be included in the information.
Complainant using 8888	SMS will receive the complaint and will be forwarded to PMB if the concern is: a. On Programs and Services – SPD will be the one replying to the complaint. b. On Personal and other outside matters – The Focal Person will be the one replying to the complaint.
How complaints are processed	The concerned Office will conduct a case conference/meeting to discuss the issue/concern. If necessary, to set a meeting with the complainant and discuss the concern. - Internal investigation shall be conducted within the Bureau, then provide recommendation and officially send reply letter/memo to the concerned DSWD – Field Office.
Contact information of DSWD Program Management Bureau – Sectoral Programs Division (SPD).	Tel. No. 8-931-9141 Email address: psb@dswd.gov.ph

Referral for Care and Support Services

In compliance with Section 35 of the Implementing Rule and Regulations of the then Philippine AIDS Prevention and Control Act of 1998 or RA 8504, the DSWD has developed a referral system to assist Persons Living with HIV and AIDS in accessing available care and support services. The new Philippine HIV and AIDS Policy Act or RA 11166 also cites the use of the Department's Referral Mechanism for various stakeholders to protect and promote the rights of PLHIVs and affected families. This mechanism aims to ensure access of PLHIV to a quality and timely delivery of services and is also intended to facilitate coordination between and among service providers.

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

	<p>3. Provide appropriate action and assistance: If the client is a referral from other agencies or organizations:</p> <p>Check Documentary</p> <p>Requirements for particular assistance needed;</p> <p>Review Referral Forms 1 to 4; and</p> <p>Proceed to SOP No. 2: Provision of Assistance to PLHIVs</p> <p>If client needs additional services, DSWD will act as the Referring Agency and will facilitate Referral Mechanism:</p> <p>Consult Directory to identify the appropriate service provider / agency;</p> <p>Fill-out Form 2 then give it to the client;</p> <p>Fill-out Form 4 then place it in the client's file;</p> <p>Complete and update Referral Register on spreadsheet;</p> <p>Advise client to go to the Receiving Agency; and</p> <p>Coordinate with Receiving Agency regarding the referral/client and accomplishment of Form 3</p>	None		
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3. Accomplish Client Satisfaction Survey Form	4. Issue Client Satisfaction Survey Form (CSS) and collect filled-out CSS		5 minutes	<i>PLHIV Focal Staff / Alternate PLHIV</i>
	5. Conduct follow-up from Receiving Agency and/or client within 15 days upon receipt of referral: Coordinate with Receiving Agency and seek for updates; Ask for Form 3 either from client and or Receiving Agency; Review Form 3; and Complete and update Case File and Referral Register		15 minutes	<i>Focal Staff / Alternate</i>
Total		<i>None</i>	55 Minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	The client and referring party could express their feedback through a Satisfaction Survey Form provided upon entry at the CIU. After the client fills out the form, it will be dropped in the designated drop box which will be collected everyday.
How feedbacks are processed	Duly accomplished Satisfaction Survey Form shall be consolidated together with the generated online customer feedback form once a month. The CID shall identify issues and concerns of the clients which shall be discussed for appropriate action. Status on the identified issues and concerns shall be monitored on a monthly basis by the Planning Team
How to file a complaint	The client may submit an appeal for the assistance that have been denied or may send a complaint letter to the Crisis Intervention Division of the Program Management Bureau

	<p>DSWD Central Office, IBP Road, Batasan Pambansa Complex, Constitution Hills, Quezon City A complaint may be filed through any of the established modalities:</p> <ul style="list-style-type: none"> - a telephone call (02-8951-7433 loc. 409-410) or - Crisis Intervention grievances number 10144 - electronic email (ciu.co@dswd.gov.ph) - personal appearance (walk-in clients) through satisfaction Survey Form - letters addressed to the Director IV, Ms. Wilma D. Naviamos, CESO III of Program Management Bureau (PMB) through our concurrent Officer in charge of Crisis Intervention Division, Atty. Katrina Grace C. Ongoco or Mr. Artemio E. Bautista, PDO V, OIC -Unit Head of Crisis Intervention Unit. - through 8888 Citizen's Complaint Center
How complaints are processed	<ul style="list-style-type: none"> - Upon receipt of the complaint for the concerned Division or Unit shall make necessary evaluation and investigation to create a report for information and appropriate action of the concerned officials. Feedback shall be provided to the client. <p>For inquiries and follow-ups, clients may contact at email: ciu.co@dswd.gov.ph;</p> <p>Tel No. 002-8951-7433</p> <p>local 409 - 510;</p> <p>CIU grievances number</p> <p>10144 or you may reach the Contact Center ng Bayan (CCB) for the following contact:</p> <p>SMS: 0908881 6565 Call: 165 56 (P5.00+ Vat per call anywhere in the Philippines via PLDT landlines) Email:</p> <p>email@contactcenterngbayan.gov.ph</p> <p>Facebook:</p>

	https://Facebook.com/civilservicegovph/ Web: https://contactcenterngbayan.gov.ph/
Contact Information of CCB, PCC, ARTA	Ms. Wilma D. Naviamos, CESO III Director IV Program Management Bureau (PMB) Contact No. 951-74-37 Email: pmb@dswd.gov.ph Atty. Katrina Grace C. Ongoco, concurrent Officer in Charge Crisis Intervention Division Contact Number:(02) 8951-74-33 dswd.gov.ph

Provision of Assistance to Person living with HIV (PLHIV)

As part of the DSWD's psychosocial care and support services for persons living with HIV (PLHIV) and their affected families and in accordance with Section 36 of RA 11166, the Department, through its Field Offices (FOs) provides economic assistance for education, livelihood, burial/funeral, transportation, medical, and food. These forms of assistance are meant for individuals and families of PLHIV in need of social welfare and development interventions. The direct provision of these assistance aims to mitigate the impact of HIV and AIDS on affected individuals and their families, assuring their well-being and; contributing to the overall response of the national government to HIV and AIDS.

Office or Division:	Field Office (Protective Services Division/Unit, Community Based Services Unit/ Section		
Classification:	Simple		
Type of Transaction:	G2C - Government to Citizen		
Who may avail:	People Living with HIV (PLHIV) and their affected families		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Medical Assistance for Hospital Bill			
1. Any valid identification card of the client/ person to be interviewed		Government agencies issuing an identification card(SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA and among others)	

2. Medical Certificate/Clinical Abstract complete with name, license number and signature of the Physician issued within three months (original and one(1) photocopy)	Attending Physician or from Medical Records of the designated Treatment Hubs and/or Primary HIV Care Facilities
3. Hospital bill / Statement of Account (outstanding balance) with name and signature (original and one(1) photocopy)	Billing clerk of the hospital
4. Social Case Study Report/ Case Summary	Licensed social worker from DSWD, Local Social Welfare and Development Office, Medical Social Services, Treatment Hubs, and Primary HIV Care Facilities
5. Certificate of Indigency or Barangay Certificate declaring client's situation (original and one(1) photocopy)	From the Barangay where the client is presently residing.
Medical Assistance for Medicine	
1. Medical Certificate/Clinical Abstract complete with name, license number and signature of the attending physician issued within three months (original and one(1) photocopy)	Attending Physician or from Medical Records of the designated Treatment Hubs and/or Primary HIV Care Facilities
2. Prescription with date of issuance, complete name, license number and signature of the Physician issued within three (3) (original and one(1) photocopy)	Attending Physician or from Medical Records of the designated Treatment Hubs and/or Primary HIV Care Facilities
3. Any valid identification card of the client/ person to be interviewed	Government agencies issuing an identification card(SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA and among others)
4. Social Case Study Report/ Case Summary	Licensed social worker from DSWD, Local Social Welfare and Development Office, Medical Social Services, Treatment Hubs, and Primary HIV Care Facilities
5. Certificate of Indigency or Barangay Certificate declaring client's situation (original and one (1) photocopy)	From the Barangay where the client is presently residing.
Medical Assistance for Laboratory Requests	
1. Any valid identification card of the client/ person to be interviewed	Government agencies issuing an identification card(SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA and among others)
2. Medical Certificate/Clinical Abstract complete with name, license number and signature of the Physician issued within	Attending Physician or from Medical Records of the designated Treatment Hubs and/or Primary HIV Care Facilities

three months (original and one(1) photocopy)	
3. Laboratory Requests with name, license number and signature of the attending physician issued within three (3) months (original and one(1) photocopy)	Attending Physician or from Medical Records of the designated Treatment Hubs and/or Primary HIV Care Facilities
4. Social Case Study Report/ Case Summary	Licensed social worker from DSWD, Local Social Welfare and Development Office, Medical Social Services, Treatment Hubs, and Primary HIV Care Facilities
5. Certificate of Indigency or Barangay Certificate declaring client's situation (original and one(1) photocopy)	From the Barangay where the client is presently residing.
Burial Assistance for Funeral Bill	
1. Any valid identification card of the client/ person to be interviewed	Government agencies issuing an identification card(SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA and among others)
2. Death Certificate or Certification from the Tribal Chieftain (for IPs), Imam (for Moro), or any authorized medical practitioner in the absence of a death certificate (original and one(1) photocopy)	City/Municipal Hall (Civil Registry Office), hospital, Funeral Parlor or Tribal/Religious Chieftain/Leader
3. Funeral Contract with Outstanding Balance except for Muslims and Indigenous People performing customary practices (original and one(1) photocopy)	Authorized staff of the Funeral Parlor/ Memorial Chapel
4. Certificate of Indigency or Barangay Certificate declaring client's situation (original and one(1) photocopy)	From the Barangay where the client is presently residing
Burial Assistance for Transfer of Cadaver	
1. Any valid identification card of the client/ person to be interviewed	Government agencies issuing an identification card(SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA and among others)
2. Death Certificate or Certification from the Tribal Chieftain (for IPs), Imam (for Moro), or any authorized medical practitioner in the absence of a death certificate (original and one(1) photocopy)	City/Municipal Hall (Civil Registry Office), hospital, Funeral Parlor or Tribal/Religious Chieftain/Leader
3. Funeral Contract except for Muslims and Indigenous People performing customary practices (original and one(1) photocopy)	Authorized staff of the Funeral Parlor/ Memorial Chapel

4. Certificate of Indigency or Barangay Certificate declaring client's situation (original and one(1) photocopy)	From the Barangay where the client is presently residing.
Educational Assistance	
1. Any valid identification card of the client/ person to be interviewed	Government agencies issuing an identification card(SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA and among others)
2. Validated school ID of the student beneficiary	Registrar, Authorized staff from the school
3.Enrolment Assessment Form or Certificate of Enrolment or Registration (original and one(1) photocopy)	Registrar, Authorized staff from the school
4. Statement of Account for college students, when available. This may not be available to State Universities Registrar (original and one(1) photocopy)	Registrar officer, Authorized staff from the school
5. Certificate of Indigency or Barangay Certificate declaring client's situation (original and one(1) photocopy)	From the Barangay where the client is presently residing.
Food Assistance for Individuals and Families	
1. Any valid identification card of the client/ person to be interviewed	Government agencies issuing an identification card(SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA and among others)
2.Barangay Certificate/ Certificate of Residency	From the Barangay where the client/s is/are presently residing.
Transportation and Cash Assistance for Other Support Services	
1. Any valid identification card of the client/ person to be interviewed	Government agencies issuing an identification card(SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA and among others)
2.Depending on the circumstances: -Police Report/ Bureau of Fire Protection Report from the Bureau of Fire -Passport, Travel Document/s, certification from OWWA or the Barangay -Certification from social worker or Case manager from rescued clients. -Police Blotter and social worker's certification for the victims of online sexual exploitation of children - For Locally stranded individuals (LSI) without valid IDs, the Medical Certificate or the Travel Authority issued by the Philippine National Police will suffice and be accepted to prove his/her identity.	Police Station, Bureau of Fire, Philippine Embassy / Consulate, Social Worker from welfare agencies

3.For all other incidents- Barangay Certificate of Residency or Certificate of Indigency or Certificate of the Client is in Need of Assistance as well as other documents from legal authority’s/regulating agencies, as may be applicable.		Police Station, Bureau of Fire, Philippine Embassy / Consulate, Social Worker from welfare agencies		
Within the Day Transaction				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client receives accomplish Health Declaration Form and received queuing number	1. Issuance of Health Declaration Form and queue number	None	5 Minutes	Admin/Security Personnel
2. Submits documents and self for interview and assessment	2.1 Conduct initial interview to identify needs / queries of client If asking for informational service, provide necessary information and a copy of checklist of requirements. If submission of requirements to avail service, receive documents 2.2 Review documents submitted by client. If the client is a referral from other agencies or organizations: Check Documentary Requirements for needed Assistance and completeness of forms for referrals If	None	5 Minutes	Designated PLHIV Focal Staff / Alternate <

	<p>the walk -in client, PLHIV:</p> <p>Conduct initial interview to identify assistance being sought for and review document requirements being presented as to completeness and compliance. If supporting documents are incomplete and non-compliant, provide checklist. Check the completed / compliant documentary requirements and highlight incomplete/ noncompliant requirements for submission and ask client to return with completed documents required.</p>			
3. Client to fill - out necessary fields in prescribed forms	<p>3. Conduct of further verification of submitted documents and probing interview</p> <p>Verify submitted requirements for veracity, consistency, and authenticity.</p> <p>- If one or more documents are found to be inauthentic or contains inadequate details, provide explanation to client; - Provide checklist and identify which document is</p>	None	15 Minutes	<i>Designated PLHIV Focal Staff / Alternate</i>

	<p>inauthentic and inadequate.</p> <p>Conduct assessment and intake interview</p> <p>4. Recommend assistance to be provided to client and facilitate disbursement or referral to other DSWD OBSUs If assistance may be directly provided:</p> <p>Preparation of Certificate of Eligibility</p> <p>Encoding of client's information to registry and accomplishment of Form Three (3)</p> <p>Referral Feedback if client was referred by another agency;</p> <p>Submit documents to authorized personnel for review and approval;</p> <p>Ensure all required signatories and fields are accomplished. If client needs to be referred to other OBSUs such as the CIS and SLP:</p> <p>Social worker to facilitate referral with reference to respective Citizen's Charter of receiving offices;</p> <p>Conduct follow - through to seek feedback on the actions taken and/or, if needed, provide further clarification.</p>	None	15 Minutes	<p><i>Designated PLHIV Focal Staff / Alternate Authorized approving personnel</i></p>
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	<p>5. Social worker completely facilitates approval of documents and actual disbursement of assistance that may either be Cash or a Guarantee Letter to identified service provider Designated approving officer/s conduct/s final review of submitted documents and initiate final approval of the worker's recommendation;</p> <p>Preparation of vouchers of designated personnel; and</p> <p>Actual disbursement of assistance to client</p>	None	<p>If within the day: 30 minutes to one (1) hour depending on the amount and assistance 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 and assistance being sought</p>	<i>Designated PLHIV Focal and/or Alternate Authorized approving personnel Designated disbursing office</i>
4. Client accomplish Client Satisfaction Survey Form	<p>6. Issue Client Satisfaction Survey (CSS) Form to client Ask client to completely fillout the CSS Form; Collect accomplished form and submit to designated personnel for consolidation</p>	None	10 Minutes	<i>Designated PLHIV Focal and/or Alternate</i>
Total		<p>For within the day transaction: 1 hour and 45 minutes If not within the day: 3 days, 1 hour, and 15 minutes</p>		

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	DSWD Field Office send memo / email to DSWD-PMB
How feedbacks are processed	DSWD-PMB send reply letter / memo to the concerned Field Office
How to file a complaint	Complaints can be filed through postal mail or e-mail to PMBDSWD. The details of the complaint should be included in the information
Complainant using 8888	<p>SMS will receive the complaint and will be forwarded to PMB if the concern is:</p> <ol style="list-style-type: none"> 1. On Programs and Services- SPD will be the one replying to the complaint 2. On Personnel and other outside matters <p>The Focal Person will be the one replying to the complaint</p>
How complaints are processed	The concerned Office will conduct a case conference/meeting to discuss the issue/concern. If necessary, to set a meeting with the complainant and discuss the concern. Internal investigation shall be conducted within the Bureau, then provide recommendation and officially send reply letter/memo to the concerned DSWD-Field Office.
Contact information of DSWD Program Management Bureau	Tel. No. – 931-91-41 Email address: psb@dswd.gov.p

Securing Travel Clearance for Minors Travelling Abroad

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

Office or Division:	DSWD Field Offices
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may avail:	Filipino Minors Travelling Abroad
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Issuance of Travel Clearance Certificate	
A. For Minors Traveling Alone to a Foreign Country for the First Time	
1. Duly accomplished Application Form	DSWD Field Offices or at download form at www.dswd.gov.ph
2. LSWDO/SWAD Social Worker's assessment, when necessary	Local Social Welfare and Development Office where the minor resides
3. PSA issued Birth Certificate of Minor	Philippine Statistics Authority (PSA)
4. One (1) Photocopy of PSA issued Marriage Contract of minor's parents/ Copy of Court issued Legal Guardianship/ Tallaq or Fasakh Certification from the Shariah Court or any Muslim Bgy or religious leader. PSA issued CENOMAR for illegitimate minors on SECPA;	Philippine Statistics Authority (PSA); Court who handled the Legal Guardianship petition; Shariah Court or Religious Leader
5. Notarized Affidavit of Consent or Written Consent of both parents/ legal guardian/solo parent, whichever is applicable. Photocopy of valid passport and valid visa or valid ID issued abroad, if parents are working abroad.	Law Office and Notarized at the place where the minor resides/ Philippine Embassy (if minors parent/s are abroad)
6. Two (2) original colored passport size photos of the minor (in White, Red or	Applicant

Blue Background) taken within the last 6 months. No scanned picture is allowed.	
7. Affidavit of Support and Certified copy of evidence to show financial capability of sponsor e.g Certificate of Employment, Latest Income Tax Return, Bank Statement, etc)	Applicant
8. Certified True Copy of the Death Certificate (for deceased parent/s) on SECPA;	Applicant
9. Unaccompanied Minor Certificate from the Airlines	Airline Company where ticket is obtained
10. Waiver from the parents releasing DSWD from any liability/responsibility in case of untoward incident during the travel of the child.	Applicant
For Succeeding Travel of Unaccompanied minor or Traveling ALONE	
1. Duly accomplished Application Form	DSWD Field Office/ DSWD website: www.dswd.gov.ph
2. Notarized Affidavit or Written Consent of both parents, the Solo parent and the legal guardian, whichever is applicable, with copy of valid ID with signature	Law Office and Notarized at the applicants place of residence
3. Original copy of the previous Travel Clearance issued	Applicant
4. Two (2) colored passport size pictures of the minor (in white, red or blue background) taken within the last 6 months. No scanned pictures will be accepted.	
5. Unaccompanied Minor Certificate from the Airline	Airline Company
6. Waiver from the parents releasing DSWD from any liability in case of	Applicant

untoward incident during the travel of the child.	
Minor Travelling for the FIRST TIME with persons other than the Parents or Legal Guardian	
1. Duly accomplished Application Form	DSWD Field Office/ DSWD website: www.dswd.gov.ph
2. Copy of the PSA issued birth certificate of the minor	Philippine Statistics Authority (PSA)
3. Notarized affidavit or written consent of both parents or solo parent or legal guardian, attached with valid identification card with specimen signature.	Applicant
4. Copy of Marriage Certificate of minors parents (SECPA), Solo Parent ID, for Solo Parents, Court Decree of Separation, Annulment or Divorce, for illegitimate minors, CENOMAR from PSA; in case of deceased parent/s, copy of the Death Certificate.	PSA, Local Social Welfare and Development Office (for the Solo Parents ID); Family Court.
5. Two (2) colored passport size pictures of the minor (in white, red or blue background) taken within the last 6 months. No scanned pictures will be accepted.	Applicant
6. Photocopy of the passport of the traveling companion.	Minor's travelling companion
Minors Traveling subsequently with a Person Other than the Parents of Legal Guardian	
1. Duly accomplished Application Form	DSWD Field Office/ DSWD website: www.dswd.gov.ph
2. Original copy of the Travel Clearance previously issued by the DSWD Field Office;	Applicant
3. Notarized Affidavit of Consent from biological parent/s, legal guardian	Applicant

authorizing a particular person to accompany the child in his/her travel abroad, with a copy of the valid identification card with specimen signature.	
4. Two (2) original colored passport size photos of the minor taken within the last six (6) months. No scanned pictures will be accepted;	Applicant
5. Photocopy of the Passport of the traveling companion.	Minor's traveling companion
Additional Requirements for Minors Under Special Circumstances:	
<i>For Filipino Minors Migrating to Another Country</i>	
1. Visa Petition Approval	Applicant
<i>For Minors Studying Abroad</i>	
1. Acceptance or Certificate of Enrollment or Registration from the School where the minor is to be enrolled.	Applicant
<i>For Minors who will attend Conference, Study Tours, Competition, Student Exchange Program, Summer Camp, Pilgrimage, World Youth Day and Other Related Activities:</i>	
1. Certification from Sponsoring Organization	Sponsor Organization
2. Affidavit of Undertaking of Companion indicating safety measures undertaken by the Sports Agency	Sports Agency
3. Signed Invitation from the Sponsoring Agency/Organization abroad with itinerary of travel and list of participants and duration of the activity/travel	Sponsoring Organization
<i>Minors going Abroad for Medical Purposes</i>	
1. Medical Abstract of the Minor	Attending Physician
2. Recommendation from the Attending Physician that such medical procedure is not available in the country	
3. Letter from the Sponsor	Sponsor
<i>Minors going Abroad for Inter-Country Adoption</i>	
1. Placement Authority issued by ICAB	Inter-Country Adoption Board (ICAB)
2. Authority to Escort issued by ICAB	Inter-Country Adoption Board (ICAB)

<i>Minors under Foster Care</i>				
1. Notarized Affidavit of Undertaking by the Foster Parents		Foster Parent		
2. Notarized Affidavit of Consent from the Regional Director or Authorized Representative		DSWD Regional Director		
3. Photocopy of Foster Placement Authority		Applicant		
4. Photocopy of Foster Care License of the Family		Applicant		
5. DSWD Certification of the CDCLAA Except those under Kinship Care		DSWD		
6. Return Ticket		Applicant		
<i>Minors Under Legal Guardianship</i>				
1. Certified True Copy of the Court Order on Legal Guardianship		Court		
For Minors whose parents are Seafarers				
1. Certification from the Manning Agency attesting to the parents employment		Applicant		
2. Photocopy of Seaman’s Book of Parent/s				
<i>For Minors with alleged missing parent/s</i>				
1.Social Case Study Report from the LSWDO where the alleged missing parent’s last known address		Local Social Welfare and Development Office		
2. Blotter Report from either local police or Barangay Certification from the Locality of the last known address of the alleged missing parent		Local Police or Barangay of the alleged missing parent/s last known address		
3. One (1) returned registered mail to the last known address of the alleged missing parent/s known address.		Applicant		
Within the Day Transaction				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registration	1. Issuance of Service Sequence Number 2. Encoding of the client’s information in online Spreadsheet	None	5 minutes	Officer of the Day

	3. Issuance of the Client Satisfaction Survey Form (CSS Form)			
2. Application	1. Receives Filled Up Application Form and Documentary requirements presented by the Client.	None	5 minutes	<i>Social Worker</i>
3. Screening of Application Form and documentary requirements	1. Social Worker will check the presented documentary requirements are complete. If not, the client will be asked to comply. If Complete, proceed to next Step.	None	5 minutes	<i>Social Worker</i>
4. Interview/Assessment*	1. Social Worker interviews and conducts assessment of the application; 2. Recommends for the approval or disapproval of the application to the Signing Authority.	None None	10 minutes	<i>Social Worker</i>

5. Review of the Application	1.Approves/Disapproves the application	None		<i>Supervisor/OIC</i>
	1.1 If Approved, proceed to step 6		5 Minutes	<i>Social Worker</i>
	1.2 If Disapproved, Counseling and Explanation of reason for disapproval of application		5 Minutes	<i>Social Worker</i>
	2. Notify the DFA, BI PMB, DSWD-CO. If Exempted, Prepares the Certificate of Exemption for Approval of the Regional Director	None	10 Minutes	<i>Social Worker</i> <i>Social Worker/Admin Staff</i>
6. Payment of: Php 300.00 for 1 year validity; Php600.00 for 2 years' validity	1. Issues Order of Payment /Billing Statement 2. Issues Official Receipt to the Applicant on the Payment Received 3. Issuance of Claim Stub schedule of release (Minimum of 1-day processing and maximum of 3 days processing)	Php300.00 for 1year validity; Php600.00 for 2 years validity	3 minutes	<i>Cashier</i> <i>Social Worker/Admin Staff</i>
7. Preparation of Travel Clearance	1. Encodes/Types the details of the applicant to the Travel Clearance Certificate	None	10 Minutes	<i>Social Worker/Administrative Staff</i>
8. Approval of the	1. Signs/Approves the Application or	None	5 Minutes	<i>Regional Director or the Authorized Approved Signatory</i>

Regional Director	Certificate of Exemption for Exempted applicants			
9. Receipt of the Travel Clearance Certificate and Submission of the Filled Up CSS Form and Signs the Logbook for the Received Travel Clearance/ Certificate of Exemption	1. Releases the Travel Clearance Certificate to the Applicant/ Certificate of Exemption/ Receipt of the Filled up CSS Form	None	5 Minutes	<i>Social Worker Administrative Staff</i>
TOTAL		P300-600.00	1 hour and 9 minutes	

** Social Workers may require additional documents from the applicant as basis of assessment whether or not the minor's travel will not constitute trafficking, exploitation and abuse.*

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	DSWD-Field Office send memo/email to DSWD-PMB.
How feedbacks are processed	DSWD-PMB send reply letter/memo to the concerned Field Office.
How to file a complaint	Complaints can be filed thru sending a letter or email to PMB-DSWD. The details of the complaint should be included in the information.
Complainant using 8888	<p>SMS will receive the complaint and will be forwarded to PMB if the concern is:</p> <ul style="list-style-type: none"> a. On Programs and Services- SPD will be the one replying to the complaint b. On Personnel and other outside matters- The Focal Person will be the one replying to the complaint
How complaints are processed	<p>-The concerned Office will conduct a case conference/meeting to discuss the issue/concern. If necessary, to set a meeting with the complainant and discuss the concern.</p> <p>-Internal investigation shall be conducted within the Bureau, then provide recommendation and officially send reply letter/memo to the concerned DSWD-Field Office.</p>
Contact info of ARTA, PCC and CCB	<p>Tel No. 8847-5093 Email Add: complaints@arta.gov.ph</p> <p>Hotline: 8888 Email Add: pcc@malacanang.gov.ph</p> <p>Contact Center ng Bayan (CCB) email@contactcenterngbayan.gov.ph 0908-881-6565</p>

Provision of Resource Person to DSWD Intermediaries and Stakeholders

Processing of requests for resource persons to capacitate intermediaries and stakeholders with the needed knowledge and skills to effectively implement social welfare and development and social protection programs and services that are responsive to the needs of different sectoral groups in the community.

Office or Division:	Social Welfare Institutional Development Bureau (SWIDB) - Field Office 5
Classification:	Complex
Type of Transaction:	G2G - Government to Government G2C - Government to Citizen
Who may avail:	DSWD intermediaries (local government units, non-government organizations, peoples' organizations, civil society organizations, academe) and stakeholders

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Memo of Request / Letter of Request		Requesting party		
DSWD Intellectual Property Agreement		DSWD Field Office Capacity Building Section/Social Welfare Institutional Development Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send request letter to DSWD through walk-in or e-mail to the Records Section	1. Receive, check and log request letter and forward to the Office of the Regional Director (ORD)	None	1 Hour	<i>Admin staff (Records Section)</i>
	2. Receive and record the request letter and endorse to the Regional Director for action	None	1 Hour	<i>Admin staff/Regional Executive Assistant (ORD)</i>
	3. Review and provide instructions and endorse to	None	6 Hours	<i>Regional Director</i>

	Protective Services Division (PSD)			
	4. Review and provide instructions and endorse to Capability Building Section (CBS)/Social Welfare Institutional Development Section (SWIDS)	None	3 Hours	<i>Protective Services Division Chief/Head</i>
	5. Receive the request letter	None	1 Hour	<i>Admin staff (CBS/SWIDS)</i>
	6. Review and assess the request	None	2 Hours	<i>CBS Section Head</i>
	7. Identify resource person per database/list of CGS/program focal/SWD L-Net	None	2 Hours	<i>Technical Staff (CBS/SWIDS)</i>
	8. Coordinate with the head of the CGS/program focal or SWD L-Net member to inform and check availability	None	2 Hours	<i>Technical Staff (CBS/SWIDS)</i>
	9. Prepare confirmation letter (to include name and details of identified resource person) and Regional Special Order	None	3 Hours	<i>Technical Staff (CBS/SWIDS)</i>
	10. Forward confirmation letter and draft RSO to CBS Head for review and initials	None	2 Hours	<i>Admin Staff (CBS/SWIDS)</i>

	<p>11. Forward confirmation letter and draft RSO to PSD Chief for review and initials</p> <p>Review and sign confirmation letter and draft RSO and endorse to ORD</p>	None	3 Hours	<p><i>CBS /SWIDS Head</i></p> <p><i>Protective Services Division Chief</i></p>
	<p>12. Review and sign the confirmation letter and RSO</p> <p>Return to CBS/SWIDS</p>	None	6 Hours	<p><i>Regional Director</i></p> <p><i>Admin staff (ORD)</i></p>
	<p>13. Receive signed confirmation letter and RSO. Attach the Intellectual Property Agreement (IPA) and the Customer Satisfaction Measurement Survey (CSMS) Form</p> <p>Send out to the requestor the documents thru email and to Records Section for numbering (RSO) and sending out (confirmation letter, IPA and CSMS) to mail Encode details of the request to a database</p>	None	3 Hours	<i>Admin staff (CBS/SWIDS)</i>

	14. Coordinate with requestor to set a pre-activity meeting with the identified RP and requestor	None	3 Hours	<i>Technical staff (CBS/SWIDS)</i>
	Total		38 hours	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	<p>Fill out the Customer Satisfaction Measurement Survey form sent by the Field Office. You may also send your concerns to the concerned Field Office 5 through < cbs.fo5@dswd.gov.ph > or to SWIDB through <swidb@dswd.gov.ph></p> <p>Contact info: SWIDB – (02) 8 951 2805 or local 403-405 VOIP 10011 Field Office 5:09511065172</p>
How feedback forms are processed	<p>Weekly client feedback forms are reviewed by the Field Office staff-in-charge and feedback received are relayed and discussed with Field Office staff during staff meetings.</p> <p>Feedback requiring answers are communicated with concerned Field Office staff and they are required to respond within three (3) days upon receipt of feedback.</p> <p>The answer is relayed to the concerned customer.</p> <p>For inquiries and follow-ups, the customer may call the concerned Field Office.</p>
How to file a complaint	<p>Feedback and complaints undergo the same process.</p> <p>Complaints can also be filed via telephone. Please include the following information: -Name of person/office being complained -Incident (STAR Model – Situation, Task, Action, Result or 5Ws (who, what, where, when, why) and 1H (how) -Evidence</p> <p><i>Same contact numbers</i></p>
How complaints are processed	Feedback and complaints undergo the same process.

Contact Information of the Civil Service Commission's (CSC)	CCB: 0908 881 6565 (SMS) PCC: 8888 ARTA: <complaints@arta.gov.ph> 1-ARTA (2782)
Contact Center ng Bayan (CCB), Presidential Complaints Center (PCC), and Anti-Red Tape Authority (ARTA)	

Social Welfare Services to Distressed Overseas Filipinos and their Families in the Philippines

Social Welfare Services to Overseas Filipinos at Post

The Department deployed social workers as Social Welfare Attaches (SWAtts) in Philippine Embassies and Consulates to uphold and protect the rights and welfare of overseas Filipinos (OFs) especially the distressed and undocumented. This is done through provision of psychosocial, material/cash, and other support welfare services that are facilitated through the following:

- Actual visit of client to the Office of SWAtt in the Embassy/Consulate;
- Reachout or actual visit of SWAtt to client in their homes/shelters/safe houses, detention centers, prisons, and hospitals, et al; and
- Referral to SWAtt of distressed OFs by the Home Office, their families/relatives, and concerned agencies/entities in the Philippines and at post.

Office or Division:	International Social Services Office – Foreign Post (ISSO-FP)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Distressed Overseas Filipinos Especially the Undocumented
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Original and a photocopy of Passport/Travel Doc./Govt.'s issued ID 2. Original and a photocopy of Medical Records/Bills (When necessary) 3. A Photocopy of Birth Certificate (When necessary)	<ul style="list-style-type: none"> • Client/ATN Unit of the Embassy • Hospital • Client

4. A photocopy of Marriage Contract (When necessary) 5. Original and a photocopy of Referral letter (When applicable)		<ul style="list-style-type: none"> • Client • Client, FO, OSWA-HO, DSWD OSS, Partner agencies, and other concerned entities 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Initial Contact: 1.1 Requests for Assistance 1.2 Discloses the nature/detail s of the problem	1. Initial interview (Verbal) 1.1. Walk-in 1.2. Referred (From various sources) 1.3. Reached-out	None	3 Minutes	<i>SWAtt and Client</i>
2. Filling out and Signing of Intake Interview Form	2. Initial assessment of client's eligibility including review of personal documents (when necessary, as requested by SWAtt depending on the nature of case)	None	3 Minutes	<i>SWAtt and Client</i>
3. Helping Process Disposition 3.1 Response to probing questions 3.2. Present additional supporting documents when required by SWAtt	3. Worker assessed and decides of the client's need/s falls under the DSWD/ ISSO mandate. 3.1. If not eligible, give advice on appropriate action to take and end the helping	None	5 Minutes	<i>SWAtt</i>

	<p>process, then filling out of CSSF</p> <p>3.2. If eligible, proceed to the next step</p>			
4. Response to Indebted Interview	4. Intake Interview (written)	None	15 Minutes	SWAtt
5. Submit to SWAtt requested personal documents	<p>5. Needs Assessment/ Problem Identification</p> <p>2.1. Reviews and assesses the authenticity/ completeness of submitted docs.</p> <p>2.2. Determines if client qualifies to SWAtt's services</p> <p>2.3. Identifies appropriate SWAtt services</p>	None	5 Minutes	SWAtt and Client
6. Answer further questions if applicable	6. Intervention Identification including photocopying of client's documents	None	5 Minutes	SWAtt
7. Receives Services and fills out and signs CIU Forms, i.e., Certificate of Eligibility Form (when necessary)	<p>7. Service Delivery</p> <p>7.1. Psychosocial, Material, and other Welfare Services</p> <p>7.2. Signs the CIU Forms (when necessary)</p>	None	13 Minutes	SWAtt and Client

	<p>End of Helping Process when assessed that there is no need for further intervention, and to proceed with encoding client's details to clients' profile, including administration of CSMF.</p> <p>Continue to the next step when assessed that client needs further assistance within and outside the Department's mandate</p>	None	2 Minutes	SWAtt
8. Receives further instructions/advice when necessary.	8. Instruction/advice giving on follow-up actions to be taken by SWAtt and the client to complete the helping process at post	None	1 Minute	SWAtt
9. Fills-out Client Satisfaction Survey Form	9. Requesting client to fill-out Client Satisfaction Measurement Form	None	1 Minute	Client
10. Consolidate filled out CSMF and include in monthly report to Home Office with analysis		None	1 Minute	SWAtt
11. Referral to OSWA HO, OSS, and FO for		None	1 Hour	SWAtt

provision of other support services (e.g., reintegration)				
12. Inclusion to the profile of clients served		None	3 Minutes	SWAtt
13. Preparation and keeping of liquidation of expenses documents.		None	5 Minutes	SWAtt
14. Monitoring/follow up case (both formal and informal) w/ OSS/CO/FO (whichever is applicable)		None	15 Minutes	SWAtt
15. Prepare and send feedback to the referring entity (When Applicable) · Case Close includes filing of client's documents		None	5 Minutes	SWAtt
TOTAL PROCESSING TIME		NONE	49 Minutes to 2 Hours and 37 Minutes	

Note: · Steps for minor cases will only be 7, with an average time requirement of 49 minutes. · Processing time for service delivery using case management process has no exact number of minute/hours/days as it is dependent on:

- a) nature and complexity of problem;
- b) distance from the embassy/consulate general of the client;
- c) client's submission of required documents; and d) situation of client (e.g. serving sentence in jail/detention for months/years) where helping process cannot be completed in 49 minutes.

The procedure presented is a generic process for simple cases, i.e. for specific problem and needs from a number of problems and needs of a client.

The 49 minutes is an actual average processing time, which may extend to days, weeks, months, and years, as explained in item number 1.

The presented process does not include online helping process, e.g., advice-giving and counseling online/through various media platforms.

Social Welfare Services to Returned Overseas Filipinos at Philippine Airports

The social welfare services for returned distressed OFs are being implemented by the DSWD social workers deployed in NAIA terminals. They form the One-Stop Shop (OSS) DSWD NAIA Team that represents the Department to the Inter-Agency OSS in NAIA Terminals. The OSS DSWD NAIA Team's clientele in NAIA terminals include returned minors below 18 years old and distressed adults who travelled alone or with their spouse/families/children who are not qualified for the services of other inter-agency OSS member agencies. They are either walk-in ROFs who proceeded to the team's desk in NAIA terminals or referred by SWAtts, DSWD Central Office, and partner agencies. Services provided to them include airport assistance, material assistance through the Assistance to Individuals in Crisis Situation (AICS), and escort services.

Office or Division:	One-Stop Shop DSWD NAIA Team - International Social Services Office		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizen		
Who may avail:	Returned Distressed Undocumented Overseas Filipinos at the Philippine Airports		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. A photocopy of Passport/Travel Doc./Govt.'s issues ID		Returned OF/Flight companion	
2. A photocopy of Medical Records		Returned OF/Flight companion	
3. A photocopy of Birth Certificate (When applicable)		Returned OF/Flight companion	
4. A photocopy of Marriage Contract (When applicable)		Returned OF	
5. Original and a photocopy of Referral Letter (When applicable)		LGU/FO	
6. A photocopy of Parenting Capability Assessment (When applicable)		Parents/Returned OF/Flight companion	

7. Original and a photocopy of Parent's Affidavit of Consent (When applicable)		Parents/Returned OF/Flight companion		
8. Original and a photocopy of LGU Acceptance Certificate (When necessary)		LGU/Returned OF/Flight companion		
9. Original Plane Ticket		Returned OF		
10.A photocopy of RT-PCR Result and COVID vaccination record (When applicable)		Concerned Laboratory/Returned OF		
11.A photocopy of BOQ Certification (When applicable)		Bureau of Quarantine		
12.A photocopy of Case Referral (when applicable)		Referring entity/Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
At the NAIA Terminals – DSWD One Stop-Shop Operation				
1.Initial Contact with the DSWD OSS member: 1.1. Walk-in where ROF proceeded to OSS DSWD Desk 1.2 ROF Referred by SWAtt and Inter-Agency OSS partner agencies	1.Receives/entertains and processed Returning Distressed OFs. 1.1. Informs the ROF of airport protocol/requirements for their eventual return to their hometowns; checks the completeness and appropriateness of ROF's documents; and listen to their immediate concerns.	None	60 minutes (1 Hour Average)	OSS DSWD NAIA Team

	<p>1.2. Provides packed meals (from OWWA when available and informed of/assessed the necessity)</p> <p>1.3. Provides immediate psychosocial services/advice when necessary or refer to URSW for provision of more intense psych. services.</p>			
<p>2. Fills-out the Intake Form</p> <p>2.1 Requests for Assistance</p> <p>2.2 Discloses the nature/details of the problem</p> <p>2.3 Fills out and signs the filled out intake interview form</p>	2. Intake Interview	None	15 minutes	<i>OSS DSWD NAIA Team</i>
3. Responds to additional questions	<p>3. Needs Assessment/ Diagnosis</p> <p>Determine quarantine and travel requirements' needs, e.g., payment for quarantine facility, swab test, and transportation to</p>	None	7 Minutes	<i>OSS DSWD NAIA Team</i>

	<p>hometown among other material needs.</p> <p>Close the case if the adult ROF is capable of shouldering all requirements up to their hometown and if there are no identified further needs that can be responded by the team, except for minor who need continuous OSS Team assistance even if all requirements are settled. · Encode the ROF's detail in the OSS profile of clients served</p>		3 Minutes	<i>OSS DSWD NAIA Team</i>
<p>4.Receives the assistance, fills out CIU Forms</p> <p>4.1 Certificate of Eligibility Form</p>	<p>4. Service Delivery Those who are financially incapable of paying the quarantine and travel requirements:</p> <p>4.1. Refer ROF to concerned Inter Agency OSS member agencies for provision of needed assistance.</p> <p>In case they are not qualified for</p>	None	<p>10 Minutes</p> <p>20 Minutes</p> <p>10 Minutes</p>	<i>OSS DSWD NAIA Team and CIU-CO</i>

5. Fills out CSMF	5. Requesting client to fill-out Client Satisfaction Measurement Form	None	2 Minutes	<i>Client</i>
	Consolidate filled out CSMF and include in monthly report to Home Office with analysis	None	2 Minutes	<i>OSS DSWD TEAM</i>
6. Travel to hometown	6. Case Monitoring/ Follow-Up (Formal and informal)	None	5 Minutes	<i>OSS DSWD Team and Client</i>
	<ul style="list-style-type: none"> · Send feedback to referring agencies/entities · Include in the OSS profile the details of the ROF (updated information) 		20 Minutes	<i>OSS DSWD Team</i>
	7. Case closure if there is no need for further intervention and encode the details in the Clients Profile		3 Minutes	<i>OSS DSWD Team</i>
TOTAL		None	60 Minutes (1 Hour) to 296 Minutes (5 hours)	

Note: 1) DSWD OSS Team is the overall case handler of the returned undocumented Overseas Filipinos. 2) Length of engagement for purposes of service provision will depend on the required number of days of quarantine, release of swab test result, and/or completion of client's travel requirements to hometown. 30 Total number of steps concerned with direct service delivery is five (5).

Social Welfare Services to Returned Overseas Filipinos and Their Families and Relatives in the Philippines at the Regional and Local Levels

The ISSO, though the focus of its services is at the foreign posts, is also concerned and working on facilitating the family and community reintegration of returned OFs through referral to concerned FOs that mobilized local entities special the LGUs for the same purpose. To facilitate all these, the ISSO Central Office provided staff augmentation support to all DSWD field Offices by hiring SWO II per region to focused on facilitating the delivery of needed social services to said clientele at the regional and local level. In support to the effort of ensuring and maintaining high level of competencies in effective and efficient service delivery, this SOP at the regional level has been established for adoption of all FOs.

Office or Division:	DSWD Field Office (ISS FO Focal Persons)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Returned Distressed Undocumented Overseas Filipinos and their Families Relatives in the Philippines at the Regional and Local Levels			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.A photocopy of Passport/Travel Doc. (when necessary)/Govt.'s issues ID 2.A photocopy of Medical Records including Medical Certificate (when necessary) 3. Original/photocopy of Referral Letter (when applicable) 4. Barangay Indigency Certificate 5. Filled out intake and Crisis Intervention Forms		<ul style="list-style-type: none"> • Client • Client/Hospital/Clinic • Client/SWAtt/LGU/CO, and other concerned agencies/entities • Barangay Hall • FO/provincial Sub-Office 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Field Office Service Delivery (ISS Focal Persons)				

1. Client visits FO or ISSO FO Focal contacted the client through various means	1. Initial contact 1.1. With security guard on duty (walk-in/ referred) for service sequence number 1.2. Security guard endorses the client to SW on duty	None	2 Minutes	<i>FO ISS Focal</i>
2. Expressed request for assistance and submit FO requested documents	2. Initial screening of client's documentary requirements	None	2 Minutes	<i>FO ISS Focal</i>
3. Client fills out intake form or responds to the questions of social worker	3. Intake interview and assessment	None	20 Minutes	<i>FO ISS Focal</i>
4. Clients responds to probing or additional questions	4. Intervention Identification	None	5 Minutes	<i>FO ISSO Focal</i>
	4. Identification of concerned unit/service that will handle the client 4.1. ISS Alternate Focal Person provides needed service if under	None	3 Minutes	<i>ISSO FO Focal</i>

	<p>his/her responsibility</p> <p>4.2. ISS Alternate Focal Person refers the case to concerned unit/service if not under his/her responsibility</p>			
5. Receives services provided and fill out Crisis Intervention Forms	<p>5. Service Delivery</p> <p>5.1. ISSAFP direct services - psychosocial, airport assistance, home visitation, and referral to other agencies)</p> <p>5.2. Other unit/service using their established SOPs</p>	None	20 Minutes	<i>ISS FO Focal</i>
6. Clients fills out CSMF	<p>When there is no need for further assistance: · Case closure in case it was assessed that there is no need for further assistance/ intervention · Administration of CSMF · Encode the details of the ROF to FO profile of clients</p> <p>If there is a need for further assistance · In</p>	<p>None</p> <p>None</p>	<p>3 Minutes</p> <p>3 Minutes</p>	<p><i>ISSO FO Focal</i></p> <p><i>Client</i></p>

	case it was assessed the need for further intervention, continue to the next step.			
7. Notes and follows instruction of social worker	7. Provision of continuous services in the ROF's hometown. Includes referral (when necessary) of the returned OF and his/her family to concerned FO units/LGUs/partner agencies for support services/reintegration services.	None	20 Minutes	<i>ISS FO Focal</i>
8. Fills out CSMF	8. Administration of CSMF and analysis.	None	3 Minutes	<i>Client</i>
	9. Inclusion to clients' profile	None	3 Minutes	<i>ISSO FO Focal</i>
	10. Monitoring, and Feed backing to referring parties/agencies/entities	None	20 Minutes	<i>ISSO FO Focal</i>
	11. Case Closure	None		<i>ISS FO Focal</i>
TOTAL		None	55 Minutes to 98 Minutes	

Note: 1) Average number of steps for simple case is 6, while 8 steps for more complex cases. 2) Average duration of helping process for simple case is 55 minutes, but may be extended to 98 minutes and more for complex cases.

Provision of Technical Assistance to SWAtts, One Stop-Shop DSWD NAIA Team, and DSWD ISSO FO Focal Persons

This process was developed to ensure effective and efficient provision of TA for improved service delivery through establishment of a step-by-step procedures and requirements in providing technical assistance. This will cover the ISSO established protocol in the provision of technical assistance (TA) to Social Welfare Attaches (SWAtts) at post, One-Stop shop (OSS) DSWD NAIA Team, and International Social Services (ISS) Focal Persons in all DSWD regional offices in various aspects of operation and service delivery.

Office or Division:	Provision of Technical Assistance to SWAtts, One StopShop DSWD NAIA Team, and DSWD ISS FO Focal Persons			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	SWAtt, OSS DSWD NAIA Team, and ISSO FO Focal Persons			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Formal Letter of Request		<ul style="list-style-type: none"> • SWAtts, OSS, and FO Focals 		
2. Submitted Periodic Reports Especially the Issues Concerns Raised and Recommendations Part		<ul style="list-style-type: none"> • ISSO Files and Emails 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Formally expressed the need for TA	1. OSWA receives Doc. (report//request/ correspondence)	None	4 Minutes	<i>Incoming Staff</i>
	1.1 By email 1.1 By courier (from DSWD Records Unit)	None	3 Minutes	<i>Incoming Staff</i>
	2. Records the details of			

	document for tracking (system/ logbook) and endorses to Office of Director - Date of receipt, source, subject, name of immediate destination (Office of the Director), and date endorsed to the Director's Office			
	3. Director's secretary receives, records, and endorses document to the Director	None	2 Minutes	<i>Director's Secretary</i>
	4. Director makes notations and returns the document to his/her secretary with the instruction to endorse the request to the concerned division to act on the request	None	2 Minutes	<i>Director</i>
	5. Director's Secretary endorses the document to concerned Division admin staff after updating the logbook/system indicating the Director's Notation	None	2 Minutes	<i>Director's Secretary</i>

	6. Division admin staff records in the division's logbook, details of document, including notation of the Director, and finally endorses to the division chief	None	2 minutes	<i>Concerned Division Admin Staff</i>
	7. Division chief reviews, makes notations, and returns the document to the division secretary who then enhanced his/her logbook indicating DC's notations	None	5 Minutes	<i>Division Chief</i>
	8. Division admin staff endorses the document to division's concerned staff	None	2 Minutes	<i>Division Admin Staff</i>
	9. Concerned staff acts on the document	None	1 Hour for minor doc (3 Hours for highly technical needing input from concerned OBSUs)	<i>Concerned ISSO (Technical) Staff</i>
	10. Concerned staff endorses written action to Division admin staff for onward endorsement to Division AA, with	None	2 Minutes	<i>ISSO (Technical) Staff</i>

	his/her logbook enhanced			
	<p>11. Division chief reviews the document and endorsed to the Division secretary.</p> <p>11.1. If no comment, approved document endorses to Office of Director for signature</p> <p>11.2. If with comment/s, document is returned to concerned staff for enhancement/ finalization, then back to the division chief, and once approved, document is endorsed to the Office of the Director</p>	None	2 Minutes	<i>Division Chief</i>
	<p>12. Director makes final review of the written action (approval and signature) to the document</p> <p>12.1. If no comment, document is approved/signed and endorsed to</p>	None	<p>2 Minutes</p> <p>1 Hour</p>	<i>Director</i>

	<p>the Outgoing staff for tracking.</p> <p>12.2. If with comment/s, the written action to the document returned to the concerned Division for enhancement, then back to the office of the director for final action/ approval/signature and endorsement to the outgoing staff.</p>			
	13. Signed written action to the document sent to concerned SWAtt/FO.	None	2 Minutes	<i>Outgoing Staff</i>
2. Fills out Online Satisfaction Survey Form	14. Requested personnel who requested TA to fill out online SSF.	None	1 Minute	<i>Personnel who requested TA</i>
	15. Processing/ analysis and inclusion of the result of the satisfaction survey to periodic report of the ISSO	None	2 Minutes	<i>ISSO Focal for Client Satisfaction Survey</i>
	16. Turns over the documents to the records officer for filing	None	2 Minutes	<i>Outgoing Staff and Record Officer</i>
TOTAL		None	94 Minutes (1 Hour and 40	

		Minutes) to 272 Minutes (4 Hours and 30 Minutes)	
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Note:

- 1) 94 minutes of 1 hour and 40 minutes for minor document or request needing simple action.
- 2) 272 minutes of 4 hours and 30 minutes for highly technical concerns
- 3) For concerns needing instruction or policy pronouncement from cluster official/head, it may take more than a day depending on the availability of the concerned official.
- 4) For appropriate preparation of documented TA, the process will only take 13 steps, but if needed improvement, it will take 16 steps

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Concerned citizen to send letter/email to: issoinquiries@gmail.com
How feedbacks are processed	A designated staff will immediately act on the feedback, which shall immediately be sent to the sender within 72 working hours.
How to file a complaint	Concerned citizen to send letter/email to: issoinquiries@gmail.com
How complaints are processed	A designated staff will immediately act on the complaint. Feedback shall immediately be sent to the complainant within 72 working hours.
Contact Information of CCB, PCC, ARTA	Anti-Red Tape Authority (ARTA) complaints@arta.gov.ph 8-478-5093 Presidential Complaint Center (PCC) pcc@malacanang.gov.ph 8888 Contact Center ng Bayan (CCB) email@contactcenterngbayan.gov.ph before

	CSC (Civil Service Commission)- 0908-881-6565
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Directory of SWAtts and ISS Field Office Focal Persons

Office	Address	Contact Information
Social Welfare Attaché Office in PCG- Dubai, UAE	Al Qusais 3 Dubai, United Arab Emirates P.O. Box 94778	Mobile No.: +971-566356505 Email: jybawaden@dswd.gov.ph
Social Welfare Attaché Office in PCG- Hong Kong	Fourteenth Floor, United Centre 95 Queensway, Admiralty Hong Kong	WhatsApp: +852 9887 4669 Office No:+852 2823 8537 Email: ljvillanueva@dswd.gov.ph
Social Welfare Attaché Office in PCG- Jeddah, KSA	4663 Fajr Street, Al Rehab District 6, Jeddah, KSA	Mobile No.: +966 054 9017782 Office No.: 050- 9295339 Email: swatt.pcgjeddah@gmail.com
Social Welfare Attaché Office in PE- Kuwait	Bldg. 133, Street 304, Block 3, Street 304 Sabah Al Salem Area, State of Kuwait	Mobile/ WhatsApp/Viber: +96550380346 Roaming: +639162285735/ +639284015013 Email: cjmutia@dswd.gov.ph
Social Welfare Attaché Office in PE- Malaysia	No. 1 Changkat Kia Peng, 50450 Kuala Lumpur, Malaysia	Mobile No.: +601123851662 Email: aemendoza@dswd.gov.ph
Social Welfare Attaché Office in PE- Riyadh, KSA	Diplomatic Quarter, Alradaef St, As Safarat, Riyadh KSA	Mobile No.: +966 55 799 1428 Email: swato.riyadhksa@dswd.gov.ph
Social Welfare Attaché Office in PE- Qatar	Jelaiah Area, Zone 68, St.860, P.O. Box 24900, Doha, State of Qatar P.O. Box No. 24900	Vodafone: 974-70437972 Ooredoo : 974-50292533 Email: pvpanganiban@dswd.gov.ph

International Social Services Office (ISSO) Central Office	Batasan Pambansa Complex, Batasan Rd, Quezon City, 1100 Metro Manila	9318101 local 322 or 323 Email: isso@dswd.gov.ph
DSWD Central Office	Batasan Pambansa Complex, Batasan Rd, Quezon City, 1100 Metro Manila	9318101

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 to become victims of trafficking.

Office or Division:	Sectoral Programs Division/ DSWD Field Offices	
Classification:	Highly Technical	
Type of Transaction:	G2C- Government to Citizens	
Who may avail:	1. Victim-survivor of trafficking 2. Families of the victim-survivor of trafficking. 3. Witnesses of cases of human trafficking. 4. Communities with incidence of human trafficking.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Case Management		

1. Travel documents (for Repatriated TIP Victims) 2. Valid ID 3. Social Case Study Report	Department of Foreign Affairs / Philippine Embassy (for Repatriated TIP Victims)
Medical Assistance	
1. Clinical Abstract / Medical Certificate with signature and license number of the attending physician (issued within three months) 2. Hospital Bill (for payment of hospital bill) or Prescription (for medicines) or Laboratory requests (for procedures). 3. Barangay Certificate and Valid ID for the client	Hospital where the client is admitted or seen.
Educational Assistance	
1. School registration and/ or certificate of enrolment 2. Statement of Account for tertiary education 3. Valid school ID Valid ID of the parent/ guardian 4.	School where the client is enrolled
Skills Training	
1. Official receipt from the training school (TESDA/ CHED accredited training school. 2. Valid school ID	TESDA / accredited training school where the client is enrolled
Financial Assistance for Employment (e.g. driver's license, NBI and police clearance, Medical Certificate etc.)	

1. Contract of Employment or any similar document which indicates that they are hired 2. Valid ID	Employer of the client
Financial Assistance for Livelihood	
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. 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. 3. Valid ID 4. Social Case Study Report	DSWD Field Offices
Logistical Support During and Post-Rescue Operation of Victim-survivors of Trafficking	
1. No Documents need.	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.
Provision of Temporary Shelter	
1. Medical Certificate	DSWD Field Offices -Victim-survivors of trafficking may be placed in DSWD run/

2. Case Summary		registered, licensed and accredited residential care facilities for protective custody		
3. Referral Letter from the Social Worker				
Support for Victim-survivors/ Witness and Transportation Assistance				
1. Valid ID		DSWD Field Offices		
2. Social Case Study Report Official receipt for the client’s board and lodging DSWD Field Offices CLIENT				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The victim survivors of trafficking may visit the DSWD Field/ Regional Office or Rescued by Social Worker	1.1 Interview of the client	None	15 minutes	RRPTP Social Worker
	1.2 Provide Psychosocial Counseling		30 Minutes	
	1.3 Assessment		30 Minutes	
	1.3.1 If the Client needs Temporary Shelter refer to Residential Care Facility.		30 minutes	RRPTP Social Worker and Residential Care Social Worker
	1.3.2 The Social Worker provides a list of documentary requirements depending on the assistance to be provided. Refer to the list of requirements.		15 Minutes	
2. Submission of Documentary	2.1 Screening of the submitted documents (Note:	None	10 Minutes	RRPTP Social Worker

Requirement for the service/s to be availed	Given all requirements are submitted by the client)			
	2.2.1 For the livelihood assistance, the RRPTP Social Worker will forward the documents to Sustainable Livelihood Program for further assessment.	None	7-15 Days	<i>SLP Staff and RRPTP Social Worker</i>
	2.2 Processing of 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	3 working days	
	2.3 PSU/ CBU Division Chief and Budget Officer recommend the provision of assistance for approval of the Regional Director.	None	1-2 working days	
	2.4 The Regional Director approved	None		

	the provision of assistance to the victim-survivors of trafficking. 2.5 Releasing of the assistance to client (Cash or Non-Cash)	None	1-2 working days	
Total for Temporary Shelter		None	2 Hours	
Total for Livelihood Assistance		None	12 Days	
Total for other Assistance		None	5 Days	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	DSWD-Field Office send memo/email to DSWD-PMB.
How feedbacks are processed	DSWD-PMB send reply letter/memo to the concerned Field Office.
How to file a complaint	Complaints can be filed thru sending a letter or email to PMB-DSWD. The details of the complaint should be included in the information.
Complainant using 8888	SMS will receive the complaint and will be forwarded to PMB if the concern is. a. On Programs and Services- SPD will be the one replying to the complaint b. On Personnel and other outside matters- The Focal Person will be the one replying to the complaint
How complaints are processed	-The concerned Office will conduct a case conference/meeting to discuss the issue/concern. If necessary, to set a meeting with the complainant and discuss the concern.

	<p>-Internal investigation shall be conducted within the Bureau, then provide recommendation and officially send reply letter/memo to the concerned DSWD-Field Office.</p> <p>-For the devolved programs, the complaints received are coursed through the Field Office to reach the concern LGU</p>
Contact Information of CCB, PCC, ARTA	<p>Anti-Red Tape Authority (ARTA) complaints@arta.gov.ph 8-478-5093</p> <p>Presidential Complaint Center (PCC) pcc@malacanang.gov.ph 8888</p> <p>Contact Center ng Bayan (CCB) email@contactcenterngbayan.gov.ph 0908-881-6565</p>

Processing of Supplementary Feeding Program Implementation

The purpose of this document is to provide the clients/ citizens the right information/s and detailed understanding of the process, people inputs, and outputs that are potentially simplified. By way of the Citizen's Charter, the DSWD-Field Office V would like to make the office accountable, citizen-friendly, ensure transparency, and improve its customer service,

The Supplementary Feeding Program under the Protective Services Division (PSD). renders efficient, effective, and timely processing of the submitted documents. The basis of this procedure is governed by the issuance of Memorandum Circular 03 Series of 2019 "Revised Procedure on the implementation of the Supplementary Feeding Program Based on the Amended Administrative Order No.04, series of 2016".

Office or Division:	Protective Services Division
Classification:	Complex
Type of Transaction:	G2G- Government to Government Employee
Who may avail:	Local Government Unit Staff/ Focal Persons, Child Development Workers
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE

1.Duly signed Memorandum of Agreement	Local Government Unit (Office of the City/Municipal Mayor and City/Municipal Social Welfare and Development Office)			
2.Duly signed Project Proposal	Local Government Unit (Office of the City/Municipal Mayor and City/Municipal Social Welfare and Development Office)			
3.Weight Monitoring Report (Form 3.A)	C/MSWDO (Child Development Center/Child Development Worker)/ (Supervised Neighborhood Play/Supervised Neighborhood Play Worker)			
4.Masterlist of Beneficiaries (Form 2.A)	C/MSWDO (Child Development Center/Child Development Worker)/ (Supervised Neighborhood Play/Supervised Neighborhood Play Worker)			
5.Masterlist of Child Development Centers (Form 2.B)	Local Government Unit (C/MSWDO)			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submit complete required documents	1.Review all submitted documents	None	10 Minutes	<i>Supplementary Feeding Program-Administrative Assistant II</i>
	1.1 Receive and log all required documents submitted by the clients/LGUs			
	1.2 Forward and received documents to the SFP focal person		2-7 days per LGU	<i>SFP NDs/PDOs</i>
	1.3 Review and validate the submitted master list of beneficiaries	Php 100.00	1 Day	<i>SFP AAI</i>
	1.4 Notarize the submitted MOA by the LGUs			

2. Processing of the reviewed and validated LGU documents /availment of the Supplementary Feeding Program	2. Receive the required documents	None	1 day	<i>Supplementary Feeding Program Focal Person</i>
	2.1 Countersign and endorse the reviewed documents to Protective Services Division Chief			
	2.2 Sign and endorse the reviewed documents to the Assistant Regional Director for Operation (ARDO) as Recommending Approval	None	1 day	<i>Protective Services Division Chief Protective Services Division</i>
	2.3 Sign and endorse the reviewed documents for the approval of the Regional Director	None	1 day	<i>Assistant Regional Director for Operation</i>
3. Approval of the reviewed and validated LGU document/s Availment of the program	3. Sign and approve all the recommended & required documents	None	3 Days	<i>Regional Director</i>
4. Processing the reviewed and validated LGU documents as basis for the fund	4. Receive and log all approved documents from the Office of the Regional Director	None	15 Minutes	<i>Supplementary Feeding Program Administrative Assistant II</i>
	4.1 Notify and forward necessary documents to the Accounting Section for audit	None		<i>Administrative Officer II – Supplementary Feeding Program Accounting Section</i>
		None		<i>Accounting Section</i>

transfer to LGUs	4.2 Receive the approved documents 4.3 Transfer the funds to the account of the Local Government Unit	None		<i>Cash Section</i>
5. Program Implementation	5. Conduct of Actual Feeding Implementation 5.1 Monitoring of the program implementation	None		<i>LGU SFP Focal Person</i>
Total		100		

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Client Satisfaction Survey/Feedback
How feedbacks are processed	Consolidated per Post *Used for further improvements of service
How to file a complaint	Thru 8888 or Client Satisfaction Survey/Feedback
How complaints are processed	Concerned office/staff are requested for a report regarding the concern or issue within 1 day upon receipt of the complaint
Contact Information of CCB, PCC, ARTA	Anti-Red Tape Authority (ARTA) Email: info@arta.gov.ph Website: www.arta.gov.ph Facebook: Anti-Red Tape Authority Twitter: @ARTAgovph Instagram: @ARTAgovph

	Civil Service Commission Telephone: 931-7935/931-7939/931-8092 Email: cscphil@csc.gov.ph Website: www.csc.gov.ph
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DSWD Directory		
Office	Address	Contact Information
DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT FIELD OFFICE V	PBN Magnolia Street Buraguis Legazpi City; Government Center Rawis, Legazpi City	Hotline Number/s Telephone: (052) 480 5754 Email: fo5@dswd.gov.ph

Processing of Adoption Application and Placement

Per Republic Act 8552. It is the policy of the State to ensure that every child remains under the care and custody of his/her biological parents and be provided with love, care, understanding and security toward the full development of his/her personality. When care of the biological parents is unavailable or inappropriate and no suitable alternative parental care or adoption within the child's extended family is available, adoption by an unrelated person shall be considered. However, no direct placement of a child to a non-related shall be countenanced.

Adoption is the most complete means whereby permanent family life can be restored to a child deprived of his/her biological family.

The child's best welfare and interest shall be the paramount consideration in all questions relating to his/her care and custody.

Office or Division:	Field Offices and Central Office - Adoption Resource and Referral Division (PMB-ARRD/ARRS)
Classification:	Highly Technical

Type of Transaction:	G2G- Government to Government ; G2C- Government to Citizen	
Who may avail:	Child Caring Agencies (CCAs), Child Placing Agencies (CPAs), Local Government Units (LGUs) and Field Offices	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Prospective Adoptive Parent/s (PAP/s) Dossier		
1. Home Study Report (HSR);	DSWD FOs, CCAs, CPAs, LGUs	
2. Certificate of Attendance to Adoption Forum;	DSWD Field Office/CCAs/CPAs	
3. Birth Certificate of the prospective adoptive parent/s in security paper (SECPA) and their child/ren;	Philippine Statistics Authority (PSA)	
4. Marriage Certificate in SECPA form, if married or in case of termination of marriage, Authenticated Divorce papers with copy of court decision and Certificate of Finality by their Consulate if foreign applicant; Annulment Decree with Certificate of Finality, Declaration of Nullity, or Legal Separation Documents for Filipino applicant;	Philippine Statistics Authority (PSA) Philippine Courts	
5. Written Consent to the Adoption by the legitimate and adopted sons/daughters and illegitimate sons/daughters if living with the applicant, who are at least 10 years old;	Applicant	
6. Physical and Medical Evaluation/Certification by a duly licensed physician. Certification should: (a) indicate that the applicant has no medical condition that prevents him/her in acting or assuming parental responsibilities; (b) taken at	Licensed Physician	

least six months from the time of preparation of the Home Study Report;	
7. Psychological Evaluation Report (when appropriate, as assessed by the social worker)	Licensed Psychologist
8. NBI or Police Clearance issued at least one year before the preparation of the Home Study Report;	National Bureau of Investigation (NBI) Police Station
9. Latest Income Tax Return (ITR) or any other documents showing financial capability, e.g. Certificate of Employment, Bank Certificate or Statement of Assets and Liabilities;	Bureau of Internal Revenue Bank Company/Organization of Employment
10. Three (3) letters of Character References (e.g. the local church/Minister, the employer and a non-relative member of the immediate community who have known the applicant(s) for at least 3 years);	Bureau of Internal Revenue Bank Company/Organization of Employment
11. 3x5 inch-sized photos of the applicants and his/her immediate family members, taken within the last three (3) months from the date of submission of application; and	Applicant
12. Affidavit of temporary Custody	Applicant
Additional Requirements for Foreign Nationals	
13. Certification that the applicant(s) have legal capacity to adopt in his/her country and that his/her country has a policy or is a signatory of an international agreement, which allows a	Embassy / Foreign Adoption Agency / ICAB

child adopted in the Philippines by its national to enter his/her country and permanently reside therein as his/her legitimate child, which may be issued by his/her country's diplomatic or consular office or central authority on inter-country adoption or any government agency that has jurisdiction over the child and family matters.

In the absence of any of the foregoing, the applicant may submit a Certification issued by the Intercountry Adoption Board (ICAB), stating that the Philippines and the applicants' country have an existing agreement on inter-country adoption whereby a child who has been adopted in the Philippines or has a pre-adoption placement approved by the Board is allowed to enter and remain as permanent resident in the applicants' country as his/her legitimate child.

For countries that have neither signed nor adhered to the 1993 Hague Convention on the Protection of Children and Cooperation in Respect of Intercountry Adoption, the Department may accept as an alternative based on its assessment, any document issued by the embassy notifying the Department on the legal capacity to adopt of

the PAPs in the Philippines and/or the child's possible entry to the PAP's country of origin.	
14. Certificate of Residence in the Philippines as appropriate; Bureau of Immigration or Department of Foreign Affairs	Bureau of Immigration (BI) or Department of Foreign Affairs (DFA)
15. Two (2) character references from non-relatives who knew the applicant(s) in the country of which he/she is a citizen or was a resident prior to residing in the Philippines, except for those who have resided in the Philippines for more than fifteen (15) years.	Character Reference
16. Police Clearance from all places of residence in the past years prior to residing in the Philippines.	Police Station
If necessary, the DSWD may require other documents to support the facts/information indicated /claimed in the report.	
C. Child's Dossier	
Surrendered Children	Where to Secure
1. Child Study Report (updated within the last 6 months or more recent if there is significant progress or development)	DSWD FOs/LGUs/ CCAs/CPAs
2. Two (2) SECPA copies of Birth Certificate	Philippine Statistics Authority (PSA)
3. Two (2) original copies of the CDCLAA (numbered)	DSWD FOs/DO
4. One (1) original copy of the Notarized Deed of Voluntary Commitment (DVC)	DSWD FOs/LGUs/CCAs/CPAs

5. One (1) Original copy of Notarial Act (CANA)	Office of the Clerk of Court which has jurisdiction over the place where the DVC was signed
6. Health and Medical Profile (updated within the last 6 months or more recent if there is significant progress/development in the child's medical condition)	Attending licensed pediatrician/physician of the child
7. Child Profile	DSWD FOs/LGUs/CCAs/CPAs
8. Regional Adoption Clearance (RAC) for Interregional Matching	DSWD FOs
9. Psychological Evaluation Report (if 5 years old and above)	Attending licensed Psychologist of the child
10. Recent Photograph	DSWD FOs/LGUs/CCAs/CPAs
11. Consent to Adoption (if 10 years old and above)	DSWD FOs/LGUs/CCAs/CPAs
Abandoned/Foundling/Neglected Children	
1. Child Study Report (updated within the last 6 months or more recent if there is significant progress or development)	DSWD FOs/LGUs/ CCAs/CPAs
2. Two (2) SECPA copies of Birth Certificate	Philippine Statistics Authority (PSA)
3. Two (2) original copies of the CDCLAA (numbered)	DSWD FOs/CO
4. Health and Medical Profile (updated within the last 6 months or more recent if there is significant	Attending licensed pediatrician/physician of the child

progress/development in the child's medical condition	
5. Child Profile	DSWD FOs/LGUs/CCAs/CPAs
6. Regional Adoption Clearance (RAC) for Interregional Matching	DSWD FOs
7. Psychological Evaluation Report (if 5 years old and above)	Attending licensed Psychologist of the child
8. Recent Photograph	DSWD FOs/LGUs/CCAs/CPAs
9. Consent to Adoption (if 10 years old and above)	DSWD FOs/LGUs/CCAs/CPAs
Additional Supporting Documents	
1. Death Certificate of Birthparents (if deceased)	
2. Psychiatric/ Psychological Evaluation Report	
3. DVC of husband (if child was born within a valid marriage (Marriage Certificate (if necessary).	
For Relative Adoption	
1. Same as the requirements stated above for Surrendered/Abandoned/Foundling/Neglected children	
2. Notarized Oath and Undertaking by the guardian/relatives	
3. Family Genogram with Birth Certificate	
For Cases of Children with Finalized Domestic Adoption	
1. Same as the requirements stated above for Surrendered/Abandoned/Foundling/Neglected Children except for the Birth Certificate	
2. Certified True Copy of the Adoption decree	

3. Certified True Copy of the Finality/ Entry of Judgment 4. One (1) SECPA copy of New Birth Certificate of the child 5. Photograph of the Child with the Adoptive Parents	<ul style="list-style-type: none"> • Court where the domestic adoption was finalized • Court where the domestic adoption was finalized • Philippine Statistics Authority (PSA) • Adoptive Parents
In addition, for an applicant who is residing abroad but is otherwise qualified to adopt in the Philippines under the provisions of RA 8552; HSR prepared by an accredited Foreign Adoption Agencies (FAAs)	Foreign Adoption Agencies (FAAs)
Certification that the said FAA is accredited by ICAB	Inter-Country Adoption Board (ICAB)
If necessary, the DSWD may require other documents to support the facts/information indicated /claimed in the report.	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
FO-Level A. Processing of Adoption Application -The Prospective	1.Convene/conduct pre-adoption seminar/forum for adoptive applicants and issue a Certificate of Attendance to participants.	None	Within the day after the Pre-adoption seminar/forum	FO ARRS/SWAD
Adoptive Parent/s inquire (either thru phone/ walk-in/email/ DSWD dashboard)/file	2. Upon the receipt and acceptance of the case of the PAP/s for management, managing social workers shall gather information on	None	Within the day upon receipt of the PAP/s case	FO ARRS/SWAD

application to the concerned Field Office	the PAP/s and assess their motivation to adopt (a) children			
	3. Facilitate the accomplishment of the application form and advise the applicant to submit the requirements to the FO	None	One (1) day	<i>PAP/s/DSWD FO ARRS</i>
	4. Conduct personal interviews and counselling with the adoptive applicant/s' family members and significant others.	None	One (1) day	<i>FO ARRS/SWAD</i>
	<p>5. Prepare a Home Study Report based on all information gathered, along with a complete set of requirements.</p> <p>6.If not approved, the PAP/s shall be informed on the result of the assessment (if necessary conduct re-assessment)</p> <p>7.Once approved, the PAP/s will be informed and case will be included to the Regional Matching</p>	None	<p>Within a month from the date of filing of application for adoption of the PAPs,</p> <p><i>FO ARRS/SWAD</i></p>	<i>Note: The number of signatories in the documents shall be limited to only 3 signatories</i>
Total			5-15 Months	

I. Regional Level Placement of Children to PAP/s through Regional Matching	1.Acknowledges and reviews the Home Study Report and Child Study Report and other supporting documents	None	Within two (2) working days from the receipt of CDCLAA	<i>FO- ARRS Social Worker</i>
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Endorsement of the Dossier of the PAPs and child for Regional Matching	2. Inform the concerned agency on the comments and recommendations through an official memo.		Within three (3)0 days upon receipt of dossier	<i>FO-ARRS Social Worker</i> <i>Regional Director</i>
	3. Inform and invite the managing social worker of the child and PAP/s to present the case for matching 4. Invite the RCWSG members to the matching conference.	None	At least three (3) days prior to the scheduled matching conference. At least three (3) days prior to the scheduled matching conference	<i>FO ARRS Social Worker</i> <i>FO-ARRS Social Worker</i> <i>Regional Director</i>
	5. Provide the RCWSG members advance copies of dossier of Children/PAP/s 6. Conduct /present the child and PAP/s' case in the matching conference 7. Provide substantial comments/observations and inputs on the cases presented and deliberate matching of children and PAP/s	None	At least three (3) working days before the matching conference. One (1) day (Matching Conference at least twice a month but not exceeding four times a month) During the matching conference	<i>FO- ARRS Social Worker</i> <i>Child and PAP/s handling social worker</i> <i>RCWSG, FO-ARRS. CCAs/CPAs 'Social Workers</i>

	<p>8. Once the matching of a child to the PAP is approved, issued a Certificate of Matching,</p> <p>9. For cases of children not matched after the second presentation, an approved Regional Clearance for interregional matching together with the child/PAP/s' dossier will be transmitted to the Central Office.</p> <p>All relative inter-country adoption cases of children shall not be presented in the regional matching conference and shall be issued Regional Clearance based on the favorable assessment and recommendation by the social worker managing the case.</p> <p>10. Inform the PAP/s on the result of the matching (if matched)</p> <p>Submit a written explanation citing the reasons for non-acceptance of the matched. Acceptability on the reasons shall be based on the result of the evaluation of the Regional Director.</p>	None	<p>After the matching conference</p> <p>Within three (3) days from the date of matching</p> <p>A day after the matching conference</p> <p>Within two (2) days after receipt of the notice of the result of matching</p>	<p><i>Regional Director</i></p> <p><i>FO-ARRS Social Worker</i> <i>Regional Director</i></p> <p><i>PAP/s'/SWAD Social Worker</i></p> <p><i>PAP/s</i></p>
	<p>11. Pre-Adoptive Placement Authority (PAPA) shall be issued once received the</p>	None	<p>Within two (2) days after the receipt of the acceptance</p>	<p><i>FO-ARRS Social Worker</i></p>

	written acceptance letter of the PAP/s.		letter of the PAPs	
	12. Facilitate and coordinate on the physical transfer of the child to PAP/s. Schedule of the actual transfer of the child, shall be agreed upon by the concerned parties.	None	Within 10 days from the receipt of PAPA duly conformed by the PAP/s'	<i>PAP/s' and child Social Workers</i>
	13. Conduct/monitor a monthly post-placement supervisory visits and recommend for the issuance of Certificate of Consent to Adoption (CA) at the final supervisory report or recommend to shorten, lengthen or waive the supervisory report.	None	Three (3) months after the placement of the child to the custody of PAPs	<i>PAP/s' Social worker</i>
	14. Facilitate the issuance of Certificate of Consent to Adoption, as approved by the Regional Director. Ensure filing of Petition of Adoption in court by the PAP/s through their legal counsel. Note: End of process for Administrative Phase.	None	A day after receipt of the final post-placement supervisory report Within 30 days after the receipt of CA.	<i>DSWD FO- ARRS Social Worker)</i> <i>Regional Director</i> <i>PAP/s Social Worker</i> <i>Note: The number of signatories in the documents shall be limited to only 3 signatories</i>

II. CO Level Placement of Child/ren and PAP/s through Inter-regional Matching	Upon receipt of the child and PAP/s' dossiers, the PMB-ARRD matching secretariat shall conduct the following:	None		<i>PMB ARRD Social Worker</i>
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Conference/Issuance of ICA	<p>1. Acknowledge and review the Child /Home Study Report and other documentary requirements and make assessment and recommendation.</p> <p>2. Inform the concerned FO, copy furnished the concerned agency, on the comments through an official letter or memorandum, approved by the Bureau Director</p>		<p>Within a day after the upon receipt of the dossier</p> <p>Within three (3) days upon receipt of the dossier</p>	<p><i>PMB-ARRD Social Worker</i></p> <p><i>PMB Director</i></p>
	<p>3. Prepare a roster of children and PAP/s available for interregional matching. Inform and invite and request the handling social worker of the child/PAP/s to prepare a visual/PowerPoint presentation of their cases for matching.</p> <p>4. Inform and invite the NCWSG members to the matching conference.</p> <p>5. Provide the NCWSG members advance copies of the child/ren and PAP/s' dossier for review</p> <p>6. Conduct/present the case of the child/ren and</p>		<p>At least five (5) days prior to the scheduled matching conference</p> <p>At least five (5) days prior to the scheduled matching conference</p> <p>At least five (5) days before the matching conference</p> <p>On the day of scheduled</p>	<p><i>PMB ARRD Social Worker</i></p> <p><i>PMB-ARRD Social Worker</i></p> <p><i>PMB-ARRD Social Worker</i></p> <p><i>Child/PAP/s Social Worker</i></p>

	<p>PAP/s in the matching conference. Ensure a quorum of the NCWSG members (three (3) out of five (5)).</p> <p>7. Provide substantial comments, observations, comments/inputs on the cases presented. Deliberate matching of children and PAP/s.</p> <p>Include in the roster of children and PAP/s that are not matched for presentation in the next matching conference.</p> <p>8. Children not matched during the presentation for interregional matching shall be issued with Inter-Country Adoption Clearance (ICA), except for children below three (3) years old.</p> <p>All cases for relative intercountry adoption/cases with finalized Domestic Adoption, shall not be presented in the interregional matching conference and shall be issued with ICA clearance based on the assessment and recommendation by the social worker.</p>		<p>matching conference (At least once a month, but not exceeding four (4) times a month)</p> <p>On the day of matching conference</p> <p>After the matching conference</p> <p>Within two (2) days after the matching conference</p>	<p>NCWSG</p> <p><i>PMB-ARRD Social Worker</i></p> <p><i>PMB-ARRD Social Worker</i></p>
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	Endorsed immediately to ICAB the original copy of child's dossier, along with the original copy of ICA clearance, as signed by the Bureau Director			
	<p>9. Facilitate the signing of Certificate of Matching for children matched by the NCWSG members. and endorse to the Bureau Director or his/her duly authorized representative for his/her approval.</p> <p>If any party declines/opposes the proposed placement of the child to the PAPs as recommended by the NCWSG, the PAP/s shall submit a written explanation citing the reasons for non-acceptance. Acceptability on the reason/s shall be based on the evaluation of the Bureau Director.</p>	None	<p>A day after the matching conference</p> <p>Within two (2) days upon receipt the notice of matching result</p>	<p><i>PMB Bureau Director</i></p> <p><i>PAP/s</i></p>
	<p>10. Once accepted the matched, submit Acceptance Letter to PMB</p> <p>11. Facilitate the approval of the PAPA by the Bureau Director or his/her duly authorized representative, upon receipt of the Acceptance Letter from the PAP/s and endorse</p>	None	<p>Within the day, after the receipt of the result of the matching</p> <p>Within the day from the receipt of Acceptance Letter from the PAP/s</p>	<p><i>PAP/s</i></p> <p><i>PMB –ARRD Social Worker</i></p> <p><i>PMB Bureau Director</i></p>

	to DSWD residential facilities/CCAs/CPAs concerned			
	<p>12. Facilitate the approval of the Pre-Adoption Placement Authority (PAPA), signed by the Bureau Director</p> <p>13. Coordinate and facilitate child's actual physical transfer to the PAP/s</p> <p>14. Conduct/monitor post-placement supervisory visits (3 months) and recommend for the issuance of Certificate of Consent to Adoption (CA) at the final supervisory report.</p> <p>15. Facilitate the issuance of Certificate of Consent to Adoption, (CA). attached the Final Post-Placement Supervisory Report</p> <p>Note: End of process for Administrative Phase. Filing of Petition of Adoption in court is outside the jurisdiction of the Department</p>	None	<p>Within the day after the receipt of the PAP/s' Acceptance Letter</p> <p>Within 10 days after the receipt of the PAPA</p> <p>Three (3) months after placement of the child</p> <p>Within the day, after the receipt of the third/final post placement supervisory report</p>	<p><i>PMB-ARRS Social Worker</i></p> <p><i>PAP/s' Social Worker</i></p> <p><i>PAP/s' Social Worker</i></p> <p><i>DSWD Undersecretary for Operations</i></p>
TOTAL		None	25 Days Maximum depending on the case of the child	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	DSWD Field Office send memorandum/email to DSWD Program Management Bureau (PMB)
How feedbacks are processed	DSW PMB send reply letter/ memo to the concerned Field Office
How to file a complaint	Complaints can be filed through sending a letter or email to PMB DSWD. The concerned person and the circumstances of the grievances should be reflected in the information
How complaints are processed	The concerned office will conduct a case conference/ meeting to discuss the issue/concern. If necessary, set a meeting with the complainant itself and discuss the concerns in detail
8656Contact Information of ARTA, PCC and CCB	<p>Anti-Red Tape Authority complaints@arta.gov.ph 8-478-5093</p> <p>Presidential Complaint Center (PCC) pcc@malacanang.gov.ph 8888</p> <p>Contact Center ng Bayan (CCB) email@contactcenterngbayan.gov.ph 0908-881-6565+</p>

For Issuance of Certification Declaring a Child Legally Available for Adoption (CDCLAA)

The Certification Declaring a Child Legally Available for Adoption (CDCLAA) is a document signed by the DSWD Secretary or his/her duly authorized representative, administratively declaring the child legally available for adoption.

Office or Division:	Field Offices and Central Office -Program Management Bureau- Adoption Resource and Referral Division (PMB-ARRD)
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Classification:	Highly Technical	
Type of Transaction:	G2G- Government to Government ; G2C- Government to Citizen	
Who may avail:	All Provincial/City or Municipal Social Welfare and Development Office; Child Caring/Placing Agency; and DSWD Residential Care Facilities	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
For Abandoned and Foundling children:		
1. Endorsement Letter from Petitioner to FO Regional Director	Head of Provincial/City or Municipal Social Welfare and Development Office; Child Caring/Placing Agency; and DSWD Residential Care Facilities	
2. Notarized Petition with Endorsement letter from Petitioner to Field Office	Head of Provincial/City or Municipal Social Welfare and Development Office; Child Caring/Placing Agency; and DSWD Residential Care Facilities	
3. Updated Social Case Study Report (with PRC License Number and Validity)	Licensed Social Worker from Provincial/City or Municipal Social Welfare and Development Office or Child Caring/Placing Agency; Child Caring/Placing Agency; and DSWD Residential Care Facilities	
4. Written Certification from radio/TV station	Radio or TV station	
5. One (1) newspaper publication and/or Affidavit of Publication	Newspaper publisher	
6. Either police clearance, barangay certification or certified copy of tracing report issued by PNRC	Police or Barangay where the child was found/abandoned or Philippine National Red Cross (PNRC)	
7. Returned registered mail	Licensed Social Worker handling the case in the DSWD-Residential Care Facilities, Child Caring/Placing Agencies or Municipal Social Welfare Office	
8. Birth /Foundling Certificate certified true copy from LCR	Philippine Statistics Authority (PSA)	

or SECPA (if the document is available) Child's Profile	Licensed Social Worker handling the case in the DSWD-Residential Care Facilities, Child Caring/Placing Agencies or Municipal Social Welfare Office
9. Recent photograph	Licensed Social Worker handling the case in the DSWD-Residential Care Facilities, Child Caring/Placing Agencies or Municipal Social Welfare Office
10. Photograph of the child upon admission/abandonment	Licensed Social Worker handling the case in the DSWD-Residential Care Facilities, Child Caring/Placing Agencies or Municipal Social Welfare Office
11. Notice of Petition	DSWD-Regional Director where the Petition was filed
12. Certificate of Posting	Local Social Welfare Office or Barangay, Health Center, etc. who caused the posting ordered by the DSWD-Director
For surrendered Cases:	
1. Letter of recommendation addressed to DSWD Regional Director	Head of Provincial/City or Municipal Social Welfare and Development Office; Child Caring/Placing Agency; and DSWD Residential Care Facilities
2. Social Case Study Report	Licensed Social Worker from Provincial/City or Municipal Social Welfare and Development Office or Child Caring/Placing Agency; and DSWD Residential Care Facilities
3. Notarized Deed of Voluntary Commitment	To be executed by the child's birthparent/s; or in the absence of the birthparent/s per Article 216 of the Family Code the succession will apply as to who will exercise substitute parental authority in signing the DVC
4. Birth Certificate (Certified True Copy from LCR or SECPA, whichever is available)	Philippine Statistics Authority (PSA)
5. Recent whole body photograph	Licensed Social Worker handling the case in the DSWD-Residential Care Facilities, Child Caring/Placing Agencies or City/Municipal Social Welfare Office
6. Photograph of the child upon relinquishment/admission to agency	Licensed Social Worker handling the case in the DSWD-Residential Care Facilities, Child Caring/Placing Agencies or City/Municipal Social Welfare Office

For Neglected/Abuse Children	
1. Letter of Recommendation to the Secretary	DSWD-Regional Director
2. All original copy of the court order re: Termination of Parental Rights and certified true copy of the other supporting documents presented in court	Family court where the case was filed
<p>Per Administrative Order No. 12, Series of 2011 or the Guidelines for the issuance of the DSWD Certification, the following additional documents may be required to support the report/case of the child if it is for the best interest of the child to be issued with CDCLAA.</p> <ol style="list-style-type: none"> 1. Endorsement Letter to DSWD Secretary 2. Copy of the ID used by the child's birth parents/relatives in signing the DVC (refer to Article 216 of Family Code, who will exercise substitute parental authority in default of child's birthparent/s.) 3. Death Certificate of Birth Parent/s (if deceased) 4. Psychiatric/ Psychological Evaluation Report (if birthparents/ is/ are/ or diagnosed to be intellectually challenged) 5. DVC of legal husband (if child was born out of extra marital affair); if whereabouts is unknown, comply the requirements for petition 6. Copy of marriage certificate or Certificate of No Marriage (if necessary) 7. Medical Certificate/ Bone and/or Dental Ageing Result (for foundling cases) 8. Birth Certificate of the child's birthmother (if the DVC was signed by the child's maternal grandparents/s to establish the relationship of the child's birth mother and maternal grandmother) 9. Affidavit of Discrepancy signed by the child's birth mother (if the signature of the birthmother in the birth certificate and DVC are different as well as the child's birth order in the Birth Certificate was incorrect) 10. Affidavit of Two Disinterested Person/s (if the informant in the child's birth certificate is not the child's birthmother) 11. Certificate of Authority for a Notarial Act (CANA) for surrendered cases 12. If necessary, the DSWD may require other documents to support the facts/information indicated/claimed in the report. <p>Other Supporting/Additional Documents for CDCLAA of Children Qualified under RA 11222</p> <ol style="list-style-type: none"> 1. Affidavit of Admission from the Adopter(s)-Petitioner(s) and/or with the 3rd person 	

2. Negative Certification of Birth Record from (LCR and PSA)
3. Written consent to Adoption of the following:
 - prospective adoptee, aged 10 years old and above
 - legitimate and adopted children aged 10 years old and above
 - Illegitimate children, aged 10 years old and above, of the adopter(s) if any, if living with the adopter(s)
4. Certificate of Authority for a Notarial Act (CANA)
5. Undertaking and Oath accomplished by the petitioner(s) holding permanent residence abroad and/or one of the petitioners is of foreign citizenship who is married to a Filipino and who prefer RA 11222 process

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Field Office				
1. DSWD residential care facilities/child caring/placing agencies/Local Social Welfare Office endorse the Petition/ Application and supporting documents to Field Office	For Abandoned /Dependent/ Foundling Children			
	1. The Adoption Resource and Referral Unit (ARRU shall review and examines the petition if sufficient in form and substance	None	3 working days	<i>FO-ARRU social worker</i>
	2. Posting of notice of petition & picture in conspicuous places in the locality where the child was found. The Local Social Welfare Office or other offices/ person/s who facilitated the	None	5 days posting	<i>Local Social Welfare Office and/or other offices such as Post Office, Bgy. Hall, Police Station, Health Center, etc</i>

	actual posting shall issue a Certificate of Posting.	None	5 working days	<i>Regional Director</i>
	3. From completion of Posting, upon finding merit in the Petition, the Regional Director renders recommendation	None	2 working days	<i>Field Office –Records Section</i>
	4. From the time the Regional Director signs the recommendation, the Regional Director forward the same with the original supporting documents to the DSWD-Central Office.	None	3 working days	<i>FO-ARRU social worker</i>
	For Surrendered Children			
	1. The ARRU shall review the Application together with the supporting documents	None	2 working days	<i>Regional Director</i>
	2. The Regional Director shall render recommendation on the Application	None	2 working days	<i>Field Office –Records Section</i> <i>Note: The number of signatories in the documents shall be limited to only 3 signatorie</i>
	3. The Regional Office shall transmit the same			

	<p>to Central Office-PMB from the time the Regional Director signs the recommendation</p> <p>For Neglected/Abuse Cases</p> <p>1. The ARRU shall review the Petition together with the supporting documents</p> <p>2. The Regional Director shall render recommendation on the Petition</p> <p>3. The Regional Office shall transmit the same to Central Office-PMB from the time the Regional Director signs the recommendation</p>	<p>None</p> <p>None</p> <p>None</p>	<p>3 working days</p> <p>2 working days</p> <p>2 working days</p>	<p><i>FO-ARRU social worker</i></p> <p><i>Regional Director</i></p> <p><i>Field Office –Records Section</i></p>
Central Office				
DSWD Field Offices endorse the Petition/ Application and supporting documents to DSWD-PMB	<p>A. Program Management Bureau -PMB</p> <p>1. PMB Admin staff receives and tracks the document to the Document Transaction Management System</p>	None	4 working days	<i>-PMB –ARRD Amin Staff</i>

	<p>(DTMS) and endorses to ARRD technical staff for review.</p> <p>2. PMB technical staff acknowledges and reviews the dossier for issuance of CDCLAA. If, incomplete in form and substance, prepare memo to the concerned indicating comments and recommendations. FO.</p> <p>3. Prepare and endorse the documents (Executive Summary, endorsement to the Secretary and draft e-copy of CDCLAA) to OIC Division Chief of Adoption Resource and Referral (ARRD) Division of PMB for review copy</p>	<p>None</p> <p>None</p> <p>None</p>		<p><i>-PMB-ARRD Social Worker</i></p> <p><i>PMB-ARRD-Social Worker</i></p> <p><i>ARRD Admin. Staff</i></p>
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	<p>furnished PMB- ARRD Admin staff for tracking in the DTMS.</p> <p>4. OIC Division Chief reviews the documents and if found to be compliant, will forward to Bureau Director (BD) for approval/ Disapproval.</p> <p>5. Prints and tracks the Executive Summary draft e-copy of CDCLAA, endorsement letter to the Secretary and endorse to the Bureau Director</p> <p>6. Bureau Director (BD) Admin staff receives, track and endorse the documents to the BD for review.</p> <p>7. PMB Director renders</p>	<p>Remarks: In new normal situation/em erging infecti ous disea ses, the LGUs</p> <p>None</p> <p>None</p>	<p>1 working day</p>	<p><i>OIC-Division Chief</i> <i>ARRD Admin staff</i></p> <p><i>ARRD Admin Staff</i></p> <p><i>ARRD Admin staff</i></p> <p><i>BD</i> <i>BD Admin staff</i></p> <p><i>PMB Admin. Staff</i></p>
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	decision and recommendation.	None		
	8. Admin. Staff tracks and endorse the documents to the Office of Undersecretary.	None	2 working days	<i>DSWD-Undersecretary</i>
	B. Undersecretary level			
	9. Reviews, approve and endorsement of the petition/ application and by the Undersecretary for Operations Group to the Secretary.	None		
	10. If with comment, returns to PMB with comments/ note	None		<i>PMB ARRD-TS Staff</i>
	11. PMB TS responds to comments/ notes and return to the Undersecretary			<i>OSEC – Technical staff</i>

	<p>C. Secretary level</p> <p>12. Office of the Secretary (OSEC) Technical staff review the dossier before the endorsement to the Head of Executive Assistant (HEA)</p> <p>13. Secretary signs the Certificate Declaring the Child Legally Available for Adoption, if application is meritorious.</p>			<i>DSWD-Secretary</i>
Total		None	7 working days	
PMB transmits the endorsement and signed CDCLAA to Field Office	<p>D. PROGRAM MANAGEMENT BUREAU</p> <p>14. Receives the signed CDCLAA from OSEC and tracks to DTMS.</p> <p>15. Send thru email an advance copy of the signed CDCLAA to the FO</p>	None	<p>5 minutes</p> <p>5 minutes</p>	<p><i>ARRD Admin staff</i></p> <p><i>ARRD Admin staff</i></p> <p><i>ARRD Social Worker</i></p>

	16. Drafts memo to the FO endorsing the signed CDCLAA		15 minutes	
	17. Approves by the Bureau Director the memo to the FO.		15 minutes	<i>Bureau Director</i>
	18. Endorse to the Records Unit/Section approved memo of endorsement of signed original and/ or Certified True Copy of CDCLAA		15 minutes	<i>PMB Admin Staff</i>
	19. Transmit the signed original CDCLAA to the FO		3-5 working days	<i>DSWD CO Records Officer</i>
TOTAL		NON E	5 days and 55 minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	<p>Concerned citizen/concerned agencies send letter/email to the concerned Field Office (FO)</p> <p>DSWD-Field Office send memo/email to DSWD-PMB.</p>
How feedbacks are processed	FO send reply to the concerned citizen/agencies.

	DSWD-PMB send reply letter/memo to the concerned Field Office.
How to file a complaint	Complaints can be filed thru sending a letter or email to concerned FO PMB-DSWD. The name of person being complained and the circumstances of the complaint should be included in the information.
How complaints are processed	<p>The concerned Office will conduct a case conference/meeting to discuss the issue/concern. If necessary, to set a meeting with the complainant and discuss the concern.</p> <p>Internal investigation shall be conducted within the Field Office/Bureau, then provide recommendation and officially send reply letter/memo to the concerned citizen/agencies/FO.</p>
Contact information of ARTA, PCC and CCB	<p>Anti-Red Tape Authority (ARTA) complaints@arta.gov.ph 8-478-5093</p> <p>Presidential Complaint Center pcc@malacanang.gov.ph 8888</p> <p>Contact Center ng Bayan (CCB) email@contactcenterngbayan.gov.ph 0908-881-6565</p>

Licensing of Foster Parents

Foster Family Care License (FFCL) is issued upon thorough assessment to the prospective Foster Parents. Issuance of FCL is based on the eligibility of the applicants in accordance with the R.A. 10165 or the Foster Care Act of 2012 and the Memorandum Circular No. 21, series of 2018 or the Omnibus Guidelines on Foster Care Service.

Office/Division/Unit/Section	DSWD Field Office Protective Services Division (PSD) Adoption Resource and Referral Section (ARRS)
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Classification	Highly Technical
Type of Transaction	Government to Citizens
Who May Avail	All
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1 Copy of Original Duly Accomplished Application Form	Adoption Resource and Referral Section (ARRS) or DSWD Website https://adoption.dswd.gov.ph
1 Copy of Original Security Paper (SecPa) Copy of Birth Certificate or at least Certified True Copy from the original	Philippine Statistics Authority (PSA)
1 Copy of Original Security Paper (SecPa) Copy of Marriage Certificate, Declaration of Nullity of Marriage, Legal Separation Documents or at least Certified True Copy from the original	Philippine Statistics Authority (PSA)
1 Copy of Original Medical Certificate issued at least 6 months	Public or Private Clinics/Hospitals
1 Photocopy of Income Tax Return (ITR) or Certificate of Employment (CoE)	Bureau of Internal Revenue (BIR)/ Applicant's Company/Employer
1 Copy of Original National Bureau of Investigation (NBI) Clearance or Police Clearance	National Bureau of Investigation (NBI) / Philippine National Police (PNP)
1 Copy of Original Barangay Certificate stating that the applicant is a resident of the barangay, the length of his/her residence therein, he/she is of good moral character	Barangay where the applicant/s reside
3x5 inch sized Whole Body Photos of the applicant and, where applicable, his/her family taken at least 6 months	Applicant

1 Photocopy of Certificate of Attendance at Foster Care Forum	Adoption Resource and Referral Section (ARRS)
Other Requirements based on Social Worker's Assessment, as applicable. 1 certified true copy of Marriage Contract (if married), among others Note: Other document/s may be required is/are necessary on the case management of intensive cases	Philippine Statistics Authority Applicant
Additional Requirements for Alien Applicants:	
1 Photocopy of Certificate of Residence in the Philippines	Bureau of Immigration (BI) or Department of Foreign Affairs (DFA)
1 Original Copy of Letter of two (2) Character References from non-relatives who know the applicants in the country of which he or she is a citizen or was a resident prior to residing in the Philippines, *except for those who have resided in the Philippines for more than 15 years	Applicants *Bureau of Immigration/Department of Foreign Affairs
At least 1 Certified True Copy of Documents such as but not limited to Passport , among others showing citizenship	Applicant
1 Original Copy of Certificate of Travel Records Note: An Alien must resided in the Philippines for at least 12 continuous months at the time of the application	Bureau of Immigration (BI)
1 Original Copy of the Affidavit of Undertaking to maintain residence until termination of placement of the Foster Child/ren by the DSWD or expiration of Foster Care License	Applicant

<p>Such other documents that the Department/Agency/Local Government Units may require</p> <p>Note: Other document/s may be required is/are necessary on the case management of intensive cases</p>		Applicant		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Attendance to Foster Care Forum	1.1. Conduct of orientation on R.A. No. 10165 or Foster Care Act of 2012	None	4 hours	<i>ARRU Social Worker</i>
	1.2. Issuance of Certificate of Attendance to Foster Care Forum	None	30 minutes	<i>Administrative Aide IV</i>
2. Filling-up of Application Form and Submission of Documents	2.1. Receipt of the duly accomplished application form and documentary requirements from the client	None	10 minutes	<i>Administrative Aide IV</i>
	2.2. Database logging of the application form and list of documentary requirements for onward	None	15 minutes	<i>Administrative Aide IV</i>

	endorsement to the Unit Head			
	2.3. Review of application and delegation of case to the ARRU Social Worker			
	2.4. Review of the application and submitted documentary requirements and preparation of letter acknowledging the receipt thereof and informing the applicant on a scheduled home visit	None	1 hour, 30 minutes	<i>ARRU Social Worker</i>
	2.5. Database logging of the Acknowledgment Letter for onward endorsement to the Unit Head	None	10 minutes	<i>Administrative Aide IV</i>
	2.6. Review and recommending approval of the Unit Head	None	1 hour	<i>ARRU Head</i>
	2.7. Database logging of the Acknowledgment Letter for onward endorsement to	None	10 minutes	<i>Administrative Aide IV</i>

	the Division Chief	None		
	2.8. Review and recommending approval of the Division Chief	None	1 hour	<i>PSD Chief</i>
	2.9. Database logging of the Acknowledgment Letter for onward endorsement to the Assistant Regional Director for Operations	None	10 minutes	<i>Administrative Aide</i>
	2.10. Review and recommending approval of the Assistant Regional Director for Operations	None	1 hour	<i>Assistant Regional Director for Operations</i>
	2.11. Database logging of the Acknowledgment Letter for onward endorsement to the Regional Director	None	10 minutes	<i>Administrative Aide IV</i>
	2.12. Approval of the Regional Director	None	2 hours	<i>Regional Director</i>
	2.13. Endorsement of the approved Acknowledgment Letter to the	None	20 minutes	<i>Administrative Aide IV</i>

	Records Section and furnishing of a copy of the same document to the ARRU Social Worker			
3. Participation of the applicant in the interview on the assessment and preparation of comprehensive Home Study Report	3.1. Conduct of scheduled visit to the applicant's abode for home study and pre-signing of FFCL, and to the applicant's community for collateral interviews and coordination with barangay.	None	8 hours	<i>ARRU Social Worker</i>
	3.2. Preparation of the Home Study Report (HSR)	None	Within 20 days	<i>ARRU Social Worker</i>
	3.3. Submission of HSR, pre-signed FFCL, and draft letter to developing agency re: signed FFCL and Foster Care ID	None	8 hours	<i>ARRU Social Worker</i>
	3.4. Database logging of the draft HSR, pre-signed, and draft letter for onward	None	10 minutes	<i>Administrative Aide IV</i>

	endorsement to the Unit Head	None	4 hours	<i>Unit Head</i>
	3.5 Review and recommending for approval of the Unit Head	None	10 minutes	<i>Administrative Aide IV</i>
	3.6. Database logging of the draft HSR, pre-signed FFCL, and draft letter for onward endorsement to the Division Chief	None	4 hours	<i>PSD Chief</i>
	3.7. Review and recommending approval of the Division Chief	None	10 minutes	<i>Administrative Aide IV</i>
	3.8. Database logging of draft HSR, pre-signed FFCL, and draft letter for onward endorsement to the Assistant Regional Director for Operations			
	3.9. Review and recommending approval of the Assistant Regional Director for Operations	None	4 hours	<i>Assistant Regional Director for Operations</i>

	3.10. Database logging of the draft HSR, pre-signed FFCL, and draft letter for onward endorsement to the Regional Director	None	10 minutes	<i>Administrative Aide IV</i>
	3.11. Approval of the Regional Director	None	4 hours	<i>Regional Director</i>
	3.12. Assignment of FFCL Reference Number and Foster Care ID Number and database logging of above information	None	10 minutes	<i>Administrative Aide IV</i>
	3.13. Endorsement of the approved letter with 2 original copies of signed FFCL and Foster Care ID to the Records Section	None	20 minutes	<i>Administrative Aide IV</i>
TOTAL		None	21 days, 21 hours, and 35 minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	<ul style="list-style-type: none"> • Walk-in clients are provided with Client Satisfaction Measurement Form (CSMF – Paper and pencil method) where they could answer after the provision of service/technical assistance. Answered Client Satisfaction Measurement Form is collected by assigned ARRS staff and dropped in the drop box. The answered CSMF in the drop box are being collected by the Statistician every 15 days for consolidation report. • During Online Adoption/Foster Care Forum which is conducted twice a month the participants are requested to fill up Client Satisfaction Measurement Form (CSMF – Google Form) for them to rate and provide feedback on the services/technical assistance provided. After the forum the answers CSMF are collected by the Statistician.
How feedbacks are processed	<ul style="list-style-type: none"> • Feedbacks were consolidated and recorded. Consolidated information is submitted to the Supervisor for her reference and immediate action.
How to file a complaint	<ul style="list-style-type: none"> • In the Client Satisfaction Measurement Form there is a portion where clients could write their complaints or suggestions in the provided service/technical assistance.
How complaints are processed	<ul style="list-style-type: none"> • The Supervisor immediately provides feedback to ARRS Staff on the raised complaints through a meeting. The ARRS staff will come up with an agreed decision on improving the services. The agreed action plan is indicated in the CSMF Monthly report every 1st day of the succeeding month. • Clients with complaints will be sent with a formal letter about the raised issues and concerns and the action taken. • Complaints received from PCC are immediately provided with response thru formal letter sent within 48 hours.
Contact Information:	<p>ARTA: complaints@arta.gov.ph</p>

Anti-red Tape Authority (ARTA)	Tel No; 8478-5093
Contact Center ng Bayan (CCB)	CCB: 0908-881-6565 (SMS) CIS Tel No; 8735-5413/ 3493-7907
Presidential Complaints Center (PCC)	8888

Placement of Children to Foster Parents

Foster Placement Authority (FPA) is issued upon thorough assessment on the eligibility of the child to be placed under Foster Care and/or upon issuance of the Regional Foster Care Matching Certificate and submission of the Acceptance Letter of the Licensed Foster Parents. Issuance of FPA is in accordance with the R.A. 10165 or the Foster Care Act of 2012 and the Memorandum Circular No. 21, series of 2018 or the Omnibus Guidelines on Foster Care Service.

Office or Division	ARRU-Foster Care Section (FCS)
Classification	Highly Technical
Type of Transaction	Government to Government Government to Business Entity
Who May Avail	Children eligible for Foster Care from the DSWD Residential Care Facilities (RCFs), Child Caring Agencies (CCAs), Child Placing Agencies (CPAs), and Local Government Units (LGUs) and matched to licensed Foster Families

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1 Original Copy of Child Case Study Report	Residential Care Facility, Child Caring/Placing Agencies, and Local Government Units where the child is admitted/originated
1 Original Copy of Health and Medical Profile with Immunization Records issued within 6 months	Public or Private Clinics/Hospitals
1 Original SECPA copy of Birth Certificate/Foundling Certificate Child's Profile	Philippine Statistics Authority (PSA) Case Manager from the Residential Care Facility, Child Caring Agency, Local Government Units where the child is admitted/originated
Recent Photograph	Residential Care Facility, Child Caring Agencies, Child Placing Agencies, and Local Government Units where the child is admitted/originated
1 Original Copy of Psychological Evaluation for children five (5) years old and above	Child Psychologist
1 Photocopy of School Records for Children in School Age	School where the child is enrolled

CLIENT'S STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pre-Matching	1.1. Receipt of the dossier of the child from the concerned Agency	None	15 minutes	<i>Administrative Aide IV</i>
	1.2 Encoding of the application in the database then forward it to the concerned	None		

	technical staff for review			
	1.3. Review and endorsement of the dossier of Child/ren to the Matching Secretariat	None	2 days	<i>ARRU Social Worker</i>
	1.4. Review and assessment of the substance of the Child Study Report and completeness of documentary requirements to determine inclusion in the roster of cases for the Foster Care Matching Conference	None	30 minutes	<i>ARRU Social Worker</i>
	1.5. Preparation of the Acknowledgement Letter notifying the concerned Agency on the schedule of the Matching Conference or on the comments, if necessary	None	10 minutes	Administrative Aide IV
	1.6. Database logging of the Acknowledgment Letter for onward endorsement to the Unit Head	None	1 hour	<i>ARRU Head</i>
				<i>Administrative Aide IV</i>

	1.7. Review and affixing of initials by the Unit Head	None	10 minutes	
	1.8. Database logging of the Acknowledgment Letter for onward endorsement to the Division Chief	None	1 hour	<i>PSD Chief</i>
	1.9. Review and affixing of initials by the Division Chief	None	10 minutes	<i>Administrative Aide IV</i>
	1.10. Database logging of the Acknowledgment Letter for onward endorsement to the Assistant Regional Director for Operations	None	1 hour	<i>Assistant Regional Director for Operations</i>
	1.11. Review and affixing of initials by the Assistant Regional Director for Operations	None	10 minutes	<i>Administrative Aide IV</i>
	1.12. Database logging of the Acknowledgment Letter for onward endorsement to the Regional Director	None	1 hour	<i>Regional Director</i>
	1.13. Approval of the Regional Director	None	20 minutes	<i>Administrative Aide IV</i>
	1.14. Endorsement of the approved Acknowledgment	None	1 day	<i>Matching Secretariat</i>

	<p>Letter to the Records Section and furnishing of a copy of the same document to Foster Care Matching Secretariat</p> <p>1.15. Invitation to the Foster Care Matching Committee</p> <p>1.16 Preparation of the roster of available children/foster parents for presentation in the matching conference, agenda, attendance sheet, and visual presentation of cases to be presented in the matching conference</p> <p>1.17. Reproduction and sending out of hard/scanned copies of documents of children/foster parents to the foster care committee members</p>	<p>None</p> <p>None</p>	<p>1 day</p> <p>1 day</p>	<p><i>Matching Secretariat</i></p> <p><i>Matching Secretariat</i></p>
2. Matching Phase	<p>2.1. Introduction of the foster care matching committee members, foster care matching secretariat, and social workers participating in the conference</p> <p>2.2. Brief visual presentation of each case of foster parents and children</p>	<p>₱7,000.00 honorarium for each member who is not an employee of the DSWD</p> <p>None</p>	<p>10 minutes</p> <p>4 hours</p>	<p><i>Matching Secretariat, Regional Child Welfare Specialist Group (RCWSG)</i></p> <p><i>Case Managers from ARRU, RCFs, CPAs, CCAs, and LGUs</i></p> <p><i>Matching Secretariat, RCWSG, Case Managers from</i></p>

	2.3. Discussion/ provision of comments, observations, and inputs on the case presented	None	2 hours	<i>ARRU, RCFs, CPAs, CCAs, and LGUs</i>
	2.4. Deliberation of the matching of children and foster parents (for regular foster care cases) and/or placement of children to foster parents (for direct entrustment and kinship care cases) based on the needs of the child/ren and the capacity/resources of the foster parents	None	1 hour	<i>Matching Secretariat, RCWSG</i>
	2.5. Preparation and signing of Resolution declaring the matching and Certificate of Matching of children matched	None	30 minutes	<i>Matching Secretariat, RCWSG</i>

1. Post - Matching	3.1. Database logging of the Resolution, Certificate of Matching, and Transmittal Memo to concerned agency for onward endorsement to the Unit Head	None	10 minutes	<i>Administrative Aide IV</i>
	3.2. Review and affixing of initials by the Unit Head	None	2 hours	<i>ARRU Head</i>
	3.3. Database logging of the Resolution and Certificate of Matching	None	10 minutes	<i>Administrative Aide IV</i>

Upon Receipt of Acceptance Letter from FPs	for onward endorsement to the Division Chief			
	3.4. Review and affixing of initials of the Division Chief	None	2 hours	<i>Division Chief PSD</i>
	3.5. Database logging of the Resolution and Certificate of Matching for onward endorsement to the Assistant Regional Director for Operations	None	5 minutes	<i>Administrative Aide IV</i>
	3.6. Review and affixing of initials of the Assistant Regional Director	None	4 hours	<i>Assistant Regional Director for Operations</i>
	3.7. Approval of the Transmittal letter, Resolution, and Matching Certificate of Regional Director	None	4 hours	<i>Regional Director</i>
	3.8. Endorsement of the approved Acknowledgment/Transmittal Letter to the Records Section and furnishing of a copy of the same document to Foster Care Matching Secretariat	None	20 minutes	<i>Administrative Aide IV</i>
	3.9. Receipt of the Acceptance Letter	None	5 minutes	

	from Foster Parents as the basis for the issuance of Foster Placement Authority			<i>Administrative Aide IV</i>
	3.10. Receipt of the pre-signed FPA from the Foster Parents and preparation of transmittal letter	None	5 minutes	<i>Administrative Aide IV</i>
	3.11 Preparation of draft transmittal letter of signed FPA	None	30 minutes	<i>ARRU Social Worker</i>
	3.12. Database logging of the pre-signed FPA and the transmittal letter for onward endorsement to the Unit Head	None	5 minutes	<i>Administrative Aide IV</i>
	3.15. Review and recommending approval of the Unit Head	None	1 hour	<i>ARRU Head</i>
	3.16. Database logging of the pre-signed FPA and transmittal letter for onward endorsement to the Division Chief	None	5 minutes	<i>Administrative Aide IV</i>
	3.17. Recommending Approval of the Division Chief	None	2 hours	<i>Division Chief</i>

	3.18. Database logging of the pre-signed FPA and transmittal letter for onward endorsement to the Assistant Regional Director for Operations	None	5 minutes	PSD <i>Administrative Aide IV</i>
	3.19. Review and recommending Approval of the Assistant Regional Director for Operations	None	1 hour	<i>Assistant Regional Director for Operations</i>
	3.20. Database logging of the pre-signed FPA for onward endorsement to the Regional Director	None	5 minutes	<i>Administrative Aide IV</i>
	3.21. Approval of the Regional Director	None	2 hours	<i>Regional Director</i>
	3.22. Sending of the signed FPA and transmittal letter to the foster parent (either face to face, email, or mail through the Records Section	None	1 hour (for face to face or email)	<i>Administrative Aide IV /Records Officer</i>
Placement and supervision of the foster child with the foster parent	4.1. Conduct a discharge conference to brief the foster parent/s on the background of the case or needs of the foster child/ren, and turn over custody of	None	1 day	<i>Social Worker of the Child and Foster Parents; Foster Parent; Child</i>

	the child to the foster parent			
	4.2. Provision of monthly foster care subsidy for foster parent/s based on the approved parameters, as recommended.	8,000/ child per month if without special needs; 10,000/child per month if with special needs	1 day	ARRU Social Worker
	4.3 Conduct home visits to monitor the foster child's adjustment in the foster home until foster placement is terminated	Travel expense (depending on the location of the foster parents' house)	Frequent for the first three months; Bi-monthly for the succeeding months Short term - less than 6 months Long-term - 6 months or more	ARRU Social Worker
TOTAL (EXCLUDING THE SUPERVISORY PERIOD)			8 days, 10 hours, and 10 minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	<ul style="list-style-type: none"> Walk-in clients are provided with Client Satisfaction Measurement Form (CSMF – Paper and pencil method) where they could answer
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	<p>after the provision of service/technical assistance. Answered Client Satisfaction Measurement Form is collected by assigned ARRS staff and dropped in the drop box. The answered CSMF in the drop box are being collected by the Statistician every 15 days for consolidation report.</p> <ul style="list-style-type: none"> • During Online Adoption/Foster Care Forum which is conducted twice a month the participants are requested to fill up Client Satisfaction Measurement Form (CSMF – Google Form) for them to rate and provide feedback on the services/technical assistance provided. After the forum the answers CSMF are collected by the Statistician.
How feedbacks are processed	<ul style="list-style-type: none"> • Feedbacks were consolidated and recorded. Consolidated information is submitted to the Supervisor for her reference and immediate action.
How to file a complaint	<ul style="list-style-type: none"> • In the Client Satisfaction Measurement Form there is a portion where clients could write their complaints or suggestions in the provided service/technical assistance.
How complaints are processed	<ul style="list-style-type: none"> • The Supervisor immediately provides feedback to ARRS Staff on the raised complaints through a meeting. The ARRS staff will come up with an agreed decision on improving the services. The agreed action plan is indicated in the CSMF Monthly report every 1st day of the succeeding month. • Clients with complaints will be sent with a formal letter about the raised issues and concerns and the action taken. • Complaints received from PCC are immediately provided with response thru formal letter sent within 48 hours.
Contact Information:	

Anti-red Tape Authority (ARTA)	ARTA: complaints@arta.gov.ph Tel No; 8478-5093
Contact Center ng Bayan (CCB)	CCB: 0908-881-6565 (SMS) CIS Tel No; 8735-5413/ 3493-7907
Presidential Complaints Center (PCC)	8888

Case Management in Center and Residential Care Facility

Procedures in ensuring that clients receive all the services they need in a timely and appropriate manner towards sustaining, enhancing and restoring client's social functioning.

Office or Division:	Center Development Division		
Classification:	Highly Technical		
Type of Transaction:	G2G - Government to Government, G2C - Government to Citizen		
Who may avail:	Field Offices Center Facilities		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Referral Letter		LGU / Other referring party	
Social Case Study Report		LGU / Other referring party	
Medical Clearance		Private / Government Physician	
Court Order (if any)			
Barangay Clearance / Certificate		Local Barangay Office	

Other pertinent documents per CRCF manual				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Pre-Admission Phase	<p>1.1 Conducts initial None interview with the client (either walk-in, outreached, referral from the Local Government Unit (LGU), law enforcement agency, hospital, court, and or other Social Welfare Agencies, individuals and government or private agencies), to determine eligibility to receive services in the CRCF.</p> <p>Remarks: In new normal situation/emergin g infectious diseases, the LGUs are encouraged to refer clients in group considering health and safety protocols and use of available isolation facility in the RCF</p>	None	30 Minutes	<i>Social Worker on Duty</i>

	<p>If upon assessment, the client is eligible, the Social Worker accomplish the Intake Sheet, and the client/referring party and the SW signs the informed consent portion for further data gathering activities. Within 5 days</p> <p>If client is not eligible, the Social Worker refers the client to other agency if his/her needs are beyond the service capacity of the CRCF. (Endorsement should be made depending on the Level of Accreditation)</p>		Within 5 Days	
2. Attends pre-admission conference	<p>2.1 Conduct of pre-admission with referring party, client's family and other center staff to discuss the problem of the client in line with his/her admission of the facility Remarks: In some cases, like walk-in and emergency, pre</p>	None	2 Hours	<i>Social Worker, Referring Party, Parents or any available family members, possible</i>

	admission conference cannot be done, and therefore admission conference comes immediately once client is assessed to be eligible for services.			
Admission Phase				
1. Attends admission conference	<p>1.1 Facilitates conduct None 1 day of admission conference, Contract Setting with referring party and orientation on the general rules and policies of the facility</p> <p>The Social Worker accomplish Admission Slip, and requires referring party's signature. Client/resident of legal age is required to affix his/her signature as an expression conformity. Parent/relative of minor client/resident should sign the admission slip</p>	None	1 Day	<i>Helping Team/Multidisciplinary Team, Referring Party</i>

	<p>witnessed by the referring party. Client/Resident signing of Data Privacy Consent or Pahintulot Hinggil sa pagkalahim ng Datos' is also facilitated</p> <p>in compliance to Data Privacy Act of 2012.</p> <p>Orients client/resident about the facility and on the existing house rules and policies of the facility, and introduces his/her to the helping team/disciplinary team.</p>			
2.Submits self to inventory of belongings	2.1 Conducts an None inventory of the client's belongings and records it.	None	During the Client's 1st day in the facility	<i>Houseparent on Duty</i>
3. Accepts set of clothings and other provision	3.1 Provides the client None with set of clothing, toiletries, footwear, and the like based on standards as per AO 22 s.2005 and on the result of the inventory (This is	None	During the Client's 1st day in the facility	<i>Houseparent</i>

	not applicable to non-residential facilities).			
4.Submits self for examination	<p>4.1 Refers or submits None client for physical examination and pre natal check-up in case client is pregnant.</p> <p>4.2 Endorse the client to the Houseparent on duty, and brief the latter on the client's disposition as well as the case background to enable the houseparent to understand the client's behavior and interact with his/her property. (This is not applicable to non-residential facilities)</p>	None	During the Client's 1 st day in the facility	<i>Houseparent</i>
Center-based Intervention Phase				
1. Submits for interview	1.1 Conducts further interview with the client to gather additional relevant information on problem presented as basis for	None	During client's 1 st day in the facility	<i>Social Worker</i>

	assessment and recommendation.			
	1.2 Conducts initial psychological assessment of the client. Psychological assessment will only be administered to children who are 5 years old and above.	None	During 2 nd to 7 th day of client in the facility	<i>Psychologist, Psychometrician or Outsourced service of a Psychologist should there be Psychologist/ Psychometrician in the CRCFs.</i>
	1.3 Gathers additional None information from the client, significant others and the At this stage, the request for Parental/Family Capability Assessment (PCA) is also coordinated by the Social Worker to the concerned LGU	None	During clients 2 nd to 3 rd week in the facility	<i>Helping Team /Multi Disciplinary members, Referring Party, LGU Social Workeri</i>
	1.4 Drafts the Initial Social Case Study Report, and Intervention Plan with the client/resident. The Social Worker addresses with the		Within 30 days after admission	<i>Social Worker, Client/ Resident</i>

	clients/residents collaboratively to identify the problem areas and needs, then formulate a structured plan for achieving both short- and long-term goals.		Within 15 days after admission for the Intervention Plan	
	1.5 Present the case to None the Rehabilitation team. The result of the case conference shall be the basis for the formulation and implementation of the Intervention Plan. Case Conference is also conducted as need arises.	None	During client's 4 th week in the facility	<i>Helping Team/Multi Disciplinary Team</i>
	1.6 Review and update the Intervention Plan based on the result of the case conference, if necessary.		During clients 4 th week in the facility	<i>Helping Team/ Multidisciplinary Team</i>
2.Receives the provisions of the center and various interventions provided	2.1 Implements and facilitates provision of services to the client towards improvement of social functioning and rehabilitation goal	None	During the client's /resident's stay in the facility which is a minimum of six months with exception to the following:	<i>Helping Team/ Multidisciplinary Team</i>

			<p>a. Early reintegration/r rehabilitation prior to six months.</p> <p>b. Six months and beyond depending on the coping of client/ resident and other circumstances of the case and the assessment of the Social Worker.</p>	
	<p>2.2 Monitors the None Monthly progress of the client in relation achievement of goals. The Helping Team/ Multidisciplinary Team conducts regular case conducts regular case conference as part of monitoring the case</p>	None	Monthly	<i>Helping Team/Multi-Disciplinary Team</i>
	<p>2.3 Reassesses and modifies the intervention plan per developments/ch anges along helping process and based on the</p>	None	During client's 3 rd month in the rfacility	<i>Social Worker, Helping Team/Multidisciplinary Team</i>

	assessment of other members of the Helping Team/ Disciplinary Team.			
Evaluation and Termination				
	1. The Social Worker None conducts individual or group session with clients/residents and meets with the Helping Team/Multidisciplinary Team to evaluate the progress of the clients/residents in relation to the helping goals set.	None	3 months prior to discharge	<i>Helping Team/MultiDisciplinary Team/Referring Party , LGU Social Worker , Client's Family if available.</i>
	2. Informs the referring None party regarding the client's achievement of rehabilitation/helping goals, and requests for Parental Capability Assessment Report (PCAR). For CICL cases, the Social Worker informs the court of the	None	Upon receipt of P/FCAR submitted by LGU	<i>Social Worker</i>

	achievement of the rehabilitation goals of the client/resident.			
1. Attends pre-discharge conference	<p>1.1 Conducts pre-None discharge conference either through virtual meeting or in person. The result of the pre discharge conference is confirmed to the receiving LGU/Agency/other facilities with reintegration agreement duly signed by all parties.</p> <p>The Helping Team/Multidisciplinary Team prepares After Care Plan.</p> <p>The results of case review and assessment of the Helping Team/Multidisciplinary Team and referring party shall be the basis for the client's transfer to other agency, placement to other form of</p>	None	2 Hours	<i>Helping Team/ Multidisciplinary Team, Accepting Party, Client's family, Key members in the community such as Barangay Officials among others</i>

	<p>alternative care or reunification to the family and community. Likewise, the receiving agency is hereby informed of the necessary preparation for the transfer of the client.</p> <p>If the family is assessed to be not yet ready for the reunification, the LGU is requested to provide the necessary intervention.</p>			
	1.2 Prepares None Termination Report if client is for reintegration, and Transfer Summary if the client is for transfer to other SWA	None	5 days	<i>Social Worker</i>
2. Submit to medical examinations	2.1 The Medical None Officer or any available medical personnel in the facility conduct general medical examination to the client	None	1 week prior scheduled discharge	<i>Medical Officer/Nurse or other medical personnel in the facility</i>
3. Attends discharged conference	2.2 Facilitates None discharge	None	2 Hours	<i>Helping Team/Multidisciplinary Team, Client Family,</i>

and turnover to the either to the LGU, family, SWA, group home living placement to arrangement, adoption independent living, or	conference for the turn-over of the One-week prior scheduled discharge			<i>Concerned SWDAs, LGU</i>
	2.3 The Social Worker None administers satisfaction survey to the client to determine satisfaction of the resident on the programs and services of the CRCF. This will also serve as basis to enhance or improved the existing programs and services of the CRCF to its clients/residents.	None	After conduct of Discharge Conference	<i>Social Worker, Client/Resident</i>
Post Center based Intervention Phase				
	1. Sends request to None concerned LGU for the submission of detailed progress report on the adjustment of the client in his/her family and community,	None	3 months to 6 months after discharge	<i>Social Worker, LGU, other stakeholders, Client, Client's Family</i>

	<p>likewise the status of after-care services provided based on the agreed After Care Plan. The submission of Progress Report is also discussed with the LGU during the Discharge Conference.</p> <p>In some facility, the request for LGU to submit aftercare report is incorporated in the Final Report submitted to Honorable Courts</p>			
	2. Reviews and None evaluates the after care service report, and check if the agreed after care plan/reintegration agreement is achieved or not.	None	Upon receipt of the report	<i>Social Worker</i>
	3. Follows-up the LGU for the submission of aftercare report.		<p>Within first three months; Monthly</p> <p>For CICL, Quarterly</p>	<i>Social Worker</i>
	4. After receipt of Progress Report and or detailed information /feedback directly from the client, the Social Worker recommends to		Upon completion of at least 50% of the After-Care Program Plan	<i>Social Worker</i>

	the Helping Team/ Multidisciplinary Team the closing of the case or for referral to other agencies for other support services, and thus prepares the Closing Summary Report.			
TOTAL		NONE	6 months for Center Based Phase	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Accomplish feedback or complaint form directly to the concerned CRCFs Send a letter to PMB Office or Regional Office.
How feedbacks are processed	Feedbacks are discussed and presented during CRCF staff meeting. Feedbacks will be responded to accordingly.
How to file a complaint	Complaints can be filed by writing a letter or sending an email directly to the CRCFs or through the Regional Office and PMB. The details of the complaint should be indicated in the letter specifying the following: name of the person being

	complained, reported incident, evidence (if any), and name and address of letter sender (if possible).
How complaints are processed	<p>The complaint shall be acted by the Grievance Officer for assessment and evaluation. Validation and investigation may be conducted, and the actions are taken and/or clarification will be provided to the complaint sender</p> <p>If the complaint was received by the Field Office or PMB, the concern shall be forwarded to the said CRCF for validation, clarification, and appropriate action, and shall be requested for the copy of actions taken/ clarifications for eventual feedback to the compliant sender</p>
Contact Information of ARTA, PCC and CCB	<p>Anti-Red Tape Authority (ARTA) complaints@arta.gov.ph 8-478-5093</p> <p>Presidential Complaint Center (PCC) pcc@malacanang.gov.ph 8888</p> <p>Contact Center ng Bayan (CCB) email@contactcenterngbayan.gov.ph 0908-881-6565</p>

Provision of Assistance to Clients of the Vocational Rehabilitation Centers

Procedure on the management of clients' cases and provision of assistance to clients of Vocational Rehabilitation Centers managed by DSW Field Offices I.e. National/ Area Vocational Rehabilitation Centers and Center for the Handicapped.

Office or Division:	Center Development Division
Classification:	Highly Technical
Type of Transaction:	G2G-Government to Government
Who may avail:	Field Offices Center Facilities
<div> <div>CHECKLIST OF REQUIREMENTS</div> <div>WHERE TO SECURE</div> </div>	

	Referral Letter Social	LGU/Other referring party			
	Case Study Report	LGU/Other referring party			
	Medical Clearance	Private/ Government Physician			
	Court Order (if any)				
	Barangay Clearance/ Certificate	Local Barangay Office			
	Other pertinent documents per CRCF manual				
	CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.Client submits for initial interview and assessment	<p>1. Conducts initial interviews with the clients, parents, or guardians and provides brief orientation on the programs and services of the center.</p> <p>Clients admitted in the Vocational Rehabilitation Centers are either walk-in, outreached or referral from the Local Government Unit (LGU), National Government Agencies, Non-Government Organizations and other entities.</p> <p><i>Remarks: In the new normal, online registration</i></p>	None	2 Hours	<i>Social Worker</i>

		<i>virtual platforms/ teleconference or other forms of modalities are done in conducting an interview with client, family or referring agency in compliance with safety and health protocols.</i>			
	2.Receives a list of documentary requirements or referral to other agencies	<p>Accomplishes the None intake sheet and submits it to the Supervising Social Worker for case assignment.</p> <p>Provides the list of documentary requirements for compliance of the client's family, if the client is found eligible to avail of the service.</p> <p>Refers the client to LGU, families, and other agencies who can respond to his/her needs, if the client is found not eligible to avail of the service.</p>	None	1 Day	<i>Social Worker</i>
	3.Submit self for physical medical examination	3. Refers the client to the Medical Officer for physical	None	30 Minutes	<i>Social Worker, Medical Officer, Client</i>

		examination. Should the Medical Officer request laboratory tests, the client shall be given one day to comply with the required tests.			
	4.Submit self for psychological assessment	4. Refers the client None to the Vocational Guidance and Psychological Services for the initial assessment to determine his/her psychological functioning, if client is assessed to be physically fit.	None	2 Hours	<i>Social Worker, Psychologist/Psychometrician</i>
		5. Conducts home None visit to the clients to gather collateral information as basis in the preparation of the Social Case Study Report For the clients from far flung provinces, cities, municipalities/ areas, the social worker coordinates and requests	None	45 Days	<i>Social Worker (VRC)/Social Worker (LGU)</i>

		<p>assistance from the C/MSWDO for the conduct of the home visit to the client to gather information.</p> <p>The social worker prepares the social case study report</p>			
	Admission Phase				
	1.Attends the orientation on the facility's programs and services.	<p>1. Orients the client None about the facility, its programs and services, exploratory courses, schedules, rules and regulations including accommodation procedures of clients (if necessary) with client's conformity.</p> <p>The social worker accomplishes Admission Slip.</p>	None	1 Hour	<i>Social Worker, Client</i>
		<p>2. The rehabilitation team conducts the 1st Rehabilitation Team Meeting. The client's case is presented and</p>	None	4 Hours	<i>Rehabilitation Team</i>

		<p>discussed including the information from the client and from the collateral information gathered.</p> <p>The discussion includes details on the exploratory training (2-3 courses within five days per course), result of the psychological assessment, evaluation of the social rehabilitation courses and the intervention plan of different services</p>			
		<p>3. The social worker None calls for the second rehabilitation team meeting to discuss and finalize the social rehabilitation goals of clients (indicating rehabilitation indicators, plans social rehabilitation schedules within 2-3</p>	None	2 Hours	<i>Social Worker, Rehabilitation Team</i>

		months)			
	Social Rehabilitation Phase				
	1.Attends the social rehabilitation training for two to three months on Vocational and functional literacy, independent living, Guidance Service, personality development, physical functioning, work adjustment , etc.	<p>1.The social Adjustment Service, Vocational and Psychological Guidance Service, Training Service, Medical and Dental Service, etc. provide appropriate programs and services needed by the client.</p> <p>The social worker prepares and consolidates reports from different services.</p> <p>The Social Worker updates the Social Case Study Reports and Intervention Plan of the client per results of monitoring and evaluation done while attending the social rehabilitation.</p>	None	3 Months	SAS, VPGS, Training, Medical and Dental Services
		2. Convenes rehabilitation team for an	None	1 Hour	Social Worker, Vocational Training Members,

		evaluation conference to discuss and assess the results of Social Rehabilitation Training and determine the client's readiness for vocational rehabilitation training			<i>Rehabilitation Team</i>
	2.Proceed for the vocational rehabilitation training phase and/or receives certificate of attendance for the completion on social rehabilitation training program.	3. Endorse client to proceed to the vocational rehabilitation training phase, if client is willing. If the client decides NOT to proceed to the vocational training, provides certificate of attendance for the completion on social rehabilitation training program.		20 Minutes	<i>Social Worker, Clients</i>
		4. Convenes the None rehabilitation team to determine and finalize the client's vocational training course to take, vocational training schedules and other needed requirements.	None	2 Hours	<i>Social Worker, Rehabilitation Team Client</i>

		The team finalizes the vocational rehabilitation goals of client.			
	Vocational Rehabilitation Phase				
	1.Attends to the vocational training services based from the chosen vocation course.	<p>1. Refers the client None vocational training to the vocational services based from the training services to chosen vocation course acquire skills along his/ her chosen vocational course and duration period from three up to nine months.</p> <p>The psychologist/ psychometrician conducts vocational counselling session to the client for guidance.</p>	None	3 to 9 months	<i>Social Worker, Psychologist/Psychometrician</i>
		2. The rehabilitation team monitors and submits progress reports within 3-9	None		<i>Social Worker, Rehabilitation Team, Trainers SAS Service VPGS Service</i>

		<p>months' period providing feedback significant effects/ benefits of the vocational rehabilitation attended by client.</p> <p>The social Worker consolidates all reports from different services.</p> <p>The social worker updates the Social Case Study Report and intervention plan per results of monitoring and evaluation during the vocational rehabilitation phase</p>			
		<p>3. The social worker with the rehabilitation team assesses the results of the vocational rehabilitation training program of client.</p> <p>If the vocational rehabilitation training is successful, thereafter the rehabilitation team will discuss</p>	None	3 Hours	<i>Social Worker, Rehabilitation Team</i>

		and agree on plans and schedules for the OJT of client.			
		4. Social Worker None prepares referral letter to the concerned parties. If the client wants to take other options or proposals for further training/employment, then the rehabilitation team will assist him/her on the matter.	None	1 Hour	<i>Social Worker, Rehabilitation Team</i>
		5. The Social Worker None calls the rehabilitation team meeting to discuss the conduct of the On-the-job (OJT) Training of client for two-three months. The rehabilitation Team discusses/finalize the referral letter and MOA/ MOU with employers.	None	3 Hours	<i>Social Worker, Placement Officer, Rehabilitation Team</i>
		6. Prepares the None referral	None	1 Hour	<i>Social Worker</i>

		letter and MOA/ MOU with employers.			
	On- the-Job Training Phase				
	1. Attends the OJT based on recommendation of the rehabilitation team	<p>1.Monitors clients on matters such as attendance, behavior work attitude and work habit.</p> <p>The social worker prepares monthly feedback report.</p> <p>The employer submits evaluation report based on the performance of the client.</p>	None	2-3 Months	<i>Social Worker</i> <i>Placement Officer</i> <i>Client</i> <i>Employer</i>
		<p>2. Convenes the None rehabilitation team to discuss the results of the OJT of client based on employer's final evaluation report.</p> <p>If OJT assessment is positive/ favorable, the trainee will be referred either to school or job placement.</p>	None	45 Minutes	<i>Social Worker</i> <i>Rehabilitation Team</i> <i>Client</i> <i>Employer</i>
	Job Placement Phase				
	1.Avails of open employment,	1. Refers client to open		3 Months	<i>Placement Officer, Rehabilitation</i>

	self-employment or sheltered employment	employment, self-employment or sheltered employment within three months.			<i>Team, Employer</i>
		<p>2. Submits an evaluation on program implementation citing effects/ benefits to the social worker and members of the Rehabilitation Team recommending for the closure of the case having achieved vocational rehabilitation indicators.</p> <p>When job placement indicators have been achieved within three (3) months from the date of actual job placement, the graduate and the employer are formally informed on recommendation for the closure of the case.</p> <p>The Placement Officer and Rehabilitation</p>		1 Day	<i>Placement Officer, Rehabilitation Team, Employer</i>

		<p>team identify gaps to enhance the provision of the vocational rehabilitation programs and services.</p> <p>Feedback reports from client after undertaking the vocational rehabilitation training program are elicited and responded.</p> <p>The social worker prepares an updated social case study report</p>			
	Discharge Phase				
		<p>1. Conducts pre-None discharge conference with the rehabilitation team involving the family member, referring party and LGU to discuss the nature of discharge and after care plan of client within three six months.</p> <p>The nature of discharge includes but not limited to open employment,</p>	None	2 Hours	<i>Social Worker, Client, Family Member, Referring Party, LGU</i>

		<p>self-employment, sheltered employment, independent living, family, employer, LGU acceptance, dropped out or terminated.</p> <p>The discharge/ termination plan is formulated with the client and other stakeholders prior to actual termination.</p>			
		<p>2. Calls for the final None discharged conference with family member and referring party to finalize the discharged plan.</p>	None	2 Hours	<p><i>Rehabilitation Team</i></p> <p><i>Referring Party/LGU</i></p>
	1.Accomplishes Client Satisfaction Survey	<p>3. Administers None satisfaction survey either online or personal fill-in the form.</p> <p><i>Remarks: In the context of the pandemic, filling up the satisfaction survey can be done either through email or personal filling out of survey or other modalities, whichever is applicable to the client.</i></p>	None	10 Minutes	<i>Social Worker, Client</i>

	VI. Post Discharge				
		<p>1. Conducts monitoring visit to clients within 3 to 6 months after the discharge to determine the status of client in the family or community.</p> <p>The Social Worker prepares termination/ closing summary report of client.</p> <p><i>Remarks: In the context of the pandemic, the social worker conducts virtual platforms/ teleconference or other forms of modalities to monitor status of client in the family or community</i></p>	None	3-6 months after discharge	<i>Social Worker,</i>
	Total		None	18 months maximum, until job placement phase when availed	

FEEDBACK AND COMPLAINTS MECHANISM				
How to send feedback		<p>Accomplish feedback or complaint form directly to the concerned CRCFs.</p> <p>Send letter to PMB Office or Regional Office.</p>		
How feedbacks are processed		<p>Feedbacks are discussed and presented during CRCF staff meeting. Feedbacks will be responded accordingly.</p>		
How to file a complaint		<p>Complaints can be filed by writing a letter or sending an email direct to the CRCFs or through the Regional Office and PMB. The details of the complaint should be indicated in the letter specifying the following: name of person being complained, reported incident, evidence (if any) and name and address of letter sender (if possible)</p>		
How complaints are processed		<p>The complaint shall be acted by the Grievance Officer for assessment and evaluation. Validation and investigation may be conducted, and the actions taken and/or clarification will be provided to the complaint sender</p> <p>If the complaint was received by the Field Office or PMB, the concern shall be forwarded to the said CRCF for validation, clarification and appropriate action, and shall be requested for the copy of actions taken/ clarifications for eventual feedback to the compliant sender</p>		
Contact Information of ARTA, PCC and CBB		<p>Anti-Red Tape Authority (ARTA) complaints@arta.gov.ph 8-478-5093 Presidential Complaint Center (PCC) pcc@malacanang.gov.ph 8888</p>		

	Contact Center ng Bayan (CCB) email@contactcenterngbayan.gov.ph 0908-881-6565
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Grievance Intake and Response

Intake and response refers to the recording of a grievance and providing the client an initial response, which usually involves an explanation about how the grievance will be processed by the DSWD and other actors.

As a general rule, anyone may accept a grievance 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 in a grievance form after ascertaining its validity. Intake and response require technical know-how about the GRS, particularly on the procedures in resolving the specific types and subtypes of grievances.

Office or Division:	4Ps – Grievance Redress Division
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail	All
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
If 4Ps beneficiary, present the 4Ps ID for verification to 4Ps staff Proof of grievance, if available If non-4Ps beneficiary, any valid ID	Issued by the assigned City/Municipal Link, Community Facilitators

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Log-in at the visitors' log book located at the office lobby and	1.1. Ensure that the client fills out the logbook and directs him/her to	None	2 Minutes	<i>Guard on duty</i>

present the 4Ps ID if a 4Ps beneficiary. If non-4Ps beneficiary, present any valid ID.	the 4Ps Assistance Desk.			
2.Proceed to the 4Ps Assistance Desk for verification of identity.	<p>2.1 Receive the client, inquire what the concern is all about, and verify the identity of the client.</p> <p>Refer to the Grievance Redress System Field Manual for the guidance on the intake of grievances.</p>	None	5 Minutes	<i>Officer-of-the Day/ Assigned Focal</i>
3.Provide details about the grievance and supporting documents, if available, depending on the type of grievance reported.	<p>3.1. If the client is a beneficiary or a former beneficiary, check the status of the concerned beneficiary in the Pantawid Pamilya Information System (PPIS).</p> <p>3.2. Encode the transaction correctly and completely in the GRS Information System/Tracker.</p>	None	20 Minutes	<i>Officer-of-the-Day/ / Assigned Focal Person</i>

	<p>For instances when the GRS Information System is inaccessible, the staff may use GRS form / MS Excel Tracking tool to intake the grievance or</p> <p>3.3. Check the supporting documents provided, if available.</p> <p>3.4. Assess all the data and information available and discuss with the beneficiary the findings and next steps to take.</p> <p>3.4.1. If all information is readily available to resolve the case, resolve the grievance and provide feedback to the client.</p> <p>3.4.2. If other information is needed and the grievance cannot be</p>			
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	<p>resolved immediately, explain to the client the process that will be undertaken in processing the grievance, and inform the client that he/she will be contacted thru his/her mobile number.</p> <p>Print and provide a copy of the encoded transaction to the client.</p>			
4. Accomplish the client satisfaction measurement survey	<p>4.1 Administer the Client Satisfaction Measurement Survey</p> <p>4.2. Analyze the data and include it in the Client Satisfaction Measurement Report.</p>	None	5 Minutes	<i>Officer-of-the-Day/ / Assigned Focal Person</i>
5. Proceed to the office lobby and logout from the client's logbook.	<p>5.1 Dismiss the client gracefully.</p> <p><i>If the grievance has already</i></p>	None	1 Minute	<i>Guard on Duty</i>

	<i>been resolved proceed directly to step 7.2</i>			
6. Wait for the updates on the status of grievance within three (3) days.	<p>6.1 Endorse the transaction to the concerned office (Provincial/Municipal Operations Office and/or OBSU) for processing and updating of the transaction in the Grievance Information System (GIS), reflecting the actions taken by the concerned office within three (3) working days.</p> <p>(If the transaction was received at the RPMO, the Assigned Officer of the day shall send an email notification to the Provincial/Cluster Grievance Officer to inform them of</p>	None	7 hours and 7 minutes	<i>Officer-of-the-Day/ / Assigned Focal Person</i>

	the complaint received with attached PPISv3 Tracking number for updating)			
7. Received update/feedback on the status of the grievance.	<p>7.1 Provide the client and update/feedback about the status of his/her concern either through text messaging or phone call.</p> <p>For instances when the client did not give or cannot provide contact information, the provision of feedback may be coursed through the assigned City/Municipal Link.</p>	None	10 Minutes	<i>Assigned Focal Person</i>
	7.2 Update the status of the transaction in the GRS Information System.	None	10 Minutes	<i>Assigned Focal Person</i>
Total if grievance is resolved outright		None	33 Minutes	
Total if grievance is referred to the Provincial/Cluster/City/Municipal Operations Office for resolution and feedback is provided to the client		None	3 Days	

Total	None	3 Days
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Request for 4Ps Data

This section describes the process of providing assistance to clients and various stakeholders (general public and other government organizations) both within and outside DSWD through the sharing of public data. However, access to data will be subject to the limitations set to safeguard privacy of the beneficiaries, data *security* and data misappropriation. Therefore, access to data shall be carefully considered and granted in accordance with the Pantawid data sharing protocol.

In processing the request, there is an expectation that all documentary requirements have been submitted by the requesting party. Otherwise, the start of processing may take an extended period of time.

Office or Division:	4Ps - Regional Monitoring and Evaluation Unit The RMEU facilitates all data/research requests from different stakeholders, both internally and externally.	
Classification:	Highly Technical	
Type of Transaction:	G2C - Government to Citizen	
Who may avail:	Public	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
One (1) Accomplished Data Request Form		Pantawid Website, Pantawid RPMO (https://pantawid.dswd.gov.ph/citizens-charter)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client sends filled up data request form	1. Receipt of completely filled out data request form or letter of request (with attachments as applicable).	None	2 Hours	<i>Regional Monitoring and Evaluation Officer (RMEO)</i>
	1.1 Encoding of data request to monitoring tool or thru Electronic Document Management System (EDMS) of the incoming data request.		30 Minutes	<i>Regional Monitoring and Evaluation Officer (RMEO)/ Administrative Assistant</i>
	1.2 Acknowledgement and assessment by the Regional Monitoring and Evaluation Unit (RMEU) at the RPMO. 1.2.1. If Primary Data, endorse the request to the concerned Office. 1.2.2. If Secondary Data, determine if the data that are being requested are public or classified based		1 Day	<i>Regional Monitoring and Evaluation Officer (RMEO)</i>

	on the submitted documents.			
2.Receive requested data and fill out the client survey form	2. If the data requested is identified as Public Data, the RMEU will forward the request to the appropriate division/unit for data generation and preparation.	None	4 Hours	<i>Regional Monitoring and Evaluation Officer (RMEO)</i>
	2.1 If the data is in the periodic reports, IEC materials, and/or Pantawid Pamilya website, the RMEU will refer the client to the resource site or provide the readily available data and client satisfaction survey form.		1 Day	<i>Regional Monitoring and Evaluation Officer (RMEO)</i>
	2.1.2 If the data needs to be generated, data generation shall be undertaken by the RMEU.		5 Days	<i>Regional Monitoring and Evaluation Officer (RMEO)</i>
	2.2 Preparation of memo endorsement to the RD for		5 Hours	<i>Regional Monitoring and Evaluation Officer (RMEO)</i>

	<p>approval.</p> <p>2.2.1. If the data request is approved, provide the data request to the client and submit a request to accomplish the client satisfaction measurement form</p> <p>2.2.2 If the data request is disapproved, provide the response to the client and submit a request to accomplish the client satisfaction measurement form.</p>		<p>3 Hours</p> <p>4 Hours</p>	<p><i>Regional Monitoring and Evaluation Officer (RMEO)</i></p> <p><i>Regional Monitoring and Evaluation Officer (RMEO)</i></p>
	<p>2.3. If the data requested is identified as Classified Data, the request will be forwarded to the Legal Unit for review and evaluation. The RMEU will provide initial comments prior to endorsing the request to the Legal Unit.</p> <p>2.3.1 If the request is valid, a Memorandum of Agreement</p>	None	<p>3 Days</p> <p>6Days</p>	<p><i>Regional Monitoring and Evaluation Officer (RMEO)</i></p> <p><i>Regional Monitoring and Evaluation Officer (RMEO)</i></p>

	<p>(MOA) on data sharing between the requesting party and the Department/Pant wid Pamilya RPMO will be prepared by RMEU prior to the release of data requested.</p> <p>2.3.1.1. Sharing of the draft MOA to the client for review.</p> <p>2.3.1.2. Review of the MOA and endorsement of comments/inputs to RMEU from the Legal Unit.</p> <p>2.3.1.3. Revision of the MOA based on the Legal Unit's comments.</p> <p>2.3.1.4. Sharing of MOA to the client.</p> <p>2.3.1.5. Acknowledgement of receipt of MOA approved by the client.</p> <p>2.3.1.6. Preparation of</p>		<p>4Hours</p> <p>3Days</p> <p>2Days</p> <p>4Hours</p> <p>4Hours</p>	<p><i>Regional Monitoring and Evaluation Officer (RMEO)</i></p> <p><i>Legal Service/ Section Technical Staff</i></p> <p><i>Regional Monitoring and Evaluation Officer (RMEO)</i></p> <p><i>Regional Monitoring and Evaluation Officer (RMEO)</i></p> <p><i>Regional Monitoring and Evaluation Officer (RMEO)</i></p>
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	<p>communication to client regarding MOA signing</p> <p>2.3.1.7. Signing of MOA with the client</p> <p>2.3.1.8. Provision of the data request to submission of request to accomplish the client satisfaction measurement form.</p> <p>2.3.2. If the data request is disapproved, provide the response to the client and submit a request to accomplish the client satisfaction measurement form.</p>		<p>4Hours</p> <p>1Day</p> <p>4 Hours</p> <p>4Hours</p>	<p><i>Regional Monitoring and Evaluation Officer (RMEO)</i></p> <p><i>Regional Monitoring and Evaluation Officer (RMEO)</i></p> <p><i>Regional Monitoring and Evaluation Officer (RMEO)</i></p> <p><i>Regional Monitoring and Evaluation Officer (RMEO)/ Legal Unit</i></p>
TOTAL:				
Output 1: Request for Secondary Data			2 days, 6 hours and 30 mins	
Output 2: Request for Administrative Data			6 days, 6 hours and 30 mins	
Output 3.1: (Approved MOA)			19 days, 2hrs and 30 mins	
Output 3.2: (Disapproved MOA)			4 days, 2hrs and 30 mins	

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FEEDBACKS AND COMPLAINTS MECHANISM

How to send a feedback	<p>For inquiries and follow-ups, the client is advised to directly coordinate with the concerned division that received the request. The following contact details are however accessible in case the concerned division does not respond within reasonable time:</p> <p>Email: fo5@dswd.gov.ph</p> <p>Telephone number: +63 9511065172</p> <p>For completed services, the client is encouraged to fill out a Client Satisfaction Survey Form downloadable from https://pantawid.dswd.gov.ph/citizens-charter and submit it to the concerned division where the request was made or through any of the contact details provided above.</p>
How feedback is processed	<p>A technical staff is assigned to read daily all inquiries and follow ups sent to fo5@dswd.gov.ph. These are forwarded to the concerned division who is expected to provide a response to the client via email or phone call within three (3) days from receipt of email from the client.</p> <p>On the other hand, satisfaction surveys for completed services are being analyzed by the concerned division as among the bases to improve its service delivery.</p>

How to file complaint	<p>The client may directly communicate through the contact details provided below:</p> <p>Email: fo5@dswd.gov.ph</p> <p>Telephone number: +63 9511065172</p>
How complaints are processed	<p>All complaints about service delivery received through any of the channels above are directly forwarded to the Office of the National Program Manager and are automatically treated as a confidential case. It shall be primarily guided by violations and penalties under the Ease of Doing Business Act https://arta.gov.ph/about/violations-and-penalties</p> <p>Service delivery complaints shall be automatically considered as highly technical transactions due to its nature. The client shall be provided feedback 20 days from the filing of the complaint.</p>
Contact Information of ARTA, PCC, CCB	<p>Anti-Red-Tape Authority (ARTA): complaints@arta.gov.ph 8-478-5093</p> <p>Presidential Complaint Center (PCC): pcc@malacanang.gov.ph 8888</p> <p>Contact Center ng Bayan (CCB): SMS: 0908-881-6565</p>
	<p>Call: 165 56</p> <p>P5.00 + VAT per call anywhere in the Philippines via PLDT landlines</p> <p>Email: email@contactcenterngbayan.gov.ph</p> <p>Web: https://contactcenterngbayan.gov.ph</p> <p>Facebook: https://facebook.com/civilservicegovph</p>

Office	Address	Contact Information
Pantawid Pamilyang Pilipino Program	2 nd Floor, DSWD Regional Office, Buraguis, Legazpi City	fo5@dswd.gov.ph +63 9511065172

Referral Management Process for SLP – RPMO

The Regional Program Management Office (RPMO) provides the final and full implementation of the Referral Management Process. The Sustainable Livelihood Program - Referral Management serves as an avenue to the poor, marginalized, vulnerable, and the less fortunate individuals, who wanted to use their capacity and strength in building-up themselves to achieve a better way of living.

Office or Division:	DSWD FOV Sustainable Livelihood Program			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizens G2G – Government to Government			
Who may avail:	All Qualified Program Participants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Filled-out SLP Profile Form- for Walk-in Clients Referral/endorsement letter from OBSUs, NGA's, NGOs,		SLP Regional Program Management Office 3rd floor, Pag-ibig Building Bitano Legazpi City SLP Provincial Operations Office SLP City/ Municipal Operations Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Walk – in Clients	<p>1.1 Explain to and request the client to sign or place his/her thumb mark on the Data Privacy Act (DPA) of 2012</p> <p>Brief orientation on the SLP Processes</p> <p><i>Note: For referral SLP, NPMO, PCC, 8888, OP and other institutions, proceed to 1.4</i></p>	None	10 minute	<i>RPMO or Field Project Development Officer</i>
2. Issuance of SLP Profile Form and Walk-in Clients Slip	<p>2.1 Fill-out the SLP Profile Form</p> <p>Request the client to register in the Walk-In Clients Logbook</p>	None	20 minutes	<i>RPMO or Field Project Development Officer</i> <i>Walk-in Clients</i>
	<p>2.2 Issue SLP Walk-In Clients Slip to Walk-in Client, certify that client appeared at the SLP-RPMO</p> <p><i>Note: Request the client to fill up the Client Satisfaction Measurement Report Form in the provision of technical assistance and orientation as initial intervention.</i></p>	None	20 minutes	<i>Project Development Officer</i>
3. Assess/ Validation	3.1 Assess/Validate the receive walk-in and referrals from SLP RPMO, PCC, 8888, OP and other institution	None	1 day	<i>Regional Focal for Referral</i> <i>RPMO Project Development Officer</i>
4. Data Encoding	4.1 Data encoding of client's profile in the SLP Referral Management System (SLP RMS)	None	20 minutes	<i>RPMO or Field Project Development Officer</i> <i>And Administrative Assistant (AA)</i>
5. Name Matching	5.1 Provides list of names for name matching to Listahanan – NHTU and Pantawid Database	None	<p>Pantawid (1 day)</p> <p>Non-Pantawid (2 days)</p>	<i>RPMO Project Development Officer</i>

	<i>Note: provided that there are enough staff/personnel to administer the name matching both at the SLP RPMO and NHTU and Pantawid</i>			
6.Endorsement	6.1 Endorse to Provincial Offices for appropriate action	None	1 hour	<i>RPMO Project Development Officer</i>
	<p>6.2 Inform the client/s on the result of the name matching:</p> <p>a. If client is eligible proceed to capbuild – Proceed 2.0</p> <p>b. If no matched – NTHU to conduct HAF or SLP Means Test</p> <p>b.1. Conduct home visitation to Administration to HAF.</p> <p>b.2. Administer SLP Means Test</p> <p>c. If non-poor refer to other institution</p> <p><i>Note: Field Offices 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>	None	1 day	<i>Field PDO, IPDO and MPDO</i>
	<p>6.3 Administer the Livelihood Assessment Form (LAF)</p> <p>If eligible proceed to 2.0</p> <p>If not eligible refer to other institution</p>	None	1 day	<i>PDO Partnership Officers</i>

7. Social Preparation	<p>7.1 Qualified individuals will undergo on the following activities:</p> <p>a.) Conduct Capacity Building</p> <p>b.) Provides result on the conducted Sustainable Livelihood Analysis (SLA), and SWOT Analysis.</p> <p>c.) Track Selection Client/s will show their interest, strength and weaknesses, so that they can identify the best TRACT for them.</p> <p>d.) Conduct of Micro-Enterprise Development Training (MD) or Basic Employment Skills Training.</p>	None	3 days and 5 hours	<i>Field Project Development Officer</i>
8. Identification and Proposal Preparation	8.1 Prepares and submit the Modality Application Form and the Mungkahing Proyekto.	None		<i>Program Participants</i>
	<p>8.2 Review and Assess the project proposal</p> <p><i>If the intended project proposal is complete, proceed to the next process, if not, give it back to the participant for revision.</i></p> <p><i>Note: The succeeding SLP processes will be subjected to the availability of Funds</i></p>	None	1 day	<i>Provincial Coordinator</i> <i>RPMO Project Development Officers</i> <i>Regional Review Committee (RRC)</i>
9. Resource Mobilization	9.1 Prepare project proposals for fund processing.	None	2 days	<i>Regional Monitoring and Evaluation for Finance (RMEF)</i>

	<i>The proposal has been approved by the RD, then forwarded to FMD</i>			
	9.2 Prepare Obligation Report	None	2 days	<i>Budget Officer/ SLP Mainstreamed Staff</i>
	9.3 Prepare/process voucher	None	3 days	<i>Accountant/ Mainstream Staff</i>
	9.4 Monitor the issuance of the approved check for disbursement.	None	1 day	<i>Cashier /Mainstreamed Staff</i>
	9.5 Notify the program participants for the release of the check <i>Note: Subject to available means of communication to inform the client (text, email, call, visit)</i>	None	1 day	<i>Field Project Development Officer</i>
	9.6 Release of livelihood assistance grants		1 day	<i>Regional Cashier</i>
Total		None	20 days, 7 hours and 10 minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How feedbacks are processed	FOs, DSWD OBSUs, and other agencies/institutions with additional inquiries or follow-up concerns may directly coordinate with the SLP-RPMO through mobile number 09926557464 or email address fovslp.grmo@gmail.com
Contact Information of SLP-RPMO	SLP- RPMO Text Hotline: 09926557464 Email: fovslp.grmo@gmail.com

Grievance Management Process for SLP – RPMO

The Grievance Management Process of RPMO, facilitate the request of individual client/s. All program related grievances received by the office filed through the different channels including the SLP NPMO.

Office or Division:	DSWD FOV Sustainable Livelihood Program			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	All DSWD FOs, DSWD OBSUs, or other Agencies/Institutions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Filled-up SLP Grievance Form – for walk-in clients Grievance/ Complaint received from OBSUs, NGAs, NGOs, concerned citizen, social media and others		SLP Regional Program Management Office 3rd floor, Pag-ibig Building Bitano Legazpi City		
2. Supporting documents		SLP Provincial Operations Office SLP City/ Municipal Operations Office		
Regional Program Management Office (RPMO) Level				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receiving Grievance referred/ endorsed from Field Offices, OBSUs, NGAs, NGOs, CSOs, 8888 Citizens Complaint Hotline, and	1.1 Explain and read to the complainant the data privacy consent - RA 10173 in the SLP Grievance Intake Form. <i>Note: for complaint received from the Provincial Coordinator, 8888, SLP NPMO and other stakeholders, LGUs, proceed to 4.</i>	None	10 Minutes	<i>Grievance Referral Management Officer (GRMO)</i>

other institutions	1.1. Fill-out the SLP Grievance Intake Form. Request the complainant to register in the Walk-in Complainant Logbook		10 minutes	<i>GRMO Complainant</i>
	1.2. Issue SLP Walk-in Complainant Slip; certifying that the complainant appeared at the SLP RPMO Request the client to fill up the Client Satisfaction Measurement Report Form in the provision of technical assistance and initial intervention		20 minutes	<i>GRMO Complainant</i>
	1.3. Grievances are assessed and sorted based on the validity/gravity. Ensure accomplished forms. Prepare letter of acknowledgement. Encoding to Database the deployment of Fact-Finding Team.		30 minutes	<i>Regional Program Coordinator</i> <i>Grievance Referral Management Officer (GRMO)</i>
	1.4. <i>Non-Cognizable Grievance</i> (Simple Transactions) The Non-Cognizable (invalid) grievance does not require verification. The GRMO will provide Technical Assistance, simple explanation, and orientation on program implementation.		7 days	<i>Fact Finding Team</i>

	<p>1.5. For Cognizable Grievance- <i>Major Grievance</i> (Highly Technical Transactions)</p> <p>The SLP Regional Grievance Management Committee shall convene to manage and decide the resolution of the grievance. For grievances that need further assessment, the SLP Regional Grievance Management Committee (RMGC) shall be activated to include the deployment of Fact-Finding Team. Gathering of data and other essential information in order to determine the reasons/factors that trigger the filing of grievance.</p>		20 days	<i>SLP Regional Grievance Management Committee (RGMC)</i>
	<p>1.6. The Fact finding team shall conduct field visit for assessment/ validation and investigation and other duties and responsibilities under GMP</p>		4 days	<i>SLP Regional Grievance Management Committee (RGMC)</i>
	<p>1.7. Data gathered and other essential information, reasons/factors that trigger the filing of grievance shall be part of the feedback</p>		4-13 days	<i>Fact Finding Team</i>
	<p>1.8. Provide recommendation and decision or be endorsing to</p>		1 day	<i>SLP Regional Grievance Management Committee (SLP RGMC)</i>

	concerned OBSUs towards the resolution of the grievance			
	1.9. Provide feedback to the complainant on the action taken		1 day	<i>Grievance Referral Management Officer (GRMO)</i>
	1.10. The SLP RGMC may endorse unresolved grievances to the DSWD FO Regional Grievance Committee for resolution		1-4 days (FO RGC)	<i>SLP Regional Grievance Management Committee (RGMC)</i>
	1.11. SLP RGMC gathered information/documentation for submission and endorsement to Management (FO RGMC/AG-AC/RD)		1 day	<i>RGMO</i>
	1.12. SLP RGMC gathered information/documentation for submission to the Office of the Secretary			<i>FO RGMC/ AG-AC/ Management</i>
	1.13. SLP RGMC gathered information/documentation submitted shall be processed based on the existing guidelines			<i>FO RGMC/ AG-AC/ Management</i>
	1.14. SLP RGMC gathered information/documentation submitted along LGU <i>concerned Employee</i> and if the LGU Official is concerned to the Civil Service Commission			<i>FO RGMC/ AG-AC/ Management</i>

	LGU Employees - Endorse to the Local Government Unit – Local Chief Executives			
	1.15. SLP RGMC gathered information/documentation in the form of Grievance Management Report for submission to the Regional Director for action. The DSWD Central Office or Field Office lawsuits against the stakeholder			<i>FO RGMC/ AG-AC/ Management</i>
	1.16. SLP RGMC gathered information/documentation in the form of Grievance Management Report for submission to the Regional Director following the RA No. 6713 and to the DSWD Regional Grievance Committee.			<i>FO RGMC/ AG-AC/ Management</i>
	1.17. Issuance of Resolution based on the decision by the authority		1 day	<i>(GRMO)</i>
	1.18. If Resolution was issued by the: PC – Appeal processed by the SLP RGMC		1 day	<i>(GRMO)</i>

	SLP RGMC or SLP RPMO – The appeal shall be processed by the SLP NPMO GMC			
	SLP NPMO GMC – Appeal process by Office of the Secretary or OBSUs concerned			
	1.19 Continuously monitors the status of newly resolved grievances to ensure that recommendations provided are properly executed and followed by the involved persons/parties.		1 day	(GRMO)
TOTAL		None	43 days, 10 minutes - 55 days, 10 minutes	

Provincial Management Office (PMO) Level				
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Receiving Grievance referred/endorsed from Field Offices, OBSUs, NGAs, NGOs, CSOs, 8888 Citizens Complaint Hotline, and other institutions	1.1. Explain and read to the complainant the data privacy consent - RA 10173 in the SLP Grievance Intake Form. <i>Note: for complaint received from the Provincial Coordinator, 8888, SLP NPMO and other stakeholders, LGUs, proceed to 1.4.</i>	None	10 minutes	Provincial Grievance Management Officer (PGMO)
	1.2. Fill-out the SLP Grievance Intake Form.		10 minutes	PGMO

	Request the complainant to register in the Walk-in Complainant Logbook			
	<p>1.3. Issue SLP Walk-in Complainant Slip; certifying that the complainant appeared at the SLP RPMO</p> <p>Request the client to fill up the Client Satisfaction Measurement Report Form in the provision of technical assistance and initial intervention</p>		20 minutes	PGMO
	<p>1.4. Grievances are assessed and sorted based on the validity/gravity. Ensure accomplished forms, prepare letter of acknowledgement. The Non – cognizable Grievance (invalid) grievance does not require verification Encoding to Database</p>		30 minutes	PGMO
	<p>1.5. Non-Cognizable Grievance (Simple Transactions)</p> <p>The PGMO will provide Technical Assistance, simple explanation, and orientation on program implementation.</p>		1-3 days	PGMO
	1.6. All major grievances are endorsed to RPMO		1 day	PGMO
	1.7. Gathering of data and other essential information in order to determine the reasons/factors that		4-13 days	PGMO

	trigger the filing of grievance.			
	1.8. The Data gathered and essential information will be part of the endorsed documents to RPMO.		1 day	PGMO
	1.9. Provide feedback to the complainant on the action taken		1 day	PGMO
	1.10. Continuously monitor the status of newly resolved grievances to ensure that recommendations provided are properly executed and followed by the involved persons/parties.		1day	PGMO
Total		None	10 days,10 minutes - 21days, 10 minutes	

SLP Municipal Level				
CLIENTS STEPS	MANAGEMENT ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Receiving Grievance referred/endorsed from Field Offices, OBSUs, NGAs, NGOs, CSOs, 8888 Citizens Complaint Hotline, and other institutions	1.1. Explain and read to the complainant the data privacy consent - RA 10173 in the SLP Grievance Intake Form. <i>Note: for complaint received from the Provincial Coordinator, 8888, SLP NPMO and other stakeholders, LGUs, proceed to 1.4.</i>	None	11 minutes	FPDO
	1.2. Fill-out the SLP Grievance Intake Form.		11 minutes	FPDO Complainant

	Request the complainant to register in the Walk-in Complainant Logbook			
	<p>1.3. Issue SLP Walk-in Complainant Slip; certifying that the complainant appeared at the SLP RPMO</p> <p>Request the client to fill up the Client Satisfaction Measurement Report Form in the provision of technical assistance and initial intervention</p>		20 minutes	<i>FPDO Complainant</i>
	<p>1.4. Grievances are assessed (e.g. <i>involvement of PDO</i>) and sorted based on the validity/gravity. Ensure accomplished forms, prepare letter of acknowledgement. Encoding to Database</p>		PGMO 30 minutes	<i>PGMO</i>
	<p>1.5. Non-Cognizable Grievance (Simple Transactions)</p> <p>The FPDO will provide Technical Assistance, simple explanation, and orientation on program implementation.</p>		3 days	<i>PGMO</i>
	1.6. All major grievances are endorsed to RPMO		1 day	<i>PGMO</i>
	1.7. Gathering of data and other essential information in order to determine the reasons/factors that trigger the filing of grievance.		1 day	<i>Grievance Verification Report (Annex C)</i>

	The PGO will check the involvement of the PDO before			
	1.8. Provide feedback to the complainant on the action taken		1 day	<i>Grievance Feedback Report (Annex B)</i>
	1.9. Continuously monitor the status of newly resolved grievances to ensure that recommendations provided are properly executed and followed by the involved persons/parties.		1 day	<i>Grievance Monitoring Report (Annex D)</i> <i>Encoded in the SLP Grievance Tracker</i>
Total		None	8 days, 12 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How feedbacks are processed	FOs, DSWD OBSUs, and other agencies/institutions with additional inquiries or follow-up concerns may directly coordinate with the SLP-RPMO through mobile number 09926557464 or email address fovslp.grmo@gmail.com
Contact Information of SLP-RPMO	SLP- RPMO Text Hotline: 09926557464 Email: fovslp.grmo@gmail.com

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OFFICE	ADDRESS	CONTACT INFORMATION
Regional Program Management Office	3rd floor Pag-ibig Bldg, Bitano Legazpi City, Albay	Earl Maximillan A. Cecilio Regional Program Coordinator emacecilio.fo5@dswd.gov.ph 09175802416
Provincial Operations Office Albay	Albay Astrodome Compound, Barangay Baño, Ol Albay District, Legazpi City, Albay	Shereen Mae R. Morasa Provincial Coordinator smrmorasa.fo5@dswd.gov.ph 09176286541
Provincial Operations Office Camarines Norte	3rd floor LJR Bldg. J. Lucban St. Brgy. III Daet , Camarines Norte	Janeth A. Miranda Provincial Coordinator jamiranda.fo5@dswd.gov.ph 09205550683
Provincial Operations Office Camarines Sur	Topaz St. Barangay Calaug Naga City, Camarines Sur	Cora Marie Ann D. Nicolas Provincial Coordinator cmanicolas.fo5@dswd.gov.ph 09996794928
Provincial Operations Office Catanduanes	Barangay Constantno, Virac Catanduanes	Jesica J. Amador Provincial Coordinator jamador.fo5@dswd.gov.ph 09186215266
Provincial Operations Office Masbate	Regiono Tambago Building, Sitio Matungao, Brgy. Tugbo, Masbate City	Lorena T. Morado Provincial Coordinator ltmorado.fo5@dswd.gov.ph 09431340932
Provincial Operations Office Sorsogon	2 nd floor Ner Bldg. M. Santos St. (Calle Nueva) Polvurista, Sorsogon City	John Clifford E. Macasinag Provincial Coordinator jcemacasinag.fo5@dswd.gov.ph 09613549954

Walk-in Name Matching Data Request

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

Office or Division:	National Household Targeting Office/ National Household Targeting System		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizen		
Who may avail:	All walk-in clients		
<table> <tr> <th>CHECKLIST OF REQUIREMENTS</th><th>WHERE TO SECURE</th></tr> </table>		CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE		

1. (1) Valid Identification Card/Proof of Identity 2. Walk-in Name Matching Form (1 original)		1. Provided by the Client 2. National Household Targeting Office/ National Household Targeting System Office – Administrative Assistant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Requesting Party will fill out the	1. Receive and record the request in the document	None	5 minutes	<i>Administrative Assistant III</i>
Walk-in Name Matching Form.	Transaction/ tracking system. 1.1. Endorse request to the Project Development Officer (PDO).			
	2. Interview the client to evaluate the validity of the request as to its purpose <ul style="list-style-type: none"> • <i>If not valid-</i> The PDO will inform the client on the grounds for the denial of the request based on the DSWD MC 12, s.2017. End of process. • <i>If valid</i> – Forward the request to the Information 	None	10 minutes	<i>Project Development Officer</i>

	<p>Technology Officer for matching</p> <p>Note: * In case, the ITO is on official travel, the client shall leave his/her contact details.</p>			
	<p>3. Process the name matching request.</p> <p>4.</p> <ul style="list-style-type: none"> • Manual verification • Running of name matching Application <p>*Note: 1day processing time if the ITO is on official travel</p>	None	5 minutes	<i>Information Technology Officer</i>
	<p>4. Review and archive result.</p> <p>4.1 Endorse result to the PDO</p>	None	5 minutes	<i>Information Technology Officer</i>
5.Receive Name Matching Result	5.Present and explain the result of name matching and administer the CSMS form (per CART Guidelines)	None	5 minutes	<i>Project Development Officer</i>
TOTAL		None	30 minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Fill out the feedback form to be provided by the Administrative Officer and drop it in the designated dropbox or email to nhts.fo5@dswd.gov.ph
How feedbacks are processed	<p>Every end of the week, all forms are compiled and recorded in the feedback log book by the Administrative Officer.</p> <p>Feedback requiring answers shall be forwarded to the concerned staff or sections and response shall be forwarded to the client within 3 days upon receipt of feedback.</p>

	<p>For concerns and inquiries, the clients may send an email to nhts.fo5@dswd.gov.ph</p>
How to file a complaint	<p>Fill out the complaint form to be provided by the Administrative Officer and shall be forwarded to the designated Complaints Officer. Complaints may also be filed via electronic mail at nhts.fo5@dswd.gov.ph specifying the staff being complained, incident, and evidence if available.</p>

<p>How complaints are processed</p>	<p>The Complaints Officer shall evaluate and discuss the complaint with the immediate supervisor of the concerned staff.</p> <p>The Complaints Officer shall investigate and create an incident report specifying the facts and results of investigation. The report shall be forwarded to the NHTO Director for appropriate action. Complaint's officer shall provide feedback to the client.</p>
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Contact Information of NHTO and CCB	<p>National Household Targeting Office (NHTO)</p> <p>nhts.fo 5@ds wd.go v.ph VOIP No.: 15027</p> <p>DSWD FO V Text Hotline PROVINCE <space> NAME <space> MESSAGE and send to 0951 106 5172 or 0949 132 6593</p> <p>Contact Center ng Bayan (CCB) SMS: 0908 881 6565 Call: 165 56 ₱ 5.00 + VAT per call anywhere in the Philippines via PLDT landlines</p> <p>Email: email@cont actcenterng bayan.gov.p h Facebook : https://fac</p>
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	ebook.com/civilservicegovph/ Web: https://contactcenterngbayan.gov.ph/
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NAME OF OFFICES		
Office/Division/Unit	Address	Contact Information
DSWD Field Office V – Office of the Director	DSWD Field Office V, Regional Center Site, Rawis, Legazpi City	nhts.fo5@dswd.gov.ph VOIP No.: 15027 DSWD FO V Text Hotline PROVINCE <space> NAME <space> MESSAGE and send to 0951 106 5172 or 0949 132 6593
Policy and Plans Division	DSWD Field Office V, Regional Center Site, Rawis, Legazpi City	
National Household Targeting Section Office	DSWD Field Office V, Buragwis, Legazpi City	

Data Sharing - Name Matching

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

Office or Division:	National Household Targeting Office/ National Household Targeting System			
Classification:	Highly Technical			
Type of Transaction:	Government to Government (G2G), Government to Business (G2B), Government to Citizen			
Who may avail:	All NGAs, GOCCs. NGOs, CSOs, and Private Foundations for the purpose of utilizing the data for social protection programs.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Request (indicating reasons for name-matching) 2. Electronic copy of the names to be matched 3. Original Copy of the Resolution of Governing Board authorizing head of agency to enter into data sharing MOA with DSWD (for NGOs, CSOs, Private Foundations) 4. Designated Data Protection Officer (DPO) 5. Valid Proof of Identities of the agency head and DPO		Provided by the Requesting Party		
6. Memorandum of Agreement 7. Certificates: (a.) Certificate of orientation on the DPA, (b.) Certification on Acknowledgement Receipt of the copy of the law, IRR and its issuances, (c.) Physical Setup Certification, and (d.) Organizational, Technical, and Security Setup Certification		NHTO/ NHTS PDO and ITO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1.The Requesting Party will endorse their letter of request with attached e-copy of names for name matching to NHTO/ NHTS.	<p>1. Receive and record the request in the document transaction/ tracking system.</p> <p>1.1. Endorse request for approval to the NHTO Director or NHTS PPD Chief.</p>	None	5 minutes	<i>Administrative Assistant</i>
	Note: Administrative Staff will advise the requesting party that they will receive an email or call after 1 working day on the approval of their request and the expected schedule of release of the results.			
	<p>2. Decide if the request is for processing or not.</p> <ul style="list-style-type: none"> • The Director/ PPD Chief input comments and decisions and endorse to the Operations Division Chief/NHTS PDO 	None	2 hours	<i>NHTO Director/ PPD Chief</i>
	<p>For NHTO:</p> <p>3.Input comments and endorse request to the PDO.</p>	None	10 minutes	<i>NHTO Operations Division Chief</i>

	<p>4. Inform the requesting party on the approval/disapproval of the data request based on the DSWD MC 12, s.2017</p> <ul style="list-style-type: none"> • If approved- the inspection meeting will be scheduled including preparation of documentary requirements for submission. 	None	10 minutes	<i>Project Development Officer</i>
	<ul style="list-style-type: none"> • If disapproved- Inform the requesting party of the disapproval 			
5.Requesting Party will attend the scheduled orientation with the PDO.	<p>5. Orient the requesting party on Listahanan and discussion of the Salient Points of the Data Privacy Act.</p> <p>5.1. Hand-over of the copy of the law, its IRR and the issuances of the NPC</p>	None	2 hours	<i>NHTO PDO/ NHTS Inspection Team</i>
6.Compliance and Submission of signed Memorandum of Agreement and documentary requirements to the NHTO/NHTS	<p>6. Review all submitted documentary requirements including MOA submitted by the requesting party.</p> <p>6.1. Make a schedule with the requesting party on the inspection Meeting</p>	None	2 hours	<i>Project Development Officer</i> <i>Information Technology Officer</i>

7. Requesting party will present their IT facilities to the NHTO/ NHTS Inspection Team.	<p>7. Check on the capability of the second party to protect the Listahanan data</p> <ul style="list-style-type: none"> • Inspect the IT facilities of the requesting party • Collection of documentations based on data requirements <p>*Note: NHTS conduct signing of the certifications of the inspection</p>	None	1 day	<i>NHTO IT Inspection Team/ NHTS Inspection Team</i>
	completion and exit conference			
	8. Certifications will be attached to the MOA and endorsed to the Department's Data Protection Officer.	None	35 minutes	<i>NHTO Director/ RFC</i>
	9. Assess the MOA, its purpose, and attachments.	None	1 day	<i>DSWD Data Protection Officer</i>
	10. Review and sign the MOA. The signed MOA will be endorsed to the NHTO for data processing.	None	3 days	<i>DSWD Office of the Secretary/ Regional Director</i>

	<p>11. The approved request is endorsed to the ITO to assess if the attached electronic copy of names is in accordance with the template required.</p> <ul style="list-style-type: none"> • If not in accordance with the required template- inform the requesting party for revision • If in accordance- ITO shall inform the Administrative staff of the schedule of release of the results 	None	1 hour	<i>Information Technology Officer</i>
	12.Process the request on a set deadline, depending on the volume or number of names to be matched.	None	20 days (maximum 300,000 names)	<i>Information Technology Officer</i>
	13.Review result of name matching	None	3 days	<i>NHTO QMS/ NHTS Information Technology Officer</i>

17.Call NHTO/ NHTS Office	17. Provide the password of the file to the requesting party thru phone upon inquiry. And administer CSMS form per CART guidelines.	None	5 minutes	Information Technology Officer
<p style="text-align: right;">Total:</p> <p><i>*with possible extension on the actual data processing depending on the volume of data requirements, number of names required, and the compliance and submission of the documentary requirements by the requesting.</i></p>		None	29 days, 2 hours, 10 minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Fill out the feedback form to be provided by the Administrative Officer and drop it in the designated dropbox or email to nhts.fo5@dswd.gov.ph
How feedbacks are processed	<p>Every end of the week, all forms are compiled and recorded in the feedback log book by the Administrative Officer.</p> <p>Feedback requiring answers shall be forwarded to the concerned staff or sections and response shall be forwarded to the client within 3 days upon receipt of feedback.</p> <p>For concerns and inquiries, the clients may send an email to nhts.fo5@dswd.gov.ph</p>

How to file a complaint	<p>Fill out the complaint form to be provided by the Administrative Officer and shall be forwarded to the designated Complaints Officer.</p> <p>Complaints may also be filed via electronic mail at nhts.fo5@dswd.gov.ph specifying the staff being complained, incident, and evidence if available.</p>
How complaints are processed	<p>The Complaints Officer shall evaluate and discuss the complaint with the immediate supervisor of the concerned staff.</p> <p>The Complaints Officer shall investigate and create an incident report specifying the facts and results of investigation. The report shall be forwarded to the NHTO Director for appropriate action.</p> <p>Complaint's officer shall provide feedback to the client.</p>
Contact Information of NHTO and CCB	<p>National Household Targeting Office (NHTO) nhts.fo5@dswd.gov.ph VOIP No.: 15027</p> <p>DSWD FO V Text Hotline PROVINCE <space> NAME <space> MESSAGE and send to 0951 106 5172 or 0949 132 6593</p> <p>Contact Center ng Bayan (CCB) SMS: 0908 881 6565 Call: 165 56 ₱ 5.00 + VAT per call anywhere in the Philippines via PLDT landlines Email:email@contactcenterngbayan.gov.ph Facebook:https://facebook.com/civilservicegovph/ Web:https://contactcenterngbayan.gov.ph/</p>

NAME OF OFFICES		
Office/Division/Unit	Address	Contact Information
DSWD Field Office V – Office of the Director	DSWD Field Office V, Regional Center Site, Rawis, Legazpi City	nhts.fo5@dswd.gov.ph VOIP No.: 15027 DSWD FO V Text Hotline PROVINCE <space> NAME <space> MESSAGE and send to 0951 106 5172 or 0949 132 6593
Policy and Plans Division	DSWD Field Office V, Regional Center Site, Rawis, Legazpi City	
National Household Targeting Section Office	DSWD Field Office V, Buragwis, Legazpi City	

Data Sharing - List of Data Subjects

Generation of data sets with Personal Information (PI) and Sensitive Personal Information (SPI) with a Memorandum of Agreement (MOA).

Office or Division	National Household Targeting Office/ National Household Targeting System
Classification:	Highly Technical
Type of Transaction:	Government to Government (G2G), Government to Citizen (G2C),
Who may avail:	All NGAs, GOCCs. NGOs, CSOs, and Private Foundations for the purpose of utilizing the data for social protection programs.

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Request (indicating reasons for the request) 2. Original Copy of the Resolution of Governing Board authorizing head of agency to enter into data sharing MOA with DSWD (for NGOs, CSOs, Private Foundations) 3. Electronic copy of the Data Requirements 4. Designated Data Protection Officer (DPO) 5. Valid Proof of Identities of the agency head and DPO		Provided by the Requesting Party		
6. Memorandum of Agreement 7. Certificates: (a.) Certificate of orientation on the DPA, (b.) Certification on Acknowledgement Receipt of the copy of the law, IRR and its issuances, (c.) Physical Setup Certification, and (d.) Organizational, Technical, and Security Setup Certification		NHTO/ NHTS PDO and ITO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1 .Endorse the letter of request with attached e-copy of the data requirements to NHTO/ NHTS.	<p>1. Receive and record the request in the document transaction/ tracking system.</p> <p>1.1. Advise the requesting party that they will receive an email or call after 1 working day on the approval of their request and the expected schedule of release of the results.</p> <p>1.2. Forward the request to the Director for approval.</p>	None	5 minutes	<i>Administrative Assistant</i>
	2. Input comments and decide if the request is for processing or not then endorse it to the NHTO Operations Division Chief/ NHTS Policy and Plans Division Chief.	None	4 hours	<i>NHTO Director/ NHTS Regional Director</i>
	3.Input comments and endorse it to the Project Development Officer.	None	10 minutes	<i>NHTO Operations Division Chief/ NHTS PPD Chief</i>

	<p>4. Inform the client on the approval or disapproval of the data request base on the DSWD MC 12, s. 2017.</p> <ul style="list-style-type: none"> • If approved- the orientation will be scheduled including preparation of documentary requirements for submission. • If disapproved- Inform the requesting party of the disapproval. End of process. 	None	30 minutes	<i>Project Developme Officer</i>
5. Requesting Party will attend the scheduled orientation with the NHTO ACBS/NHTS Inspection Team.	5. Orient the requesting party on Listahanan, Data Privacy Act, data sharing policy and requirements.	None	2 hours	<i>NHTO Advocacy and Capacity Building Section/ NHTS Inspection Team</i>
6. Compliance and Submission of signed Memorandum of Agreement and documentary requirements to the NHTO/ NHTS for review on completeness	<p>6. Review all documentary requirements including MOA submitted by the requesting party.</p> <p>6.1 Make a schedule with the requesting party on the inspection meeting</p>	None	2 hours	<p><i>NHTO Advocacy and Capacity Building Section/ NHTS Listahanan Inspection Team</i></p> <p><i>NHTO IT Division Chief/ NHTS Listahanan Inspection Team</i></p>

7. Requesting party will present their IT facilities to the NHTO Inspection Team.	7. Inspection of IT facilities of the requesting party and issuance of Certifications (Physical Setup Certification and Organizational, Technical and Security Setup Certification)	None	1 day	<i>IT Inspection Team</i>
	8. Certifications will be attached to the MOA and endorsed by the NHTO Director to the Department's Data Protection Officer.	None	2 hours	<i>NHTO Director/ RFC</i>
	9. Assess the MOA, its purpose, and attachments. Once approved, the DPO will endorse the MOA for the Department Secretary's signature.	None	1 day	<i>DSWD Data Protection Officer</i>
	10. Review and sign the MOA. The signed MOA will be endorsed to the NHTO/NHTS for data processing.	None	3 days	<i>DSWD Secretary/ NHTS Regional Director</i>
	11. Process the request.	None	3 days	<i>Information Technology Officer</i>
	12. Review result of the data generation	None	1 day	<i>NHTO QMS/ NHTS Information Technology Officer</i>
	13. Secure the data by adding password protection to the file. Prepare Data Release Form (DRF), draft	None	1 day	<i>Information Technology Officer</i> <i>NHTO DPS Head</i>

	<p>memo reply and burn results in a compact disc (CD).</p> <ul style="list-style-type: none"> Other storage device may apply as long as it is approved by the IT Head and the storage device is provided by the requesting party <p>Counter sign in the DRF.</p> <p>Finalize the memo, attach the Data Release Form (DRF) and secure data then forward it to the Administrative unit.</p>			<p>and QMS Head/ NHTS Section Head/ PDO</p> <p>NHTO IT Division Chief/ NHTS PDO</p>
	14. Track and scan the documents before releasing the result to the requesting Party.	None	5 minutes	Administrative Assistant
15. Call NHTO/NHTS for retrieval of password upon receipt of the result.	15. Provide the password of the file to the requesting party thru phone upon inquiry. And administer the CSMS form per CART guidelines.	None	5 minutes	Information Technology Officer

<p style="text-align: right;">Total:</p> <p><i>*with possible extension on the actual data processing depending on the volume of data requirements, number of names required, and the compliance and submission of the documentary requirements by the requesting.</i></p>	None	11 days, 2 hours, 55 minutes
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FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Fill out the feedback form to be provided by the Administrative Officer and drop it in the designated dropbox or email to nhts.fo5@dswd.gov.ph</p>
How feedbacks are processed	<p>Every end of the week, all forms are compiled and recorded in the feedback log book by the Administrative Officer.</p> <p>Feedback requiring answers shall be forwarded to the concerned staff or sections and response shall be forwarded to the client within 3 days upon receipt</p>

	<p>of feedback.</p> <p>For concerns and inquiries, the clients may send an email to nhts.fo5@dswd.gov.ph</p>
How to file a complaint	<p>Fill out the complaint form to be provided by the Administrative Officer and shall be forwarded to the designated Complaints Officer.</p> <p>Complaints may also be filed via electronic mail at nhts.fo5@dswd.gov.ph specifying the staff being complained, incident, and evidence if available.</p>

<p>How complaints are processed</p>	<p>The Complaints Officer shall evaluate and discuss the complaint with the immediate supervisor of the concerned staff.</p> <p>The Complaints Officer shall investigate and create an incident report specifying the facts and results of investigation. The report shall be forwarded to the NHTO Director for appropriate action.</p> <p>Complaint's officer shall provide feedback to the client.</p>
<p>Contact Information of NHTO and CCB</p>	<p>National Household Targeting Office (NHTO)</p> <p>n h t s . f o 5 @</p>

	<p> d s w d . g o v . p h V O I P N o . : 1 5 0 2 7 </p> <p> DSWD FO V Text Hotline PROVINCE <space> NAME <space> MESSAGE and send to 0951 106 5172 or 0949 132 6593 </p> <p> Contact Center ng Bayan (CCB) SMS: 0908 881 6565 Call: 165 56 ₱ 5.00 + VAT per call anywhere in the Philippines via </p>
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	PLDT landlines Email: email@contactcenterngba.gov.ph Facebook: https://facebook.com/civilservicegovph/ Web: https://contactcenterngba.gov.ph/
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NAME OF OFFICES		
Office/Division/Unit	Address	Contact Information
DSWD Field Office V – Office of the Director	DSWD Field Office V, Regional Center Site, Rawis, Legazpi City	nhts.fo5@dswd.gov.ph VOIP No.: 15027 DSWD FO V Text Hotline PROVINCE <space> NAME <space> MESSAGE and send to 0951 106 5172 or 0949 132 6593
Policy and Plans Division	DSWD Field Office V, Regional Center Site, Rawis, Legazpi City	
National Household Targeting Section Office	DSWD Field Office V, Buragwis, Legazpi City	

Data Sharing - Statistics/Raw Data Request

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

Office or Division:	NHTO – Operations Division			
Classification:	Complex			
Type of Transaction:	Government to Government (G2G), Government to Citizen (G2C), Government to Business (G2B)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Letter of Request (specify purpose and data requested)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1.The requesting party (NGAs, CSOs / NGOs, LGUs, academe etc.) sends a communication letter addressed to the NHTO Director/ NHTS Regional Director for request of statistical data/ raw data generated from <i>Listahanan</i> .	1. Receive and record the request in the document transaction/ tracking system. 1.1. Forward the request to the NHTO Director/ NHTS PPD Chief.	None	10 minutes	<i>Administrative Assistant</i>
	2. Review, input comments and approval in the request based on MC 12, s. 2017 then endorse to the NHTO Statistics section/ NHTS RFC.	None	5 hours	<i>NHTO Director/ NHTS PPD Chief</i>

	<p>3. Review the request, if the request is:</p> <p>a. <i>Not clear</i> – In case of vague data request, will coordinate with the data users to clarify the data requirements. He/ She shall provide recommendations on other possible data that can be requested if the requested data is not available in the <i>Listahanan</i> database.</p> <p>b. <i>Clear</i> – Endorse request to the Associates Statisticians for data generation.</p>	None	5 hours	<i>NHTO Head Statistician/ NHTS Regional Field Coordinator</i>
	<p>4. Generate the requested data from the <i>Listahanan</i> database. The generated statistical/ raw data can be in</p>	None	1 day	<i>Associate Statisticians</i>

	<p>excel/ or in any format available.</p> <p>4.1. Draft reply letter/ memorandum</p>			
	<p>4.2. Submit to the NHTO Head Statistician/ NHTS RFC</p>			
	<p>5. Review generated statistical/ raw data. If the statistical/ raw data. If the statistical/raw data is:</p> <p>a. <i>Not accurate</i> – Return the generated statistical/ raw data will be to the Associate Statisticians for revisions.</p> <p>b. <i>Accurate</i> – Submit the generated statistical/ raw data to the NHTO Operations Division Chief/ NHTS PPD Chief.</p>	None	5 hours	NHTO Head Statistician / NHTS RFC

	6. Review facilitated data, countersign reply letter/ memorandum and endorse to the NHTO Director/ NHTS Regional Director for approval and release.	None	5 hours	<i>NHTO Operations Division Chief/ NHTS PPD Chief</i>
	<p>7. Further review the facilitated data request for approval to release. If the generated statistics/ raw data is: 2.Awaits the result of Assessment</p> <p>a. <i>Not accurate and acceptable</i> – Return the facilitated data request to the Statistics section for revisions.</p> <p>b. <i>Accurate and acceptable</i> – Sign the reply letter/ memorandum. The facilitated data request will be approved for release.</p>	None	5 hours	<i>NHTO Director/ NHTS Regional Director</i>

8.Receive the data requested	8. Facilitate the release of the <i>approved</i> data request to the requesting party. <ul style="list-style-type: none"> Administer the CSMS form per CART guidelines. 		10 minutes	<i>Administrative Assistant</i> <i>Associate Statisticians</i>
Total:		None	4 days, 1 hour, 20 minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Fill out the feedback form to be provided by the Administrative Officer and drop it in the designated dropbox or email to nhts.fo5@dswd.gov.ph
How feedbacks are processed	<p>Every end of the week, all forms are compiled and recorded in the feedback log book by the Administrative Officer.</p> <p>Feedback requiring answers shall be forwarded to the concerned staff or sections and response shall be forwarded to the client within 3 days upon receipt of feedback.</p> <p>For concerns and inquiries, the clients may send an email to nhts.fo5@dswd.gov.ph</p>

How to file a complaint	<p>Fill out the complaint form to be provided by the Administrative Officer and shall be forwarded to the designated Complaints Officer.</p> <p>Complaints may also be filed via electronic mail at nhts.fo5@dswd.gov.ph specifying the staff being complained, incident, and evidence if available.</p>
How complaints are processed	<p>The Complaints Officer shall evaluate and discuss the complaint with the immediate supervisor of the concerned staff.</p> <p>The Complaints Officer shall investigate and create an incident report specifying the facts and results of investigation. The report shall be forwarded to the NHTO Director for appropriate action.</p> <p>Complaint's officer shall provide feedback to the client.</p>
Contact Information of NHTO and CCB	<p>National Household Targeting Office (NHTO) nhts.fo5@dswd.gov.ph VOIP No.: 15027</p> <p>DSWD FO V Text Hotline PROVINCE <space> NAME <space> MESSAGE and send to 0951 106 5172 or 0949 132 6593</p> <p>Contact Center ng Bayan (CCB) SMS: 0908 881 6565 Call: 165 56 ₱ 5.00 + VAT per call anywhere in the Philippines via PLDT landlines</p> <p>Email: email@contactcenterngbayan.gov.ph</p> <p>Facebook: https://facebook.com/civilservicegovph/</p> <p>Web: https://contactcenterngbayan.gov.ph/</p>

NAME OF OFFICES		
Office/Division/Unit	Address	Contact Information
DSWD Field Office V – Office of the Director	DSWD Field Office V, Regional Center Site, Rawis, Legazpi City	nhts.fo5@dswd.gov.ph VOIP No.: 15027 DSWD FO V Text Hotline PROVINCE <space> NAME <space> MESSAGE and send to 0951 106 5172 or 0949 132 6593
Policy and Plans Division	DSWD Field Office V, Regional Center Site, Rawis, Legazpi City	
National Household Targeting Section Office	DSWD Field Office V, Buragwis, Legazpi City	

Approval for the conduct of research studies in DSWD Offices, Centers, and Institutions

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

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

- Observations and/or photo/video/audio shoots at DSWD premises, except those involving DSWD's clients or beneficiaries. If a photo, audio or video of client or beneficiary is essential for the study, researcher shall secure the consent of the Center Head/Client/Beneficiary.

- Briefing/interview/orientation sessions with key focal persons in the Central Office on general information about DSWD programs, policies and projects. The Department however, discourages requests for “practice interviews” of DSWD personnel for the sole purpose of student’s acquisition of interview skills, in consideration of the valuable time taken away from the personnel when accommodating student researchers.
- Conduct of surveys with DSWD employees about subject matters that do not directly concern the Department or not related to the Department’s program operations.
- Studies conducted by consultants/researchers under the Technical Assistance Facility (TAF) grant portfolio. The researchers, however shall adhere on the policies in undertaking research and evaluation studies as stipulated in the Guidelines for the Conduct of Research and Evaluation in the DSWD.

Office or Division:	Policy Development and Planning Bureau (PDPB) - Research and Evaluation Division (RED)		
Classification:	Highly Technical		
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government		
Who may avail:	Internal researchers (e.g., DSWD personnel researching to pursue higher academic education) and 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) who intend to conduct research studies related to or involving the Department.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
If request shall not undergo Research Protocol: 1. Request letter		Researcher	
If the request shall undergo Research Protocol: 1. Request letter 2. Research Request Form 3. Research Brief 4. Research Instruments		Researcher PDPB-RED PDPB-RED Researcher	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Submit the request letter and/or the research request documents	1. Receive request 1.1. Receive the request letter addressed to the PDPB Director and/or the research request documents and encode the details in the office's tracking system for incoming documents 1.2. Furnish researcher with a receiving copy of the request letter. If request is received through email, reply and acknowledge receipt. 1.3 Endorse to the Division Chief (PDPB-RED) for assignment and further instructions (if any) to the concerned technical staff	None	4 Hours	<i>Administrative staff PDPB</i>
	1.4 Review the request and assign to	None	4 hours	<i>Division Chief or OIC PDPB-RED</i>

	<p>available technical staff</p> <p>1.5 Review the request as to area/region of coverage (<i>refer to MC 10, s. 2019 Section VII. Item No. 4</i>) to ensure that it is sent to the correct office. Otherwise, endorse to the correct office.</p>	None	4 hours	<i>Technical Staff PDPB-RED</i>
	<p>1.6 Assess the research request if the request shall undergo research protocol (i.e., approval of the PDPB Director) using the <i>Checklist for Reviewing Research and SWD Data Requests</i></p>	None	4 hours	<i>Technical Staff PDPB-RED</i>
	<p>1.6.1 For requests that need not go through the protocol, endorse researcher to the concerned DSWD Offices/Bureaus/ Sections/ Units (OBSUs) using the <i>Endorsement of Research and SWD Data Request Form</i> (either hard copy or soft copy via email) then request the</p>	None	2-4 days	<i>Technical Staff PDPB-RED</i>

	researcher to fill up the <i>Client Satisfaction Measurement Survey</i> (either online or paper-based) and proceed to step 3.			
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	<p>1.6.2 For requests that need to go through the protocol, review submitted documents as to completeness</p> <p>1.6.3 If documents are complete, proceed to step 2. Otherwise, assist the researcher in the completion of documentary requirements and provide orientation on the research protocol.</p>	None	2 days	<i>Technical Staff PDPB-RED</i>
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2. Submit complete documentary requirements (Request letter, <i>Accomplished Research Request Form</i> , <i>Research Brief</i> , and <i>research instruments</i>)	<p>2. Review of research request with concerned OBSUs and Field Offices (FOs)</p> <p>Review and assess the submitted documents in consultation with the concerned OBSUs and FOs</p>	None	7 days	<p><i>Technical Staff PDPB-RED</i></p> <p><i>Concerned DSWD OBSUs and FOs</i></p>
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	2.1 Receive the comments/inputs and recommendations from other offices. These shall be the basis for decision to approve/disapprove the request.	None	2 days	<i>Technical Staff PDPB-RED</i>
	<p>2.2 To recommend Approval?</p> <p>2.2.1 Yes - Prepare a recommendation for approval using the Outline Memorandum of Recommendation on the Research Request for review and initial of the Division Chief. This shall include the consolidated recommendations from the concerned OBSUs/FOs.</p> <p>2.2.2 No - Communicate decision to the researcher and inform them of relevant</p>	None	1 day	<i>Technical Staff and Division Chief PDPB-RED</i>

	<p>revisions that are needed to be made. Two (2) days will be given to the researcher to officially respond, through a letter, if they will continue or terminate their request. If pursuing request, ask the researcher to re-submit the revised request based on DSWD's comments, then go back to step 2. Otherwise, request the researcher to fill up the Client Satisfaction Measurement Survey (either online or paper-based) and proceed to step 3.</p>			
	1.1. PDPB Director to	None	1 day	<i>Director PDPB</i>

	approve/disapprove request based on recommendations			
	<p>To approve?</p> <p>1.1.1. Yes -</p> <p>Inform researcher and endorse to the concerned OBSUs/FOs . Coordinate with the concerned office where the research request was endorsed and assist the researcher in matters in matters related to conduct of data-gathering activities, then request the researcher to fill up the <i>Client Satisfaction Measurement Survey</i> (either online of paper-</p>			<p><i>Technical Staff</i> <i>PDPB-RED</i></p>

	based) and proceed to step 3.			
3. Accomplish the <i>Client Satisfaction Measurement Survey</i>	2. Receive the accomplished <i>Client Satisfaction Measurement Survey</i> (either online or paper-based)	None	15 minutes	<i>Technical/ Administrative Staff</i> <i>PDPB-RED</i>
Total		None	6 days and 15 minutes or 15 days and 15 minutes	

Obtaining Social Welfare and Development (SWD) Data and Information

The SWD data and information is provided to internal and external researchers who are requesting current and secondary SWD data and statistics from the Department. Request for SWD data and information need not go through the protocol and may be approved and provided by submitting a letter of request addressed to the head of the concerned office, bureau, service or unit. Secondary SWD data refers to data that has already been consolidated and/or published by DSWD and readily available as public document.

Office or Division	Policy Development and Planning Bureau (PDPB) - Planning and Monitoring Division (PMD)
Classification	Simple
Type of Transaction	G2C - Government to Citizen G2G - Government to Government
Who may avail	DSWD personnel conducting research for the purpose of pursuing higher academic education and external researchers such as students, academe, other government agencies including members of other branches of government, local and international organizations or research institutions and other independent researchers who are requesting current and secondary SWD data and statistics from the Department.

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter		Researcher		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPON-SIBLE PERSON
1. Submit the required document (<i>request letter</i>)	1. Receive and acknowledge request for SWD data 1.1. Receive the request letter then request the researcher to login into the Researcher's Logbook and provide the researcher with receiving copy of request, if walk-in client or print out the request letter and acknowledge receipt, if request is received via email 1.2. Check the completeness of information in the request (i.e., specific data, scope, coverage, and year)	None	15 minutes	<i>Administra-tive Staff PDPB</i>
	1.3. Encode the details in the office's tracking system for incoming documents	None	5 minutes	<i>Administrative Staff PDPB</i>

	1.4. Endorse to the Division Chief (PDPB-PMD) for assignment and further instructions (if any) to the concerned technical staff	None	5 minutes	<i>Administrative Staff PDPB</i>
	1.5. Assign data request to concerned technical staff	None	5 minutes	<i>Division Chief or OIC PDPB-PMD</i>
	1.6. Assess the data request if the data/information are available within the office Data available within DSWD? 1.6.1. Yes, within PDPB - Prepare the requested data/information then proceed to step 1.7	None	10 minutes	<i>Technical Staff PDPB-PMD</i>
		None	Single data: 1-3 hours Multiple data: 1 day	<i>Technical Staff PDPB-PMD</i>
	1.6.2. Yes, within other OBSUs - Endorse the request to the concerned OBSU using the <i>Endorsement of Research and SWD Data Request Form</i> then request the researcher to fill up the <i>Client Satisfaction Measurement Survey</i> (either	None	30 minutes	<i>Technical Staff PDPB-PMD</i>

	<p>online or paper-based) and proceed to step 2.</p> <p>1.6.3. No - Inform the researcher of other sources of data then request the researcher to fill up the <i>Client Satisfaction Measurement Survey</i> (either online or paper-based) and proceed to step</p>			
	1.7. Prepare response letter with the requested data for submission to the Division Chief for review, approval, and initial	None	30 minutes	<i>Technical Staff PDPB-PMD</i>
	1.8. Review, approve, and endorse response letter with the requested data to the PDPB Director for approval and signature	None	20 minutes	<i>Division Chief or OIC PDPB-PMD</i>
	1.9. Approve and sign the response letter with the requested data	None	4 hours	<i>Director PDPB</i>
	1.10. Send the signed/approved response letter with the requested data to the researcher then request the	None	30 minutes	<i>Administrative/ Technical Staff PDPB</i>

	data user to fill up the <i>Client Satisfaction Measurement Survey</i> (either online or paper-based) and proceed to step 2.			
2. Accomplish the <i>Client Satisfaction Measurement Survey</i>	2. Receive the accomplished <i>Client Satisfaction Measurement Survey</i> (either online or paper-based)	None	10 minutes	<i>Administrative/ Technical Staff PDPB-PMD</i>
Total		None	1 day, 1 hour, 10 minutes or 1 day, 6 hours, 40 minutes ¹	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Researchers/Data users are requested to accomplish the <i>Client Satisfaction Measurement Survey</i> to be provided by PDPB to monitor the implementation of the research protocol. The feedback form shall be accomplished after the processing of the request.
How feedbacks are processed	Feedbacks are monitored and consolidated by the assigned PDPB Technical Staff. Responses are analyzed and will form part of the <i>Client Satisfaction Measurement Report</i> . The recommendations from the researchers are considered to improve service delivery.
How to file a complaint	Feedback/remarks, including complaints, may be indicated in the <i>Client Satisfaction Measurement Survey</i> and will be coursed through the assigned technical staff's email for appropriate response/action. In case of an appeal, the researcher may file a written appeal within 10 working days from receipt of the notice of disapproval.
How complaints are processed	PDPB Technical Staff to receive the appeal and endorse recommendation with the Division Chief's initials to the PDPB Director. An official response letter

¹ The former, if the request is for single data, or the latter, if request is for multiple data

	will be communicated to the researcher informing of the decision.
Contact information of CCB, PCC, ARTA	<p>Anti-Red Tape Authority (ARTA) complaints@arta.gov.ph 8-478-5093 1-ARTA (2782)</p> <p>Presidential Complaint Center (PCC) pcc@malacanang.gov.ph 8888</p> <p>Contact Center ng bayan (CCB) email@contactcenterngbayan.gov.ph 0908-881-6565 (SMS) 165 56 (call) https://facebook.com/civilservicegovph/ (Facebook) https://contactcenterngbayan.gov.ph/ (Web)</p>

LIST OF OFFICES		
OFFICE	ADDRESS	CONTACT INFORMATION
Policy Development and Planning Bureau - Research and Evaluation Division (PDPB-RED)	3 rd floor, Matapat Bldg., DSWD Central Office, IBP Road, Batasan Pambansa Complex, Constitution Hills, Quezon City	Landline: 8951-7120 Trunkline: 8931-8101 loc 317 and 320 pdpb_red@dswd.gov.ph
Policy Development and Planning Bureau - Planning and Monitoring Division (PDPB-PMD)	3 rd floor, Matapat Bldg., DSWD Central Office, IBP Road, Batasan Pambansa Complex, Constitution Hills, Quezon City	Landline: 8951-7120 Trunkline: 8931-8101 loc 317 and 318 pdpb_pd@dswd.gov.ph

Issuance of Regional Temporary Solicitation Permit/Certificate Authority to conduct Fund Raising Campaign to Person, Corporation, Organization or Association during State of Emergency/Calamity

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

Office or Division:	Standards Section – DSWD Field Office	
Classification:	Complex Transaction	
Type of Transaction:	Government to Client (G2C)	
Who may avail:	Person/s, group/s, corporations whether profit or non-profit, organizations or associations desiring to solicit or receive contributions for charitable, social and public welfare purposes	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
A. For Person/s desiring to solicit or receive contributions for response to victims of state of emergency/calamity		
1. One (1) Duly Accomplished Application Form signed by the Agency Head or his/her authorized representative	<ul style="list-style-type: none"> Standards Section (SS) of the concerned DSWD Field Office https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/ or; https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf Annex 1 - DSWD-SB-PSF-001: Application Form 	
2. Project Proposal including the Work and Financial Plan (WFP) for the intended public solicitation, approved by the Head of Agency	<ul style="list-style-type: none"> https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/ or; https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf Annex 5 - DSWD-SB-PSF-003: Project Proposal 	
3. Undertaking to comply with the remaining requirements during the validity of the issued solicitation permit	<ul style="list-style-type: none"> https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/ or; https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf 	

	Annex 7 - DSWD-SB-PSF-006: Undertaking
4. Fund Utilization Report for those applying for renewal of their solicitation permit (Annex 12).	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/ or; https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf Annex 12 - DSWD-SB-PSF-011: Fund Utilization Report
5. Additional Requirements for Persons <p>a. Two valid government issued Identification Cards</p> <p>b. Barangay Certification attesting to the applicant's integrity and capability to launch a fund raising activity</p>	<ul style="list-style-type: none"> • Applicant
6. Official Receipt as proof of payment of processing fee issued by the concerned DSWD CO-FO Finance Management Unit (FMU) Applicant	<ul style="list-style-type: none"> • Applicant
7. Certification from the Barangay, City or Municipality from where the applicant Person, Corporation, Organization or Association is based, is not in any way connected, engaged or involved in any activity/action against the government per Anti-Terrorism Act of 2020.	<ul style="list-style-type: none"> • Concerned LGU where the applicant is based.
B. For Person/s representing an unorganized/unregistered group	
1. One (1) Duly Accomplished Application Form signed by the applicant person or head of agency or his/her authorized representative	<ul style="list-style-type: none"> • Standards Section (SS) of the concerned DSWD Field Office • https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/ or; https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf Annex 2 - DSWD-SB-PSF-001: Application Form

<p>2. Project Proposal including the Work and Financial Plan (WFP) for the intended public solicitation, approved by the Head of Agency</p>	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/ or; • https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf • Annex 5 - DSWD-SB-PSF-003: Project Proposal
<p>3. Undertaking to comply with the remaining requirements during the validity of the issued solicitation permit</p>	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/ or; • https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf • Annex 7 - DSWD-SB-PSF-006: Undertaking
<p>4. Additional Requirements for Persons representing an informal/unorganized group</p> <p>a. Two valid government issued Identification Cards</p> <p>b. Barangay Certification attesting to the applicant's integrity and capability to launch a fund raising activity</p> <p>c. Endorsement Letter from the group the person is representing with</p>	<ul style="list-style-type: none"> • Applicant
<p>5. Official Receipt as proof of payment of processing fee issued by the concerned DSWD CO-FO Finance Management Unit (FMU)</p>	<ul style="list-style-type: none"> • Applicant
<p>6. Fund Utilization Report for those applying for renewal of their solicitation permit (Annex 12).</p>	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/ or; • https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf • Annex 12 - DSWD-SB-PSF-010: Fund Utilization Report

<p>7. Certification from the Barangay, City or Municipality from where the applicant Person, Corporation, Organization or Association is based, is not in any way connected, engaged or involved in any activity/action against the government per Anti-Terrorism Act of 2020.</p>	<ul style="list-style-type: none"> Concerned LGU where the applicant is based.
<ul style="list-style-type: none"> C. For Corporations, Organizations or Associations including SWDAs and Religious Organizations 	
<p>1. One (1) Duly Accomplished Application Form signed by the Agency Head or his/her authorized representative</p>	<ul style="list-style-type: none"> Standards Section (SS) of the concerned DSWD Field Office https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/ or; https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf Annex 2 - DSWD-SB-PSF-001: Application Form
<p>2. Project Proposal including the Work and Financial Plan (WFP) for the intended public solicitation, approved by the Head of Agency</p>	<ul style="list-style-type: none"> https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/ or; https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf Annex 5 - DSWD-SB-PSF-003: Project Proposal
<p>3. Undertaking to comply with the remaining requirements during the validity of the issued solicitation permit</p>	<ul style="list-style-type: none"> https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/ or; https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf Annex 7 - DSWD-SB-PSF-006: Undertaking
<p>4. Fund Utilization Report of proceeds and expenditures.</p>	<ul style="list-style-type: none"> https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/ or; https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf

	Annex 12 - DSWD-SB-PSF-010: Fund Utilization Report
5. Official Receipt as proof of payment of processing fee issued by the concerned DSWD CO-FO Finance Management Service/Unit (FMS/U)	<ul style="list-style-type: none"> • Applicant
<p>6. Sample of additional specific requirements for each methodology to be used, such as:</p> <p>a. Ticket, Ballots, Cards and similar forms</p> <p>b. Donation Boxes, Coin Banks and other similar forms</p> <p>c. Benefits show such as fashion show, concert and similar activities</p> <p>d. Photo or Painting Exhibits and similar activities</p> <p>e. Written request such as envelopes, letters of appeal, greeting cards and similar forms</p> <p>f. Text message, e-mail, online post and other types of solicitation using electronic devices</p> <p>g. Mass media campaign through radio, television, cinema, magazines, newspapers, billboards and other similar forms</p> <p>h. Sport activities for a cause such as fun run, marathon, cycling and similar activities</p> <p>i. Rummage sale, garage sale, sale of goods and other similar forms</p>	<ul style="list-style-type: none"> • Applicant
7. Certification from the Barangay, City or Municipality from where the applicant Person, Corporation, Organization or Association is based, is not in any way connected, engaged or involved in any activity/action against the government per Anti-Terrorism Act of 2020.	<ul style="list-style-type: none"> • Concerned LGU where the applicant is based.

D. For Regional Offices of Government Agencies (GAs), government owned and controlled corporations (GOCCs), and Local Government Units (LGUs) desiring to solicit funds	
1. One (1) Duly Accomplished Application Form signed by the Agency Head or his/her authorized representative	<ul style="list-style-type: none"> Standards Section (SS) of the concerned DSWD Field Office https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/ or; https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf
	Annex 2 - DSWD-SB-PSF-001: Application Form
2. Project Proposal including the Work and Financial Plan (WFP) for the intended public solicitation, approved by the Head of Agency	<ul style="list-style-type: none"> https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/ or; https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf <p>Annex 5 - DSWD-SB-PSF-003: Project Proposal</p>
3. Undertaking to comply with the remaining requirements during the validity of the issued solicitation permit	<ul style="list-style-type: none"> https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/ or; https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf <p>Annex 7 - DSWD-SB-PSF-006: Undertaking</p>
4. Official Receipt as proof of payment of processing fee issued by the concerned DSWD CO-FO Finance Management Unit (FMU)	<ul style="list-style-type: none"> Applicant
5. Fund Utilization Report for those applying for renewal of their solicitation permit (Annex 12).	<ul style="list-style-type: none"> https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/ or; https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf <p>Annex 12 - DSWD-SB-PSF-011: Fund Utilization Report</p>

<p>6. Sample of additional specific requirements for each methodology to be used, such as:</p> <ul style="list-style-type: none"> a. Ticket, Ballots, Cards and similar forms b. Donation Boxes, Coin Banks and other similar forms c. Benefits show such as fashion show, concert and similar activities d. Photo or Painting Exhibits and similar activities e. Written request such as envelopes, letters of appeal, greeting cards and similar forms f. Text message, e-mail, online post and other types of solicitation using electronic devices g. Mass media campaign through radio, television, cinema, magazines, newspapers, billboards and other similar forms h. Sport activities for a cause such as fun run, marathon, cycling and similar activities <p>Rummage sale, garage sale, sale of goods and other similar forms</p>	<ul style="list-style-type: none"> • Applicant
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Note to Applicant: The acceptance of application documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators based on DSWD Memorandum Circular No. 05 Series of 2021.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Facilitation Procedures for the Issuance of Temporary Regional Public Solicitation Permit at the Standards Section of the concerned DSWD Field Office (Walk-in)				
1.Submission of Application	<p>1. Determine whether the submitted documents are complete.</p> <p><i>If complete, receive the</i></p>	Php 500.00	30 minutes	<i>Standards Section Support Staff</i>

	<p>documentary requirements and provide the organization an acknowledgement receipt and log the receipt of application documents into the Document Tracking System.</p> <p>1.1. Prepares billing statement for the payment of the processing fee to Cash Section</p> <p>1.2. Instruct the applicant to settle the processing fee at the DSWD Field Office – Cash Unit.</p> <p>If incomplete, return all documents submitted accompanied by a checklist of requirements for applicant Organization's compliance.</p>			
Note: Application documents received after 3:00 PM shall be considered as a next working day transaction.				
2. Awaits the result of Assessment	<p>Review and conduct assessment of the submitted application documents for eligibility and compliance to documentary requirements;</p> <p>May conduct validation activities, collateral interview and/or agency visit, if necessary.</p>			
	<p>Step 2a – If found compliant to eligibility and documentary requirements</p> <p>1. Prepare Solicitation Permit/Certificate and</p>	None	4 hours	<p><i>NFRC Focal Person –</i></p> <p><i>Standards Section –</i></p> <p><i>DSWD Field Office</i></p>

	<p>confirmation letter of Authority to Conduct National Fund Raising Campaign for endorsement to the Office of the Secretary.</p> <p>2. . Sign and endorse the assessment report, complete application documents and Solicitation Permit/ Certificate of Authority to Conduct Fund Raising Activity to the Division Chief for endorsement to the Office of the Bureau Director</p>			
	<p>Step 2b – If found non-compliant to eligibility and documentary requirements</p> <p>1. Return application documents to the applicant with a letter citing reasons for disapproval with technical assistance on how to rectify non-compliance and/or submit lacking requirements.</p>		2 hours	<p><i>NFRC Focal Person – Standards Section– DSWD Field Office</i></p>
	<p>2. Review and Sign the letter citing reasons for disapproval with technical assistance on how to rectify non-compliance and/or submit lacking requirements.</p>		3 hours	<p><i>Standards Section Head/ Division Chief/Regional Director</i></p>
<p>3. Awaits the result of application</p>	<p>4.1 Review and Sign assessment report with complete application documents</p> <p>4.2 Prepared Certificate of</p>	None	3 hours	<p><i>Standards Section Head</i></p>

	<p>Authority to Conduct Regional Fund Raising Campaign</p> <p>4.3 Endorse to the Office of the Division Chief Supervising the Standards Section</p>			
4. Awaits the result of application	<p>5.1 Review and Sign assessment report with complete application documents and Certificate of Authority to Conduct Regional Fund Raising Campaign</p> <p>5.2 Endorse the same to the Office of the Regional Director with recommendation for approval and signing of Permit/Certificate of Authority to Conduct Regional Fund Raising Campaign</p>	None	3 hours	<i>Division Chief</i>
5. Awaits the result of application	Approve and sign Solicitation Permit/ Certificate of Authority to Conduct Regional Fund Raising Campaign	None	5 hours	<i>DSWD Regional Director or Authorized Representative</i>
6. Receive the Certificate	Release/transmits the approved/signed permit to the applicant with a letter of instruction to provide orientation conforming to the standard operating procedures (SOP) in the inventory, monitoring and utilization of solicited funds.	None	30 minutes	<i>Standards DSWD Field</i>
TOTAL Complete and Compliant:		₱ 500.00	Two (2) working days	
Complete but Non- Compliant and/or		₱ 500.00	6 hours	

Incomplete Submission:				
Incomplete Submission:		None	30 minutes	
B. Processing Procedures of Applications submitted at Field Office through Mail/Courier				
1. Send the Application Form together with the prescribed documentary requirements through Mail or Courier to the concerned DSWD Field Office who has jurisdiction on the area for Solicitation	Log receipt into the Document Tracking System. This shall be route to the Assigned Technical Staff.	None	10 minutes	<i>Standards Section Support Staff in-charge of incoming documents</i>
Note: Application documents received after 3:00 PM shall be considered as a next working day transaction.				
1. Awaits the result of Assessment	Review and conduct assessment of the submitted application documents for eligibility and compliance to documentary requirements; May conduct validation activities, collateral interview and/or agency visit, if necessary. Step 2a – If found compliant to eligibility and documentary requirements 1. Prepare Solicitation Permit/Certificate and confirmation letter of	None	4 hours	<i>NFRC Focal Person – Standards Section– DSWD Field Office</i>

	4.3 Endorse to the Office of the Division Chief Supervising the Standards Section			
4. Awaits the result of application	5.1 Review and Sign assessment report with complete application documents and Certificate of Authority to Conduct Regional Fun Raising Campaign 5.2 Endorse the same to the Office of the Regional Director with recommendation for approval and signing of Permit/Certificate of Authority to Conduct Regional Fund Raising Campaign	None	3 hours	<i>Division Chief</i>
5. Awaits the result of application	Approve and sign Solicitation Permit/ Certificate of Authority to Conduct Regional Fund Raising Campaign	None	5 hours	<i>DSWD Regional Director or Authorized Representative</i>
6. Receive the Certificate	Release/ transmits the approved/signed permit to the applicant with a letter of instruction to provide orientation conforming to the standard Operating procedures (SOP) in the inventory, monitoring and utilization of solicited funds	None	30 minutes	<i>Standards Section – DSWD Field Office</i>
TOTAL Complete and Compliant:		₱500.00	Two (2) working days	
Complete but Non- Compliant and/or Incomplete Submission:		₱500.00	6 hours	

Incomplete Submission:	None	30 minutes	
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Note 1: If the concerned FO is affected by the Emergency situation, the application can be filed directly at the DSWD Standards Bureau – DSWD Central Office

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<ul style="list-style-type: none"> Concerned citizen/concerned agencies send letter/email to the concerned Field Office (FO) DSWD - Field Office send memo/email to Standards Bureau
How feedbacks are processed	<ul style="list-style-type: none"> FO send reply to the concerned citizen/ agencies within three (3) days upon receipt of the feedback Standards Bureau shall send reply letter/memo to the concerned Field Office/concerned citizen within three (3) days upon receipt of the feedback
How to file a complaint	Complaints can be filed thru sending a letter or email to concerned DSWD FO or SB. The name of person being complained and the circumstances of the complaint should be included in the information.
How complaints are processed	<ul style="list-style-type: none"> The concerned Office will conduct a case conference/meeting to discuss the issue/concern. If necessary, to set a meeting with the complainant and discuss the concern. Internal investigation shall be conducted, then provide recommendation and officially send reply letter/memo to the concerned citizen/agencies/FO. The timelines on the processing of complaints/grievances shall be according to the DSWD Grievance Mechanism Guidelines.
Contact information of: ARTA, PCC, CCB	<p>Anti-Red Tape Authority (ARTA) complaints@arta.gov.ph 8-478-5093</p> <p>Presidential Complaint Center (PCC) pcc@malacanang.gov.ph 8888</p> <p>Contact Center ng Bayan (CCB) email@contactcenterngbayan.gov.ph before CSC (Civil Service Commission)- 0908-881-6565</p>

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

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

The process of assessing the applicant person, corporation, organization or association's eligibility for Solicitation Permit to conduct Regional Fund Raising Campaign in Normal Situation.

Office or Division:	Standards Section – DSWD Field Office
Classification:	Complex Transaction
Type of Transaction:	Government to Client (G2C)
Who may avail:	Person/s whose child, relative or friend ailing of chronic ailments as endorsed by the LSWDO or a SWDA; non-stock, non-profit organizations; regional offices of government agencies (GAs), GOCCs and LGUs; and, SWDAs with updated/valid Certificate of Registration, License to Operate and/or Accreditation
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
A. For Person/s whose child, relative or friend ailing of a chronic ailment as endorsed by the Local Social Welfare and Development Office (LSWDO)	
1. One (1) Duly Accomplished Application Form signed by the Agency Head or his/her authorized representative	<ul style="list-style-type: none"> Standards Section (SS) of the concerned DSWD Field Office https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/ or; https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf Annex 2 - DSWD-SB-PSF-001: Application Form
2. Project Proposal including the Work and Financial	<ul style="list-style-type: none"> https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/ or;

Plan (WFP) for the intended public solicitation, approved by the Head of Agency	https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf Annex 5 - DSWD-SB-PSF-003: Project Proposal
3. Notarized Written Agreement or any similar document signifying the intended beneficiary's concurrence as recipient of the fundraising activity. For children beneficiaries, only the parent/s of the child/children or maternal/paternal relative/s may sign the document in behalf of the child.	<ul style="list-style-type: none"> Applicant
4. Duly signed Social Case Study Report and endorsement from the Local Social Welfare and Development Office (LSWDO)	<ul style="list-style-type: none"> Applicant
5. Medical Certificate/Abstract and/or Treatment Protocol signed by the attending physician or the hospital's records section	<ul style="list-style-type: none"> Applicant
6. Signed Memorandum of Agreement (MOA) between the DSWD and the LSWDO of the concerned LGU stating therein their commitment to monitor the applicant's solicitation activities and to submit post-reportorial requirements to the issuing DSWD Office.	<ul style="list-style-type: none"> Applicant
7. Pledge of Commitment (Annex 11)	<ul style="list-style-type: none"> https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/ or; https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf

	<ul style="list-style-type: none"> Annex 11 - DSWD-SB-PSF-010: Pledge of Commitment
8. Official Receipt as proof of payment of processing fee issued by the concerned DSWD CO-FO Finance Management Unit (FMU)	<ul style="list-style-type: none"> Applicant
9. Fund Utilization Report for those applying for renewal of their solicitation permit (Annex 12).	<ul style="list-style-type: none"> https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/ or; https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf Annex 12 - DSWD-SB-PSF-010: Fund Utilization Report
10. Certification from the Barangay, City or Municipality from where the applicant Person, Corporation, Organization or Association is based, is not in any way connected, engaged or involved in any activity/action against the government per Anti-Terrorism Act of 2020.	<ul style="list-style-type: none"> Concerned LGU where the applicant is based.
<p>B. For Person/s whose child, relative or friend ailing of a chronic ailment as endorsed by a registered, licensed and/or accredited Social Welfare and Development Agency (SWDA)</p>	
1. One (1) Duly Accomplished Application Form signed by the Agency Head or his/her authorized representative	<ul style="list-style-type: none"> Standards Section (SS) of the concerned DSWD Field Office https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/ or; https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf Annex 2 - DSWD-SB-PSF-001: Application Form
2. Project Proposal including the Work and Financial Plan (WFP) for the intended public solicitation, approved by the Head of Agency	<ul style="list-style-type: none"> https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/ or; https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf

	Annex 5 - DSWD-SB-PSF-003: Project Proposal
<p>3. Notarized Written Agreement or any similar document signifying the intended beneficiary's concurrence as recipient of the fundraising activity.</p> <p>For children beneficiaries, only the parent/s of the child/children or maternal/paternal relative/s may sign the document in behalf of the child.</p>	<ul style="list-style-type: none"> Applicant
<p>4. Endorsement or Certification from Licensed and Accredited SWDA allowing an individual to solicit funds under their name or responsibility</p>	<ul style="list-style-type: none"> Applicant
<p>5. Board Resolution or any document authorizing the conduct of public solicitation</p>	<ul style="list-style-type: none"> https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/ or; https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf Annex 10 - DSWD-SB-PSF-008: Board Resolution
<p>6. Official Receipt as proof of payment of processing fee issued by the concerned DSWD CO-FO Finance Management Unit (FMU)</p>	<ul style="list-style-type: none"> Applicant
<p>7. Fund Utilization Report for those applying for renewal of their solicitation permit (Annex 12).</p>	<ul style="list-style-type: none"> https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/ or; https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf Annex 12 - DSWD-SB-PSF-010: Fund Utilization Report

7. Certification from the Barangay, City or Municipality from where the applicant Person, Corporation, Organization or Association is based, is not in any way connected, engaged or involved in any activity/action against the government per Anti-Terrorism Act of 2020.	<ul style="list-style-type: none"> Concerned LGU where the applicant is based.
C. For Non- Stock, Non-Profit Corporations, Organizations or Associations	
1. One (1) Duly Accomplished Application Form signed by the Agency Head or his/her authorized representative	<ul style="list-style-type: none"> Standards Section (SS) of the concerned DSWD Field Office https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/ or; https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf Annex 2 - DSWD-SB-PSF-001: Application Form
2. Project Proposal including the Work and Financial Plan (WFP) for the intended public solicitation, approved by the Head of Agency	<ul style="list-style-type: none"> https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/ or; https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf Annex 5 - DSWD-SB-PSF-003: Project Proposal
3. Certified True Copy (CTC) of Certificate of Registration with SEC which has jurisdiction to regulate the endorsing SWDA, and Articles of Incorporation and By-Laws, if new applicant	<ul style="list-style-type: none"> Applicant
4. Updated Certificate of Good Standing, or Updated Certificate of Corporate	<ul style="list-style-type: none"> Applicant

Filing/ Accomplished SEC General Information Sheet (GIS) from any of the above- mentioned regulatory government agency that has jurisdiction to regulate the applying organization or agency.	
5. Updated Profile of Governing Board or its Equivalent in Government Organizations	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/ or; https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf Annex 6 - DSWD-SB-PSF-004: Profile of Governing Board
6. Board Resolution or any document authorizing the conduct of public solicitation	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/ or; https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf Annex 10 - DSWD-SB-PSF-008: Board Resolution
7. Notarized Written Agreement or any similar document signifying the intended beneficiary/ies concurrence as recipient of the fundraising activities. For children beneficiaries, only the parent/s or maternal/paternal relative/s may sign the document in behalf of the child.	<ul style="list-style-type: none"> • Applicant
8. Pledge of Commitment	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/ or; https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf Annex 11 - DSWD-SB-PSF-009: Pledge of Commitment
9. Endorsement or Certification from any but not limited to the following	<ul style="list-style-type: none"> • Applicant

<p>agencies that allow/s applicant to undertake solicitation activities in their agency's jurisdiction, as applicable:</p> <ul style="list-style-type: none"> a. Director of Private Schools b. Schools Superintendent of Public School c. Head or authorized representative of National Government Agencies (NGAs) d. Head or authorized representative of Local Government Unit (LGU) e. Bishop/Parish Priest/Minister or Head of Sect or Denomination f. Others 	
<p>10. Fund Utilization Report of proceeds and expenditures.</p>	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/ or; https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf <p>Annex 12 - DSWD-SB-PSF-010: Fund Utilization Report</p>
<p>11. Official Receipt as proof of payment of processing fee issued by the concerned DSWD CO-FO Finance Management Service/Unit (FMS/U</p>	<ul style="list-style-type: none"> • Applicant
<p>12. Sample of additional specific requirements for each methodology to be used, such as:</p> <ul style="list-style-type: none"> a. Ticket, Ballots, Cards and similar forms b. Donation Boxes, Coin Banks and other similar forms c. Benefits show such as fashion show, concert 	<ul style="list-style-type: none"> • Applicant

<p>and similar activities</p> <p>d. Photo or Painting Exhibits and similar activities</p> <p>e. Written request such as envelopes, letters of appeal, greeting cards and similar forms</p> <p>f. Text message, e-mail, online post and other types of solicitation using electronic devices</p> <p>g. Mass media campaign through radio, television, cinema, magazines, newspapers, billboards and other similar forms</p> <p>h. Sport activities for a cause such as fun run, marathon, cycling and similar activities</p> <p>i. Rummage sale, garage sale, sale of goods and other similar forms</p>	
<p>13. Certification from the Barangay, City or Municipality from where the applicant Person, Corporation, Organization or Association is based, is not in any way connected, engaged or involved in any activity/action against the government per Anti-Terrorism Act of 2020.</p>	<ul style="list-style-type: none"> Concerned LGU where the applicant is based.
<p>D. For Regional Offices of Government Agencies (GAs), government owned and controlled corporations (GOCCs), and Local Government Units (LGUs) desiring to solicit funds</p>	
<p>1. One (1) Duly Accomplished Application Form signed by the Agency Head or his/her authorized representative</p>	<ul style="list-style-type: none"> Standards Section (SS) of the concerned DSWD Field Office https://www.dswd.gov.ph/downloads-forms- downloads-public solicitation forms/ or; https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf Annex 2 - DSWD-SB-PSF-001: Application Form

2. Project Proposal including the Work and Financial Plan (WFP) for the intended public solicitation, approved by the Head of Agency	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-forms- downloads-public solicitation forms/ or; • https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf • Annex 5 - DSWD-SB-PSF-003: Project Proposal
3. Written authorization from Head of Government Agency for the intended solicitation activity that also ensure strict compliance to the standard ratio of funds utilization	<ul style="list-style-type: none"> • Applicant
4. Official Receipt as proof of payment of processing fee issued by the concerned DSWD CO-FO Finance Management Unit (FMU)	<ul style="list-style-type: none"> • Applicant
5. Fund Utilization Report for those applying for renewal of their solicitation permit (Annex 12).	https://www.dswd.gov.ph/downloads-forms- downloads-public solicitation forms/ or; https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf Annex 12 - DSWD-SB-PSF-011: Fund Utilization Report
6. Sample of additional specific requirements for each methodology to be used, such as: a. Ticket, Ballots, Cards and similar forms b. Donation Boxes, Coin Banks and other similar forms c. Benefits show such as fashion show, concert and similar activities d. Photo or Painting Exhibits and similar activities e. Written request such as envelopes, letters of appeal, greeting cards and similar forms f. Text message, e-mail, online post and other types	<ul style="list-style-type: none"> • Applicant

<p>of solicitation using electronic devices</p> <p>g. Mass media campaign through radio, television, cinema, magazines, newspapers, billboards and other similar forms</p> <p>h. Sport activities for a cause such as fun run, marathon, cycling and similar activities</p> <p>Rummage sale, garage sale, sale of goods and other similar forms</p>	
<p>E. For Social Welfare and Development Agency (SWDA) with updated/valid registration, licensing and/or accreditation</p>	
<p>1. One (1) Duly Accomplished Application Form signed by the Agency Head or his/her authorized representative</p>	<ul style="list-style-type: none"> Standards Section (SS) of the concerned DSWD Field Office https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/ <p>Annex 2 - DSWD-SB-PSF-002: Application Form</p>
<p>2. Project Proposal including the Work and Financial Plan (WFP) for the intended public solicitation, approved by the Head of Agency</p>	<ul style="list-style-type: none"> https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/ or; <p>https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</p> <p>Annex 5 - DSWD-SB-PSF-003: Project Proposal</p>
<p>3. Notarized Written Agreement or any similar document signifying the intended beneficiary's concurrence as recipient of the fundraising activity.</p> <p>For children beneficiaries, only the parent/s of the child/children or maternal/paternal relative/s</p>	<ul style="list-style-type: none"> Applicant

may sign the document in behalf of the child.	
4. Endorsement or Certification from Licensed and Accredited SWDA allowing an individual to solicit funds under their name or responsibility	<ul style="list-style-type: none"> • Applicant
5. Board Resolution or any document authorizing the conduct of public solicitation	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-forms- downloads-public solicitation forms/ or; • https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf • Annex 10 -DSWD-SB-PSF-008: Board Resolution
6. Official Receipt as proof of payment of processing fee issued by the concerned DSWD CO-FO Finance Management Unit (FMU)	<ul style="list-style-type: none"> • Applicant
7. Fund Utilization Report for those applying for renewal of their solicitation permit (Annex 12).	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-forms- downloads-public solicitation forms/ or; • https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf <p>Annex 12 - DSWD-SB-PSF-011: Fund Utilization Report</p>
8. Sample of additional specific requirements for each methodology to be used, such as: <ol style="list-style-type: none"> a. Ticket, Ballots, Cards and similar forms b. Donation Boxes, Coin Banks and other similar forms c. Benefits show such as fashion show, concert and similar activities d. Photo or Painting Exhibits and similar activities e. Written request such as envelopes, letters of appeal, greeting cards and similar forms 	<ul style="list-style-type: none"> • Applicant

f. Text message, e-mail, online post and other types of solicitation using electronic devices g. Mass media campaign through radio, television, cinema, magazines, newspapers, billboards and other similar forms h. Sport activities for a cause such as fun run, marathon, cycling and similar activities i. Rummage sale, garage sale, sale of goods and other similar forms	
9. Certification from the Barangay, City or Municipality from where the Applicant Person, Corporation, Organization or Association is based, is not in any way connected, engaged or involved in any activity/action against the government per Anti-Terrorism Act of 2020.	<ul style="list-style-type: none"> Concerned LGU where the applicant is based.

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

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Facilitation Procedures after receipt of complete application documents from the applicant of Regional Public Solicitation Permit at the concerned DSWD Field Office				
1. Submit Application	Applicant submits application documents to the Standards Section of the concerned DSWD	None	2 Hours	<i>Applicant</i>

	<p>Regional Office. Applications could be submitted personally or sent thru e-mail or courier. And wait for the response of the of the concerned DSWD Regional Office</p> <p>a. Standards Section concerned Technical Staff reviews the completeness and correctness of the submitted application documents based on the checklist received either personally, thru courier or e-mail</p> <p>If complete, forward application documents to the Standards Section Support Staff, for tracking</p> <p>If incomplete, the Technical Staff of Standard Section of the concerned DSWD-FO shall then provide the applicant with the necessary technical assistance to rectify the gap and/or submit lacking requirements. Provides applicant with checklist of requirements.</p>			<p><i>Standards Section Technical Staff</i></p>
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*The number of minutes shall be included on the total 7 working days.

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

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<ul style="list-style-type: none"> Concerned citizen/concerned agencies send letter/email to the concerned Field Office (FO) DSWD - Field Office send memo/email to Standards Bureau
How feedbacks are processed	<ul style="list-style-type: none"> FO send reply to the concerned citizen/ agencies within three (3) days upon receipt of the feedback Standards Bureau shall send reply letter/memo to the concerned Field Office/concerned citizen within three (3) days upon receipt of the feedback
How to file a complaint	Complaints can be filed thru sending a letter or email to concerned DSWD FO or SB. The name of person being complained and the circumstances of the complaint should be included in the information.
How complaints are processed	<ul style="list-style-type: none"> The concerned Office will conduct a case conference/meeting to discuss the issue/concern. If necessary, to set a meeting with the complainant and discuss the concern. Internal investigation shall be conducted then provide recommendation and officially send reply letter/memo to the concerned citizen/agencies/FO. The timelines on the processing of complaints/grievances shall be according to the DSWD Grievance Mechanism Guidelines.
Contact information of: ARTA, PCC, CCB	<p>Anti-Red Tape Authority (ARTA) complaints@arta.gov.ph 8-478-5093</p> <p>Presidential Complaint Center (PCC) pcc@malacanang.gov.ph 8888</p> <p>Contact Center ng Bayan (CCB) email@contactcenterngbayan.gov.ph</p>

	before CSC (Civil Service Commission)- 0908-881-6565
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Registration of Social Welfare and Development Agencies (SWDAS) Operating in One Region

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

Office or Division:	DSWD Field Office – Standards Section	
Classification:	Simple	
Type of Transaction:	<ul style="list-style-type: none"> • Government to Client (G2C) • Government to Government (G2G) 	
Who may avail:	All eligible person/individual, corporation, organization or association intending/ already engaging in SWD activities in One (1) region	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
A. For applicant person/individual, corporation, organization or association intending/already engaging in SWD activities		

1. One (1) Duly Accomplished and Notarized Application Form (Note: Per Secretary's advisory, during state of public health emergency, Application need not be notarized)	<ul style="list-style-type: none"> Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA & NCR) https://www.dswd.gov.ph/downloads-2/publications1 Annex 1. DSWD-RLA-F001 Application Form for Registration
2. Updated Copy of Certificate of Registration and latest Articles of Incorporation and By-Laws, indicating that the organization's primary purpose is within the purview of social welfare and development issued by SEC that gives a juridical personality to a non-stock non-profit organization to operate in the Philippines. <i>*Not applicable to Government Agencies.</i>	<ul style="list-style-type: none"> Securities Exchange Commission (SEC) - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307 Any SEC Extension Office (Baguio City, Tarlac City, Legazpi City, Cebu City, Iloilo City, Cagayan De Oro City, Davao City, Zamboanga City)
3. Copy of any of the following: 3.1 Handbook or Manual of Operations of its programs, policies and procedures to attain its purposes.	<ul style="list-style-type: none"> https://www.dswd.gov.ph/downloads-2/publications1 Annex 4. DSWD-RLA-F004 Manual of Operation
3.2 Brochure	https://www.dswd.gov.ph/downloads-2/publications1 Annex 5. DSWD-RLA-F005 Brochure
3.3 Duly signed Work and Financial Plan (for two succeeding years) by the Head of Agency	<ul style="list-style-type: none"> https://www.dswd.gov.ph/downloads-2/publications1 Annex 9. DSWD-RLA-F009 Work and Financial Plan
4. Copy of Official Receipt (OR) of processing fee on registration amounting to P 1,000.00	<ul style="list-style-type: none"> Applicant

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

CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSI	PERSON
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		TO BE PAID	NG TIME	RESPONSIBLE
A. Pre-Registration Procedures for Walk-in Applicants				
STEP 1: Secure application form thru the DSWD Website or from the DSWD Field Office	Provided the client with application form and checklist of requirements	None	--	<i>Support Staff (Standards Section-Field Office)</i>
STEP 2: 1.1 Submit/ file application and supporting documents. 1.2 For applicant organization with complete requirements, receive the acknowledgment receipt of the submitted requirements. 1.3 For incomplete requirements, the applicant organization shall sign	1. Determine whether the submitted documents are complete. 1.1. If complete, receive the documentary requirements and provide the organization an acknowledgement receipt and log the receipt of application documents into the Document Tracking System. 1.2 Logs its receipt in the document tracking system (DTMS). 1.3 Provides the walk-in applicant with reference number for easy tracking. 1.4. If incomplete, return all documents submitted accompanied by a checklist of Requirements for applicant Organization's compliance.	None		<i>Support Staff in charge of all incoming documents (Standards Section-Field Office)</i> <i>Officer of the day (Standards Section-Field Office)</i>

the acknowledgment of the returned documents and the checklist of the lacking requirements.				
STEP 3: If Complete, Settle the required processing fee and make payments to Cash Section or thru online.	Prepares billing statement	None	10 minutes	Support Staff in charge on the issuance of Billing Statement (Standards Section Field Office)
	Process payment and issues Official Receipt.	₱ 1,000.00	20 minutes	Cashier (Cashier Section-FO)
STEP 4: Provide the DSWD Standards Section the photocopy of the Official Receipt (OR).	Attach the photocopy of the official receipt of the processing fee.	None	5 minutes	Support Staff in charge on the issuance of Billing Statement (Standards Section-Field Office)
STEP 5: Ensure that the Client Satisfaction Measurement Form is duly accomplished and emailed/via courier by the applicant to the Standards Bureau	Provides the applicant the Client Satisfaction Measurement Form	None	5 minutes	Standards Section Support Staff/Technical Staff
Note: Application documents received after 3:00 PM shall be considered as the next working day transaction.				
STEP 6:	1.1 Routes to Standards Section the Application Documents.	None	25 minutes	Support Staff (Standards Section-

Wait for the result of the assessment.				<i>Field Office)</i>
	1.2 Receives incoming applications and assigns to concerned technical staff.	None	30 minutes	<i>Standards Section Head/</i>
	1.3 Conducts desk review of the received application as to completeness and compliance. The submitted documents must satisfy the criteria that the applicants must be engaged mainly or generally in Social Welfare and Development Activities. Other supporting documents may be requested to the applicant SWDA to support the said criteria. If complete and compliant, notify the applicant SWDA on the payment for processing fee.	None	3 hours	<i>Assigned Technical Staff</i>
	1.1 If incomplete, prepares an acknowledgement letter with checklist of documents indicating the lacking requirement.			
	Preparation of the Confirmation Report with attached draft Certificate of Registration and printing of Security Paper(SECPA).	None	5 hours and 25 minutes	<i>Assigned Technical Staff/</i>
	Review and approval of the Confirmation Report; Endorsement for Approval of the Registration Certificate	None	7 hours	<i>Standards Section Support Staff/Standards Section Head/ PPD Chief/ ORD Support Staff/ Regional Director</i>
<i>STEP 7: Signs in the logbook for received certificate thru pick-up.</i>	Releasing of the Certificate of Registration to the SWDA	None	30 minutes	<i>ORD / ARDA / Standards Section</i>
TOTAL				

For Complete and Compliant:	₱1,000.00	3 working days	
For Incomplete Submission			
Walk-in:	None	30 Minutes	
Courier:		2 days	

*The number of minutes shall be included on the total 3 working days.

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

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<ul style="list-style-type: none"> Concerned citizen/concerned agencies send letter/email to the concerned Field Office (FO) DSWD - Field Office send memo/email to Standards Bureau
How feedbacks are processed	<ul style="list-style-type: none"> FO send reply to the concerned citizen/ agencies within three (3) days upon receipt of the feedback Standards Bureau shall send reply letter/memo to the concerned Field Office/concerned citizen within three (3) days upon receipt of the feedback
How to file a complaint	Complaints can be filed thru sending a letter or email to concerned DSWD FO or SB. The name of person being complained and the circumstances of the complaint should be included in the information.
How complaints are processed	<ul style="list-style-type: none"> The concerned Office will conduct a case conference/meeting to discuss the issue/concern. If necessary, to set a meeting with the complainant and discuss the concern. Internal investigation shall be conducted, then provide recommendation and officially send reply letter/memo to the concerned citizen/agencies/FO.

	<ul style="list-style-type: none"> The timelines on the processing of complaints/grievances shall be according to the DSWD Grievance Mechanism Guidelines.
Contact information of: ARTA, PCC, CCB	<p>Anti-Red Tape Authority (ARTA) complaints@arta.gov.ph 8-478-5093</p> <p>Presidential Complaint Center (PCC) pcc@malacanang.gov.ph 8888</p> <p>Contact Center ng Bayan (CCB) email@contactcenterngbayan.gov.ph before CSC (Civil Service Commission)- 0908-881-6565</p>

Licensing of Private Social Welfare and Development Agencies (SWDAS) – Operating in One Region

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

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

Office or Division:	DSWD Field Office – Standards Section	
Classification:	Highly Technical	
Type of Transaction:	Government to Client (G2C)	
Who may avail:	ALL Private SWDAs Intending to Operate in One Region	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. One (1) Duly Accomplished and Notarized Application Form		<ul style="list-style-type: none"> Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA & NCR) https://www.dswd.gov.ph/downloads-2/ Annex 2. DSWD-RLA-F002 Application Form for Licensing
2. One (1) set of the following Basic Documents: a. A certification of plan to hire the required Registered Social		<ul style="list-style-type: none"> https://www.dswd.gov.ph/downloads-2/ Annex 22. DSWD-RLA-F022 Profile of Employees https://www.dswd.gov.ph/downloads-2/ Annex 4.

<p>Worker (RSW) or staff complement; or (b) Profile of Employees and volunteers whichever is applicable</p> <p>b. Manual of Operation containing the SWDAs program and administrative policies, procedures and strategies to attain its purpose/s among others</p> <p>c. Profile of Board of Trustees</p> <p>d. Certified True Copy of General Information Sheet issued by SEC (One (1) copy)</p> <p>e. Notarized certification from the Board of Trustees and/or the funding agency to financially support the organizations to operate for at least two (2) years</p> <p>f. Work and Financial Plan for the two (2) succeeding years</p>	<p>DSWD-RLA-F004 Manual of Operation</p> <ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-2/ Annex 21. DSWD-RLA-F021 Profile of Governing Board • Securities Exchange Commission (SEC) - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307 Any SEC Extension Office (Baguio City, Tarlac City, Legazpi City, Cebu City, Iloilo City, Cagayan De Oro City, Davao City, Zamboanga City) • Board resolution by the Organization • https://www.dswd.gov.ph/downloads-2/ Annex 9. DSWD-RLA-F009 Work and Financial Plan
<p>3. ADDITIONAL REQUIREMENTS</p> <p>a. Certified True Copy of the notarized written agreement of partnership or cooperation between the agency and its partner agency e.g. MOA, Contract of Partnership, among others</p>	<ul style="list-style-type: none"> • Photocopy of the Memorandum of Agreement/Contract of Partnership and Certified by the Head of Applicant Organization • https://www.dswd.gov.ph/downloads-2/ Annex 22. DSWD-RLA-F022 Profile of Employees

<p>b. <i>For Applicant SWA's implementing Child Placement Services</i> Certification from DSWD or photocopy of the certificate of training attended by the hired RSW related to child placement service.</p> <p>c. Documents Establishing Corporate Existence and Regulatory Compliance</p> <p>1. For Center Based (<i>Residential and Non-Residential Based</i>) Copy of the valid safety certificates namely: Occupancy permit (only for new buildings) or Annual Building Inspection/Structural Safety Certificate (for old buildings)</p> <p style="padding-left: 40px;">a. Fire Safety Inspection Certificate</p> <p style="padding-left: 40px;">b. Water Potability Certificate or Sanitary Permit</p> <p>2. For applicant serving within the Ancestral Domains of Indigenous People (IP) – Photocopy of NGO Accreditation from NCIP.</p> <p>3. For applicant with past and current partnership with the DSWD that involved transfer of funds</p> <p style="padding-left: 40px;">a. Certification from DSWD Office and/or other concerned government</p>	<ul style="list-style-type: none"> • City/Municipal Engineering Office of Local Government Unit covering the SWDAs area of operation or Private Engineer • Office of the Bureau of Fire Protection in the City/Municipal Local Government Unit covering the SWDAs area of operation • City/Municipal Health Office of Local Government Unit covering the SWDAs area of operation or Private Service Provider • National Commission of Indigenous People (NCIP) Regional Office where the NGO operates. • DSWD Field Office – Financial and Management Service • Government Agency where the Organization implemented or implements projects and programs.
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agencies that the applicant is free from any financial liability/obligation	
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Note to Applicant: The acceptance of application documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators for Licensing based on DSWD Memorandum Circular No. 17 Series of 2018

Clients Step	Agency Action	Fees to be Paid	Processing Time	Responsible Person
A. Assessment Procedures for Walk-in Applicants				
STEP 1: Secure application form thru the DSWD Website/ Standards Section – Field Office	Provides client application form, and checklist of requirements	None	*10 minutes	<i>Support Staff (Standards Section- Field Office)</i>
STEP 2: 1.1 Submit/ file application and supporting documents. 1.2 For applicant organization with complete requirements, shall have acknowledgment receipt of the	1.1 Receive the documentary requirements and provide the applicant organization with an application reference number for easy tracking and reference. 1.2 Determine whether the submitted documents are complete	None	*20 minutes	<i>Support Staff in charge of all incoming documents (Standards Section-Field Office)</i> <i>Officer of the day (Standards Section-Field Office)</i>

submitted requirements. 1.3 For incomplete requirements, the applicant organization shall sign the acknowledgment of the returned documents and the checklist of the lacking requirements	1.3 If complete, provide the organization an acknowledgement receipt and log the receipt of application documents into the Document Tracking System (DTS) for Standards Section – Field Office. If incomplete, return all documents submitted accompanied by a checklist of requirements for applicant Organization's compliance.			
STEP 3: If Complete, Settle the required processing fee.	Prepare Billing Statement and instruct applicant to proceed to the Cash Section of DSWD Field Office	None	*20 minutes	<i>Support Staff in charge on the issuance of Billing Statement (Standards Section-Field Office)</i>
Process payment and issues Official Receipt		₱1,000	*15 minutes	<i>Cashier (Cashier Section-FO)</i>
STEP 4: Provide the DSWD Standards Section the photocopy of the Official Receipt (OR).	Acknowledge the photocopy of the Official Receipt from the applicant Organization.	None	*15 Minutes	<i>Support Staff (Standards Section-Field Office)</i>
Step 5: Accomplish and drop the Customer's Feedback Form on the dropbox.	Provide the Applicant Organization the Customer's Feedback Form	None	*5 minutes	<i>Support Staff (Standards Section-Field Office)</i>
Note: Applications received after 3:00pm shall be considered as a next working day transaction.				
STEP 6: Wait for the result of the documents	1.1 Review the submitted documents as to Completeness and compliance, both in form	None	2 working days	<i>Technical Staff (Standards Section Field Office)</i>

<p>review and notice of validation assessment.</p>	<p>and substance. The submitted complete documents must satisfy the following Criteria:</p> <ul style="list-style-type: none"> i. In case a new applicant SWDA applying to operate a residential care facility, the applicant must establish the need for a residential facility serving a particular sector and the absence of related facility to cater them. e.g. Situationer. ii. Applicant has employed a sufficient number of duly qualified staff and/or registered social workers to supervise and take charge of its social welfare and development activities and/or social work interventions iii. Applicant must submit a duly certified financial statement that at least seventy percent (70%) of it funds are disbursed for direct social work services while thirty percent (30%) of the funds are disbursed for administrative services. iv. The SWDA must have a financial capacity to operate for at least two (2) years. v. Applicant keeps record of all social development and/or welfare activities it implements. <p>Note: Criteria iv and vi are only applicable for those SWDAs that are already in operation prior to application for License to Operate.</p>			
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	<p>1.2.1 If complete and compliant, an Acknowledgment Letter and Notification on the proposed schedule on the conduct of Validation Visit shall be prepared</p> <p>1.2.2 If found incomplete or non-compliant, the Acknowledgement Letter prepared shall contain the checklist of requirements to be secured and complied. This will be sent to the applicant SWDA together with all the application documents submitted.</p>			
	1.3 Review and approval of the Acknowledgement Letter including its attachments.	None	2 working days	<p><i>Section Head/Division Chief/Regional Director</i></p> <p><i>(Standards Section-Field Office)</i></p>
<i>STEP 7: Confirm the Availability on the proposed Validation Visit</i>	For those with requirements that are complete and compliant, Confirmation of Validation Visit.	None	*30 minutes	<p><i>Technical Staff</i></p> <p><i>(Standards Section-Field Office)</i></p>
<i>STEP 8: Assist the Assessor during the conduct of Validation visit.</i>	Conduct of Validation visit	None	1 working day per agreed schedule	<p><i>Technical Staff</i></p> <p><i>(Standards Section-Field Office)</i></p>
<i>Step 9: Accomplish and place the Customer's Feedback Form on a sealed envelope.</i>	Provide the applicant Organization the Customer's Feedback Form	None	*5 minutes	<p><i>Technical Staff</i></p> <p><i>(Standards Section-Field Office)</i></p>
<i>STEP 10: Awaits the result of the licensing assessment</i>	<p>1.1 Prepare Confirmation Report</p> <p>1.2.1 If favorable, the Technical Staff shall draft Confirmation Report and Draft Certificate of License to Operate.</p>	None	3 working days	<p><i>Technical Staff</i></p> <p><i>(Standards Section-Field Office)</i></p>

	1.2.2 If not favorable, the Technical Staff shall detail the Assessors Findings and the agreed compliance date of the Action Plan.			
	1.3.1 If favorable, review and approval of the Confirmation Report and the Draft Certificate of License to Operate.	None	Favorable; 8 working days	Section Head/Division Chief
	1.3.2 If unfavorable, review and approval of the Confirmation Report.		Unfavorable; 7 working days	(Standards Section-Field Office)
	1.4.1 If favorable, for approval and signature of the Certificate of License to Operate.		Favorable; 3 working days	Regional Director (Standards Section-Field Office)
	1.4.2 If unfavorable, the Support Staff shall send the Confirmation Report to the SWDA through email and via courier.		Unfavorable; 2 working days	Support Staff (Standards Section-Field Office)
STEP 11: Acknowledge the receipt of the Certificate of License to Operate.	Send the Confirmation Report and notify the availability of the Certificate of License to Operate for release through various means per preference indicated in the application form. (direct pick-up or courier)	None	1 working day (depending on the choice of the applicant)	Support Staff (Standards Section-Field Office)
TOTAL For Complete and Compliant:		₱1,000.00	20 working days	
For Incomplete Submission:		None	17 working days	

B. Processing Procedures of Applications submitted at Standards Bureau through Mail/Courier:			
<p><i>STEP 1:</i> Send the Application Form together with the prescribed documentary requirements for Licensing through Mail or Courier to:</p> <p>Standards Section of concerned DSWD Field Office</p>	<p>Log receipt into the Document Tracking System (DTS) for Standards Section – Field Office. This shall be route to the Assigned Technical Staff.</p>	None	<p>*15 minutes</p> <p><i>Support Staff in charge of incoming documents</i></p> <p><i>(Standards Section-Field Office)</i></p>
<p><i>STEP 2:</i> Wait for the result of documents review.</p>	<p>Review the submitted documents as to completeness and compliance, both in form and substance. The submitted complete documents must satisfy the following Criteria:</p> <ul style="list-style-type: none"> i. In case a new applicant SWDA applying to operate a residential care facility, the applicant must establish the need for a residential facility serving a particular sector and the absence of related facility to cater them. (e.g. Situationer ii. Applicant has employed a sufficient number of duly qualified staff and/or registered social workers to supervise and take charge of its social welfare and development activities and/or social work interventions in 	None	<p>2 working day</p> <p><i>Technical Staff</i></p> <p><i>(Standards Section-Field Office)</i></p>

	<p>accordance with the set standards.</p> <p>iii. Applicant must submit a duly certified financial statement that at least seventy percent (70%) of its funds are disbursed for direct social work services while thirty percent (30%) of the funds are disbursed for administrative services.</p> <p>iv. The SWDA must have a financial capacity to operate for at least two (2) years.</p> <p>v. Applicant keeps record of all social development and/or welfare activities it implements.</p> <p>Note: Criteria iv and vi are only applicable for those SWDAs that are already in operation prior to application for License to Operate.</p> <p>If complete and compliant, an Acknowledgment Letter and Notification on the proposed schedule on the conduct of Validation Visit shall be prepared.</p> <p>If found incomplete or non-compliant, the Acknowledgement Letter prepared shall contain the checklist of requirements to be secured and complied. This will be sent to the applicant SWDA together with all the application documents submitted.</p>			
STEP 3: Settle the Required processing fee.	If found both complete and compliant, notify the	₱1,000.00	*15 minutes	Technical Staff and Support Staff (Standards Section-Field Office)

	<p>Applicant Organization that they have to settle their processing fee.</p> <ul style="list-style-type: none"> - Inform the applicant organization that the processing of the application shall start once they have paid the required fees and provided the Standards Section the copy of the Official Receipt. <p>Field Office: The Support Staff shall prepare Billing Statement and instructs applicant to proceed to Field Office Cashier Section.</p> <p>Note: The processes shall only take place once the applicant organization settle its payment.</p>			
<p><i>STEP 4:</i> Provide the DSWD Standards Section the copy of the Official Receipt (OR) through the following:</p> <p>2. Scanned copy of the Official Receipt to the concerned DSWD Field Offices'</p> <p>Official email address with the subject: <i>Name of the Organization_ Copy of OR for Licensing.</i></p> <p>3. Hand-carry the Photocopy of Official Receipt</p>	<p>1.1 Acknowledge the copy of Official Receipt from the SWDA.</p> <p>1.2 For the Copy of OR sent through email: The Support Staff managing the Official email of the Standards Section shall have acknowledged its receipt.</p> <p>1.3 For the Copy of OR sent through mail/courier: the assigned technical Staff shall acknowledged its receipt.</p>	None	*15 Minutes	<i>Support Staff in charge of incoming documents (Standards Section- Field Office)</i>

4. Courier the Photocopy of Official Receipt				
<i>Step 5:</i> Accomplish and drop the Customer's Feedback Form on the dropbox.	Provide the applicant Organization the Customer's Feedback Form	None	*5 minutes	<i>Support Staff (Standards Section- Field Office)</i>
<i>Note: Applications received after 3:00pm shall be considered as a next working day transaction.</i>				
<i>STEP 6:</i> Wait for the notice of validation assessment.	Review and approval of the Acknowledgement Letter including its attachments. For those with requirements that are complete and compliant, Confirmation of Validation Visit.	None	3 working days	<i>Section Head/Division Chief (Standards Section-Field Office)</i>
<i>STEP 7:</i> Confirm the Availability on the proposed Validation Visit	For those with requirements that are complete and compliant, Confirmation of Validation Visit.	None	1 working day	<i>Technical Staff (Standards Section-Field Office)</i>
<i>STEP 8:</i> Assist the Assessor during the conduct of Validation visit.	Conduct of Validation visit	None	1 working day per agreed schedule	<i>Technical Staff (Standards Section-Field Office)</i>
<i>Step 9:</i> Accomplish and place the Customer's Feedback Form on a sealed envelope.	Provide the applicant Organization the Customer's Feedback Form	None	*5 minutes	<i>Technical Staff (Standards Section-Field Office)</i>
<i>STEP 10:</i> Wait for the result of the Validation visit.	1.Prepare Confirmation Report 1.2.1 If favorable, the Technical Staff shall draft Confirmation Report and Draft Certificate of License to Operate. 1.2.2 If not favorable, the Technical Staff shall detail the	None	3 working days	<i>Technical Staff (Standards Section-Field Office)</i>

	Assessors Findings and the agreed compliance date of the Action Plan.			
	1.3.1 If favorable, review and approval of the Confirmation Report and the Draft Certificate of License to Operate. 1.3.2 If unfavorable, review and approval of the Confirmation Report.	None	Favorable; 8 working days Unfavorable; 7 working days	Section Head/Division Chief (Standards Section-Field Office)
	1.4.1 If favorable, for approval and signature of the Certificate of License to Operate. 1.4.2 If unfavorable, the Support Staff shall send the Confirmation Report to the SWDA through email and via courier.		Favorable; 3 working days Unfavorable; 1 working days	Regional Director (Standards Section-Field Office) Support Staff (Standards Section-Field Office)
STEP 11: Wait on the release of the	Send the Confirmation Report and notify the	None	1 working day	Support Staff (Standards)
Certificate of License to Operate.	Availability of the Certificate of License to Operate for release through various means per preference indicated in the application form. (direct pick-up or courier)		(depending on the choice of the applicant)	Section-Field Office)
TOTAL				
For Complete and Compliant:		₱1,000.00	20 working days	
For Incomplete Submission:		None	17 working days	

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

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

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<ul style="list-style-type: none"> Concerned citizen/concerned agencies send letter/email to the concerned Field Office (FO) DSWD - Field Office send memo/email to Standards Bureau
How feedbacks are processed	<ul style="list-style-type: none"> FO send reply to the concerned citizen/ agencies within three (3) days upon receipt of the feedback Standards Bureau shall send reply letter/memo to the concerned Field Office/concerned citizen within three (3) days upon receipt of the feedback
How to file a complaint	Complaints can be filed thru sending a letter or email to concerned DSWD FO or SB. The name of person being complained and the circumstances of the complaint should be included in the information.
How complaints are processed	<ul style="list-style-type: none"> The concerned Office will conduct a case conference/meeting to discuss the issue/concern. If necessary, to set a meeting with the complainant and discuss the concern. Internal investigation shall be conducted, then provide recommendation and officially send reply letter/memo to the concerned citizen/agencies/FO. The timelines on the processing of complaints/grievance shall be according to the DSWD Grievance Mechanism Guidelines.
Contact information of: ARTA, PCC, CCB	<p><i>Anti-Red Tape Authority (ARTA)</i> <i>complaints@arta.gov.ph</i> <i>8-478-5093</i></p> <p><i>Presidential Complaint Center (PCC)</i> <i>pcc@malacanang.gov.ph 8888</i></p> <p><i>Contact Center ng Bayan (CCB)</i> <i>email@contactcenterngbayan.gov.ph</i></p> <p><i>before CSC (Civil Service Commission)</i> <i>0908-881-6565</i></p>

Pre- Accreditation of the Social Welfare and Development Programs and Services of Licensed Private SWA and Public SWDA operating within the Region

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

Office or Division:	DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA & NCR)	
Classification:	Highly Technical	
Type of Transaction:	<ul style="list-style-type: none"> • Government to Client (G2C) • Government to Government (G2G) 	
Who may avail:	New applicant Registered and licensed SWDA operating within the region.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. One (1) original copy of the Duly Accomplished Application Form		Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA & NCR) <ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-2/ Annex 3. DSWD-RLA-F003 Application Form for Accreditation
2. Pre-accreditation assessment <ul style="list-style-type: none"> • For New Applicant, submit one (1) original copy of the pre-assessment conducted by 		<ul style="list-style-type: none"> • https://www.dswd.gov.ph/issuances/#M Cs • For Residential Amended Administrative Order No. 11, s.2007 Entitled Revised Standards on

<p>concerned Field Office covering the Area of Operation</p> <ul style="list-style-type: none"> For Renewal, submit one (1) original copy of the assessment tool signed by the SWAs Head of Agency 	<p>Residential Care Service</p> <ul style="list-style-type: none"> For Community Based Please email sb@dswd.gov.ph
<p>3. One (1) Original Copy of each of the following Documents Establishing Corporate Existence and Regulatory Compliance</p> <p>a. Certification of no derogatory information issued by SEC (for those operating more than six (6) months upon filing of the application (not applicable for Public SWDA)</p> <p>b. ABSNET Membership Certification from the Regional ABSNET (RAB) President or Chairperson of the Cluster ABSNET (CAB) or the authorized ABSNET Officer attesting the active ABSNET membership of the applicant SWDA.</p> <p>c. For RAB President, the Standards Section shall be the one to issue the required certification.</p>	<ul style="list-style-type: none"> Securities Exchange Commission (SEC) - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307 https://www.dswd.gov.ph/downloads-2/ Annex 23. DSWD-RLA-F023 ABSNET Active Membership
<p>4. One (1) Original Copy of each of the following Documents Establishing Track Record and Good Standing</p> <p>1. Duly signed Work and Financial Plan for the two (2) succeeding years</p> <p>2. Notarized Updated Certification from the Board of Trustees and/or funding agency to financially support the organizations to operate for at least two (2) years. (not</p>	<ul style="list-style-type: none"> https://www.dswd.gov.ph/downloads-2/ Annex 9. DSWD-RLA-F009 Work and Financial Plan Board Resolution by the Organization

<p>applicable for Public SWDA)</p> <ol style="list-style-type: none"> 3. Annual Accomplishment Report previous year 4. Audited Financial Report of the previous year 5. Profile of Clients served for the preceding and current year 	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-2/ Annex 6. DSWD-RLA-F006 Accomplishment Report • https://www.dswd.gov.ph/downloads-2/ Annex 8. DSWD-RLA-F008 Audited Financial Statement • https://www.dswd.gov.ph/downloads-2/ Annex 20. DSWD-RLA-F020 Profile of Clients/Beneficiaries Served
<p>5. One (1) Original Copy of each of the following Documents Establishing Corporate Existence and Regulatory Compliance</p> <p><input type="checkbox"/> Declaration of Commitment from the applicant of no support to tobacco in compliance to the provisions of EO 26 series of 2017(Providing for the establishment of smoke-free Environments in Public and Enclosed Places) and RA 9211 (Tobacco Regulation Act of 2003)</p>	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-2/ AO 11 s2019 Annex A Declaration of Commitment
<p>One (1) Original Copy of each of the following Basic Documents</p> <ol style="list-style-type: none"> 1. Manual of Operation containing the SWDAs program and administrative policies, procedures and strategies to attain its purpose/s among others 2. Profile of Board Trustees (Not applicable to Public SWDAs) 3. Profile of Employees and Volunteers: At least one (1) full time staff who will manage its operations 4. Certified True Copy of General Information Sheet issued by SEC (not applicable for Public SWDA) <p>Note: The first 4 Basic Documents are needed if only there is an update or amendment on documents recently</p>	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-2/ Annex 4. DSWD-RLA-F004 Manual of Operation • https://www.dswd.gov.ph/downloads-2/ Annex 21. DSWD-RLA-F021 Profile of Governing Board • https://www.dswd.gov.ph/downloads-2/ Annex 22. DSWD-RLA-F022 Profile of Employees • Securities Exchange Commission (SEC) - Company Registration and Monitoring Department Secretariat Building, PICC

<p>submitted to DSWD Standards Bureau. For Applicant SWA's implementing Child Placement Services:</p> <p>5. One (1) Original Copy of the Certification from DSWD or one (1) photocopy of the certificate of training attended by the hired RSW related to child placement service.</p> <p>6. Certified True Copy of General Information Sheet issued by SEC (not applicable for Public SWDA)</p> <p>7. For Center Based (Residential and Non-Residential Based) AND Community Based, Copy of the valid safety certificates namely:</p> <p>a. Occupancy permit (only for new buildings) or Annual Building Inspection/Structural Safety Certificate (for old buildings)</p> <p>b. Fire Safety Inspection Certificate Water</p> <p>c. Potability Certificate or Sanitary Permit</p> <p>d. For applicant serving within the Ancestral Domains of Indigenous People (IP) – Photocopy of NGO Accreditation from NCIP</p> <p>e. For applicants with past and current partnership with the DSWD that involved transfer of funds.</p> <p>f. Signed Data Privacy Consent Form</p>	<p>Complex, Roxas Boulevard, Pasay City, 1307</p> <ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-2/ Annex 22. DSWD-RLA-F022 Profile of Employees • Securities Exchange Commission (SEC) - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307 • City/Municipal Engineering Office of Local Government Unit covering the SWDAs area of operation or Private Engineer • Office of the Bureau of Fire Protection in the City/Municipal Local Government Unit covering the SWDAs area of operation • City/Municipal Health Office of Local Government Unit covering the SWDAs area of operation or Private Service Provider • National Commission of Indigenous People (NCIP) Regional Office where the NGO operates • Field Office- Financial and Management Service Unit or concerned Government Agency where the Organization implemented or implements projects and programs. • Applicant
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Note to Applicant: The acceptance of application documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators for Accreditation based on DSWD Memorandum Circular No. 17 Series of 2018.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Request received through courier/email (7 days)				
STEP 1: Secures application form thru the DSWD Website/ Field Office	Upload and make available of the necessary documents in the DSWD website	None	None	SWDA/ DSWD Field Office
STEP 2: Submits the application documents, get a stamped receiving copy of the documents submitted and reference number for follow up of the request.	Receives the documentary requirements, stamped the receiving copy and provide the applicant SWDA with an application reference number for easy tracking.	None	30 minutes	Support Staff <i>in charge of all incoming documents</i>
Note: Application documents received after 3:00 PM shall be considered as a next working day transaction.				
STEP 3: Awaits the result of the documents review and notice of pre-accreditation assessment.	1. Conducts desk review of the documentary requirements: 1.1 If complete, prepares acknowledgement letter indicating the schedule of the pre-assessment; 1.2 If Incomplete, prepares an acknowledgement letter indicating the checklist of documents to be submitted	None	6 days, 7 hours 30 minutes	Technical Staff/ Section Head/ Division Chief/ Regional Director

<p>Step 4: Receive the acknowledgment letter from the DSWD Field Office:</p> <p>If the acknowledgment letter indicates that the submitted documents are complete and compliant, confirm the schedule of the pre-accreditation assessment to the DSWD Field Office.</p> <p>If the acknowledgment letter indicates that the submitted documents submitted are Incomplete and non-compliant, comply and submit the lacking requirements.</p>	<p>Prepare necessary documents: pre-Assessment tool, power point presentation, special order, etc.</p>	None	Depends on the SWDA	<i>Technical Staff</i>
<p>STEP 5: For the SWDA with complete and compliant documents, participate in the conduct of pre-accreditation assessment</p>	<p>Conducts the pre-accreditation assessment (virtual or actual visit) through the following activities: Focus Group Discussion with Clients</p> <ul style="list-style-type: none"> • Interview with the staff • Review of documents • Ocular Inspection • Action Planning/ Exit Conference 	None	Minimum of 2 working days depending on the Programs and Services for Accreditation	<i>Technical Staff/ SWDA</i>
<p>Step 6: Answer the Client Satisfaction Measurement Form (CSMF) and submit to DSWD Field Office.</p>	<p>Provide the SWDA with a Client Satisfaction Measurement Form for them to answer and submit to the DSWD Field Office.</p>	None	After the pre-accreditation assessment	<i>Technical Staff/ SWDA</i>

Note: Application documents received after 3:00 PM shall be considered as a next working day transaction.				
STEP 7: Wait for the result of assessment.	<p>If the result of the pre-accreditation assessment is favorable, the technical staff to prepare the following:</p> <ul style="list-style-type: none"> • Confirmation Report to the SWDA • Transmittal memo to Standards Bureau attached the confirmation report, complete documentary requirements including the accomplished pre-accreditation assessment tool. <p>If the result of the pre-accreditation is not favorable, prepares a confirmation report to the SWDA and Standards Bureau Highlighting the indicators/ requirements for compliance of SWDA.</p>	None	11 working days	<i>Technical Staff (Standards Bureau - SB)</i> <i>Section Head/Division Chief/Bureau Director</i>
TOTAL		None	20 working days	
Social Work Agency:				
Senior Citizen Center:		None	19 working days	

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

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

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	<p>Concerned citizen/concerned agencies send letter/email to the concerned Field Office (FO)</p> <p>DSWD - Field Office send memo/email to Standards Bureau</p>
How feedbacks are processed	<p>FO send reply to the concerned citizen/ agencies within three (3) days upon receipt of the feedback</p> <p>Standards Bureau shall send reply letter/memo to the concerned Field Office/concerned citizen within three (3) days upon receipt of the feedback</p>
How to file a complaint	<p>Complaints can be filed thru sending a letter or email to concerned DSWD FO or SB. The name of person being complained and the circumstances of the complaint should be included in the information.</p>
How complaints are processed	<ul style="list-style-type: none"> The concerned Office will conduct a case conference/meeting to discuss the issue/concern. If necessary, to set a meeting with the complainant and discuss the concern. Internal investigation shall be conducted, then provide recommendation and officially send reply letter/memo to the concerned citizen/agencies/FO. The timelines on the processing of complaints/grievances shall be according to the DSWD Grievance Mechanism Guidelines.

Contact information of: ARTA, PCC, CCB	Anti-Red Tape Authority (ARTA) complaints@arta.gov.ph 8-478-5093 Presidential Complaint Center (PCC) pcc@malacanang.gov.ph 8888 Contact Center ng Bayan (CCB) email@contactcenterngbayan.gov.ph before CSC (Civil Service Commission) 0908-881-6565
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Issuance of Certificate of Accreditation to Civil Society Organizations (CSOs) organized by the Sustainable Livelihood Program (SLP)

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

Office or Division:	DSWD Field Office - Standards Section (Regions I, II, III, IV- A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA & NCR)
Classification:	Complex
Type of Transaction:	<ul style="list-style-type: none"> • Government to Client (G2C) • Government to Government (G2G)
Who may avail:	All eligible beneficiary CSOs organized by the Department through SLP.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Certified true copy of the Certificate of Eligibility (CoE) <i>*The issuance of COE is subject to compliance on SLP existing guidelines.</i>	<ul style="list-style-type: none"> • DSWD Sustainable Livelihood Program- Regional Program Management Office (DSWD SLP-RPMO)
2. Endorsement of SLPAs with CoE signed by the Regional Program Coordinator (to include the project/s approved, address of the SLPA, and the budget approved for the project)	<ul style="list-style-type: none"> • DSWD Sustainable Livelihood Program- Regional Program Management Office (DSWD SLP-RPMO)

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

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<i>STEP 1:</i> Submit/file application documents	Logs receipt into the document tracking system (DTS)/ Logbook Refer to the concerned unit.	None	*1 day	<i>Focal Person - Standards Section - DSWD Field Office</i>
Note: Application documents received after 3:00 PM shall be considered as a next working day transaction.				
<i>STEP 2:</i> Wait for the result of the assessment	If Complete and Compliant: 1.1 Receive the documentary requirements If found incomplete or non-compliant, 1.1 If found to be incomplete, prepares memo to the SLP-RPMO returning the application documents for compliance.	None	*4 days	<i>Focal Person - Standards Section - DSWD Field Office</i>
<i>STEP 3:</i> Issuance of Permit	1.1 Forwards the signed memo to SLP-RMPO with the signed certificates and secures receiving copy. 1.2. Forwards signed memo to ICTMS for posting to FO website. 1.3. Post of list of accredited Beneficiary CSOs to FO-assigned bulletin board	None	2 days	<i>Focal Person - Standards Section - DSWD Field Office</i>

TOTAL: For Complete and Compliant:	None	7 working days	
For Incomplete Submission:	None	30 minutes	

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

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<ul style="list-style-type: none"> Concerned citizen/concerned agencies send letter/email to the concerned Field Office (FO) DSWD - Field Office send memo/email to Standards Bureau
How feedbacks are processed	<ul style="list-style-type: none"> FO send reply to the concerned citizen/agencies within three (3) days upon receipt of the feedback Standards Bureau shall send reply letter/memo to the concerned Field Office/concerned citizen within three (3) days upon receipt of the feedback
How to file a complaint	Complaints can be filed thru sending a letter or email to concerned DSWD FO or SB. The name of person being complained and the circumstances of the complaint should be included in the information.
How complaints are processed	<ul style="list-style-type: none"> The concerned Office will conduct a case conference/meeting to discuss the issue/concern. If necessary, to set a meeting with the complainant and discuss the concern. Internal investigation shall be conducted, then provide recommendation and officially send reply letter/memo to the concerned citizen/agencies/FO. The timelines on the processing of complaints/grievances shall be according to the DSWD Grievance Mechanism Guidelines.
Contact information of: ARTA, PCC, CCB	Anti-Red Tape Authority (ARTA) complaints@arta.gov.ph 8-478-5093

	Presidential Complaint Center (PCC) pcc@malacanang.gov.ph 8888 Contact Center ng Bayan (CCB) email@contactcenterngbayan.gov.ph before CSC (Civil Service Commission) 0908-881-6565
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Issuance of Certificate of Accreditation to Civil Society Organization (CSOS) Non-SLP organized by the Sustainable Livelihood Program (SLP)

The process of issuing Certificate of Accreditation to Civil Society Organizations (CSOs) Beneficiaries of DSWD Projects and/or Program.

Office or Division:	DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, CARAGA, MIMAROPA & NCR)
Classification:	Highly Technical
Type of Transaction:	<ul style="list-style-type: none"> • Government to Client (G2C) • Government to Government (G2G)
Who may avail:	All eligible beneficiary CSOs organized by the Department through DSWD project/s and/or program/s.
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> • 1. Duly accomplished and duly sworn Beneficiary CSO Accreditation Application Form 	<ul style="list-style-type: none"> • DSWD FO- Standards Section
2. Proof of existence or presence of the CSO in its stated address and area of operation or organization, namely: <ul style="list-style-type: none"> a. Pictures of office and direction sketch; and b. At least one of the following documents: <ul style="list-style-type: none"> <i>i.</i> Barangay certification <i>ii.</i> Certification or endorsement from at least 	<ul style="list-style-type: none"> • CSO Beneficiary Applicant

two (2) publicly known individuals in the community • Other documents showing proof of existence	
3. Proof of organization, namely: a. Organizational chart or governance structure; and b. Date of organization, list of officers and members with their complete names, dates of birth (if known and or registered, complete address, and contact numbers, • if available;	• CSO Beneficiary Applicant
4. Certificate of Good Standing – if the CSO applicant has received public funds prior to its application; Specifically stating that the CSO has liquidated, in accordance with COA • regulations, all fund transfers due for liquidation	• Government agency or agencies from which it has received public funds
5. Proof of having undergone Social Preparation	• Designated DSWD Regional Program/Project Officer of the DSWD Program or project where the CSO applicant is seeking funds

Note to Applicant: The acceptance of application documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators based on DSWD Memorandum Circular No. 17 Series of 2017.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
STEP 1: Submit/file application documents	Logs receipt into the document tracking system (DTS)/ Logbook Refer to the concerned unit.	None	*2 hours	<i>Focal Person - Standards Section -DSWD Field Office</i>
Note: Application documents received after 3:00 PM shall be considered as a next working day transaction.				
STEP 2: Wait for the result of the assessment	If Complete and Compliant: 1.1 Receive and review the documentary requirements 1.2 Posting of applicant to DSWD website 1.3 Preparatory activities for the	None	*18 days and 6 hours	<i>Focal Person - Standards Section - DSWD Field Office</i>

	<p>conduct of validation</p> <p>1.4 Conducts validation as to the existence of the applicant beneficiary CSO including its on-going projects and/or Programs as applicable.</p> <p>To include activities e.g. FGD, interviews, photo documentation of the validation site, interviewed persons and other related documents</p> <p>1.5 Prepares and signs Validation Report and Abstract with supporting documents.</p> <p>1.6 Evaluation and deliberation by the Field Office- Accreditation Committee.</p> <p>1.7 Prepares the Certificate of Accreditation</p> <p>1.8 Facilitates the signing of the Certificate of Accreditation</p> <p>1.9 Post of list of accredited Beneficiary CSOs to FO-assigned bulletin board</p> <p>If found incomplete or non-compliant (in any part of the process)</p> <p>1.1 If found to be incomplete, prepares acknowledgement memorandum returning the application documents for compliance.</p> <p>1.2 If an irregularity, falsehood, fabrication</p>			
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	or forgery is noted or found in the documents the applicant shall be required to explain not later than 3 days from receipt of notice issued by the Regional Director.			
STEP 3: <i>Receives the Certificate of Accreditation</i>	Release of the signed Certificate/s of Accreditation through: 1) Befitting ceremony (e.g. during The flag- raising ceremony) 2) Pick-up by the CSO applicant, 3) Courier, and 4) Hand-carrying of the Certificate/s of Accreditation whichever is practicable	None	*1 day	Focal Person - Standards Section - DSWD Field Office
TOTAL For Complete and Compliant:		N/A	20 working days	
For Incomplete Submission:		None	30 minutes	

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

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

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<ul style="list-style-type: none"> Concerned citizen/concerned agencies send letter/email to the concerned Field Office (FO) DSWD - Field Office send memo/email to Standards Bureau
How feedbacks are processed	<ul style="list-style-type: none"> FO send reply to the concerned citizen/ agencies within three (3) days upon receipt of the feedback Standards Bureau shall send reply letter/memo to the concerned Field Office/concerned citizen within three (3) days upon receipt of the feedback

How to file a complaint	Complaints can be filed thru sending a letter or email to concerned DSWD FO or SB. The name of person being complained and the circumstances of the complaint should be included in the information.
How complaints are processed	<ul style="list-style-type: none"> • The concerned Office will conduct a case conference/meeting to discuss the issue/concern. If necessary, to set a meeting with the complainant and discuss the concern. • Internal investigation shall be conducted, then provide recommendation and officially send reply letter/memo to the concerned citizen/agencies/FO. • The timelines on the processing of complaints/grievances shall be according to the DSWD Grievance Mechanism Guidelines.
Contact information of: ARTA, PCC, CCB	<p>Anti-Red Tape Authority (ARTA) complaints@arta.gov.ph 8-478-5093</p> <p>Presidential Complaint Center (PCC) pcc@malacanang.gov.ph 8888</p> <p>Contact Center ng Bayan (CCB) email@contactcenterngbayan.gov.ph before CSC (Civil Service Commission)- 0908-881-6565</p>

Accreditation of Pre-Marriage Counselors

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

Office or Division:	DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA & NCR)
Classification:	Highly Technical
Type of Transaction:	Government to Client (G2C)
Who may avail:	All qualified applicants per item VIII of MC 1 s. 2019 and as amended in MC 10 s. 2021

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
A. For New Applicants	
1. One (1) Duly Accomplished Application Form.	<ul style="list-style-type: none"> Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA & NCR) https://www.dswd.gov.ph/issuances/MCs/MC_2019-001.pdf <i>Annex A. PMC Form App</i>
<i>One (1) photocopy of the following documents (<u>original copies must be presented</u>):</i>	
1. Any of the following as proof that the applicant is a graduate of four (4) year course: <ul style="list-style-type: none"> a. Photocopy of Certificate of graduation/college diploma or transcript of records; or b. Certified photocopy of valid PRC ID. 	<ul style="list-style-type: none"> Any PRC Office nationwide
2. Photocopy of Training Certificates/Certificates from seminars, conferences, training, and other related activities on basic counseling service for at least twenty-four (24) four hours. If original copy is unavailable, a certified true copy of the certificate of participation/attendance from the training provider will be accepted.	<ul style="list-style-type: none"> Training Provider
3. Any of the following as proof that applicant is tasked to assist/conduct PMC sessions and/or part of the local PMC Team, if applicable: <ul style="list-style-type: none"> a. Certification from immediate Supervisor; or b. An approved resolution 	<ul style="list-style-type: none"> Local Government Office

4. Documentation of at least six (6) PMC sessions, which captures the role performed by the applicant as proof that he/she has assisted in the PM Counseling session.	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/issuances/MCs/MC_2019-001.pdf <p><i>Annex C. Documentation Report Template</i></p>
<i>Other documents to be made available during the assessment visit:</i>	
Accomplished Marriage Expectation Inventory Form of would-be-married couple/s present during the validation visit.	
B. For Renewal	
1. Certificates of training, seminars, orientation and other related or similar activities on marriage counseling or topics related to pre- marriage counseling such as but not limited to Gender and Development, Human Maturity, Value Clarification and Responsible Parenting for at least twenty-four (24) hours within the validity period of the preceding certificate.	<ul style="list-style-type: none"> • Training Provider
2. Accomplishment Report for the past year with at least a minimum of ten (10) PMC sessions conducted preceding the application using the template provided by DSWD (<i>Annex D</i>);	<ul style="list-style-type: none"> • Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA & NCR) • https://www.dswd.gov.ph/issuances/MCs/MC_2019-001.pdf <i>Annex D. PMC Form</i>
3. Summary documentation of PMC session/s conducted for the past year using the template provided by DSWD	<ul style="list-style-type: none"> • Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA & NCR) • https://www.dswd.gov.ph/issuances/MCs/MC_2019-001.pdf

(Annex C);	- 001.pdf Annex C. PMC Form
<ul style="list-style-type: none"> Other documents to be made available during the validation visit. 	
a. Accomplished Marriage Expectation Inventory Form of would-be-married couple/s present during the validation visit.	
b. Accomplished and consolidated result of client feedback/satisfaction survey (See <i>Annex F</i> for the template) of about fifty (50) percent of the total number of counselled couple for the past year; and	<ul style="list-style-type: none"> Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA & NCR) https://www.dswd.gov.ph/issuances/MCs/MC_2019-001.pdf Annex F. PMC Form
c. A summary/record on the number of Certificate of Marriage Counseling issued.	<input type="checkbox"/>

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

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Assessment Procedures for Walk-in Applicants				
STEP 1: Secures application form thru the DSWD Website/Field Office	Provides client application form, and checklist of requirements	None	*5 minutes	Support Staff in charge of all incoming documents (Field Office - Standards Section)

<i>STEP 2: Submit/ file application and supporting documents at Field Office –Standards Section</i>	Records receipt of application and forward the same to assigned staff.	None	*15 minutes	<i>Support Staff in charge of all incoming documents (Field Office - Standards Section)</i>
<i>Note: Application documents received after 3:00 PM shall be considered as a next working day transaction.</i>				
<i>STEP 3: Awaits for acknowledgement or notification relative to the application.</i>	<p>1. Reviews and Assess the completeness of requirements/ documents submitted and prepare acknowledgement letter, to wit:</p> <p>1.1 If found complete/ sufficient, acknowledge receipt of application and notifies applicant and coordinate for the schedule of assessment visit.</p> <p>1.2 If found insufficient/have not met required qualification and requirements, acknowledge receipt and notify the applicant on the lacking requirements and provide necessary technical assistance.</p> <p>2. Review and approval of Supervisor/Section Head</p> <p>3. Review and</p>	None	5 working days and 2 hours	<p><i>Technical Staff or Officer of the day / Support Staff in charge of all incoming documents (Field Office - Standards Section</i></p> <p><i>Supervisor/ Section Head</i></p> <p><i>Regional Director</i></p>

	approval of the Regional Director.			
<i>Step 4:</i> Accomplish and drop the Customer's Feedback Form on the dropbox.	Provide the Organization Customer's Form applicant the Feedback	None	*5 minutes	<i>Support Staff (Field Office - Standards Section)</i>
<i>STEP 5:</i> Accreditation Assessment Actual	<p>Conducts validation assessment with the applicable mode:</p> <ul style="list-style-type: none"> Under Normal circumstances actual accreditation visit; During the state of calamity/ emergency virtual assessment. <p>Activities to take place:</p> <ol style="list-style-type: none"> Brief overview on the assessment process; Observation on the counseling session; and Exit Conference 	None	1 working day	<i>Technical Staff or Officer of the day (Field Office - Standards Section)</i>
<i>STEP 6:</i> Awaits the approval of the confirmation report/issuance of the Certificate	<p>1.1 Final Assessment of the application documents and result of the actual accreditation assessment.</p> <p>1.2 Prepares the</p>	None	7 working days	<i>Technical Staff/ Section Head/ Division Chief/ Support Staff Regional Director</i>

	<p>confirmation report, with the following possible content:</p> <p>a. If favorable, inform applicant on the approval of his/her accreditation.</p> <p>b. If unfavorable, recommend for re-assessment.</p> <p>1.3 Forwards to the office of the RD for approval/signature.</p> <p>1.4 Approval and signature of the documents</p>			
STEP 7: Wait for the approval and issuance of certificate, if favorable.	Prepares certificate for issuance, if favorable. Approval and signature of the Certificate	None	5 working days	<i>Support Staff</i> <i>Regional Director</i>
STEP 8: Receives the Accreditation Certificate	Release of Certificate	None	1 working day	<i>Support Staff (Field Office - Standards Section)</i>
TOTAL				
For Complete and Compliant:		None	18 working days and 2.25 hours	
For Complete Requirements with Areas for Compliance:		None	25 minutes	

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

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

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<ul style="list-style-type: none"> Concerned citizen/concerned agencies send letter/email to the concerned Field Office (FO) DSWD - Field Office send memo/email to Standards Bureau

How feedbacks are processed	<ul style="list-style-type: none"> • FO send reply to the concerned citizen/ agencies within three (3) days upon receipt of the feedback • Standards Bureau shall send reply letter/memo to the concerned Field Office/concerned citizen within three (3) days upon receipt of the feedback
How to file a complaint	Complaints can be filed thru sending a letter or email to concerned DSWD FO or SB. The name of person being complained and the circumstances of the complaint should be included in the information.
How complaints are processed	<ul style="list-style-type: none"> • The concerned Office will conduct a case conference/meeting to discuss the issue/concern. If necessary, to set a meeting with the complainant and discuss the concern. • Internal investigation shall be conducted, then provide recommendation and officially send reply letter/memo to the concerned citizen/agencies/FO. • The timelines on the processing of complaints/grievances shall be according to the DSWD Grievance Mechanism Guidelines.
Contact information of: ARTA, PCC, CCB	<p>Anti-Red Tape Authority (ARTA) complaints@arta.gov.ph 8-478-5093</p> <p>Presidential Complaint Center (PCC) pcc@malacanang.gov.ph 8888</p> <p>Contact Center ng Bayan (CCB) email@contactcenterngbayan.gov.ph before CSC (Civil Service Commission)- 0908-881-6565</p>

Accreditation of Social Workers Managing Court Cases (SWMCCs)

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

Office/Division:	Standards Section – DSWD Field Office Standards Compliance and Monitoring Division (SCMD) Standards Bureau – DSWD Central Office	
Type of Transaction:	Highly Technical	
Who may avail:	All Social Workers who are direct practitioners including supervisors from the DSWD Field Offices, residential, and center-based facilities, Local Government Units, other National Government Agencies, Court Social Workers, Non-Government Organizations, and individual practitioners managing court cases of the disadvantaged groups.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
A. For New Applicants		
1. For Social Workers		
a. 2 copies of Application Form for Accreditation of Social Workers Managing Court Cases (Annex A)	<ul style="list-style-type: none"> • DSWD Central Office - Standards Bureau (SB) IBP Road, Constitution Hills, Batasan Pambansa Complex, Quezon City • Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA & NCR) • Refer to DSWD Website – Administrative Order No. 1 series of 2008 for the form 	

b. 2 copies and original Valid Professional Regulations Commission Registration ID Card	Professional Regulations Commission
c. 2 copies of Certificate of attendance to basic course training (at least 32 hours) on the management of court cases from DSWD or its recognized training institutions; <i>*In case of lost certificate, a certified true copy from the training provider may be presented</i>	Training Provider
d. Summary documentation of four (4) cases managed (Annex B)	Refer to DSWD Website – Administrative Order No. 1 series of 2008 for the template
e. Letter of Recommendation attesting to the competence of the social worker	Any of the following: <ul style="list-style-type: none"> • Supervisor of the applicant; • Philippine Association of Social Workers, Inc. (PASWI); • If court social worker, from the Philippine Association of Court Social Workers, Inc. (PACSWI)
f. The following documents on cases handled must be made available during on-site assessment: <ul style="list-style-type: none"> • Case study reports; • Progress/running notes; • Case summaries; • Case conference proceedings/notes 	Applicant/Client
2. For Supervisors	
a. First three (3) requirements stated under new applicants for social worker	(Same as stated above)
b. Technical supervisory notes of two (2) supervisees as proof of providing technical assistance	Applicant/Client

c. The following documents on cases handled must be made available during on-site assessment: <ul style="list-style-type: none"> • Case study reports; • Progress/running notes; • Case summaries; • Case conference proceedings/notes 	Applicant/Client
B. For Renewal	
1. For Social Workers	
a. Certificate of attendance to relevant trainings attended or refresher course of at least 24 hours	DSWD or recognized training institutions
b. Summary documentation (Annex B) of cases managed for the last six months	Refer to DSWD Website – Administrative Order No. 1 series of 2008 for the template
c. Recommendation from the Supervisor attesting to the competence of social worker in managing court cases	Applicant/Client
d. The following documents on cases handled must be made available during on-site assessment: <ul style="list-style-type: none"> • Case study reports; • Progress/running notes; and • Other relevant documentations pertaining to the cases 	Applicant/Client
2. For Supervisor	
a. First three (3) requirements stated under renewal for social worker	(As stated above)
b. Technical supervisory notes of two (2) supervisees as proof of providing technical assistance	Applicant/Client

c. The following documents on cases handled must be made available during on-site assessment: <ul style="list-style-type: none"> • Case study reports; • Progress/running notes/marginal notes; • Case summaries; • Case conference proceedings/notes 	Applicant/Client
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Note to Applicant: The acceptance of application documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators based on DSWD Memorandum Circular No. 17 Series of 2018.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Applications received through Walk-in Applicants				
STEP 1: The Applicant shall file application (Annex A) at the concerned DSWD Field Offices (FO) – Standards Section together with the requirements stated above.	A. the Field Office- Standards Section Support Staff shall receive submitted documents with its original copies. A Document Reference Number shall be provided to the applicant for easy tracking. If complete, the Technical Staff assigned by the Section Head will then proceed with the pre-assessment process.	None	1 hour and 30 minutes	Standards Section Support Staff/ Standards Section Head / Technical Staff
	If incomplete, documents shall be returned accompanied by provision of technical assistance and checklist of requirements.			

B. Applications received through Mail/Courier				
	1.1.B The Field Office- Standards Section shall receive the submitted documents and shall then farms out to the Standards Head Section.	None	4 hours 20 minutes	<i>Standards Section Support Staff/ Standards Section Head / Technical Staff</i>
	If complete, the Technical Staff assigned by the Section Head will then proceed with the pre-assessment process.			
	1.1. The technical staff shall conduct desk review of the received application as to completeness and compliance.	None	6 days and 1 hour	<i>Assigned Standards Section Technical Staff / Standards Section Head/ PPD/ ORD</i>
	1.2. If requirements are complete and compliant, the Field Office-	None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Standards Section shall prepare pre-assessment report and/or endorsement report to Standards Bureau along with the acknowledgement letter to the applicant Social Worker on the status of the application. If incomplete or non-compliant, an acknowledgement letter			

	shall be prepared indicating the checklist of lacking documents.			
	1.3. One set of copy of the application requirements and the signed/approved pre-assessment report and/or endorsement report shall be endorsed to DSWD- Standards Bureau, and file the other copy in the Field Office. The signed/approved acknowledgement letter shall also be sent to the applicant Social Worker.	None	1 hour	<i>Standards Section Support Staff</i>
	1.4. The Standards Bureau- Support Staff shall receive the endorsed application and will endorse to Standards Compliance Monitoring Division (SCMD) thru the Section Head.	None	2.5 hours	<i>DSWD– Standards Bureau Support Staff / SCMD Section Head</i>
	1.5. The Standards Compliance Monitoring	None	1 day	<i>Assigned DSWD–</i>
	<p>Division (SCMD) Technical Staff shall review the application and documents submitted by the Applicant through Field Office.</p> <p>If complete and compliant, preparation of acknowledgement letter indicating the schedule and mode of accreditation shall be made:</p> <ul style="list-style-type: none"> • Under Normal circumstances 			Standards Bureau technical staff, depending on the Field Office where the application was from.

	<p>actual accreditation visit shall be conducted;</p> <ul style="list-style-type: none"> • During the state of calamity/ emergency, virtual accreditation shall be conducted <p>If incomplete or non-compliant, the Technical Staff to also prepare an acknowledgement letter indicating the checklist of lacking documents.</p>			
	1.6. If the submitted documents are complete and compliant, the signed and approved Acknowledgement letter shall be endorsed to the Applicant through the Field Office on the schedule of the assessment	None	13 hours and 30 minutes	Support Staff / Assigned technical staff/ SCMD Section Head / Bureau Director DSWD- Standards Bureau
STEP 2: The Applicant shall coordinate with Standards Bureau through the Field Office on the schedule of the assessment.	The technical staff shall conduct assessment through review of case records, interview of the applicant and client/s, and conduct of other relevant activities.	None	1 day (per agreed schedule)	Assigned technical staff from DSWD- Standards Bureau
	1.7. Technical Staff shall prepare the Confirmation Report Certificate of Accreditation, Executive Summary for the Assistant Secretary and Undersecretary and the transmittal memo for review and approval of the Section Head and Division Chief.	None	5 days and 2 hours after conduct of assessment	<i>DSWD – Standards Bureau Support Staff / Assigned technical staff/ SCMD Section Head / SCMD Division Chief</i>

	<p>*If the applicant/s falls below the set standards, the said applicant/s shall be given appropriate technical assistance on the areas needing improving. A re-assessment shall be conducted after six months.</p>			
2. The Applicant shall coordinate with Standards Bureau through the Field Office on the schedule of the assessment.	2.1. The technical staff shall conduct assessment through review of case records, interview of the applicant and client/s, and conduct of other relevant activities.	None	1 day (per agreed schedule)	<i>Assigned technical staff from DSWD-Standards Bureau</i>
	<p>2.2. Technical Staff shall prepare the Confirmation Report Certificate of Accreditation, Executive Summary for the Assistant Secretary and Undersecretary and the transmittal memo for review and approval of the Section Head and Division Chief.</p> <p>*If the applicant/s falls below the set standards, the said applicant/s shall be given appropriate technical assistance on the areas needing improving. A re-assessment shall be conducted after six months.</p>	None	5 days and 2 hours after conduct of assessment	<i>DSWD– Standards Bureau Support Staff / Assigned technical staff from DSWD-Standards Bureau / SCMD Section Head / SCMD Division Chief</i>

Issuance of Accreditation Certificate. This shall be issued by the Department Secretary or

his/her duly authorized representative if the applicant has qualified the accreditation standards.				
	<p>2.3. Standards Bureau shall review and/or approve and endorse the Confirmation Report, Executive Summary, Certificate of Accreditation and transmittal memo to the Assistant Cluster Head.</p> <p>If with inputs/comments/corrections, the documents shall be returned to the technical staff.</p>	None	1 day and 1 hour and 30 minutes	<i>Bureau Director DSWD- Standards Bureau</i>
	<p>2.4. The Assistant Cluster Head to review and/or approve and endorse the Executive Summary, Certificate of Accreditation and transmittal memo to the Undersecretary.</p> <p>If there will be inputs/comments, it shall be returned to the Standards Bureau.</p>	None	1 day and 1 hour	<i>Assistant Secretary/ Cluster Head DSWD- Standards and Capacity Building Group</i>
	2.5. The Cluster Head to review and/or approve the Certificate of Accreditation and other approved attached documents.	None	1 day and 1 hour	<i>Undersecretary/ Cluster Head DSWD- Standards and</i>
				<i>Capacity Building Group</i>

	<p>2.6. Standards Bureau to endorse the approved Certificate of Accreditation to the qualified Social Worker through the Field Office.</p> <p>One set of copy of the approved Confirmation Report and Certificate of Accreditation shall be transmitted to Records Section</p>	None	2 hours	<i>Standards Compliance Monitoring Division (SCMD) Support Staff</i>
3. Qualified applicant shall receive/pick- up the Accreditation Certificate from the Field Office where the application was filed.	<p>1. Notify the Applicant Organization on the availability of the Certificate</p> <p>2. Issues the Certificate of creditation</p>	None	30 minutes	<i>Support staff from the DSWD FO- Standards Section</i>
Total Processing Time:			20 working days	

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

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

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<ul style="list-style-type: none"> Concerned citizen/concerned agencies send letter/email to the concerned Field Office (FO) DSWD - Field Office send memo/email to Standards Bureau

How feedbacks are processed	<ul style="list-style-type: none"> • FO send reply to the concerned citizen/ agencies within three (3) days upon receipt of the feedback • Standards Bureau shall send reply letter/memo to the concerned Field Office/concerned citizen within three (3) days upon receipt of the feedback
How to file a complaint	Complaints can be filed thru sending a letter or email to concerned DSWD FO or SB. The name of person being complained and the circumstances of the complaint should be included in the information.
How complaints are processed	<ul style="list-style-type: none"> • The concerned Office will conduct a case conference/meeting to discuss the issue/concern. If necessary, to set a meeting with the complainant and discuss the concern. • Internal investigation shall be conducted, then provide recommendation and officially send reply letter/memo to the concerned citizen/agencies/FO. • The timelines on the processing of complaints/grievances shall be according to the DSWD Grievance Mechanism Guidelines.
Contact information of: ARTA, PCC, CCB	<p>Anti-Red Tape Authority (ARTA) complaints@arta.gov.ph 8-478-5093</p> <p>Presidential Complaint Center (PCC) pcc@malacanang.gov.ph 8888</p> <p>Contact Center ng Bayan (CCB) email@contactcenterngbayan.gov.ph before CSC (Civil Service Commission)- 0908-881-6565</p>

Endorsement of Duty-Exempt Importation of Donations to Social Welfare and Development Agencies

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

Office or Division:	Standards Section – DSWD Field Office Standards Compliance Monitoring Division (SCMD) – Standards Bureau, DSWD Central Office
Classification:	Highly Technical
Type of Transaction:	Government to Client (G2C)
Who may avail of:	Licensed and/or accredited private Social Welfare and Development Agencies (SWDAs) in accordance to section 800(m) of the Republic Act No. 10863, otherwise known as the Customs Modernization and Tariff Act (CMTA) of 2016, who wish to exempt from customs dues the foreign donations consigned to them.
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application form (DSWD DFE Form 1)	<ul style="list-style-type: none"> • DSWD Central Office - Standards Bureau (SB) IBP Road, Constitution Hills, Batasan Pambansa Complex, Quezon City • Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA & NCR) • https://www.dswd.gov.ph/issuances/MCs/MC_2019-021.pdf – <i>DSWD DFE Form 1</i>
2. Authenticated Deed of Donation from the Philippine Consular Office of the country of origin	Philippine Consular Office (i.e. embassy or consulate) of the country of origin
3. Notarized Deed of Acceptance	Notary public
4. Copy of valid DSWD Registration, License and/or Accreditation Certificate	Issued by the DSWD to the licensed and/or accredited SWDA
5. Bill of Lading or Airway Bill	Carrier (or agent) to acknowledge receipt of cargo for shipment, usually provided by the donor to the donee.
6. Packing List	Carrier (or agent) to acknowledge receipt of cargo for shipment, usually provided by the donor to the donee
7. Plan of Distribution	https://www.dswd.gov.ph/issuances/MCs/MC_2019-021.pdf – <i>DSWD DFE Form 2</i>

	<ul style="list-style-type: none"> To be certified and endorsed by the DSWD Field Office(s) having jurisdiction over the target area for distribution
OPTIONAL REQUIREMENTS	
1. Certification from Food and Drug Administration (FDA), in case of medicines	Food and Drug Administration – Civic Drive, Filinvest Corporate City, Alabang, Muntinlupa City 1781
2. Notarized distribution report on latest shipment, if not the first time to import foreign donations.	https://www.dswd.gov.ph/issuances/MCs/MC_20_19-021.pdf – DSWD DFE Form 3 <ul style="list-style-type: none"> To be certified correct by the concerned DSWD Field Office
3. Proof of prior agreements or approved arrangements, in case In case of relief items other than food and medicines	Appropriate government agencies

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

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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<p><i>STEP 1:</i> The representative of the SWDA files the application form, together with the supporting documents/requirements at the respective DSWD- Field Office covering the region where the intended distribution of goods shall take place.</p>	<ol style="list-style-type: none"> 1. Reviews the completeness and correctness of the submitted application documents based on the checklist. <p><i>If complete, forward for Tracking to Support Staff</i></p> <p><i>If incomplete, return to applicant, provide TA and checklist of requirements.</i></p> <ol style="list-style-type: none"> 2. Logs its receipt into the document tracking system. 3. Provides the walk-in applicant with document reference number for easy tracking. 	None	*30 minutes	<p><i>Field Office:</i></p> <p><i>Standards Unit administrative personnel and/or Officer- of-the-Day</i></p>
<p>Note: Application documents received after 3:00 PM shall be considered as a next working day transaction.</p>				
<p><i>STEP 2:</i> The applicant shall pay the required processing fee at the Cash Unit of the concerned DSWD-Field Office; provides a copy to the Standards Section</p>	Accounting Section for the order of payment then pay the necessary fee to Cash Section;	Php1,000.00	*10 minutes	<p><i>Field Office:</i></p> <p><i>Cash Section personnel</i></p>

	Issues an official receipt.			
<i>STEP 3: Awaits results of the assessment.</i>	<p>Review and conduct assessment of the submitted application documents for Eligibility and Compliance to documentary requirements;</p> <p><i>Step 3a – If found compliant to Eligibility and documentary requirements</i></p> <p>Prepare for conduct of area visit</p> <p><i>Step 3b – If found non-compliant to eligibility and documentary requirements</i></p> <p>Return application documents to the applicant with a letter and checklist citing reasons for disapproval with technical assistance on how to rectify non-compliance and/or submit</p>	None	3 working days	<p><i>Field Office:</i></p> <p><i>Standards Section technical staff</i></p>

	lacking requirements. Provides the applicant the Client Satisfaction Measurement Form			
Note: While face-to-face is still prohibited during this pandemic situation, technical assistance shall be provided in written form. In the event that the return of documents cannot be facilitated due to unavailability of the service provider, acknowledgment letter shall indicate the checklist of documents for compliance to be secured or accomplished.				
<i>STEP 4: Validation Visit</i>	Conducts area visit, obtains in-depth information concerning administrative and operational aspects of the program. <i>(Optional)</i>	None	2 working days (per agreed schedule)	<i>Field Office: Standards Section Technical Staff</i>
<i>STEP 5: Endorsement to the DSWD Central Office.</i>	Endorses the draft acknowledgment letter to the Regional Director for approval	None	1 working day	<i>Field Office: Standards Section Technical Staff</i>
	Endorses the application to the Standards Bureau at the Central Office			<i>DSWD Regional Director</i>
	If deficient to return the application to the applicant and provide the necessary technical assistance to comply with the requirement/s.			

	<p>Checks the completeness of the submitted application documents.</p> <p>1.1. Logs its receipt into the Document Transaction Management System (DTMS)</p> <p>If incomplete, return the documents and inform the Field Office concerned that the application shall not be processed unless they have submitted the complete documents.</p> <p>If approved, forward the application to the Office of the Undersecretary supervising the Standards Bureau.</p> <p>Prepares the following:</p> <ul style="list-style-type: none"> • Endorsement letter to the DOF, Conforme 	None	3 working days	<p><i>Standards Bureau:</i></p> <p><i>SCMD</i> <i>Technical Staff/</i> <i>Division Chief/</i> <i>Bureau Director</i></p>
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	<p>letter to applicant that it should comply with post-facilitation requirements</p> <ul style="list-style-type: none"> • Letter to concerned DSWD Field Office informing them of the endorsement <p>If disapproved, return the documents and send a written communication to concerned DSWD Field Office, copy furnished the applicant, indicating reasons for disapproving the application.</p>			
	<p>Endorsement to the Secretary</p> <p>Affixes initial to the endorsement letter to DOF</p>	None	1 working day	<i>DSWD Undersecretary supervising the Standards Bureau</i>
	<p>Final Approval of the Endorsement</p> <p>Affixes signature to the</p>	None	3 working days	<i>SWD Secretary</i>

	endorsement letter to DOF			
<i>STEP 6:</i> Approved applicants to pick up the Endorsement Letter	<p>Informs the applicant and Field Office of the approval of endorsement.</p> <p>Preparation of the endorsement letter for pick-up of the applicant and the conforme letter for their signature.</p>	None	*10 minutes	<i>Standards Bureau:</i> <i>SCMD Technical Staff</i>
TOTAL				
Complete and Compliant:		₱1,000.00	Fourteen (14) days	
Complete but non- Compliant Submission:		₱1,000.00	Eight (8) days and fifty (50) minutes	
For Incomplete Submission:		None	30 minutes	

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

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

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	<ul style="list-style-type: none"> Concerned citizen/concerned agencies send letter/email to the concerned Field Office (FO) DSWD - Field Office send memo/email to Standards Bureau
How feedbacks are processed	<ul style="list-style-type: none"> FO send reply to the concerned citizen/ agencies within three (3) days upon receipt of the feedback Standards Bureau shall send reply letter/memo to the concerned Field Office/concerned citizen within three (3) days upon receipt of the feedback
How to file a complaint	Complaints can be filed thru sending a letter or email to concerned DSWD FO or SB. The name of person being complained and the circumstances of the complaint should be included in the information.
How complaints are processed	<ul style="list-style-type: none"> The concerned Office will conduct a case conference/meeting to discuss the issue/concern. If necessary, to set a meeting with the complainant and discuss the concern. Internal investigation shall be conducted, then provide recommendation and officially send reply letter/memo to the concerned citizen/agencies/FO. The timelines on the processing of complaints/grievances shall be according to the DSWD Grievance Mechanism Guidelines.
Contact information of: ARTA, PCC, CCB	Anti-Red Tape Authority (ARTA) complaints@arta.gov.ph 8-478-5093 Presidential Complaint Center (PCC) pcc@malacanang.gov.ph 8888 Contact Center ng Bayan (CCB) email@contactcenterngbayan.gov.ph before CSC (Civil Service Commission)- 0908-881-6565

Issuance of Gate Pass for Service Providers and Suppliers

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

Office/Division:	Administrative Service – Property Supply and Asset Management Division (AS-PSAMD)	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen; G2G - Government to Government; G2B - Government to Business Entities	
Who may avail?	Department of Social Welfare and Development (DSWD) Employees who are: <ol style="list-style-type: none"> a. DSWD service providers b. DSWD suppliers 	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Three (3) original copies of duly accomplished Gate Pass 2. Property/ies to be brought outside the DSWD premises <u>In the absence of the authorized signatory secure any of the following:</u> 1. Signed by the personnel authorized to sign in behalf of the authorized signatory – with attached one (1) photocopy of Special Order (SO) for order of succession		1. To be prepared by the concerned Office's Designated Property and Supply Custodian (DPSC) through the Property Records and Equipment Monitoring Inventory System (PREMIS) 2. To be prepared by the DPSC of concerned Office without any prescribed format 1. Records and Archives Management Division (RAMD)
2. Digitally signed using the PNPKI registered digital signature		2. Digital signature of: <ul style="list-style-type: none"> ● Authorized signatory or; ● Authorized representative with attached 1 photocopy of SO for order of succession;

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

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished gate pass with attachments and present the property / Items requested for validation	1. Receive and review submitted duly accomplished gate pass and attachments vis-à-vis property presented 1.1 Not Duly Accomplished: Return the Gate Pass to requestor for proper accomplishment Duly Accomplished: Update PREMIS regarding the gate pass through scanning the barcode of the Gate Pass to record the time of receipt of request and endorse the same to the Head of the Property Office for approval.	None	7 Minutes	<i>Property Staff</i>

	1.2Approval of Gate Pass	None	2 Minutes	<i>Head of Property Office</i>
	1.3Scan the Gate Pass barcode to record the time of approval.	None	2 Minutes	<i>Property Staff</i>
	1.4Forward copy of the approved Gate Pass to: a. Original copy – Security Guard b. Duplicate copy – Person who shall bring the equipment out of DSWD premises to present to Security Guard On-Duty/Property Officer c. Triplicate – Property Office copy	None	4 Minutes	<i>Property Staff</i>
2.Present property together with the duplicate copy of the approved Gate Pass to the security guard	2.1 Review the presented property vis-a-vis the duplicate copy of the approved Gate Pass	None	10 Minutes	<i>Security Guard On-Duty</i>

	<p>a. With discrepancy – Return gate pass to the person who shall take the equipment out of DSWD premises and instruct the latter to secure new gate pass reflecting the correct details of the property to be brought outside DSWD premises</p> <p>b. Without discrepancy – Security Guard On Duty shall sign the original and duplicate copy of gate pass, return signed duplicate copy to the client</p>			
3. Upon return of property brought outside the DSWD premises, present to the Security Guard On-Duty signed duplicate copy of gate pass	<p>3. Review and validate returned property vis-à vis signed duplicate copy of gate pass</p> <p>a. With discrepancy – Go to Property Office and inquire on how to proceed</p>	None	15 Minutes	<i>Security Guard On-Duty</i>

together with the property	b. Without discrepancy – sign the gate pass, both the original and duplicate copy and indicate the date of return.			
	3.1. Scan the barcode in the Gate Pass to record the time of return of equipment	None	2 Minutes	<i>Security Guard on Duty</i>
	3.2 Surrender original copies of gate pass for returned property to Property Office	None	5 Minutes	<i>Security Guard on Duty</i>
	3.3 Validate/Update record of gate pass in PREMIS indicating the actual date of return of the property	None	10 Minutes	<i>Property Staff</i>
	3.3 Validate/Update record of gate pass in PREMIS indicating the actual date of return of the property <i>Patunayan / I-update ang</i>	None	10 Minutes	<i>Property Staff</i>

	3.4 File gate pass for safekeeping and future reference	None	10 Minutes	<i>Property Staff</i>
TOTAL:		None	1 Hour and 9 Minutes	

FEEDBACK AND COMPLAINTS MECHANISMS

How to send feedback?	Customer Feedback Form shall be provided to the client after issue of the approved property gate pass.
How is feedback processed?	Duly accomplished customer feedback forms shall be consolidated once a month, identifying issues and concerns of the clients which shall be discussed for appropriate action. Status on the identified issues and concerns shall be monitored on a monthly basis.
How to file a complaint?	Requesting OBSU and Field Office may submit an appeal for the request that have been denied or may send a complaint letter to the Administrative Service-Property and Supply Division DSWD Central Office, IBP Road, Batasan Pambansa Complex, Constitution Hills, Quezon City email: property@dswd.gov.ph Tel No. 002-8931-9145
How complaints are processed	<p>Upon receipt of complaint the concerned section shall make necessary evaluation and investigation to create a report for information and appropriate action of the concerned officials. Feedback shall be provided to the client.</p> <p>For inquiries and follow-ups, clients may contact AS-PSAMD through 002-8931-9145 or through email: property@dswd.gov.ph</p>

Contact information of ARTA, CSC, PCC	<p>ARTA: complaints@arta.gov.ph 8478-5091 / 8478-5093 / 8478-5099</p> <p>CSC: 8931-8092 / 8931-7939 / 8931-7935</p> <p>PCC: pcc@malacanang.gov.ph 8736-8645 / 8736-8603 / 8736-8629 / 8736-8621</p>
Contact Center ng Bayan (CCB)	<p>SMS: 0908 881 6565</p> <p>Email: email@contactcenterngbayan.gov.ph</p> <p>Web: https://contactcenterngbayan.gov.ph</p> <p>FB: https://facebook.com/civilservicegovph</p> <p>Call: 165 65 (P5+VAT per call anywhere in the Philippines via PLDT landlines)</p>

VIII. List of Offices

Office	Address	Contact Information
Administrative Service - Property Supply and Asset Management Division	<p>DSWD Central Office, Batasan Complex,</p> <p>Constitution Hills, 1126, Quezon City</p>	<p>Tel Nos.: 02-8931-8101 to 07 loc 106 02-8931-9145</p> <p>VOIP: 10127, 10128</p> <p>Email: property@dswd.gov.ph</p>

Issuance of Service Record (SR) to Separated Officials and Employees

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

Office or Division:	Personnel Administration Section (PAS)
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Classification:	Complex			
Type of Transaction:	G2C – Government to Transacting Public			
Who may avail:	Separated Field Office V Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
HRMDD-PAS Document Request Form or formal letter or e-mail request		PAS Receiving Area, Printed blank forms at the Office entrance Client		
Clearance Certificate		Client or if none, 201 file		
Special Power of Attorney (If authorized representative)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send mail/e-mail or for walk-in without any written request, accomplish the HRMDS-PAS Request Form (write contact details as well if preferred mode of receipt is via courier purposes, as needed) and submit to PAS together with complete supporting documents.	1. Receive the complete documents submitted	None	10 minutes	<i>Incoming / Outgoing Clerk</i> <i>PAS Receiving Area</i>
2. Wait for advice of the assigned PAS Focal Person	2.1 Review the Service Card data, if updated review documents submitted and check the 201 FILE if needed	None	6 Days, 2 hours (depending on the period of retrieving the files)	<i>PAS Focal Person</i> <i>CO & FOs Personnel Transactions</i>
	2.2 Encode/ check details of SR, print the	None	30 minutes	<i>PAS Focal Person</i> <i>CO & FOs Personnel</i>

	issuance and attach the necessary documents			<i>Transactions</i>
	2.3 Review and sign/initial the SR	None	4 hours (depending on the availability of signatories)	<i>Section Head or Personnel Officer</i> <i>CO & FOs Personnel Transactions</i> <i>OIC/Division Chief HRMDD</i>
3. Inform PAS on method of receiving the duly-signed SR.	3. Inform the client that the SR is ready and ask if for pick-up or for courier service (either through chat, e-mail or phone call)	None	5 minutes	<i>PAS Focal Person</i> <i>CO & FOs Personnel Transactions</i>
4.1 If the SR is to be sent via courier service, wait until the parcel is sent to given address.	4.1.1. Prepare and print the transmittal letter with information on how to return customer feedback. Attach one originally signed SR and one Customer Feedback Form for accomplishment	None	20 minutes	
	4.1.2. Review and Sign/Initial the transmittal letter	None	20 minutes	

				<i>HRMDD</i>
	4.1.3 Encode tracking details in the e-DTMS	None	15 minutes	<i>Incoming / Outgoing Clerk</i> <i>PAS Receiving Area</i>
	4.1.4. Forward the document to the AS-RAM0053 for courier service	None	10 minutes	<i>Incoming / Outgoing Clerk</i> <i>PAS Receiving Area</i> <i>Incoming / Outgoing Clerk</i> <i>AS-RAMS</i>
4.2. If the SR is for pick-up, proceed to PAS and get the requested document.	4.2.1. Provide one originally signed SR to the client and have it properly received. Ask the client to accomplish Customer Feedback Form	None	10 minutes	<i>Incoming / Outgoing Clerk</i> <i>PAS Receiving Area</i>
TOTAL		None	7 days	<i>May be extended depending on the volume of transactions handled</i>

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	<p>Kindly accomplish the Customer Feedback Form through google the form link sent via email or scan the QR code found at the HRMDD/PAS receiving Area.</p> <p>Email: pas.fo5@dswd.gov.ph</p>
How feedbacks are processed	<p>Every end of the month, your feedbacks are consolidated and summarized by the designated Personnel Officer.</p> <p>Feedbacks requiring answers/clarifications are forwarded to appropriate Office for immediate response within 3 working days.</p> <p>Appropriate client shall be informed of the response.</p> <p>For the status of your query/clarification, you may contact us thru:</p> <p>Email: pas.fo5@dswd.gov.ph</p>
How to file a complaint	<p>Kindly accomplish the Customer Feedback Form through google the form link sent via email or scan the QR code found at the HRMDD/PAS receiving Area.</p> <p>You may also file your complaint through email with the following details:</p> <ul style="list-style-type: none"> ▪ Your Name and contact details ▪ Transaction with PAS ▪ Name of Person complained of ▪ Reason for complaint ▪ Evidence/s, if any <p>For the status of your complaint/s, you may contact us thru:</p> <p>Email: pas.fo5@dswd.gov.ph</p>
How complaints are processed	<p>Every end of the month, your feedbacks/complaints are consolidated and summarized by the designated Personnel Officer.</p> <p>Feedbacks requiring answers/clarifications are forwarded to appropriate Office for immediate response within 3 working days.</p> <p>Proper investigation shall be conducted, and a report shall be filed by the assigned employee.</p> <p>Appropriate client shall be informed of the response.</p> <p>For the status of your complaint, you may contact us thru:</p>

	Email: pas.fo5@dswd.gov.ph
Contact Information of CCB, PCC, ARTA	<ul style="list-style-type: none"> ▪ Anti-Red Tape Authority (ARTA) complaints@arta.gov.ph, 8-478-5093 ▪ Presidential Complaint Center (PCC) pcc@malacanang.gov.ph, 8888 ▪ Contact Center ng Bayan (CCB) email@contactcenterngbayan.gov.ph, before CSC (Civil Service Commission)

Issuance of Completed Office Clearance Certificate from Money, Property and Legal Accountabilities to Separated Officials and Employees

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

Office or Division:	Personnel Administration Section (PAS)
Classification:	Complex
Type of Transaction:	G2C – Government to Transacting Public
Who may avail:	Separated Field Office V Office Officials and Employees who already has a duly-accomplished CO Clearance Certificate on file/submitted to PAS and without any money, property, and legal accountabilities
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
HRMDD-PAS Document Request Form or formal letter or e-mail request	PAS Receiving Area, Printed blank forms at the Office entrance Client
Letter of Separation and its Acceptance	Client or if none, 201 file

Special Power of Attorney (If authorized representative)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send mail/e-mail or for walk-in without any written request, accomplish the HRMDS-PAS Request Form (write contact details as well if preferred mode of receipt is via courier purposes, as needed) and submit to PAS together with complete supporting documents.	1. Receive the complete documents submitted	None	10 minutes	<i>Incoming / Outgoing Clerk</i> <i>PAS Receiving Area</i>
2. Wait for advice of the assigned PAS Focal Person	2.1 Review the documents submitted and check the 201 FILE if needed	None	6 Days, 6 hours (depending on the period of retrieving the files)	<i>PAS Focal Person</i> <i>Leave Administration</i>
	2.2 If there is an extra original copy of the Office Clearance Certificate on file, remove it from the 201 FILE. If there is only one (1) original copy of the Office Clearance Certificate on file, have it photocopied then put a "Certified	None	10 minutes	<i>PAS Focal Person</i> <i>Leave Administration</i>

	True Copy” stamp on it.			
	2.3 Sign the photocopied Office Clearance Certificate as to the “Certified True Copy	None	30 minutes	<i>Section Head Or OIC/Division Chief HRMDD</i>
3. Inform PAS on preferred method of receiving the original/CTC copy of the Office Clearance Certificate	3. Inform the client that the original/CTC Office Clearance Certificate is ready and ask if for pick-up or for courier service (either through chat, e-mail or phone call)	None	5 minutes	<i>PAS Focal Person Leave Administration</i>
4.1 If the original/CTC copy of the Office Clearance Certificate is to be sent via courier service, wait until the parcel is sent to given address.	4.1.1. Prepare and print the transmittal letter with information on how to return customer feedback. Attach one original/CTC copy of the Office Clearance Certificate and one Customer Feedback Form for accomplishment	None	20 minutes	
	4.1.2. Review and Sign/Initial the transmittal letter	None	20 minutes	

	4.1.3 Encode tracking details in the e-DTMS	None	10 minutes	<i>Incoming / Outgoing Clerk</i> <i>PAS Receiving Area</i>
	4.1.4. Forward the document to the AS-RAMS for courier service	None	10 minutes	<i>Incoming / Outgoing Clerk</i> <i>PAS Receiving Area</i> <i>Incoming / Outgoing Clerk</i> <i>AS-RAMS</i>
4.2. If the original/CTC Office Clearance Certificate is for pick-up, proceed to PAS and get the requested document.	4.2.1. Provide one original/CTC Office Clearance Certificate to the client and have it properly received. Ask the client to accomplish Customer Feedback Form	None	10 minutes	<i>Incoming / Outgoing Clerk</i> <i>PAS Receiving Area</i>
TOTAL		None	7 days	<i>May be extended depending on the volume of transactions handled</i>

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	<p>Kindly accomplish the Customer Feedback Form through google the form link sent via email or scan the QR code found at the HRMDD/PAS receiving Area.</p> <p>Email: pas.fo5@dswd.gov.ph</p>
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How feedbacks are processed	<p>Every end of the month, your feedbacks are consolidated and summarized by the designated Personnel Officer.</p> <p>Feedbacks requiring answers/clarifications are forwarded to appropriate Office for immediate response within 3 working days.</p> <p>Appropriate client shall be informed of the response.</p> <p>For the status of your query/clarification, you may contact us thru: Email: pas.fo5@dswd.gov.ph</p>
How to file a complaint	<p>Kindly accomplish the Customer Feedback Form through google the form link sent via email or scan the QR code found at the HRMDD/PAS receiving Area.</p> <p>You may also file your complaint through email with the following details:</p> <ul style="list-style-type: none"> ▪ Your Name and contact details ▪ Transaction with PAS ▪ Name of Person complained of ▪ Reason for complaint ▪ Evidence/s, if any <p>For the status of your complaint/s, you may contact us thru: Email: pas.fo5@dswd.gov.ph</p>
How complaints are processed	<p>Every end of the month, your feedbacks/complaints are consolidated and summarized by the designated Personnel Officer.</p> <p>Feedbacks requiring answers/clarifications are forwarded to appropriate Office for immediate response within 3 working days.</p> <p>Proper investigation shall be conducted, and a report shall be filed by the assigned employee.</p> <p>Appropriate client shall be informed of the response.</p> <p>For the status of your complaint, you may contact us thru: Email: pas.fo5@dswd.gov.ph</p>
Contact Information of CCB, PCC, ARTA	<ul style="list-style-type: none"> ▪ Anti-Red Tape Authority (ARTA) complaints@arta.gov.ph, 8-478-5093 ▪ Presidential Complaint Center (PCC) pcc@malacanang.gov.ph, 8888 ▪ Contact Center ng Bayan (CCB)

	email@contactcenterngbayan.gov.ph, before CSC (Civil Service Commission)
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Issuance of Certificate of Employment (COE) to Separated Officials, Employees and Cost of Service Workers

The COE is issued to separated Officials, Employees and Cost of Service Workers in the Field Office who have been cleared of money, property, and legal accountabilities, which certifies their services rendered in the Department.

Office or Division:	Personnel Administration Section (PAS)			
Classification:	Complex			
Type of Transaction:	G2C – Government to Transacting Public			
Who may avail:	Separated Field Office V Office Officials, Employees and Cost of Service Workers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
HRMDD-PAS Document Request Form or formal letter or e-mail request		PAS Receiving Area, Printed blank forms at the Office entrance Client		
Office Clearance Certificate		Client or if none, 201 file		
Special Power of Attorney (If authorized representative)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send mail/e-mail or for walk-in without any written request, accomplish the HRMDS-PAS Request Form	1. Receive the complete documents submitted	None	10 minutes	<i>Incoming / Outgoing Clerk</i> <i>PAS Receiving Area</i>

(write contact details as well if preferred mode of receipt is via courier purposes, as needed) and submit to PAS together with complete supporting documents.				
2. Wait for advice of the assigned PAS Focal Person	2.1 Review the documents submitted and check the 201 FILE if needed	None	6 Days, 4 hours (depending on the period of retrieving the files)	<i>PAS Focal Person</i> <i>CO and FOs Personnel Transactions</i>
	2.2 Encode/ check details to COE, print the issuance and attach the necessary documents.	None	30 minutes	<i>PAS Focal Person</i> <i>CO and FOs Personnel Transactions</i>
	2.3 Review and sign/initial the COE	None	30 minutes	<i>Section Head or Personnel Officer</i> <i>OIC/Division Chief</i> <i>HRMDD</i>
3. Inform PAS on preferred method of receiving the duly signed COE	3. Inform the client that the duly signed COE is ready and ask if for pick-up or for courier service (either through chat, e-mail or phone call)	None	5 minutes	<i>PAS Focal Person</i> <i>CO and FOs Personnel Transactions</i>
4.1 If the COE is to be sent via courier	4.1.1. Prepare and print the	None	20 minutes	

service, wait until the parcel is sent to given address.	transmittal letter with information on how to return customer feedback. Attach one originally signed COE and one Customer Feedback Form for accomplishment			
	4.1.2. Review and Sign/Initial the transmittal letter	None	20 minutes	<i>Section Head or Personnel Officer</i> <i>CO and FOs Personnel Transactions</i> <i>OIC/Division Chief, HRMDD</i>
	4.1.3 Encode tracking details in the e-DTMS	None	15 minutes	<i>Incoming / Outgoing Clerk</i> <i>PAS Receiving Area</i>
	4.1.4. Forward the document to the AS-RAMS for courier service	None	10 minutes	<i>Incoming / Outgoing Clerk, PAS Receiving Area</i> <i>Incoming / Outgoing Clerk, AS-RAMS</i>
4.2. If COE is for pick-up, proceed to PAS and get the requested document.	4.2.1. Provide one originally signed COE to the client and have it properly received. Ask the client to accomplish Customer Feedback Form	None	10 minutes	<i>Incoming / Outgoing Clerk</i> <i>PAS Receiving Area</i>
TOTAL		None	7 days	May be extended depending on the volume of transactions handled

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	<p>Kindly accomplish the Customer Feedback Form through google the form link sent via email or scan the QR code found at the HRMDD/PAS receiving Area.</p> <p>Email: pas.fo5@dswd.gov.ph</p>
How feedbacks are processed	<p>Every end of the month, your feedbacks are consolidated and summarized by the designated Personnel Officer.</p> <p>Feedbacks requiring answers/clarifications are forwarded to appropriate Office for immediate response within 3 working days.</p> <p>Appropriate client shall be informed of the response.</p> <p>For the status of your query/clarification, you may contact us thru:</p> <p>Email: pas.fo5@dswd.gov.ph</p>
How to file a complaint	<p>Kindly accomplish the Customer Feedback Form through google the form link sent via email or scan the QR code found at the HRMDD/PAS receiving Area.</p> <p>You may also file your complaint through email with the following details:</p> <ul style="list-style-type: none"> ▪ Your Name and contact details ▪ Transaction with PAS ▪ Name of Person complained of ▪ Reason for complaint ▪ Evidence/s, if any

	<p>For the status of your complaint/s, you may contact us thru:</p> <p>Email: pas.fo5@dswd.gov.ph</p>
How complaints are processed	<p>Every end of the month, your feedbacks/complaints are consolidated and summarized by the designated Personnel Officer.</p> <p>Feedbacks requiring answers/clarifications are forwarded to appropriate Office for immediate response within 3 working days.</p> <p>Proper investigation shall be conducted, and a report shall be filed by the assigned employee.</p> <p>Appropriate client shall be informed of the response.</p> <p>For the status of your complaint, you may contact us thru:</p> <p>Email: pas.fo5@dswd.gov.ph</p>
Contact Information of CCB, PCC, ARTA	<ul style="list-style-type: none"> ▪ Anti-Red Tape Authority (ARTA) complaints@arta.gov.ph, 8-478-5093 ▪ Presidential Complaint Center (PCC) pcc@malacanang.gov.ph, 8888 ▪ Contact Center ng Bayan (CCB) email@contactcenterngbayan.gov.ph, before <p>CSC (Civil Service Commission)</p>

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

The Certificate of Leave Without Pay (LWOP)/No LWOP is issued to separated Officials and employees in the Central Office who have been cleared of money, property, and legal accountabilities, which certifies that they have/do not have Leave Without Pay (LWOP) for a certain period.

Office or Division:	Personnel Administration Section (PAS)		
Classification:	Complex		
Type of Transaction:	G2C – Government to Transacting Public		
Who may avail:	Separated Field Office V Office Officials and Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
HRMDD-PAS Document Request Form or formal letter or e-mail request		PAS Receiving Area, Printed blank forms at the Office entrance	
		Client	

Office Clearance Certificate		Client or if none, 201 file		
Special Power of Attorney (If authorized representative)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send mail/e-mail or for walk-in without any written request, accomplish the HRMDS-PAS Request Form (write contact details as well if preferred mode of receipt is via courier purposes, as needed) and submit to PAS together with complete supporting documents.	1. Receive the complete documents submitted	None	10 minutes	<i>Incoming / Outgoing Clerk</i> <i>PAS Receiving Area</i>
2. Wait for advice of the assigned PAS Focal Person	2.1 Review the documents submitted and encode the details of the Leave Ledger in the ELARS	None	3 days (may take longer hours depending on the period of retrieving files, if needed, and on the length of service of the separated Official/ employee)	<i>PAS Focal Person Leave Administration</i>
	2.2 Review the ELARS vis-à-vis the Leave Ledger	None	1 day and 4 Hours (may take longer hours depending on the volume of	<i>PAS Focal Person Leave Administration</i>

			transactions being reviewed and on the length of service of the separated Official/ employee)	
	2.3 Reprint the corrected ELARS, if errors Are found. Encode details to the Certificate, print the issuance and attach the necessary documents	None	2 hours and 30 minutes	
	2.4 Review and Sign/initial the ELARS and the Certificate	None	2 days	
				<i>Section Head or Personnel Officer Leave Administration OIC/Division Chief HRMDD</i>
3. Inform PAS on preferred method of receiving the duly signed Certificate	3. Inform the client that the Certificate is is ready and ask if for pick-up or for courier service (either through chat, e-mail or phone call)	None	10 minutes	<i>PAS Focal Person Leave Administration</i>
4.1 If the Certificate is to be sent via courier service, wait until the parcel is sent to given address.	4.1.1. Prepare and print the transmittal letter with information on how to return customer feedback. Attach one originally signed Certificate and	None	20 minutes	

	one Customer Feedback Form for accomplishment			
	4.1.2. Review and Sign/Initial the transmittal letter	None	20 minutes	<i>Section Head or Personnel Officer Leave Administration OIC/Division Chief HRMDD</i>
	4.1.3 Encode tracking details in the e-DTMS	None	15 minutes	<i>Incoming / Outgoing Clerk PAS Receiving Area</i>
	4.1.4. Forward the document to the AS-RAMS for courier service	None	10 minutes	<i>Incoming / Outgoing Clerk PAS Receiving Area Incoming / Outgoing Clerk AS-RAMS</i>
4.2. If the Certificate is for pick-up, proceed to PAS and get the requested document.	4.2.1. Provide one originally signed Certificate to the client and have it properly received. Ask the client to accomplish Customer Feedback Form	None	10 minutes	<i>Incoming / Outgoing Clerk PAS Receiving Area</i>
TOTAL		None	7 days	<i>May be extended depending on the volume of transactions handled and the length of service of the Separated Official / employee as recorded in the Leave Ledger</i>

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	<p>Kindly accomplish the Customer Feedback Form through google the form link sent via email or scan the QR code found at the HRMDD/PAS receiving Area.</p> <p>Email: pas.fo5@dswd.gov.ph</p>
How feedbacks are processed	<p>Every end of the month, your feedbacks are consolidated and summarized by the designated Personnel Officer.</p> <p>Feedbacks requiring answers/clarifications are forwarded to appropriate Office for immediate response within 3 working days.</p> <p>Appropriate client shall be informed of the response.</p> <p>For the status of your query/clarification, you may contact us thru:</p> <p>Email: pas.fo5@dswd.gov.ph</p>
How to file a complaint	<p>Kindly accomplish the Customer Feedback Form through google the form link sent via email or scan the QR code found at the HRMDD/PAS receiving Area.</p> <p>You may also file your complaint through email with the following details:</p> <ul style="list-style-type: none"> ▪ Your Name and contact details ▪ Transaction with PAS ▪ Name of Person complained of ▪ Reason for complaint ▪ Evidence/s, if any <p>For the status of your complaint/s, you may contact us thru:</p> <p>Email: pas.fo5@dswd.gov.ph</p>

How complaints are processed	<p>Every end of the month, your feedbacks/complaints are consolidated and summarized by the designated Personnel Officer.</p> <p>Feedbacks requiring answers/clarifications are forwarded to appropriate Office for immediate response within 3 working days.</p> <p>Proper investigation shall be conducted, and a report shall be filed by the assigned employee.</p> <p>Appropriate client shall be informed of the response.</p> <p>For the status of your complaint, you may contact us thru: Email: pas.fo5@dswd.gov.ph</p>
Contact Information of CCB, PCC, ARTA	<ul style="list-style-type: none"> ▪ Anti-Red Tape Authority (ARTA) complaints@arta.gov.ph, 8-478-5093 ▪ Presidential Complaint Center (PCC) pcc@malacanang.gov.ph, 8888 ▪ Contact Center ng Bayan (CCB) email@contactcenterngbayan.gov.ph, before <p>CSC (Civil Service Commission)</p>

Issuance of Property Clearance for Separated Official and Employees

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

Office/Division:	Administrative Service – Property Supply and Asset Management Division (AS-PSAMD)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen <i>Pamahalaan sa Mamamayan</i>

Who may avail:	<p>Department of Social Welfare and Development (DSWD) Employees who are:</p> <ol style="list-style-type: none"> 1. Resigned 2. Transferred to other Government Offices 3. Non-renewal of Contract 4. Terminated 5. Retired
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>A. <u>Without Property Accountability</u></p> <ol style="list-style-type: none"> 1. Three (3) original copies of Clearance Form 2. And/or duly approved request for transfer / resignation / retirement 	<p>A. <u>Without Property Accountability</u></p> <ol style="list-style-type: none"> 1. Personnel Administration Division with prescribed format 2. From Client
<p>B. <u>With Property Accountability</u></p> <ol style="list-style-type: none"> 1. Three (3) original copies of Clearance Form 2. One (1) Original Copy of Duly Accomplished Furniture and Equipment Transfer Slip (FETS) to transfer/turnover of property accountabilities 3. Duly signed PAR/ICS for transferred property accountability <p><u>In Case of Lost:</u></p> <ol style="list-style-type: none"> 4. With request for relief from property accountability due to loss - one (1) copy of COA decision 	<p>B. <u>With Property Accountability</u></p> <ol style="list-style-type: none"> 1. Personnel Administration Division (PAD) with prescribed format 2. To be prepared by the Office's Designated Property and Supply Custodian (DPSC) through the Property Records and Equipment Monitoring Inventory System (PREMIS). 3. Submitted by the personnel applying for property clearance with signature of the new end user <p><u>In Case of Lost:</u></p> <ol style="list-style-type: none"> 4. DSWD Commission on Audit without prescribed format

5. With request for replacement / reimbursement of lost property - One (1) photo copy of request for replacement approved by the Undersecretary for General Administration and Support Services Group (GASSG)	5. Property Supply and Asset Management Division (PSAMD) without prescribed
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit three original copies of clearance form issued by PAD and/or duly approved request for transfer / resignation / retirement 2 months before the effectivity of retirement, 30 days of resignation or transfer	1. Receive Three copies of clearance issued by Personnel Administration Division (PAD) and/or duly approved request for transfer / resignation / retirement and review attachments	None	5 Minutes	<i>Property Staff</i>
	1.1 Review and validate recorded property accountability/ies on file using the Property Records and Equipment Monitoring Inventory System (PREMIS) and the individual folder of personnel if cancelled	None	1 Hour and 30 Minutes	<i>Property Staff</i>

	<p>1.2No Accountability/ies</p> <p>Record the date of effectivity of retirement / resignation / transfer / detail of separation / date of issuance of property clearance in PREMIS and process clearance by affixing initial and forward to the Head of Property for approval</p> <p>With Accountability/ies</p> <p>Inform the former Office of the applicant through a Memorandum on the remaining accountability/ies to process its cancellation and/or request submission of other requirements/ proof of cancelled Property Accountability</p>	None	25 Minutes	<i>Property Staff</i>
2. Submit documents and other requirements as proof of cancelled	2. Receive and validate submitted documents and other requirements as proof of	None	30 Minutes	<i>Property Staff</i>

property accountability	cancelled property accountability			
	<p>2.1. If all the property accountability were cancelled, record the date of effectivity or retirement/ resignation/ transfer/ detail/ separation date and date of issuance of property clearance in PREMIS, affix initial and forward to the Head of Property for approval</p> <p>If still with accountability/ies informs the former Office of the applicant through Memorandum on the remaining accountability/ies to process cancellation of accountabilities.</p>	None	5 Minutes	<i>Property Staff</i>

	2.2. Check the "cleared" box and affix signature in the clearance form	None	5 Minutes	<i>Head of Property Office</i>
	2.3. Scan signed clearance from, record in clearance logbook and forward to the next office concerned	None	10 Minutes	<i>Incoming / Outgoing Property Staff</i>
	2.4. Upload scanned signed clearance in PREMIS	None	10 Minutes	<i>Property Staff</i>
TOTAL		None	3 Hours	

FEEDBACK AND COMPLAINTS MECHANISMS

How to send feedback?	Customer Feedback Form shall be provided to the client after issue of the approved property clearance
How is feedback processed?	Duly accomplished customer feedback forms shall be consolidated once a month, identifying issues and concerns of the clients which shall be discussed for appropriate action. Status on the identified issues and concerns shall be monitored on a monthly basis. .

How to file a complaint?	Requesting OBSU and Field Office may submit an appeal for the request that have been denied or may send a complaint letter to the Administrative Service-Property and Supply Division DSWD Central Office, IBP Road, Batasan Pambansa Complex, Constitution Hills, Quezon City email: property@dswd.gov.ph Tel No. 002-8931-9145
How complaints are processed?	<p>Upon receipt of complaint the concerned section shall make necessary evaluation and investigation to create a report for information and appropriate action of the concerned officials. Feedback shall be provided to the client.</p> <p>For inquiries and follow-ups, clients may contact AS-PSAMD through 002-8931-9145 or through email:</p> <p>property@dswd.gov.ph</p>
Contact information of ARTA, CSC, PCC	<p>ARTA: complaints@arta.gov.ph 8478 m-5091 / 8478-5093 / 8478-5099</p> <p>CSC: 8931-8092 / 8931-7939 / 8931-7935</p> <p>PCC: pcc@malacanang.gov.ph 8736-8645 / 8736-8603 / 8736-8629 / 8736-8621</p>
Contact Center ng Bayan (CCB)	<p>SMS: 0908 881 6565</p> <p>Email: email@contactcenterngbayan.gov.ph</p> <p>Web: https://contactcenterngbayan.gov.ph</p> <p>FB: https://facebook.com/civilservicegovph</p> <p>Call: 165 65 (P5+VAT per call anywhere in the Philippines via PLDT landlines)</p>

VIII. List of Offices

Office	Address	Contact Information
Administrative Service - Property Supply and Asset Management Division	DSWD Central Office, Batasan Complex, Constitution Hills, 1126, Quezon City	Tel Nos.: 02-8931-8101 to 07 loc 106 02- 8931-9145 VOIP: 10127, 10128 Email: property@dswd.gov.ph

Processing of BIR Form 2322 (Certificate of Donation)

This covers the request of Donor's Certificate of Donation / Deed of donation or any document showing proof of donations.

Office or Division:	Accounting Division – Regular Program
Classification:	Complex
Type of Transaction:	Processing of Certificate of Donations
Who may avail:	Donors of cash and in-kind donations
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Electronic or hard copy of request form for Certificate of Donation (DSWD-FMS-GF-002)	<p>1.1 The Donor may download and print the request form from bit.ly/newdswd5forms, select Request form for Certificate of Donation;</p> <p>-or-</p> <p>1.2 Personally visit the Accounting Office to fill-up and submit the request form.</p>

		Schedule of request: Monday – Friday, 9:00 AM – 5:00 PM Note: Online requests beyond 5 PM will be responded/acknowledged the following working day.		
Electronic copy of the supporting documents: 1. Signed and Notarized Deed of Donation; 2. Official receipt for cash donations; or 3. Acknowledgement receipt and delivery receipt for Donations in Kind.		Requesting Party/Donor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 The Donor may download and print the request form (DSWD-FMS-GF-002) from bit.ly/newdswd5forms , (select Request Form for Certificate of Donation); -or-	None	None	5 minutes-walk-in/email	<i>Donor</i>

1.2 Personally visit the Accounting Office to fill-up and submit the request form	Accounting Office shall issue the request form	None		<i>Accounting Staff</i>
2.1 Scan the filled-up form and email together with the supporting documents to <i>fo5acctng.dswd@gmail.com</i> ; -or- Personally submit the filled-up form together with the supporting documents to the Accounting Section Office.	For E-mail - The Accounting staff shall acknowledge and review the received documents as to completeness and request for original copy upon claiming. For Walk-in- The Accounting Staff shall receive and check the completeness of the request form and required supporting documents Note: Only requests with complete requirements will be accepted and processed. All requests with incomplete requirements shall be returned to the client.	None		<i>Accounting Staff</i>
3. Wait for the acknowledgement receipt through email or ask for the claim stub for walk-in	The Accounting Staff shall record the details of donation and indicate the	None	6 minutes' walk-in/email	<i>Accounting Staff</i>

requests with a schedule to claim the certificate.	<p>schedule of release of BIR Form 2322: Certificate of Donation.</p> <p>Preparation of Certificate of Donation for Signature of the Secretary or the Authorized Representative.</p>		Schedule: Six (6) days and seven (7) hours	
4. Present the following: (Walk in) Claim stub (Email) printed Email of Acknowledgement Receipt and original copy of supporting documents.	The Accounting Staff shall update the status of request for certificate on the monitoring file. All certificates that are ready for release shall be issued to the requesting party/ies.	None	10 minutes	<i>Accounting Staff</i>
5. Accept the requested certificate and sign the logbook for acknowledgement.	The Accounting Staff shall issue and assist the requesting party to receive the certificate and sign the logbook for acknowledgement of the BIR Form 2322: Certificate of Donation.	None	2 minutes	<i>Accounting Staff</i>
6. Provide Customer Feedback Form to the requesting party	The Accounting staff shall provide the customer	None	2 minutes	<i>Accounting Staff</i>

	feedback to the requesting party for the service provided.			
TOTAL			6 days, 7 hours and 30 minutes	

FEEDBACK AND COMPLAINTS MECHANISMS

How to send a feedback	Customer Feedback Form shall be provided to the client after issuance of the Approved Donor's Certificate of Donation. The form may be given in hard copy or accessed thru https://bit.ly/FMDAcctgCustomerFeedback .
How feedback is processed	Duly accomplished customer feedback forms shall be consolidated once a month, identifying issues and concerns of the clients which shall be discussed for appropriate action. Status on the identified issues and concerns shall be monitored on a monthly basis.
How to file a complaint?	Complaints may be sent to the Office of the SAO-Division Chief of the FMD through email at ldbbas.fo5@dswd.gov.ph .
How complaints are processed	Upon receipt of complaint the concerned section shall make necessary evaluation and investigation to create a report for information and appropriate action of the concerned officials.

Contact Information	<p>Anti-Red Tape Authority (ARTA): complaints@arta.gov.ph / 8478-5093</p> <p>Contact Center ng Bayan (CCB): email@contactcenterngbayan.gov.ph / 0908-881-6565</p> <p>Presidential Complaint Center: pcc@malacanang.gov.ph /8888</p>
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Processing of Request for Accounting Certification of Former DSWD Employees

This covers the processing of requests by DSWD separated employees for the certifications in the Accounting e.g., certifications of remittances to the government agencies for the mandatory deductions such as GSIS, HDMF and Philhealth.

Office or Division:	Accounting Division – Regular Program	
Classification:	Complex to Highly Technical	
Type of Transaction:	Processing of Request for Accounting Certification of Former DSWD Employees	
Who may avail:	Former employees of the Department; or his/her authorized representative	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE

<p>1. Electronic or hard copy of the request form for Accounting Certification of Former DSWD Employees (DSWD-FMS-GF-001)</p>	<p>1.1 . The former DSWD employee or his/ he authorized representative may download and print the request form via bit.ly/newdswd5forms (Select Request Form for Accounting Certification of the Former DSWD Employees);</p> <p>1.2. Personally visit the Accounting Office of Field Office V and submit the request form</p> <p>Schedule of request:</p> <p>Monday – Friday, 9:00 AM – 5:00 PM</p> <p><i>Note: On-line requests beyond 5 pm will be responded/acknowledged the following working day.</i></p>
<p>2. Supporting documents:</p> <p>a. Former DSWD employee must submit:</p> <ul style="list-style-type: none"> ● Filled-up request form; ● Photocopy of the former employee government-issued ID (1 copy) <p>b. Authorized representative must submit:</p> <ul style="list-style-type: none"> ● Filled-up request form: ● Authorization letter for the representative, if claimed by person other than the former employee; ● Photocopy of the former employee government-issued ID and the authorized representative (1 copy) 	<p>Former DSWD employees of the Department; or his/her authorized representative</p>

<p>2.3. Upon claiming of the certification:</p> <ul style="list-style-type: none"> • Claim Stub or Printed Email Acknowledgement Receipt must be presented; • Identification card (ID) of the former employee or authorized representative; • Authorization letter for representative, if claimed by a person other than the former employee, together with the photocopy of the latter's ID. 	
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. A. The former DSWD employee or his/ he authorized representative may access, download and print the request form (DSWD-FMS-GF-001) via bit.ly/newdswd5for_ms (select Request Form for Accounting Certification of the Former DSWD Employees);</p>	<p>None</p> <p><i>Accounting Certifications</i></p> <p>1.1 Cost of Service (COS) worker:</p> <ul style="list-style-type: none"> • Last Cost of Services Processed; <p>1.2 Permanent, Casual and Contractual employee:</p> <ul style="list-style-type: none"> • Last Salary Processed; 	None	5 minutes	<i>Former employees of the Department; or his/her authorized representatives</i>

-or-	<ul style="list-style-type: none"> • Pag-IBIG Loan Amortization Withheld Remittances; • GSIS Loan Amortization Withheld and Remittances <p>Philhealth Contribution and Remittances (maximum of one year)</p>			
<p>1. B. Personally visit the Accounting Office of Central Office and/or Field Offices and submit the request form</p>				
<p>2. A. The former employee of the Department; or his/her authorized representative may send the scanned form and supporting documents to the Accounting Section official email address:</p> <p><u>fo5acctng.dswd@gmail.com</u></p> <p>1. B. Personally submit the filled-up form together with the supporting documents to the Accounting Section.</p>	<p>Email) - The accounting staff shall acknowledge and review the received documents as to completeness and request for original copy or print the emailed scanned documents;</p> <p>(Walk-in) - The Accounting Staff shall receive and secure the completeness of the request form and required supporting documents.</p> <p>Note:</p> <p>Only requests with complete requirements will</p>	None	5 minutes	<p><i>Former employees of the Department; or his/her authorized representatives</i></p> <p><i>Accounting staff</i></p>

	be accepted and processed. All requests with incomplete requirements shall be returned to the client.			
2. Wait for the acknowledgment receipt through email or ask for the claim stub for walk-in requests with schedule to claim the certificate	<p>The Accounting Staff shall record to the monitoring sheet the details of the request and indicate the schedule to claim the certificate with control number.</p> <p>The accounting staff shall respond to the email of the former DSWD employee for the schedule of the release with reference number of the document or claim stub for the walk-in.</p>	None	15 minutes – walk-in/ email	<i>Accounting staff</i>
	Preparation of Certificate for Accounting Certification for former DSWD Employees:	None	6 days and 35 minutes	<i>Accounting, Cash and HR-PAD Staff</i>

	<p>The Accounting Staff shall collect the data to the concerned Division/Section/ Unit (Cash and HR-PAD) and prepare the request for Accounting Certification of Former DSWD-Employees.</p> <p>The Unit Head shall review the certification and the Head of Accounting shall sign the reviewed certification.</p>			
<p>3. Present the following:</p> <p>1.1 Former DSWD Employees:</p> <p>Claim stub or Printed Email</p> <p>Acknowledgement Receipt</p> <p>1.2 <i>The Authorized representative must present the following:</i></p> <p>Authorization letter for the representative, if claimed by person other than the former employee, together with the photocopy of the</p>	<p>The Accounting Staff shall update the status of request for certificate on the monitoring file. All certificates that are ready for release and shall be issued to the requesting party/ies.</p>	None	15 minutes	<i>Accounting Staff</i>

latter's government-issued ID (1 copy)				
4. Accept the requested certificate and sign the logbook for acknowledgment.	The Accounting Staff shall issue and assist the requesting party to receive and sign in the logbook for acknowledgment of the Certificate for Accounting Certification of Former DSWD Employees.	None	5 minutes	<i>Accounting Staff</i>
5. Provide Customer Feedback Form to the requesting party	The Accounting staff shall provide the customer feedback to the requesting party for the service provided.	None	2 minutes	<i>Accounting Staff</i>
TOTAL			6 days, 1 hour and 27 minutes	

FEEDBACK AND COMPLAINTS MECHANISMS

How to send a feedback	Customer Feedback Form shall be provided to the client after issuance of approved accounting certifications. The form may be
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	given in hard copy or accessed thru https://bit.ly/FMDAcctgCustomerFeedback .
How feedback is processed	Duly accomplished customer feedback forms shall be consolidated once a month, identifying issues and concerns of the clients which shall be discussed for appropriate action. Status on the identified issues and concerns shall be monitored on a monthly basis.
How to file a complaint?	Complaints may be sent to the Office of the FMD SAO - Division Chief through email at ldbbas.fo5@dswd.gov.ph .
How complaints are processed	Upon receipt of complaint the concerned section shall make necessary evaluation and investigation to create a report for information and appropriate action of the concerned officials. For inquiries and follow-ups, clients may contact FMD thru email: fo5acctng.dswd@gmail.com
Contact Information	Anti-Red Tape Authority (ARTA): complaints@arta.gov.ph / 8478-5093 Contact Center ng Bayan (CCB): email@contactcenterngbayan.gov.ph / 0908-881-6565 Presidential Complaint Center: pcc@malacanang.gov.ph /8888

LIST OF OFFICES

Office	Address	Contact Information
Financial Management Division	DSWD Field Office V, Rawis, Legazpi, City	Email: fo5acctng.dswd@gmail.com

Online Submission of Application for Vacant Position

Online submission of application documents by the applicants who signified their interest to apply for the vacant positions posted by the Agency. Submission of application documents is the first step for possible job placement in the future. In observance of the new normal and continuous improvement of the FOs processes and procedures, all job applications and communications shall be sent through email or other online means.

Office or Division:	Human Resource Management and Development Division-Human Resource Planning and Performance Management Section (HRPPMS)
Classification:	Simple
Type of Transaction:	G2C – Government to Transacting Public
Who may avail:	All interested applicants
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Application Letter addressed to the Regional Director of the Field Office	Applicant
Duly accomplished Personnel Data Sheet (PDS) with Work Experience Sheet (CS Form 212 Revised 2017)	Applicant
Performance Rating in the present position for one (1) year (if applicable)	Applicant
Authenticated copy of Civil Service Eligibility and/or PRC License ID /Board Rating (if applicable)	Civil Service Commission (CSC) or Professional Regulation Commission (PRC), Supreme Court of the Philippines (SC) for positions involving practice of profession
Photocopy of Transcript of Record/Diploma	Client/Graduated School or University
Photocopy of Trainings Attended (if applicable)	Applicant
Photocopy of Certificate of Employment	Previous employment

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Access the DSWD FO V Application Form at bit.ly/dswdfo5jobs and accomplish the form, attach the required documents and click the "Submit Button".	<p>1.1 The information entered by the applicant will be accepted by the system</p> <p>The system will automatically acknowledge the applicant's application once submitted</p>	None	15 minutes	<i>Applicant</i>
	<p>1.2 Upon the closing/deadline of submission of applications, the HRPPMS Personnel will assess if the applicant met the qualification standards of the vacant positions.</p> <p><i>Note: Incomplete application documents shall not be entertained and applicant shall be advised to submit complete documents.</i></p>	None	<p>3 days</p> <p><i>Note: This can be done simultaneously with the publication period</i></p>	<p>HRPPMS</p> <p><i>Focal</i></p>
	<p>1.3 Qualified applicants shall receive invitation for the Pre-Employment Examination (Initial Qualifying Test) through email and SMS.</p> <p>Not-qualified applicants, shall</p>	None	1 day	<p>HRPPMS</p> <p><i>Focal</i></p>

	receive a regret letter through email.			
TOTAL		None	4 days and 15 minutes	<i>May be extended based on the number of applicants, internet speed and system response time</i>

FEEDBACK AND COMPLAINTS MECHANISMS

How to send feedback	<p>Kindly accomplish the Client Satisfaction Measurement Form (CSMF) available at bit.ly/dswdfo5jobs</p> <p>Telephone Number: Personal phone number of the HRPPMS Personnel/Secretariat (with load allowance allocation) :</p> <p>Email Address: : app.permanent2.dswdfo5@gmail.com (Permanent) : app.pantawid2.dswdfo5@gmail.com (Contractual-Pantawid) : : jobs.fo5@dswd.gov.ph (COS)</p>
How feedbacks are processed	<p>Every end of the month, feedbacks are consolidated by the designated HRPPMS Focal Person. Feedbacks requiring answers/ clarifications shall be forwarded to HRPPMS Section Head or Division Chief for immediate resolution, within three (3) working days.</p>

<p>How to file a complaint</p>	<p>Kindly accomplish the Client Satisfaction Measurement Form (CSMF) available at bit.ly/dswdfo5jobs</p> <p>The applicant/client may also file a complaint via email with the following details:</p> <ul style="list-style-type: none"> • Name and contact details of the complainant • Transaction with the HR Personnel • Name of Person complained of • Reason for complaint • Evidence/s, if any <p>For the status of your complaint/s, you may contact us through the following:</p> <p>Official Facebook Page: DSWD Region V Email Address: hrppms.fo5@dswd.gov.ph</p>
<p>How complaints are processed</p>	<p>There is a staff in charge in the monitoring of complaints to ensure that all complaints are acted upon. Proper investigation and validation shall be conducted and HRMPSB members shall convene for an emergency meeting to discuss the concern and come with agreements through HRMPSB Resolution.</p> <p>Client concerned shall be informed of the response 3 days after the complaint was received by the office.</p> <p>For the status of your complaint/s, you may contact us through the following: Official Facebook Page: DSWD Region V Email Address: hrppms.fo5@dswd.gov.ph</p>

Filling –Up of Vacant Positions

Filling-up of unfilled/vacant positions status is based on merit and fitness as explicitly stated under Section 1 of the 2017 Omnibus Rules on Appointments and Other Human Resource Actions (ORA-OHRA), as amended. Though, Cost of Service (COS) positions are not considered as government service and is not covered by the Civil Service Commission's 2017 OHRA-OHRA, as amended, to standardize the Recruitment, Selection and Placement and to ensure competency-based hiring of all positions, it has been agreed by the Human Resource Merit, Promotion and Selection Board (HRMPSB) that filling-up of COS positions shall still follow certain provisions of the CSC for a uniform hiring process of the office.

Office or Division	HR Management and Development Division
Classification	Complex (Multi-process)

Type of Transaction		G2C – Government to Citizen		
Who may avail		All interested applicants		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Acceptance of Resignation		Office of the Regional Director		
Approved creation and authority to hire for new positions		DSWD Central Office		
Memo request to post the position		Organizational Unit Where the Vacancy Exist		
CBJD of the Position		Organizational Unit Where the Vacancy Exist		
Calibration of Points		Organizational Unit Where the Vacancy Exist		
Technical Examination in a sealed envelop		Organizational Unit Where the Vacancy Exist		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (RA 11032)	RESPONSIBLE PERSON
1. Await for invitation to take the Pre-Qualifying Examination (Initial Qualifying Test)	1. Submit request for Publication of Vacant Positions to Civil Service Commission Albay Field Office (AFO) <i>Note: This is only applicable for permanent positions. Contractual, Casual and COS positions are exempted from publication</i>	None	1 working day	HRPPMS Focal
	2. Post the approved Notice of Vacancy in the Bulletin of Vacant	None	10 calendar days	HRPPMS Focal

	<p>Positions, official Facebook page, Jobstreet and send to partner Universities and Colleges for their posting</p> <p><i>Note: Contractual, Casual and COS positions are posted for a maximum of five (5) calendar days only</i></p>			
	<p>3. Notify the next-in-rank through invitation letter</p> <p><i>Note: This is applicable for permanent positions only</i></p>	None	1 working day	HRPPMS Focal
	<p>4. Assess the qualifications of all applications received based on the position's CSC Minimum Qualification Standards (MQS) and with submitted complete requirements within the publication period.</p>	None	3 working days	HRPPMS Focal
Receive a Regret Letter (for non-qualified applicants)	<p>4.1 Applicants who did not meet the CSC MQS shall be notified of the status of their</p>	None	1 working day	HRPPMS Focal

<p>Receive invitation to take the Initial Qualifying Test (IQT) (for qualified applicants)</p> <p>It is necessary for the applicants to check their emails regularly for updates of their application</p> <p>Note: Applicant may request for re-scheduling of IQT subject to the approval of the HRMPSB Chair when the following circumstances are meet:</p> <ol style="list-style-type: none"> 1. Applicant is on official travel; 2. Applicant is on personal travel; and/or 3. Applicant is sick/confined in the hospital; 4. Force Majeure circumstances <p>For any of the above reasons, sufficient documentary evidence shall support the claim.</p>	<p>application through issuance of a Regret Letter via email and/or letter. While qualified applicants shall be invited to take the scheduled IQT.</p>			
	<p>5. After the test administration, the IQT results</p>	None	1 day	<i>HRPPMS Focal</i>

	shall be forwarded to the HRPPMS Focal for the preparation of “long list” of applicants. Only the applicants who met the specific cut-off score of the IQT will be included in the Longlist of applicants but for transparency purpose, the HRPPMS Focal will include all the applicants who took the IQT but the requirements will not be transmitted and a remarks on the matrix of applicant will be included.			
Receive a Regret Letter (for applicants who did not pass the IQT cut-off score)	6. Send letter of regret to applicants that have not met the prescribed IQT cut-off score for the position	None	1 day	<i>HRPPMS Focal</i>
Receive invitation to take the Technical Examination (for qualified applicants)	7. Schedule and conduct of Technical Examination (Scheduling shall be at least 2 days before the conduct of	None	1-3 days	<i>HRPPMS Focal</i>

<p>Receive a Regret Letter (for non-qualified applicants)</p> <p>It is necessary for the applicants to check their emails regularly for updates of their application</p>	<p>the Technical Exam)</p>			
	<p>8. Forward the coded answer sheets to the hiring office for checking of answers. The coded answer sheets shall be forwarded by the hiring office to HRPPMS within three (3) days to decode the examination results</p>	None	3 days	<i>HRPPMS Focal</i>
<p>Receive invitation to attend the Competency-Based Interview (for qualified applicants who reach the cut-off score)</p> <p>Receive a Regret Letter (for applicants who did not meet the cut-off score)</p> <p>It is necessary for the applicants to check</p>	<p>9. Schedule the Competency-Based Interview and HRMPSB Deliberation of the shortlisted applicants (Scheduling shall be at least 2 days before the conduct of Competency-Based Interview and HRMPSB Deliberation)</p>	None	1-3 day	<i>HRPPMS Focal</i>

their emails regularly for updates of their application				
	10. Conduct Background Investigation for the shortlisted applicants prior to the interview and deliberation	None	1 day	<i>HRPPMS Focal</i>
	11. Conduct of Competency-Based Interview and Panel deliberation of the shortlisted applicants	None	1 day	<i>HRMPSB Members</i>
	12. Posting of final shortlist of applicants in three (3) conspicuous places of the office <i>Note: This is applicable for permanent positions only</i>	None	15 days	<i>HRPPMS Focal</i>
	13. Preparation of HRMPSB Resolution and other documents and route the documents for signature of the HRMPSB Members	None	3 days	<i>HRPPMS Focal</i>

	14. Review as to the completeness and accuracy of the hiring documents and endorsement of the documents to the Appointing Authority	None	1 day	<i>HRPPMS Focal</i>
	15. The Appointing Authority shall select among the top 5 ranking candidates or more depending on the number of vacant positions listed in the FO-HRMPSB Resolution.	None	10 days	<i>Appointing Authority</i>
	16. Immediately upon receipt of approved selection, appointment paper of the selected applicant shall be prepared and forwarded to the Appointing Authority for signature and approval <i>Note: This is applicable for permanent, contractual and casual positions only</i>	None	3 days	<i>HRPPMS Focal</i>
Receive a congratulatory letter via	17. Notify the appointee through email/SMS of	None	1 day	<i>HRPPMS Focal</i>

email and SMS (for appointed applicant)	the approved appointment and provide the appointee of the checklist to secure requirements			
Receive a regret letter (for non-appointed applicants)	<i>Note: For COS positions, a congratulatory letter is sent via email or SMS and provide the hired applicant of the checklist of requirements before signing a Memorandum of Agreement</i>			
	18. Prepare a notice of issued appointment and post in three (3) conspicuous places to give time to other applicants to file protest if applicable. <i>Note: This is applicable for permanent, contractual and casual positions only</i>	None	15 days	HRPPMS Focal
	19. Once the appointee's requirements are completely submitted to HRPPMS, the appointee shall acknowledge the appointment by signing at the back portion of	None	1 day	HRPPMS Focal

	<p>the appointment and take his/her oath before the Appointing Authority</p> <p><i>Note: For COS positions, once the hired applicant/s completed the pre-employment requirements, he/she shall sign the Memorandum of Agreement and shall attend the Employee Onboarding Program</i></p>			
	<p>20. Appointments and complete requirements of the appointee shall be forwarded to CSC for validation and HRMDD-PAS for the processing of initial salary</p> <p><i>Note: This is applicable for permanent, contractual and casual positions only</i></p>	None	1 days	HRPPMS Focal
Total Turn-Around Time				80 days

FEEDBACK AND COMPLAINTS MECHANISMS

How to send feedback	Kindly accomplish the Client Satisfaction Measurement Form (CSMF) available at bit.ly/dswdfo5jobs
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	<p>Telephone Number: Personal phone number of the : : HRPPMS Personnel/Secretariat (with load allowance allocation) :</p> <p>Email Address: app.permanent2.dswdfo5@gmail.com (permanent) app.pantawid2.dswdfo5@gmail.com : (Contractual-Pantawid) jobs.fo5@dswd.gov.ph (CO</p>
How feedbacks are processed	<p>Every end of the month, feedbacks are consolidated by the designated HRPPMS Focal Person. Feedbacks requiring answers/ clarifications shall be forwarded to HRPPMS Section Head or Division Chief for immediate resolution, within three (3) working days.</p>
How to file a complaint	<p>Kindly accomplish the Client Satisfaction Measurement Form (CSMF) available at bit.ly/dswdfo5jobs</p> <p>The applicant/client may also file a complaint via email with the following details:</p> <ul style="list-style-type: none"> • Name and contact details of the complainant • Transaction with the HR Personnel • Name of Person complained of • Reason for complaint • Evidence/s, if any <p>For the status of your complaint/s, you may contact us through the following:</p> <p>Official Facebook Page: DSWD Region V</p> <p>Email Address: hrppms.fo5@dswd.gov.ph</p>

How complaints are processed	<p>There is a staff in charge in the monitoring of complaints to ensure that all complaints are acted upon. Proper investigation and validation shall be conducted and HRMPSB members shall convene for an emergency meeting to discuss the concern and come with agreements through HRMPSB Resolution.</p> <p>Client concerned shall be informed of the response 3 days after the complaint was received by the office.</p> <p>For the status of your complaint/s, you may contact us through the following:</p> <p>Official Facebook Page: DSWD Region V</p> <p>Email Address: hrppms.fo5@dswd.gov.ph</p>
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Issuance of Certificate of Performance Rating (CPR)

Certification of Individual Rating is being issued upon request of the former or current employee for reference, loan, employment purposes etc.

Office or Division:	Human Resource Management and Development Division (HRMDD) - HR Planning and Performance Management Section (HRPPMS)	
Classification:	Simple	
Type of Transaction:	G2G – Government to Government	
Who may avail:	DSWD personnel (Permanent, Contractual, Casual, COS and JO)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Request Letter		Client / Staff (downloaded at bit.ly/dswd5forms)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESING TIME (RA 11032)	RESPONSIBLE PERSON
Submit Request Form/Letter via email/walk-in	<p>Receives the request form/letter submitted by the employee/former personnel.</p> <p>Upon receipt of the request, the same shall be acknowledged by the assigned HRPMS staff and check whether ratings are available in the PMS database or not.</p> <p>If rating is available, the same shall prepare the Certificate of Rating for approval.</p> <p>If rating is not available, the PMS staff shall prepare the Certificate of No Rating for approval.</p>	None	8 hours (1 day)	<i>PMS Staff</i>
Fill-out the Online Client Satisfaction Feedback Form	Once, certificate have been signed, the document will be forwarded to the requesting employee/former personnel via email or other online platforms and request the employee to fill-out the Online Client Satisfaction Feedback Form.	None	12 hours (1 ½ days)	<i>PMS Staff</i>

Total Turn-Around-Time	20 hours (2 ½ days)	May be extended based on the number of applicants and internet speed
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FEEDBACK AND COMPLAINTS MECHANISMS

How to send feedback	<p>Kindly accomplish the Client Satisfaction Measurement Form (CSMF) available at bit.ly/dswdfo5jobs</p> <p>Telephone Number: Personal phone number of the: HRPPMS Personnel/Secretariat (with load allowance allocation)</p> <p>Email Address: hrppms.fo5@dswd.gov.ph</p>
How feedbacks are processed	<p>Every end of the month, feedbacks are consolidated by the designated HRPPMS Focal Person. Feedbacks requiring answers/ clarifications shall be forwarded to HRPPMS Section Head or Division Chief for immediate resolution, within three (3) working days.</p>
How to file a complaint	<p>Kindly accomplish the Client Satisfaction Measurement Form (CSMF) available at bit.ly/dswdfo5jobs</p> <p>The applicant/client may also file a complaint via email with the following details:</p> <ul style="list-style-type: none"> • Name and contact details of the complainant • Transaction with the HR Personnel • Name of Person complained of • Reason for complaint • Evidence/s, if any <p>For the status of your complaint/s, you may contact us through the following:</p> <p>Official Facebook Page: DSWD Region V</p> <p>Email Address: hrppms.fo5@dswd.gov.ph</p>

How complaints are processed	<p>There is a staff in charge in the monitoring of complaints to ensure that all complaints are acted upon. Proper investigation and validation shall be conducted and HRMPSB members shall convene for an emergency meeting to discuss the concern and come with agreements through HRMPSB Resolution.</p> <p>Client concerned shall be informed of the response 3 days after the complaint was received by the office.</p> <p>For the status of your complaint/s, you may contact us through the following:</p> <p>Official Facebook Page: DSWD Region V</p> <p>Email Address: hrppms.fo5@dswd.gov.ph</p>
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Issuance of Service Record (SR) for Current Officials and Employees

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

Office or Division:	Personnel Administration Section (PAS)		
Classification:	Complex		
Type of Transaction:	G2G – Government to Government		
Who may avail:	Current Field Office V Officials and Employees		
<table border="1"> <tr> <td>CHECKLIST OF REQUIREMENTS</td><td>WHERE TO SECURE</td></tr> </table>		CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE		

HRMDD-PAS Document Request Form or formal letter or e-mail request		PAS Receiving Area, printed blank forms at the Office entrance, shared google drive folders Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send mail/e-mail or for walk-in without any written request, accomplish the HRMDS-PAS Request Form (write contact details as well if needed) and submit to PAS	1. Receive the complete documents submitted	None	10 minutes	<i>Incoming / Outgoing Clerk</i> <i>PAS Receiving Area</i>
2. Wait for advice of the assigned PAS Focal Person	2.1 Review the Service Card data, if updated review documents submitted and check the 201 FILE if needed	None	6 Days, 4 hours (depending on the period of retrieving the files)	<i>PAS Focal Person</i> <i>CO & FOs Personnel Transactions</i>
	2.2 Encode/ check details of SR, print the issuance and attach the necessary documents	None	30 minutes	<i>PAS Focal Person</i> <i>CO & FOs Personnel Transactions</i>
	2.3 Review and sign/initial the SR	None	2 hours (depending on the availability of signatories)	<i>Section Head or Personnel Officer</i> <i>CO & FOs Personnel Transactions</i> <i>OIC/Division Chief</i> <i>HRMDD</i>

	2.4 Inform the client that the SR is ready and ask if for pick-up (either through chat, e-mail or phone call)	None	10 minutes	<i>PAS Focal Person</i> <i>CO & FOs Personnel Transactions</i>
3. Get the SR issued	3.1 Provide one originally signed SR to the client and have it properly received. Ask the client to accomplish Customer Feedback Form	None	10 minutes	<i>Incoming / Outgoing Clerk</i> <i>PAS Receiving Area</i>
	3.2 If client asks scanned copy, Email one scanned copy of the originally signed SR to the email address provided by the client. Ask the client to accomplish Customer Feedback Form	None	10 minutes	
TOTAL		None	7 days	<i>May be extended depending on the volume of transactions handled</i>

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	<p>Kindly accomplish the Customer Feedback Form through google the form link sent via email or scan the QR code found at the HRMDD/PAS receiving Area.</p> <p>Email: pas.fo5@dswd.gov.ph</p>
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<p>How feedbacks are processed</p>	<p>Every end of the month, your feedbacks are consolidated and summarized by the designated Personnel Officer.</p> <p>Feedbacks requiring answers/clarifications are forwarded to appropriate Office for immediate response within 3 working days.</p> <p>Appropriate client shall be informed of the response.</p> <p>For the status of your query/clarification, you may contact us thru: Email: pas.fo5@dswd.gov.ph</p>
<p>How to file a complaint</p>	<p>Kindly accomplish the Customer Feedback Form through google the form link sent via email or scan the QR code found at the HRMDD/PAS receiving Area.</p> <p>You may also file your complaint through email with the following details:</p> <ul style="list-style-type: none"> ▪ Your Name and contact details ▪ Transaction with PAS ▪ Name of Person complained of ▪ Reason for complaint ▪ Evidence/s, if any <p>For the status of your complaint/s, you may contact us thru: Email: pas.fo5@dswd.gov.ph</p>
<p>How complaints are processed</p>	<p>Every end of the month, your feedbacks/complaints are consolidated and summarized by the designated Personnel Officer.</p> <p>Feedbacks requiring answers/clarifications are forwarded to appropriate Office for immediate response within 3 working days.</p> <p>Proper investigation shall be conducted, and a report shall be filed by the assigned employee.</p> <p>Appropriate client shall be informed of the response.</p> <p>For the status of your complaint, you may contact us thru: Email: pas.fo5@dswd.gov.ph</p>

Contact Information of CCB, PCC, ARTA	<ul style="list-style-type: none"> ▪ Anti-Red Tape Authority (ARTA) complaints@arta.gov.ph, 8-478-5093 ▪ Presidential Complaint Center (PCC) pcc@malacanang.gov.ph, 8888 ▪ Contact Center ng Bayan (CCB) email@contactcenterngbayan.gov.ph, before CSC (Civil Service Commission)
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Issuance of Certificate of Employment (COE) to Current Officials, Employees and Contract of Service (COS) Workers

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

Office or Division:	Personnel Administration Section (PAS)	
Classification:	Simple	
Type of Transaction:	G2G – Government to Government	
Who may avail:	Current Field Office V Officials, Employees and COS Workers	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE

HRMDD-PAS Document Request Form or formal letter or e-mail request		PAS Receiving Area, printed blank forms at the Office entrance, shared google drive folders Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send mail/e-mail or for walk-in without any written request, accomplish the HRMDS-PAS Request Form (write contact details as needed) and submit to PAS.	1. Receive the complete documents submitted	None	10 minutes	<i>Incoming / Outgoing Clerk</i> <i>PAS Receiving Area</i>
2. Wait for advice of the assigned PAS Focal Person	2.1 Review the documents submitted and check the 201 FILE if needed	None	2 Days, 5 hours (depending on the period of retrieving the files)	<i>PAS Focal Person</i> <i>CO and FOs/Program Personnel Transactions</i>
	2.2 Encode/ check details to COE, print the issuance and attach the necessary documents.	None	30 minutes	<i>PAS Focal Person</i> <i>CO and FOs Personnel Transactions</i>
	2.3 Review and sign/initial the COE	None	2 hours	<i>Section Head or Personnel Officer</i> <i>OIC/Division Chief</i> <i>HRMDD</i>
	2. 4 Inform the client that the duly signed COE is ready and ask if for pick-up (either through	None	10 minutes	<i>PAS Focal Person</i> <i>CO and FOs/Program Personnel Transactions</i>

	chat, e-mail or phone call)			
3. Get the COE issued	3.1 Provide one originally signed COE to the client and have it properly received. Ask the client to accomplish Customer Feedback Form	None	10 minutes	<i>Incoming / Outgoing Clerk</i> <i>PAS Receiving Area</i>
	3.2 If client asks scanned copy, Email one scanned copy of the originally signed COE to the email address provided by the client. Ask the client to accomplish Customer Feedback Form	None	10 minutes	
TOTAL		None	3 days	<i>May be extended depending on the volume of transactions handled.</i>

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	<p>Kindly accomplish the Customer Feedback Form through google the form link sent via email or scan the QR code found at the HRMDD/PAS receiving Area.</p> <p>Email: pas.fo5@dswd.gov.ph</p>
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How feedbacks are processed	<p>Every end of the month, your feedbacks are consolidated and summarized by the designated Personnel Officer.</p> <p>Feedbacks requiring answers/clarifications are forwarded to appropriate Office for immediate response within 3 working days.</p> <p>Appropriate client shall be informed of the response.</p> <p>For the status of your query/clarification, you may contact us thru: Email: pas.fo5@dswd.gov.ph</p>
How to file a complaint	<p>Kindly accomplish the Customer Feedback Form through google the form link sent via email or scan the QR code found at the HRMDD/PAS receiving Area.</p> <p>You may also file your complaint through email with the following details:</p> <ul style="list-style-type: none"> ▪ Your Name and contact details ▪ Transaction with PAS ▪ Name of Person complained of ▪ Reason for complaint ▪ Evidence/s, if any <p>For the status of your complaint/s, you may contact us thru: Email: pas.fo5@dswd.gov.ph</p>
How complaints are processed	<p>Every end of the month, your feedbacks/complaints are consolidated and summarized by the designated Personnel Officer.</p> <p>Feedbacks requiring answers/clarifications are forwarded to appropriate Office for immediate response within 3 working days.</p> <p>Proper investigation shall be conducted, and a report shall be filed by the assigned employee.</p> <p>Appropriate client shall be informed of the response.</p> <p>For the status of your complaint, you may contact us thru: Email: pas.fo5@dswd.gov.ph</p>
Contact Information of CCB, PCC, ARTA	<ul style="list-style-type: none"> ▪ Anti-Red Tape Authority (ARTA) complaints@arta.gov.ph, 8-478-5093

	<ul style="list-style-type: none"> ▪ Presidential Complaint Center (PCC) pcc@malacanang.gov.ph, 8888 ▪ Contact Center ng Bayan (CCB) email@contactcenterngbayan.gov.ph, before CSC (Civil Service Commission)
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Issuance of Certificate of Leave Without Pay (LWOP)/No LWOP to Current Officials and Employees

The Certificate of Leave Without Pay (LWOP)/No LWOP is issued to current Officials and employees in the Field Office, which certifies that they have/do not have Leave Without Pay (LWOP) for a certain period.

Office or Division:	Personnel Administration Section (PAS)
Classification:	Complex
Type of Transaction:	G2G – Government to Government
Who may avail:	Current Field Office V Officials and Employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
HRMDD-PAS Document Request Form or formal letter or e-mail request	PAS Receiving Area, printed blank forms at the Office entrance, shared google drive folders Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Send mail/e-mail or for walk-in without any written request, accomplish the HRMDS-PAS Request Form and submit to PAS.	Receive the complete documents submitted	None	10 minutes	<i>Incoming / Outgoing Clerk</i> <i>PAS Receiving Area</i>
Wait for advice of the assigned PAS Focal Person	2.1 Review the documents submitted and encode the details of the Leave Ledger in the ELARS	None	3 days (may take longer hours depending on the period of retrieving files, if needed, and on the length of service of the current Official/ employee)	<i>PAS Focal Person</i> <i>Leave Administration</i>
	2.2 Review the ELARS vis-à-vis the Leave Ledger	None	1 day and 4 Hours (may take longer hours depending on the volume of transactions being reviewed and on the length of service of the current Official/ employee)	<i>PAS Focal Person</i> <i>Leave Administration</i>
	2.3 Reprint the corrected ELARS, if errors are found. Encode details to the Certificate, print the issuance and attach the necessary documents	None	2 hours and 30 minutes	

	2.4 Review and Sign/initial the ELARS and the Certificate	None	2 days	<i>Section Head or Personnel Officer Leave Administration</i> <i>OIC/Division Chief HRMDD</i>
	2.5 Inform the client that the Certificate is ready for pick-up (either through chat, e-mail or phone call)	None	10 minutes	<i>PAS Focal Person Leave Administration</i>
Get the CLC issued	3.1 Provide one originally signed Certificate to the client and have it properly received. Ask the client to accomplish Customer Feedback Form	None	10 minutes	<i>Incoming / Outgoing Clerk PAS Receiving Area</i>
	3.2 If client asks scanned copy, Email one scanned copy of the originally signed Certificate to the email address provided by the client. Ask the client to accomplish Customer Feedback Form	None	10 minutes	
TOTAL		None	7 days	<i>May be extended depending on the volume of transactions handled and the length of service of the current Official / employee as recorded in the Leave Ledger</i>

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	<p>Kindly accomplish the Customer Feedback Form through google the form link sent via email or scan the QR code found at the HRMDD/PAS receiving Area.</p> <p>Email: pas.fo5@dswd.gov.ph</p>
How feedbacks are processed	<p>Every end of the month, your feedbacks are consolidated and summarized by the designated Personnel Officer.</p> <p>Feedbacks requiring answers/clarifications are forwarded to appropriate Office for immediate response within 3 working days.</p> <p>Appropriate client shall be informed of the response.</p> <p>For the status of your query/clarification, you may contact us thru:</p> <p>Email: pas.fo5@dswd.gov.ph</p>
How to file a complaint	<p>Kindly accomplish the Customer Feedback Form through google the form link sent via email or scan the QR code found at the HRMDD/PAS receiving Area.</p> <p>You may also file your complaint through email with the following details:</p> <ul style="list-style-type: none"> Your Name and contact details Transaction with PAS Name of Person complained of Reason for complaint Evidence/s, if any <p>For the status of your complaint/s, you may contact us thru:</p> <p>Email: pas.fo5@dswd.gov.ph</p>
How complaints are processed	<p>Every end of the month, your feedbacks/complaints are consolidated and summarized by the designated Personnel Officer.</p> <p>Feedbacks requiring answers/clarifications are forwarded to appropriate Office for immediate response within 3 working days.</p>

	<p>Proper investigation shall be conducted, and a report shall be filed by the assigned employee.</p> <p>Appropriate client shall be informed of the response.</p> <p>For the status of your complaint, you may contact us thru:</p> <p>Email: pas.fo5@dswd.gov.ph</p>
Contact Information of CCB, PCC, ARTA	<ul style="list-style-type: none"> ▪ Anti-Red Tape Authority (ARTA) complaints@arta.gov.ph, 8-478-5093 ▪ Presidential Complaint Center (PCC) pcc@malacanang.gov.ph, 8888 ▪ Contact Center ng Bayan (CCB) email@contactcenterngbayan.gov.ph, before CSC (Civil Service Commission)

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

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

Office or Division:	Personnel Administration Section (PAS)
Classification:	Complex
Type of Transaction:	G2G – Government to Government

Who may avail:		Current Field Office V Officials and Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
HRMDD-PAS Document Request Form or formal letter or e-mail request		PAS Receiving Area, printed blank forms at the Office entrance, shared google drive folders Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send mail/e-mail or for walk-in without any written request, accomplish the HRMDS-PAS Request Form and submit to PAS.	1. Receive the complete documents submitted	None	10 minutes	<i>Incoming / Outgoing Clerk</i> <i>PAS Receiving Area</i>
2. Wait for advice of the assigned PAS Focal Person	2.1 Review the documents submitted and encode the details of the Leave Ledger in the ELARS	None	3 days (may take longer hours depending on the period of retrieving files, if needed, and on the length of service of the current Official/ employee)	<i>PAS Focal Person</i> <i>Leave Administration</i>
	2.2 Review the ELARS vis-à-vis the Leave Ledger	None	1 day and 4 Hours (may take longer hours depending on the volume of transactions)	<i>PAS Focal Person</i> <i>Leave Administration</i>

			being reviewed and on the length of service of the current Official/employee)	
	2.3 Reprint the corrected ELARS, if errors are found. Encode details to the CLC, print the issuance and attach the necessary documents	None	2 hours and 30 minutes	
	2.4 Review and Sign/initial the ELARS and the CLC	None	2 days	<i>Section Head or Personnel Officer Leave Administration</i> <i>OIC/Division Chief HRMDD</i>
	2.5 Inform the client that the CLC is ready for pick-up (either through chat, e-mail or phone call)	None	10 minutes	<i>PAS Focal Person Leave Administration</i>
3. Get the CLC issued	3.1 Provide one originally signed CLC to the client and have it properly received. Ask the client to accomplish Customer Feedback Form	None	10 minutes	<i>Incoming / Outgoing Clerk PAS Receiving Area</i>
	3.2 If client asks scanned copy, Email one scanned copy of the originally signed CLC to the email address provided	None	10 minutes	

	by the client. Ask the client to accomplish Customer Feedback Form			
TOTAL		None	7 days	<i>May be extended depending on the volume of transactions handled and the length of service of the current Official / employee as recorded in the Leave Ledger</i>

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	<p>Kindly accomplish the Customer Feedback Form through google the form link sent via email or scan the QR code found at the HRMDD/PAS receiving Area.</p> <p>Email: pas.fo5@dswd.gov.ph</p>
How feedbacks are processed	<p>Every end of the month, your feedbacks are consolidated and summarized by the designated Personnel Officer.</p> <p>Feedbacks requiring answers/clarifications are forwarded to appropriate Office for immediate response within 3 working days.</p> <p>Appropriate client shall be informed of the response.</p> <p>For the status of your query/clarification, you may contact us thru:</p> <p>Email: pas.fo5@dswd.gov.ph</p>
How to file a complaint	<p>Kindly accomplish the Customer Feedback Form through google the form link sent via email or scan the QR code found at the HRMDD/PAS receiving Area.</p>

	<p>You may also file your complaint through email with the following details:</p> <ul style="list-style-type: none"> ▪ Your Name and contact details ▪ Transaction with PAS ▪ Name of Person complained of ▪ Reason for complaint ▪ Evidence/s, if any <p>For the status of your complaint/s, you may contact us thru:</p> <p>Email: pas.fo5@dswd.gov.ph</p>
How complaints are processed	<p>Every end of the month, your feedbacks/complaints are consolidated and summarized by the designated Personnel Officer. Feedbacks requiring answers/clarifications are forwarded to appropriate Office for immediate response within 3 working days.</p> <p>Proper investigation shall be conducted, and a report shall be filed by the assigned employee.</p> <p>Appropriate client shall be informed of the response.</p> <p>For the status of your complaint, you may contact us thru:</p> <p>Email: pas.fo5@dswd.gov.ph</p>
Contact Information of CCB, PCC, ARTA	<ul style="list-style-type: none"> ▪ Anti-Red Tape Authority (ARTA) complaints@arta.gov.ph, 8-478-5093 ▪ Presidential Complaint Center (PCC) pcc@malacanang.gov.ph, 8888 ▪ Contact Center ng Bayan (CCB) email@contactcenterngbayan.gov.ph, before CSC (Civil Service Commission)

Needs Assessment and Development of L&D Plan

This process covers the administration of a Learning Needs Assessment (LNA) and the development of Learning & Development (L&D) Plan to address identified gaps. This is to ensure that learning and development interventions (LDIs) offered and provided are appropriate and relevant to the Department's needs.

Office or Division:	Human Resource Management and Development Division – Learning and Development Section			
Classification:	Technical			
Type of Transaction:	G2G			
Who may avail:	All DSWD FO V Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Office Competency Assessment Tool (OCAT) Form		Learning and Development Section (LDS)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Preparation of Memorandum	None	1 hour	<i>LDS Staff</i>
	Conduct of Brief Orientation	None	1 hour	<i>LDS Staff</i>
Filling-up of the OCAT		None	7 working days	<i>Heads of Office/Division</i>
	Collection and Validation of OCAT Responses	None	20 working days	<i>LDS Staff</i>
	Preparation of Learning Needs Analysis (LNA) Report	None	20 working days	<i>LDS Staff</i>
	Preparation of Learning and Development Plan (L&D Plan)	None	20 working days	<i>LDS Staff</i>
	Submission of LNA Report and L&D Plan to HOBS	None	7 working days	<i>LDS Staff</i>

Approves/Disapproves or give comments on the L&D Plan		None	7 working days	<i>Heads of Office/Division</i>
	Implementation and Monitoring of L&D Plan	None		<i>LDS Staff/HOBS</i>
Turn – Around Time				81 working days (4 months)

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	<ol style="list-style-type: none"> 1. Answer the client satisfaction survey provided by the DSWD Field Office V thru the link: https://bit.ly/DSWDFO5HRMDDCSMF 2. Send an email to lds.fo5@dswd.gov.ph
How feedbacks are processed	The attending officer will check compliance of client to the feedback form and will take note on the feedback provided.
How to file a complaint	1. Send an email to lds.fo5@dswd.gov.ph
How complaints are processed	The grievance officer will verify the nature of the complaints within the prescribed timeline. The same will be referred to the concerned office and clients will be informed thru phone call or email.
CONTACT INFORMATION OF CCB, PCC, ARTA	<p>ARTA: complaints@arta.gov.ph 8-478-5093</p> <p>PCC: pcc@malacanang.gov.ph 8888</p> <p>CCB: email@contactcenterngbayan.gov.ph 0908-881-6565</p>
Contact Information of Learning and Development Section	Email: lds.fo5@dswd.gov.ph

Issuance of Notice to Proceed to Local Government Unit

The Municipal local government units must undergo the KALAHI CIDSS - NCDDP Additional Financing (AF) enrollment process that aims to brief the local government units about their responsibilities and provide them an opportunity for comments and inputs. As such, the enrollment process will include mapping out of the various roles, responsibilities and contributions that DSWD will expect from the local government units. Through the enrollment process, local government unit's commitments for KALAHI-CIDSS are better clarified at the early stage, and risks of local government unit's failure to deliver said commitments can be anticipated and managed by DSWD.

Office or Division:	Operations Division		
Classification:	Complex		
Type of Transaction:	G2C – Government to Citizen		
Who may avail:	This procedure is applicable for RPMO-endorsed Local Government Units who will participate in the Sub-Project implementation of KALAH-CIDSS. A total of 92 municipalities are expected to undergo the Municipal Enrollment process and submit all the necessary documents.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Request for Concurrence of LGU Engagement		Municipal Local Government Unit / Area Coordinating Team	
Letter of Intent by the MLGU signified through the Local Chief Executive (LCE)		Municipal Local Government Unit	
Municipal Local Government Unit Enrollment Form		Municipal Local Government Unit	
Local Government Unit -Led Implementation Eligibility Checklist		Municipal Local Government Unit	

Local Government Unit Capacity Assessment Result		Area Coordinating Team		
Potential Problem Analysis (PPA)		Area Coordinating Team / Regional Program Management Office		
Municipal Program Implementation Proposal (MPIP - if LGU Led)/ DROM Implementation Plan (whichever is applicable)		Municipal Local Government Unit		
Sangguniang Bayan (SB) resolution authorizing the LCE to enter into Memorandum of Agreement (MOA);		Sangguniang Bayan		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. The Municipal Local Government Units (MLGUs) submits the Enrollment Form Documents to the Area Coordinating Team (ACT) / Regional Program Management Office (RPMO)	1.1. Admin Staff receives the request from Area Coordinating Team for printing and directives of the RPMO.	None	15 Minutes	<i>Administrative Assistant II or its Regional Counterpart</i>
2. The requesting MLGU shall wait for the review process and approval / disapproval of their request.	2.1 Recording of submitted Request for Concurrence of LGU Engagement	None	2 Hours	<i>Administrative Assistant II or Admin. on Kalahi Records</i>
	2.2. Review the content and completeness of the enrolment documents and all the documentary requirements of LGU Engagement	None	4 Hours	<i>Community Development Officer IV or its counterpart in the region</i>

	<p>1.3.a If there are no findings proceed to step 4.</p> <p>1.3.b If there are findings the Request will be returned to requesting Area Coordinating Team for compliance (will follow the same procedure until approved)</p>			
	<p>4. The RPMO Core team will discuss the municipalities with the CDO providing the initial assessment based on the reviewed enrollment documents.</p> <p>4.a If there are no findings proceed to step 5.</p> <p>4.b If there are findings the concern/s will be cascaded to the Area Coordinating Team for compliance (will follow the same procedure until approved)</p>	None	1 Day	<i>Community Development Officer IV or its counterpart in the region</i>
	<p>5. The Community Development Officer IV will draft a letter for the NPMO with the following points: (1) endorsement of municipalities to engage in the program, and (2) requesting concurrence for the RPMO to issue a Notice to Proceed to</p>	None	1 Day	<i>Community Development Officer IV or its counterpart in the region</i>

	the MLGU based on the enrollment documents.			
	<p>6. Review of the drafted letter for Initial. (Approval/ Disapproval)</p> <p>6.a. If the letter is approved, proceed to Step 7.</p> <p>6.b. If the letter is disapproved, return to requesting Area Coordinating Team for compliance (will follow the same procedure until approved)</p>	None	2 Hours	<i>Deputy Regional Program Manager/ Regional Program Coordinator and Administrative Assistant II</i>
	7. Routing of the request for Concurrence to the Regional Director for Approval / Disapproval	None	30 Minutes	<i>Administrative Assistant II</i>
	<p>8. Regional Director reviews the request for concurrence and decides if the RPMO endorsement is approved/ disapproved.</p> <p>8.a. If approved, proceed to Step 9.</p> <p>8.b. If disapproved, return to the requesting Regional Program Management Team for compliance (will follow</p>	None	2 Hours	<i>Regional Director</i>

	the same procedure until approved)			
	9. Scan the request for Concurrence	None	30 Minutes	<i>Administrative Assistant or its counterpart in the region</i>
	10. RPMO submits the Request for Concurrence to the NPMO	None	30 Minutes	<i>Administrative Assistant or its counterpart in the region</i>
	11. NPMOs approval / disapproval for the RPMOs Request for Concurrence to issue Notice to Proceed 11.a. If approved proceed, to Step. 12 11.b. If disapproved, return to the requesting Regional Program Management Office for compliance of findings (will follow the same procedure until approved)	None	3 Days	<i>National Program Management Office/ MaTA Cluster Head</i>
	12. The Administrative Assistant receives the concurrence from the NPMO and routes the final response to the core RPMO team for the crafting of the Notice to Proceed.	None	30 Minutes	<i>Administrative Assistant</i> <i>RPMO Core team</i>
3. Municipal Local Government Unit Receives the Notice to Proceed	13. RPMO issues a Notice to Proceed with the Approved Concurrence of LGU Engagement request to the LGU through ACT.	None	30 Minutes	<i>Administrative Assistant or its counterpart in the region</i>

4. Municipal Local Government Filled-up and submitted the Client Satisfaction Measurement Survey Form	14. Request the LGU to fill-up and accomplish the Client Satisfaction Measurement Survey Form.	None	3 Minutes	<i>Administrative Assistant or its Regional Counterpart</i>
TOTAL		None	6 Days, 6 Hours and 48 Minutes	

1st Tranche Request for Fund Release

The 1st Tranche Request for Fund Release (RFR) process aims to facilitate the release of funds to the communities for the implementation of their approved sub-projects at the regional level. The RFR shall be supported by the complete documentation based on the guidelines and shall pass through different levels of review prior to the actual release of funds. To note, all sub-project proposals with budget costs amounting to Php 5M and above are subject for NPMO Prior Review. Scanned copies of the technical documents and other annexes as applicable shall be submitted to NPMO for review and issuance of No Objection Letter.

Office or Division:	Finance Unit
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	This will cater to all Request for Fund Release packages for initial tranche submitted by the communities through the Area Coordinating Team (ACT) for funding of their proposed sub-project across all modalities of the KALAHI-CIDSS (KC) Program. The process as defined hereunder detailed out the review procedures from the different units at the KC Regional Project Management Office going to DSWD Financial Management Division for processing.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request for Fund Release Slip	Area Coordinating Team/Regional Program Management Office
2. Approved Obligation Request	Regional Program Management Office/Budget Office
3. Notarized Sub-Project Agreement	Regional Program Management Office/Area Coordinating Team
4. Annotated Land Acquisition Document or its equivalent as applicable	Land-owners / Barangay Local Government Unit or whoever was agreed to process the annotation
5. MDRRMC Resolution with BDRRMC Resolution if applicable	Municipal Level/Barangay Local Government Unit
6. Program of Work or Program of Distribution, Detailed Estimates, Bill of Quantities/Quantity Takeoff, Technical Plans and Specifications and additional technical documents if applicable (hydraulic analysis, feasibility study, CBIM Form A20, etc.)	Municipal Engineer's Office/Area Coordinating Team/Regional Program Management Office
7. Bank Snapshot/Certificate/Statement	Barangay Local Government Unit/Area Coordinating Team Regional Program Management Office
8. Geotagged Photos	Municipal Level/Area Coordinating Team
9. Environmental and Social Safeguards Checklist (ESSC), Environmental and Social Management Plan and other applicable safeguard instruments	Community/Regional Program Management Office
10. Approved Sub-Project Proposal	Community/Regional Program Management Office
11. Barangay Council Resolutions and Applicable Tribal/ICC Council Resolutions	Barangay Local Government Unit/ Indigenous Community Council (ICC)

12. Annual Procurement Plan (APP) and Project Procurement Management Plan (PPMP) for GOP-funded SPs or Emergency Community Procurement Plan (ECPP) for WB-funded sub-projects and Schedule of In-kind LCC.		Barangay ECPP and Schedule of In kind (IK) community		
13. Municipal Health Officer Certification		Municipal Health Office		
14. Municipal Engineer Certification on the quality of aggregates		Municipal Engineering Office		
15. Bond Premium or Municipal Accountant Certification on Bond Premium for GOP		Barangay Local Government Unit/ Municipal Accountant’s Office		
16. LCC for SPI Monitoring Plan		Municipal Engineering Office/Municipal Coordinating Team/Area coordinating Team		
17. Certification by the Municipal Accountant for previously transferred by DSWD to the BLGU or RD Certification that no DSWD funds have been transferred to the BLGU (for GOP)		Municipal Accountant/Regional Program Management Office		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Barangay Development Council- Technical Working Group (BDC-TWG) Submits request for Fund Release through the e-RFR System	1. Request for Fund Release Slip printed from the e-RFR System	None	5 Minutes	<i>Municipal Financial Analyst / Financial Analyst III/ or any designated staff as authorized</i>
2. The requesting BDC-TWG shall wait for the review process and approval / disapproval of their	2. Conduct review to validate accuracy, correctness, completeness and consistency of supporting documents	None	1 Hour	<i>RPMO Social Development Unit</i>

request.	3. Review technical documents and technical specifications (Program of Works, Estimates, Plans, etc.) to validate accuracy, correctness, completeness and consistency	None	1 Hour and 30 Minutes	<i>RPMO Engineering and Procurement Unit</i>
	4. Review financial documents to validate accuracy, correctness, completeness and consistency	None	2 Hours	<i>RPMO Finance Unit</i>
	5. Request for Fund Release package recorded and transmitted to authorized signatories	None	5 minutes	<i>RPMO Administrative Staff</i>
	<p>6. Recommending Approval (Initials): CDO IV, PDO IV for Infra, SAO Finance</p> <p>6.a If approved, proceed to endorsement to RPC (step 7)</p> <p>6.b If disapproved, return to the responsible RPMO reviewing unit for compliance (step 2, 3 or 4). The return for compliance shall be dependent on who is the responsible reviewing unit at the</p>	None	15 Minutes	<i>CDO IV, PDO IV for Infra SAO Finance</i>

	RPMO (Social Development Unit, Engineering, Procurement Unit, and Finance Unit)			
	7. Routing of Request for Approval / Disapproval of RPC	None	5 minutes	<i>RPMO Administrative Staff</i>
	<p>8. Recommending Approval (Signature): RPC</p> <p>8.a If approved, proceed to endorsement to ARDO at RD (Step 9)</p> <p>8.b If disapproved, return to the RPMO for compliance (Step 6)</p>	None	15 Minutes	<i>Regional Project Coordinator</i>
	9. Routing of Request for Approval / Disapproval of the Assistant Regional Director / Regional Director	None	5 Minutes	<i>RPMO Administrative Staff</i>
	<p>10. Approval: Assistant Regional Director for Operations/ Regional Director</p> <p>10.a If approved, proceed to approval of DV (Step 11)</p> <p>10.b.If disapproved, return to RPMO for compliance (Step 6)</p>	None	15 Minutes	<i>Regional Director or Assistant Regional Director</i>

	11. Signing of Box A of the ORS	None	15 Minutes	<i>Regional Director or Assistant Regional Director</i>
	12. Review and Obligation of amount (<i>Pagsusuri at pag-obligate ng kabuuang halaga</i>)	None	1 Hour	<i>DSWD FO Budget Unit</i>
	13. Signing of Box B of the ORS	None	15 Minutes	<i>DSWD FO Budget Unit</i>
	14. Signing of Box A of the DV	None	15 Minutes	<i>Regional Director or Assistant Regional Director</i>
	15. Tracks and transmits the Request for Fund Release	None	15 Minutes	<i>Accounting Administrative Assistant or its counterpart in the region</i>
	16. Review RFR package to assure validity, legality and propriety of the documents being presented for payment.	None	1 Hour	<i>DSWD FO Accounting Unit</i>
	17. Signing of Box C of the DV	None	15 Minutes	<i>Regional Accountant</i>
	18. Signing of Box D of the DV	None	15 Minutes	<i>Regional Director</i>
2. Municipal Local Government Unit Receives the requested fund and downloaded to their respective account.	19. Facilitate Advice to Debit Account (ADA) or Notice of Fund Transfer (NFT)	None	3 Hours	<i>DSWD FO Cash Unit</i>

3. Municipal Local Government Filled-up and submitted the Client Satisfaction Measurement Survey Form	20. Request the Field office to fill-up and accomplish the Client Satisfaction Measurement Survey Form.	None	5 Minutes	<i>Administrative Assistant or its counterpart in the region</i>
TOTAL		None	1 Day, 4 Hours and 10 minutes	

2nd / Final Tranche Request for Fund Release

The 2nd Tranche Request for Fund Release (RFR) process aims to facilitate the final release of funds to the communities for the implementation of their approved sub-projects at the regional level. The RFR shall be supported by the complete documentation based on the guidelines and shall pass through different levels of review prior to the actual release of funds. Once the subproject reaches an accomplishment level of at least 70% physical and 80% financial, then a second/final tranche can be requested.

Office or Division:	Finance Unit		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizen		
Who may avail:	This will cater to all Request for Fund Release packages for 2nd tranche submitted by the communities through the Area Coordinating Team (ACT) for funding of their proposed sub-project across all modalities of the KALAH-I-CIDSS (KC) Program. The process as defined hereunder detailed out the review procedures from the different units at the KC Regional Project Management Office going to DSWD Financial Management Division for processing.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1.Request for Fund Release Slip		Area Coordinating Team/Regional Program Management Office	
2.Physical Progress Report		Municipal Engineering Office or Area Coordinating Team	

3.Geotagged Photos	Municipal Engineer/Area coordinating Team
4.Annotated Land Acquisition Document or its equivalent as applicable	Land-owners / Barangay Local Government Unit or whoever was agreed to process the annotation
5.Status of Sub-Project Fund Utilization Report.	Barangay Treasurer/Municipal Financial Analyst
6.Justification if grant fund balance is more than 20%	Barangay Development Council - Technical Working Group (BDC-TWG) / Area Coordinating Team
7.Bank Snapshot/Statement/Certification with Bank Reconciliation Statement and Supporting Documents	Barangay Treasure/Municipal Financial Analyst
8.Notarized Mutual Partnership agreement (MPA).	Community/Area Coordinating Team / Regional Program Management Office
9.Municipal Engineer's Certification that the Sub-Project is implemented according to plan, specifications and sound engineering practice.	Municipal Engineering Office
10.Justification supported by appropriate calculations for variance of more than 15% in Physical and Financial accomplishment including the minutes of BDRRMC or its equivalent approving the variance.	Barangay Development Council-Technical Working Group(BDC-TWG)/ Area Coordinating Team
11.List of Checks issued	Barangay Treasurer/Municipal Financial Analyst
12.Operation and Maintenance Plan / Program, as applicable.	Barangay Local Government Unit/Barangay Development Council-Technical Working Group(BDC-TWG)/ Area Coordinating Team
13.Certification indicating the total cost of remaining cost of materials to be procured, total cost of lbr and other related expenditures to complete the Sub-Project	Barangay Local Government Unit / Barangay Development Council - Technical Working Group(BDC-TWG)/ Technical Facilitator

14.Certification of any pending financial obligations	Barangay Local Government Unit / Barangay Development Council - Technical Working Group(BDC-TWG) / Area Coordinating Team
15.Joint Inspection Report	Municipal Engineering Office/Barangay Local Government Unit / Barangay Development Council-Technical Working Group(BDC-TWG) / Area Coordinating Team
16.Approved Variation Order, Cost Comparison Analysis if applicable	Municipal Engineering Office/Technical Facilitator
17.Barangay Assembly resolutions or BDRRMC Resolution or its equivalent confirming the certifications.	Barangay Local Government Unit
18.LCC for SPI Monitoring Report	Area Coordinating Team
19.Journal Entry Voucher (for GOP)	Municipal Accountant
20.Reports of Checks Issued and Report of Disbursement/Utilization (for GOP)	Barangay Treasurer / Bookkeeper / Municipal Accountant

CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1.Barangay Development Council- Technical Working Group (BDC-TWG) Submits request for Fund Release through the e-RFR System	1. Request for Fund Release Slip printed from the e-RFR System	None	5 Minutes	<i>Municipal Financial Analyst or any designated staff as authorized</i>
	2. Conduct review to validate accuracy, correctness, completeness and consistency of supporting documents	None	1 Hour	<i>RPMO Social Development Unit</i>
	3.Review technical documents and technical specifications	None	1 Hour and 30 Minutes	<i>RPMO Engineering and Procurement Unit</i>

	(Program of Works, Estimates, Plans, etc.) to validate accuracy, correctness, completeness and consistency			
	4. Review financial documents to validate accuracy, correctness, completeness and consistency	None	2 Hours	<i>RPMO Finance Unit</i>
	5. Request for Fund Release package recorded and transmitted to authorized signatories	None	5 minutes	<i>RPMO Administrative Staff</i>
	<p>6. Recommending Approval (Initials): CDO IV, PDO IV for Infra, SAO Finance</p> <p>6.a If approved, proceed to endorsement to RPC (step 7)</p> <p>6.b If disapproved, return to the responsible RPMO reviewing unit for compliance (step 2 or 3 or 4). The return for compliance shall be dependent on who is the responsible reviewing unit at the RPMO (Social Development Unit, Engineering and Procurement Unit, Finance Unit)</p>	None	15 Minutes	<i>CDO IV, PDO IV for Infra SAO Finance</i>

	7. Routing of Request for Approval / Disapproval of RPC	None	5 minutes	<i>RPMO Administrative Staff</i>
	8. Recommending Approval (Signature): RPC 8.a If approved, proceed to endorsement to RD (Step 9) 8.b If disapproved, return to the RPMO for compliance (Step 6)	None	15 Minutes	<i>Regional Project Coordinator</i>
	9. Routing of Request for Approval / Disapproval of the Assistant Regional Director / Regional Director	None	5 Minutes	<i>RPMO Administrative Staff</i>
	10. Approval: Assistant Regional Director for Operations/ Regional Director 10.a If approved, proceed to approval of DV (Step 11) 10.b.If disapproved, return to RPMO for compliance (Step 6)	None	15 Minutes	<i>Regional Director or Assistant Regional Director</i>
	11. Signing of Box A of the ORS	None	15 Minutes	<i>Regional Director or Assistant Regional Director</i>
	12. Review and Obligation of amount	None	1 Hour	<i>DSWD FO Budget Unit</i>
	13. Signing of Box B of the ORS	None	15 Minutes	<i>DSWD FO Budget Unit</i>

	14. Signing of Box A of the DV	None	15 Minutes	<i>Regional Director or Assistant Regional Director</i>
	15. Tracks and transmits the Request for Fund Release	None	15 Minutes	<i>Accounting Administrative Staff</i>
	16. Review RFR package to assure validity, legality and propriety of the documents being presented for payment.	None	1 Hour	<i>DSWD FO Accounting Unit</i>
	17. Signing of Box C of the DV	None	15 Minutes	<i>Regional Accountant</i>
	18. Signing of Box D of the DV	None	15 Minutes	<i>Regional Director</i>
2. Municipal Local Government Unit Receives the requested fund and downloaded to their respective account.	19. Facilitate Advice to Debit Account (ADA) or Notice of Fund Transfer (NFT)	None	3 Hours	<i>DSWD FO Cash Unit</i>
3. Municipal Local Government Filled-up and submitted the Client Satisfaction Measurement Survey Form	20. Request the Field office to fill-up and accomplish the Client Satisfaction Measurement Survey Form.	None	5 Minutes	<i>Administrative Assistant or its counterpart in the region</i>
TOTAL		None	1 Day, 4 Hours and 10 minutes	

Request for Procurement Approval

Review and evaluation of submitted procurement documents of KC-NCDDP sub-projects with a contract cost amount of 2 million and above to ensure compliance of requirements of the Community-Based Procurement prior to the issuance of the Notice of Award. The Procurement Approval shall indicate that the reviewing authority has examined the procurement transaction, found it in order and is not objecting to its provisions or award.

Office or Division:	Operations Division
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen
Who may avail:	The Barangay Development Council - Technical Working Group (BDC - TWG) through the Area Coordinating Team (ACT) will be the primary clients of the Regional Program Management Office for the Request for Procurement Approval in accordance with the requirements needed in the Sub-Project implementation.
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Program of Works (POW) including detailed estimates - Scanned or Photocopy	Municipal Engineer's Office and/or Regional Program Management Office / Area Coordinating Team Office
2. Technical Specifications / Scope of Works - Scanned or Photocopy	Municipal Engineer's Office and/or Regional Program Management Office / Area Coordinating Team Office
3. Community Procurement Plan - Scanned or Photocopy	Municipal Engineer's Office and/or Regional Program Management Office / Area Coordinating Team Office

4. Invitation to Bid / Request for Quotation and Bidding Documents with Acknowledgement receipt	Barangay Local Government Unit / Barangay Development Council - Technical Working Group and/or Area Coordinating Team			
5. Minutes of Procurement Preparation Meeting with attendance sheet	Barangay Local Government Unit / Barangay Sub-Project Management Committee and/or Area Coordinating Team			
6. Minutes of Opening with attendance sheet	Barangay Local Government Unit / Barangay Development Council - Technical Working Group, and/or Area Coordinating Team			
7. Minutes of Evaluation with attendance sheet	Barangay Local Government Unit / Barangay Development Council - Technical Working Group, and/or Area Coordinating Team			
8. Post Qualification Report, if conducted	Barangay Local Government Unit / Barangay Development Council - Technical Working Group, and/or Area Coordinating Team			
9. Bids and Awards Committee Resolution Recommending the Award	Barangay Local Government Unit / Barangay Development Council - Technical Working Group, and/or Area Coordinating Team			
10. Legal, Technical, and Financial Proposal of the recommended bidder	Barangay Local Government Unit / Barangay Development Council - Technical Working Group, and/or Area Coordinating Team			
11. Draft Purchase Order or Contract	Barangay Local Government Unit / Barangay Development Council - Technical Working Group, and/or Area Coordinating Team			
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Area Coordinating Team submits a Request for Procurement Approval	1. Recording and Endorsement of the Procurement request to concerned technical Staff	None		
2. The Area Coordinating Team waits for the processing of Request for	2. Initial review of procurement request for approval as to completeness, correctness and	None	3 Hours	<i>Project Development Officer III or Community Procurement Officer III</i>

Procurement Approval	<p>consistency of supporting documents</p> <p>2.a If there are no findings proceed to step 3</p> <p>2.b If there are findings the request will be returned to requesting Area Coordinating Team for compliance <i>(will follow the same procedure until the request is compliant)</i></p>			<i>or its counterpart in the region.</i>
	3. Endorsement of Request to Regional Procurement Officer for final review of request and its supporting documents	None	5 Minutes	<i>Community Procurement Officer III or its counterpart in the region.</i>
	<p>4. For initial review of request for Procurement Approval</p> <p>4.a If the request is found to be compliant, proceed to Step 5. for the issuance of approved Procurement Request</p> <p>4.b If the request is found to be non-compliant to procurement guidelines, and if there are findings return request to Admin Assistant or PDO III for compliance</p>	None	3 Hours	<i>Regional Procurement Officer</i>
	5. Regional Procurement Officer shall draft the response	None	10 Minutes	<i>Regional Procurement Officer</i>

	<p>to the request for Procurement Approval.</p> <p>5.a If the request is found to be compliant and with complete requirements, the Regional Procurement Officer will draft a response letter on request, affix his/her initials and forward it to Admin Assistant for routing.</p> <p>5.b If the request is found to be non-compliant to procurement guidelines, the Regional Procurement Officer will draft a response letter incorporating the result / findings of the review, affixed his/her initials and forward it to Admin Assistant for routing.</p>			
	6. Routing of response letter to Deputy Regional Program Manager / Division Chief for review and initial	None	15 Minutes	<i>Administrative Assistant or its counterpart in the region</i>
	7. For Review and signature of the Assistant Regional Director for Operations (ARDO) / Regional Program Manager (RPM)	None	1 Day	<i>Assistant Regional Director for Operations or Regional Program Manager</i>

	7a If there are no findings proceed to step 8.			
	7.b If there are findings the request will be returned to requesting Area Coordinating Team for compliance <i>(will follow the same procedure until the request is compliant)</i>			
	8. Scanning of the signed response letter for the request for Procurement Approval	None	15 Minutes	<i>Administrative assistant or its counterpart in the region.</i>
	9. Updating of Tracker	None	15 Minutes	<i>Project Development Officer III or its counterpart in the region.</i>
3. The requesting LGU receives the Signed Response Letter on the Approval of Procurement Request.	10. Provide a copy of the signed response letter to request to the LGU through ACT	None	10 Minutes	<i>Administrative assistant or its counterpart in the region.</i>
4. Local Government Unit to Fill-up and submit the Client Satisfaction Measurement Survey Form.	11. Request the Area Coordinating Team to fill-up and accomplish the Client Satisfaction Measurement Survey Form.	None	3 Minutes	<i>Administrative assistant or its counterpart in the region.</i>
TOTAL		None	6 Days, 6 Hours and 48 Minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	<p>The use of Customer Feedback is a way to continuously improve the quality of service delivery to our Internal and External customers, especially the Regional Program Management Offices.</p> <p>First, the client should fill out the Client Satisfaction Measurement Survey Form after a transaction/Request or Consultation from the office</p> <p>and send it to kalahi.fo5@dswd.gov.ph or use the link via google forms https://forms.gle/ZCpaVUUJc1P8bD7b7</p> <p>Alternatively, clients' feedback may be channeled or initiated through:</p> <ul style="list-style-type: none"> Direct visits at Address: KALAH-CIDSS RPMO 3rd Floor PAGIBIG Building, Brgy. Bitano, Legazpi City Text messages or phone calls via Tel: 09190984264 and KALAH-CIDSS National Grievance Hotline: +6394562925155 Online KALAH-CIDSS social media accounts such as KC Official Facebook account Facebook.com/dswdkalahicidss and website https://kalahi.dswd.gov.ph/ <p>To ensure that the client's issues are addressed, both online and offline channels of getting feedback are active and in place.</p>
How feedbacks are processed	<p>All the client feedback is received and processed by the Grievance Monitor.</p> <p>Grievance Monitor records the feedback filed by the client in the database.</p> <p>Grievance Monitor accomplishes an Intake sheet if there is any contentious feedback that needs further action. The Grievance monitor will verify feedback/information with clients as needed. The grievance monitor responds to the point of feedback intake at any level of the project and refers to an appropriate office/person who can address the inquiry or concern if there is any. Any further concerns related to feedback will be resolved in accordance with the Grievance Process and Handling of Kalahi-CIDSS NCDDP Grievance Redress System.</p>

How to file a complaint/grievance	<p>Clients may file/initiate complaints or grievances through the following means:</p> <p>Letters and e-mails to kalahi.fo5@dswd.gov.ph</p> <ul style="list-style-type: none"> • Text messages/ Phone calls: KALAHICIDSS Grievance Hotline: +639668761789 • Verbal narration from walk-in complainants • Grievance Boxes installed in the project areas • Reports of staff, consultants, NGOs, LGUs and journalists, partner stakeholders. • Call-in questions, comments, or complaints from radio programs • Media newscasts, newspaper articles, and other publications. • Online official KALAHICIDSS Website: ncddp.dswd.gov.ph and Facebook: Facebook.com/dswdkalahicidss • Through channels/other complaint centers such as 8888 • Citizens' Complaints Hotline (President's Hotline) 8888 • Contact Center ng Bayan (CCB), <p>SMS: 0908-881-6565 / Call: 165 56,</p> <p>Email: email@contactcenterbayan.gov.ph,</p> <p>Facebook: https://facebook.com/civilservicegovoh/</p> <p>web: https://contactcenterbayan.gov.ph/</p>
How complaints are processed	Please see attached Grievance/Complaint Handling and Monitoring (Annex A) for processing the complaints/ grievances received.
Contact Information of ARTA, PCC, CCB, and CSC	<p>Anti-Red Tape Authority (ARTA):</p> <p>complaints@arta.gov.ph 8478-5091 / 8478- 5093 / 8478-5099 CSC: 8931-8092 / 8931-7939 / 8931-7935</p> <p>Presidential Complaint Center (PCC):</p> <p>pcc@malacanang.gov.ph 8736-8645 / 8736- 8603 / 8736-8629 / 8736-8621</p> <p>Contact Center ng Bayan (CCB): email@contactcenterngbayan.gov.ph 0908-881-6565</p>

	Civil Service Commission (CSC): 8931-8092 / 8931-7939 / 8931-7935
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LIST OF OFFICE

Office	Address	Contact Information
Kalahi-CIDSS RPMO	3 rd Floor PAGIBIG Building, Brgy. Bitano, Legazpi City	Adelaida Escurel-DRPM 09190984264 kalahi.fo5@dswd.gov.ph

Request of Relief Augmentation

DSWD provides augmentation to Local Government Units in the event that the LGUs' supplies have been depleted.

Office or Division:	Disaster Response Management Division-DSWD Field Office			
Classification:	Complex Transaction			
Type of Transaction:	Government to LGUs			
Who may avail:	Local Government Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request addressed to Regional Director		From requesting LGU		
2. Attached report, any of the following; (1) Situational Report/Assessment (2) Report/Disaster Incident Report (3) Request Letter signed by LCEs		From requesting LGU		
3. Response Letter regarding LGUs request		DSWD-DRMD		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON

Receive Request from LGU	LGU Request and ff. attachment: 1. Situational Report/Assessment 2. Report/Disaster Incident Report 3. Request Letter signed by the LCE	None	5 minutes	<i>Admin.Assistant</i>
DRMD Chief endorses request to DRRS Section Head	LGU Request and ff. attachment; Situational Report/Assessment Report/Disaster Incident Report	None	10 minutes	<i>DRMD Chief</i>
Desk Review/Assessment and validation of the Request	Assessment/Recommendation from DRMD/DRRS Head	None	2 hours	<i>DRRS Head</i>
Validate Inventory of FNI Resources and Logistic Requirement	Assessment/Recommendation from DRMD/DRRS Head	None	30 minutes	<i>DRRS Staff</i>
Request of augmentation of FNI Resources from OUSDRMG (if FNI are not available)	FO request letter addressed to OUSDRMG/Copy of stockpile/Inventory Report; Delivery Schedule	None	30 minutes	<i>RROS Head</i>
Prepare documentary requirements for the release of FNIs to LGUS	LGU request/Assessment/Recommendation form DRMD/DRRS head, RIS/IF, Response Letter to LGUs, ARDOs note/instruction	None	2 minutes	<i>DRRS/RROS Head</i>
Endorse to Division chief for review and recommendation	LGU request/Assessment/Recommendation form DRMD/DRRS head, RIS/IF, Response Letter to LGUs, ARDOs note/instruction	None	7 minutes	<i>DRMD Chief</i>

Endorse to ARDO for review and recommendation	LGU request/Assessment/Recommendation form DRMD/DRRS head, RIS/IF, Response Letter to LGUs, ARDOs note/instruction	None	1 hour	<i>ARDO</i>
Endorse to RD for Approval	request/Assessment/Recommendation form DRMD/DRRS head, RIS/IF, Response Letter to LGUs, RDs note/instruction	None	1 hour	<i>Regional Director</i>
Disseminate approved request and implementation of the released of the goods to LGUs	Response letter to LGUS and Assessment Report and RIS	None	1 hour	<i>DRMD Chief</i>
Coordinate with concerned LGUs for the release of goods thru delivery or hauling	Signed RIS/IF and Delivery Receipt	None	2 hours	<i>DRRS/RROS</i>
Report on the FNIs	Any of the following; Summary Report/Feedback Report/Delivery Receipt/FNI Augmentation and Delivery Report	None	1 hour	<i>DRMD/RROS</i>

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	<ul style="list-style-type: none"> ▪ Requesting LGUs sends letter/email to Field Office DSWD corporate email
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How feedbacks are processed	<ul style="list-style-type: none"> ▪ Upon receipt of request to FO, FO will validate and assess the LGUs request for augmentation ▪ DRMD shall send response letter to requesting LGUs indicating the allocation of LGUs request
How to file a complaint	<ul style="list-style-type: none"> ▪ Complaints can be filed thru sending letter or email to DSWD corporate account
How complaints are processed	<ul style="list-style-type: none"> ▪ The F.O will conduct validation and assessment of the issue/concerns upon request and send response letter regarding the LGU concerns ▪ Timeliness on the processing of complaints/grievances shall be according to the DSWD Grievance Mechanism Guidelines
Contact Information of CCB, PCC, ARTA	<ul style="list-style-type: none"> ▪ Anti-Red Tape Authority (ARTA) complaints@arta.gov.ph, 8-478-5093 ▪ Presidential Complaint Center (PCC) pcc@malacanang.gov.ph, 8888 ▪ Contact Center ng Bayan (CCB) email@contactcenterngbayan.gov.ph, before CSC (Civil Service Commission)

LIST OF OFFICES

OFFICE	ADDRESS	CONTACT INFORMATION
Disaster Response Management Division	DSWD Regional Office No. V Buraguis, Legazpi City, 4501	Email: drmd.fo5@dswd.gov.ph Phone Number: 0917-117-6182 DSWD FO5 site: https://fo5.dswd.gov.ph/

Processing of Freedom of Information Requests

The Legal Unit and Records and Archives Management Section are responsible for the receiving and conducting of initial evaluation of requests on FOI being received by the DSWD FO V. This process covers requests for information/data of the DSWD through FOI pursuant to Executive Order No. 09, series of 2016, on FOI.

Office or Division:	Legal Unit/Records and Archives Management Section			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government; G2C – Government to Citizens; or G2B – Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished FOI Request Form		DSWD FO V Office		
2. Government issued ID		Requesting party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit FOI Request Form with attached photocopy of any government issued ID or school ID (for registered students) with photo	<p>1. DSWD FO V Focal Person shall receive and conduct initial evaluation to FOI Request</p> <p>1.1. Check if the requested information is substantially similar or identical to previous requests by the same requesting party, or if the nature of the request is not within the valid and/or legitimate purpose allowed by the Data Privacy Act.</p>	None	<p>3 business days for Simple Transactions;</p> <p>7 business days for Complex Transactions;</p> <p>and 20 business days for Highly Technical Transactions</p>	<i>FOI Focal Person; FOI Decision Maker; and Concerned Divisions, Sections, and Units.</i>

	<p>1.1.1. If so, then the request shall be denied.</p> <p>1.1.2. Prepare the letter reply of the denial for signature of DSWD FO V FDM indicating the reason for such denial to the requesting party.</p> <p>1.2. If the request is complete, valid, and legitimate, recommend the approval of the request to the DSWD FO V FDM for further approval.</p> <p>1.3. Transmit information, data, or letter of denial to the requesting party.</p>			
2. Receive the data/information requested or the letter of denial.	2.			
Total		None	3 to 20 days	

Rendering Legal Opinions and Advice on Matters Brought to by Walk-in External Clients

This process covers rendering legal opinion, advice, or assistance to all external clients of the DSWD FO V on matters involving its formal mandate and the exercise of its official powers and functions.

Office or Division:	Legal Unit			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government; G2C – Government to Citizens; or G2B – Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Copy of Request/Inquiry letter with attached related documents		From walk-in requesting party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request letter with attached related documents	1. The Legal Assistant receives the letter, records it in the LU logbook, and transmits the same to the Unit Head for appropriate action.	None	15 minutes	<i>Legal Assistant</i>
2. Receive the legal opinion and advice	2. The Unit Head shall assess the legal concern of the walk-in client. 2.1. If client is present, the Unit head shall confer with the client as to the legal advice needed and if	None	3 business days for Simple Transactions; 7 business days for Complex Transactions; and 20 business days for Highly Technical Transactions	<i>Lawyer and Legal Assistant</i>

	<p>additional documents are necessary.</p> <p>2.2. If advice was coursed through communication , the Unit Head shall draft a letter containing his/her legal advice or opinion on the client's legal concern.</p> <p>2.2.1. The Legal Assistant shall transmit the drafted letter to the RD for approval</p> <p>2.2.2. Signed letter reply will be transmitted to the RAMS for proper delivery to the client via courier service.</p>			
3. Answer the Customer Service Monitoring Form of the LU		None	15 minutes	
Total		None	3 to 20 days	

Processing of 8888 Citizens' Complaint Hotline Concerns

In line with President Rodrigo Roa Duterte's Executive Order No. 06., Series of 2016, "Institutionalizing the 8888 Citizens' Complaint Hotline and Establishing the 8888 Citizens' Complaint Center,". Hence, The Agency Operation Center will ensure action on concerns, complaints and requests for assistance referred to Department of Social Welfare and Development through 8888 Citizens' Complaint Hotline in compliance with the 72 - Hour directive of the President.

Office or Division:	DSWD Social Marketing Unit			
Classification:	Simple			
Type of Transaction:	Government – to – Citizens (G2C); Government – to – Government (G2G)			
Who may avail:	Person who has concerns and complaints to the Department of Social Welfare and Development received thru 8888 Citizen's Complaint Hotline.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
To process 8888 Citizen's Complaint Hotline Concerns; 1. Referral Letter / Reference number from 8888 Citizen's Complaint Center; 2. Client's Information if any (Name, Address, Telephone number, E-mail Address); 3. Complete details of concern.		Agency Operation Center – 8888 Action Center		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. 8888 Citizen's Complaint Hotline refer / send the referral letter to DSWD through the 8888 web system.	1.1 Upon receipt of 8888 complaints, Record the ticket reference code and	None	20 Minutes	<i>Technical Staff</i> <i>(AOC – 8888 Action Center)</i>

	<p>client information to 8888 database/matrix</p> <p>1.2 Review and assess the concern of the client</p>			
	<p>1.3 Endorse 8888 Ticket to concerned offices for Action.</p> <p>1.4 Copy furnish 8888 Permanent/Alternate Focal Person (FOs/OBSUs/AA)</p>	None	5 Minutes	<p><i>Technical Staff</i></p> <p><i>(AOC – 8888 Action Center)</i></p>
	<p>1.5 Receive the referral letter with attached Grievance Ticket from AOC.</p> <p>1.6 Endorse 8888 Ticket concern to Division / Units and Act on the concern.</p>	None	10 Minutes	<p><i>FO/AA 8888 Focal Person</i></p> <p><i>Admin Support Staff</i></p>
	<p>1.7 If the contact information is provided, directly contact and act on the concern of the client.</p> <p>1.8 If the client is anonymous, cite the action</p>	None	71 hours	<p><i>FO/AA 8888 Focal Person</i></p> <p><i>Admin Support Staff</i></p>

	<p>provided to the concern of the client</p> <p>1.9 Provide signed official document with concrete and specific action to AOC. Copy furnish Permanent/Alternate Focal (CO/FOs/OBSU/AA)</p>			
2. Hotline 8888 client to receive response / action on the concern.	<p>2.0 Receive the signed official document/memorandum of responses.</p> <p>2.1 Review and assess the action undertaken by the offices if it is concrete and specific action.</p>	None	10 Minutes	<p><i>Technical Staff</i></p> <p><i>(AOC – 8888 Action Center)</i></p> <p><i>FO/AA 8888 Focal Person</i></p> <p><i>Admin Support Staff</i></p>
3. 8888 Citizen's Complaint Center to receive response / update / feedback.	<p>3.1 DSWD AOC receive, review and acknowledge the signed official document of responses.</p> <p>3.2 For not concrete and specific response – return the letter to the concerned office and inform them to act on the concern.</p> <p>3.3 For concrete and specific response –</p>	None	25 Minutes	<p><i>Technical Staff</i></p> <p><i>(AOC – 8888 Action Center)</i></p>

	request the closure of the ticket to Hotline 8888 Administrator.			
	3.4 Assess the memorandum response	None	5 Minutes	<i>Technical Staff</i> <i>(AOC – 8888 Action Center)</i>
	3.5 If the response is not concrete and specific – return the memorandum/letter to concerned office and inform the office to act on the concern. 3.5 If the response received is concrete and specific – request the closure of the ticket to Hotline 8888 Portal. Notify the office/acknowledge the response that the case is already closed.	None	10 Minutes	<i>Technical Staff</i> <i>(AOC – 8888 Action Center)</i> <i>FO/AA 8888 Focal Person</i>
	4. Update the database and mark it as closed	None	5 Minutes	<i>Technical Staff</i> <i>(AOC – 8888 Action Center)</i>
TOTAL		None	3 Days, 1 Hour, 20 Minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	<p>Answer the client feedback form and drop it at the designated drop box in AOC complaint and assistance helpdesk, or fill out the Online Client Satisfaction Form through this link: https://bit.ly/smuclientsatisfactionsurvey/</p> <p>Contact info: 0951 106 5172, email aoc.fo5@dswd.gov.ph</p>
How feedbacks are processed	<p>The Administrative Officer consolidates and records all accomplished feedback forms submitted.</p> <p>Feedback requiring answers are forwarded to the concerned division/unit to be answered within three (3) days upon receipt of the concern</p> <p>The official response is then relayed to the citizen.</p> <p>For Inquiries and follow – up, clients may contact the following cellphone number: 0951 106 5172, email aoc.fo5@dswd.gov.ph</p>
How to file a complaint	<p>Answer the client complaint form and drop it at designated drop box AOC complaint and assistance helpdesk. It can also be filed via telephone or email. Make sure to provide the following information:</p> <ul style="list-style-type: none"> - Name of person being complained - Contact number - Incident - Evidence <p>For Inquiries and follow – up, clients may contact the following cellphone number: 0951 106 5172, email aoc.fo5@dswd.gov.ph</p>
How complaints are processed	<p>The DSWD FO 5 will evaluate and determine the complaints received on a daily basis. The ARTU focal will coordinate and</p>

	<p>forward the complaint to the relevant personnel</p> <p>/ unit to answer the complaint and shall investigate. If necessary, after the concern has been addressed or after the conduct of the investigation, the ARTU Focal shall prepare and submit an incident report to the AOC Director for appropriate action. The ARTU focal shall give feedback to the clients.</p> <p>For Inquiries and follow – up, clients may contact the following cellphone number: 0951 106 5172, email aoc.fo5@dswd.gov.ph</p>
Contact Information of CCB, PCC, ARTA, DSWD FO 5	<p>Anti-Red Tape Authority: complaints@arta.gov.ph 8-478-5093</p> <p>Contact Center ng Bayan: email@contactcenterngbayan.gov.ph, 0908-881-6565</p> <p>Presidential Complaint Center: pcc@malacanang.gov.ph , 8888</p> <p>Agency Operation Center: aoc@dswd.gov.ph; (+02) 89318101 Voip. 10212, 10214, 10206</p> <p>DSWD Field Office 5: aoc.fo5@dswd.gov.ph_0951 106 5172</p>

Field Office V
INTERNAL SERVICES

Handling of Complaints and Grievances

This is a mechanism to address any form of complaints and grievances expeditiously at all times at the lowest possible level thereby creating a work atmosphere conducive to good relations between and among management officials and employees to help promote organizational harmony and productivity.

Office or Division:	Human Resource Welfare Section			
Classification:	Complex			
Type of Transaction:	G2C – Government to Transacting Public			
Who may avail:	May apply to career and non-career officials and employees of the Department occupying permanent, casual, contractual and co-terminus positions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A. Grievance Presentation Form (Annex A) B. Grievance Agreement Form (Annex B) C. Certificate of Final Action on the Grievance (Annex C) D. Grievance Appeal Form (Annex D)		Office Forms near the Officer of the Day; Downloadable at the agency website (per AO No 06 s. 2021 or the Enhanced DSWD Grievance Machinery)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Complainant to fill out the Grievance Presentation Form and submit to the Immediate Supervisor, copy furnish the Head of the OBS. If the party being complained of is the Immediate Supervisor, the grievance shall be presented to the next Higher Supervisor	1. Receive the Grievance Presentation Form; Discussion of the Immediate Supervisor/ Next Higher Supervisor with the complainant	None	1 day	Immediate Supervisor/ Next Higher Supervisor; ORD Admin. Support Staff
	1.1 The Immediate Supervisor shall inform the Aggrieved party of the corresponding action/decision	None	Within 3 working days from the receipt of the Grievance	Immediate Supervisor/ Next Higher Supervisor

	using the Grievance Agreement Form		Presentation Form	Serbisyong Oragon sa Lahat ng Panahon
2.If the Aggrieved party is unsatisfied, he/she may appeal the grievance using the Grievance Appeal Form to the next Higher Supervisor, copy furnish the Immediate Supervisor (who initially acted upon/decided on the grievance); If the party being complained of is the next Higher Supervisor, the Aggrieved Party may bring the Grievance to the next Higher Supervisor, if any, or to the Grievance Committee, as the case may be.	2. Receive the Grievance Appeal Form	None	within 5 working days from receipt of the Grievance Agreement Form	Aggrieved Party; next Higher Supervisor
	2.1 The next higher Supervisor shall act and render a decision	None	within 5 working days upon receipt of the grievance	next Higher Supervisor
3.If the Aggrieved Party is not satisfied with the decision of the next Higher Supervisor, he/ she may appeal the grievance using the Grievance Appeal Form to the Grievance Committee, copy furnish the next higher Supervisor (who initially acted upon/decided on the grievance); If the subject of the grievance is the grievance Committee itself, the Aggrieved party may submit the grievance to the	3. The Grievance Committee/DSWD Secretary shall receive the appeal	None	within 5 working days upon receipt of the decision	Grievance Committee; Regional Director and DSWD Secretary
	3.1 The Grievance Committee may conduct dialogues or meetings	None	within 10 working days from receipt of the grievance	
	3.2 The Grievance Committee shall render a decision	None	Within 5 working days after the last meeting	
	3.3 If during the conduct of the dialogues, the parties have reached an agreement/settlement, the agreement shall be reflected in			

Secretary in the Central Office and the Regional Director in the Field Office	the Grievance Agreement Form			Serbisyo ng Oragon sa Lahat ng Panahon
4. If the Aggrieved Party is not satisfied with the decision of the Grievance Committee, he/she may appeal the grievance using Grievance Appeal Form to the Secretary in the Central office and Regional Director in the Field Office; If the party being complained of is a member of the Executive Committee, the Aggrieved Party may bring his/her grievance to the CSC-regional Office for the Field Office or to the CSC- Central Office for the CO grievances.	4. The Secretary in the Central Office and the Regional Director in the Field Office shall receive the appeal	None	Within 5 working days from the receipt of the decision of the Grievance Committee	<i>Secretary/ Regional Director; CSC Regional or Central Office</i>
	4.1 The Secretary in the Central Office and the Regional Director in the Field Office shall make the decision	None	Within 10 working days after the receipt of the grievance	
5. If the Aggrieved Party is not satisfied with the decision of the Secretary in the Central Office and Regional Director in the Field Office, he/she may appeal the grievance using the Grievance Appeal Form and the Certificate of Final Action on the Grievance issued by the Grievance	5. The CSC Regional Office shall receive the appeal and rule on it in accordance with the existing CSC rules and regulations.		Within 5 working days from the receipt of the decision	

Committee to the CSC-Regional Office			Serbisyong Oragon sa Lahat ng Panahon	
TOTAL		None	3 days up to 58 days	<i>The timeline may be extended and depends on the subject and the level where it is resolved.</i>

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	<p>Kindly accomplish the Customer Feedback Form or scan the QR code found at the HRMDD office door.</p> <p>Email: hrws.fo5@dswd.gov.ph</p>
How feedbacks are processed	<p>Every end of the month, your feedbacks are consolidated and summarized by the designated Welfare Officer.</p> <p>Feedbacks requiring answers/clarifications are forwarded to appropriate Office for immediate response within 3 working days.</p> <p>Appropriate client shall be informed of the response.</p> <p>For the status of your query/clarification, you may contact us thru:</p> <p>Email: hrws.fo5@dswd.gov.ph</p>
How to file a complaint	<p>Kindly accomplish the Customer Feedback Form through the QR code found at the HRMDD office door.</p> <p>You may also file your complaint through email with the following details:</p> <ul style="list-style-type: none"> ▪ Your Name and contact details ▪ Transaction with HRWS ▪ Name of Person complained of ▪ Reason for complaint ▪ Evidence/s, if any

	<p>Serbisyong Oragon sa Lahat ng Panahon</p> <p>For the status of your complaint/s, you may contact us thru:</p> <p>Email: hrws.fo5@dswd.gov.ph</p>
How complaints are processed	<p>Every end of the month, your feedbacks/complaints are consolidated and summarized by the designated Personnel Officer.</p> <p>Feedbacks requiring answers/clarifications are forwarded to appropriate Office for immediate response within 3 working days.</p> <p>Proper investigation shall be conducted, and a report shall be filed by the assigned employee.</p> <p>Appropriate client shall be informed of the response.</p> <p>For the status of your complaint, you may contact us thru:</p> <p>Email: hrws.fo5@dswd.gov.ph</p>
Contact Information of CCB, PCC, ARTA	<ul style="list-style-type: none"> ▪ Anti-Red Tape Authority (ARTA) complaints@arta.gov.ph, 8-478-5093 ▪ Presidential Complaint Center (PCC) pcc@malacanang.gov.ph, 8888 ▪ Contact Center ng Bayan (CCB) email@contactcenterngbayan.gov.ph, before CSC (Civil Service Commission)

Assistance to Distressed Employees

These guidelines lay down the assistance provided to DSWD personnel who were affected by socio-economic risks and crisis situations such as sickness, injury, or death among others that may hamper their full functioning in the workplace. This process provides for the mechanisms to offer distressed employees emotional/financial support during times of hardship/difficulty. The assistance comes in the form of either financial support, mental support, or in other types of assistance.

Office or Division:	Human Resource Welfare Section
Classification:	Complex

Type of Transaction:	G2C – Government to Transacting Public Serbisyon ng Oragon sa Lahat ng Panahon
Who may avail:	This process covers employees of DSWD regardless of employment status and their dependents.
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>Financial Assistance: Refers to the monetary of financial assistance provided to employees for the following:</p> <p>A. Medical – Laboratory, Procedures or Treatment; Hospitalization Expenses and Purchase of Medicines/medical equipment/supply</p> <p>Certified True Copies of the following:</p> <ol style="list-style-type: none"> 1. Valid ID aside from DSWD 2. Barangay Certificate 3. Clinical Abstract/Medical Certificate with signature and license of physician issued within 3 months 4. Hospital Bill (for hospitalization expenses) 5. Prescription (for medicine purchase) 6. Laboratory Request (for procedures) <p>B. Transportation Certified True Copies of the following:</p> <ol style="list-style-type: none"> 1. Valid ID aside from DSWD 2. Barangay Certificate 3. Document Showing Emergency Concern 4. Police Blotter/Certification (for victims of pickpockets, etc.) <p>C. Burial Certified True Copies of the Following:</p> <ol style="list-style-type: none"> 1. Valid ID aside from DSWD 2. Barangay Certificate 3. Funeral Contract 	<p>The documents shall be submitted by the claimant or his/her representative during application for assistance; documents are secured from various sources.</p>

4. Death Certificate 5. Permit to transfer/Health Permit (for transfer of cadaver)		Serbisyon ng Oron sa Lahat ng Panahon		
Mental/Emotional Assistance: Refers to the following assistance provided by the Department to assist its employees with their needs regarding their emotional, psychological, and social well-being: 1. Stress Debriefing 2. Counseling 3. Other Psychosocial Intervention Requirement: Letter of Request		Documentary requirements shall be submitted by the staff concerned.		
Other Assistance: Refers to other assistance provided to employees including hospital visit and home visit Requirement: Request Letter Certified True Copies of the documentary requirements as advised by the CIU		Documentary requirements shall be submitted by the staff concerned.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client staff or his/her representative shall accomplish the Assistance to Employees Form	1. Upon knowledge that an employee needs assistance or when an employee proactively informs the focal person, the same requests the informant to accomplish Assistance to Employees Form 1.1 The focal person then establishes connection with the DSWD personnel and/or his/her family member/dependent.	None	1 hour	<i>Client Staff or his/her duly authorized representative; Incoming / Outgoing Admin Assistant</i>

2. Assessment and facilitation	<p>2.The focal person assesses the current need of employee / dependent. If needed, assistance shall merit referral to the Crisis Intervention Unit (CIU) or can be complemented by other human resource programs or referral services.</p> <p>The focal person shall request for the needed documents:</p> <ul style="list-style-type: none"> ●If nature of request is Financial, refer to 5.0 Documentary Requirements for the needed documents. ●For other financial need, refer to CIU for the needed requirements. Upon receipt of information from CIU, relay the same to the employee for submission. ●If nature of request is Emotional/Mental, no other documents shall be requested. Interview will be sufficient. ●For other assistance needed, Letter or Letter of Request shall suffice. 	None	30 minutes	<i>Welfare Staff</i> Serbisyonang Oragon sa Lahat ng Panahon
3.Assess Completeness of Documents Received	3.Upon receipt of documents, assess the completeness of the documents presented.	None	30 minutes	<i>Welfare Staff</i>
4. Identify The Type of Request and	4.For requests for Financial Assistance, endorse/refer the	None	1 hour	<i>Welfare Staff</i>

<p>Refer to Concerned Office/Staff for Further Assessment and Appropriate Action</p>	<p>request to the CIU for further assessment and appropriate action.</p> <p>For requests for Emotional/Mental Assistance or Other Assistance, coordinate with concerned personnel to provide the necessary support:</p> <p>For Emotional/Mental Assistance:</p> <ol style="list-style-type: none"> 1. Schedule the session for counseling or stress debriefing with DSWD Psychologist or trained Social Worker 2. Coordinate with CIU for other psychosocial intervention <p>For Other Assistance:</p> <ol style="list-style-type: none"> 1.Refer to medical staff for hospital/home visit 2.Refer to concerned OBSU or external partners for referral services <p>Upon completion of the service, the focal person shall provide a Customer Feedback Form to the employee to assess how satisfied is he/she with the provision of the service.</p>			<p>Serbisyong Oragon sa Lahat ng Panahon</p>
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5. Update Database and File Documents	5. The focal person shall update the monitoring tool file copies of documents for records purposes.	None	10 minutes	Welfare Staff Serbisyonang Oragon sa Lahat ng Panahon
TOTAL		None	3 hours and 10 minutes	May be extended depending on the volume of transactions handled

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	<p>Kindly accomplish the Customer Feedback Form or scan the QR code found at the HRMDD office door.</p> <p>Email: hrws.fo5@dswd.gov.ph</p>
How feedbacks are processed	<p>Every end of the month, your feedbacks are consolidated and summarized by the designated Welfare Officer.</p> <p>Feedbacks requiring answers/clarifications are forwarded to appropriate Office for immediate response within 3 working days.</p> <p>Appropriate client shall be informed of the response.</p> <p>For the status of your query/clarification, you may contact us thru:</p> <p>Email: hrws.fo5@dswd.gov.ph</p>
How to file a complaint	<p>Kindly accomplish the Customer Feedback Form through the QR code found at the HRMDD office door.</p> <p>You may also file your complaint through email with the following details:</p> <ul style="list-style-type: none"> ▪ Your Name and contact details ▪ Transaction with HRWS ▪ Name of Person complained of ▪ Reason for complaint ▪ Evidence/s, if any <p>For the status of your complaint/s, you may contact us thru:</p>

	<p style="text-align: right;">Serbisyonag Oragon sa Lahat ng Panahon</p> <p>Email: hrws.fo5@dswd.gov.ph</p>
How complaints are processed	<p>Every end of the month, your feedbacks/complaints are consolidated and summarized by the designated Personnel Officer.</p> <p>Feedbacks requiring answers/clarifications are forwarded to appropriate Office for immediate response within 3 working days.</p> <p>Proper investigation shall be conducted, and a report shall be filed by the assigned employee.</p> <p>Appropriate client shall be informed of the response.</p> <p>For the status of your complaint, you may contact us thru:</p> <p>Email: hrws.fo5@dswd.gov.ph</p>
Contact Information of CCB, PCC, ARTA	<ul style="list-style-type: none"> ▪ Anti-Red Tape Authority (ARTA) complaints@arta.gov.ph, 8-478-5093 ▪ Presidential Complaint Center (PCC) pcc@malacanang.gov.ph, 8888 ▪ Contact Center ng Bayan (CCB) email@contactcenterngbayan.gov.ph, before CSC (Civil Service Commission)

Processing of Obligation Request and Status/Budget Utilization Request and Status (Payroll/Travelling Expenses/ Bills/ Purchase Orders)

Office or Division:	Budget Section
Classification:	Simple/Complex
Type of Transaction:	G2G – Government to Government
Who may avail:	End Users/Programs/Sections/Divisions

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Obligation Request and Status/Budget Utilization Request and Status with the supporting documents for payment.		To be secured by the administrative staff from the available and/ or active file of the Budget Section.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forwards/Submits the ORS/BURS with its supporting documents	1.1 Receives and records in the incoming database and forwards to the concern staff.	None	10 Minutes	<i>Administrative Assistant Staff</i>
	1.2 Checks and ensures availability of allotment and check completeness of the supporting document of the ORS/BURS.	None	15-20 Minutes Note: turnaround time depends if the allocation is available/ approval of modification/ reallocation.	<i>Technical/ Administrative Staff</i>
	1.3 Assigns serial numbers, date, fund cluster, Responsibility Center; P/A/P code, Object Code and fill out the Status of Obligation/ Utilization of the ORS/BURS respectively	None	1-5 Minutes	<i>Technical/ Administrative Assistant Staff</i>
	1.4 Encode details of the ORS/BURS in the Project Power and forward the	None	1-5 Minutes	<i>Technical/ Administrative Assistant Staff</i>

	ORS/BURS to the Head of the Budget Section for the regular Program and Administrative Officer IV for the Special Project/Programs/ OICs			Serbisyong Oragon sa Lahat ng Panahon
	1.5 Makes final review and certifies as to availability of allotment and obligated for the purpose	None	1-5 Minutes	<i>Head of Budget Section or OIC if the on leave</i>
	1.6 Scan the ORS/BURS for monitoring of obligation.	None	1-5 Minutes	<i>Administrative Assistant Staff</i>
	1.7 Logs in the outgoing logbook and route to the accounting section.	None	1-5 Minutes	<i>Administrative Staff</i>

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Accomplished feedback/Complaint Form
How feedbacks are processed	Feedback/s or complaint/s whenever available will be addressed and facilitated by the Head of Budget Section

How to file a complaint	Complaint/s through 8888 Desk Hotline, written, private message, text, email or complaint through quad-media
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violation committed by permanent or contractual staff or Letter of Explanation for non-permanent staff
Contact Information of CCB, PCC, ARTA	Any irregularity using the name of DSWD FOV or involving any of its official may be submitted to the DSWD-FOV's office at Regional Centers Site, Rawis Legazpi City or thru e-mail address: fo5@dswd.gov.ph

Prepare and facilitate request for Fund Modification/Reallocation

Office or Division:	Budget Section			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Other Sections/Division/Central Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Request to reallocate/Modification 		<ul style="list-style-type: none"> To be submitted by the fund controllers. To be secured by the fund controllers from the available and/ or active file of the Budget Section. 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request or coordinate to Budget Section	1.1 Conduct analysis of available funds to determine if request for modification and/ request for	None	15 Minutes	<i>Technical Staff</i>

	reallocation is needed.			Serbisyo ng Oragon sa Lahat ng Panahon
	1.2 Drafts requests for reallocation/ modification and forward to the Head of Budget Section	None	5-10 Minutes	<i>Technical Staff</i>
	1.3 Makes final review and endorsed the request.	None	10 Minutes	<i>Head of Budget Section or OIC if the Head is on leave</i>
	1.4 Reviews and signs the request.	None	5 Minutes	<i>OIC-Division Chief, FMD</i>
	1.5 Reviews and approves the request	None	1 Day	<i>Regional Director/ OIC of RD, if unavailable</i>
	1.6 Scan signed request and submit to the OBSU's concerned.	None	10 Minutes	<i>Technical Staff</i>
	1.7 Forward the requests to the records section for submission at the Central Office and file the 2nd copy.	None	10 Minutes	<i>Administrative Assistant Staff</i>

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Accomplished feedback/Complaint Form
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How feedbacks are processed	Feedback/s or complaint/s whenever available will be addressed and facilitated by the Head of Budget Section
How to file a complaint	Complaint/s through 8888 Desk Hotline, written, private message, text, email or complaint through quad-media
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violation committed by permanent or contractual staff or Letter of Explanation for non-permanent staff
Contact Information of CCB, PCC, ARTA	Any irregularity using the name of DSWD FOV or involving any of its official may be submitted to the DSWD-FOV's office at Regional Centers Site, Rawis Legazpi City or thru e-mail address: fo5@dswd.gov.ph

Prepare and facilitate request for Fund Augmentation/SAA

Office or Division:	Budget Section			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Other Section/ Division/ Central Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for fund augmentation/SAA		To be submitted by the fund controllers.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits Purchase Request with Project Proposals and supporting documents	1.1 Receives request from program focal on unfunded activities that needs to be conducted.	None	1 Working Day	<i>Administrative Assistant /Aide</i>
	1.2 Conduct the analysis of	None	15 Minutes	<i>Technical Staff</i>

	available funds to determine if request fund augmentation is needed.			Serbisyo ng Oragon sa Lahat ng Panahon
	1.3 Drafts request and forward to the Head of Budget Section	None	10 Minutes	<i>Technical Staff</i>
	1.4 Makes final review; affix initial in the request and signs SAOB	None	10 Minutes	<i>Head of Budget Section or OIC if the Head is unavailable</i>
	1.5 Review and affix initial in the request.	None	5 Minutes	<i>OIC-Division Chief, FMD</i>
	1.6 Review and approves the Request	None	1 Working Day	<i>Regional Director/ OIC if the RD is unavailable</i>
	1.7 Receives/log in the outgoing logbook the approved request; route to the records section file the 2nd copy	None	10 Minutes	<i>Administrative Assistant Staff</i>

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Accomplished feedback/Complaint Form
How feedbacks are processed	Feedback/s or complaint/s whenever available will be addressed and facilitated by the Head of Budget Section
How to file a complaint	Complaint/s through 8888 Desk Hotline, written, private message, text, email or complaint through quad-media
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violation committed by permanent or contractual staff or Letter of Explanation for non-permanent staff
Contact Information of CCB, PCC, ARTA	Any irregularity using the name of DSWD FOV or involving any of its official may be submitted to the DSWD-FOV's office at Regional Centers Site, Rawis Legazpi City or thru e-mail address: fo5@dswd.gov.ph

Preparation and Submission of Statement of Allotment, Obligations Incurred and Balances

Office or Division:	Budget Section			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Budget-Central Office/ Section/ Division			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Request for the submission of the Statement of Allotment, Obligations Incurred and Balances. Request copy of the SAOB to be posted in the transparency seal/for references. 		<ul style="list-style-type: none"> To be secured by the administrative staff from the available and/ or active file of the Budget Section. 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request for the submission of the report through the issuance memorandum	1.1 Create Registries of Allotment, Obligations (RAO) Incurred and Balances and Disbursement per	None	3 Working Days	<i>Technical Staff</i>

	P/A/P and Allotment Class.			Serbisyong Oragon sa Lahat ng Panahon
	1.2 Extract the processed Allotments / Allotment Adjustments/ ORS/BURS/NOR SA in the Project Power	None	10 Minutes	<i>Technical Staff</i>
	1.3 Post in the RAO the Allotments, Obligations Incurred and adjustments from the Project Power	None	4 Hours	<i>Technical Staff</i>
	1.4 Check completeness and correctness of transactions posted in the RAO vis-a –vis the SAOB	None	5 Hours	<i>Technical Staff</i>
	1.5 Print and forward the SAOIB and affix initial on the report	None	5 Minutes	<i>Technical Staff</i>
	1.6 Makes final review and signs the report	None	10 Minutes	<i>Head of Budget Section or OIC if the Head of Budget Section is unavailable</i>
	1.7 Submit electronic copy of the report to the Central Office	None	5 Minutes	<i>Technical Staff</i>
	1.8 Reviews and affix initial on the	None	5 Minutes	<i>OIC-Division Chief, FMD</i>

	prepared transmittal			Serbisyong Oragon sa Lahat ng Panahon
	1.9 Reviews and approves the report	None	1 Working Day	<i>Regional Director/OIC if the RD is unavailable</i>
	1.10 Receives the approved report and route to the records section for submission to the Central Office and file the 2nd copy of the report	None	5 Minutes	<i>Administrative Assistant Staff</i>
	1.11 Scan the SAOB	None	5 Minutes	<i>Administrative Assistant Staff</i>

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Accomplished feedback/Complaint Form
How feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of Budget Section
How to file a complaint	Complaint/s through 8888 Desk Hotline, written, private message, text, email or complaint through quad-media
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violation committed by permanent or

	contractual staff or Letter of Explanation for non-permanent staff
Contact Information of CCB, PCC, ARTA	Any irregularity using the name of DSWD FOV or involving any of its official may be submitted to the DSWD-FOV's office at Regional Centers Site, Rawis Legazpi City or thru e-mail address: fo5@dswd.gov.ph

Preparation and submission of Monitoring Report required by Central Office

Office or Division:	Budget Section			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	FMS/ Other Section/ Division			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Memorandum from the Central Office. 		<ul style="list-style-type: none"> To be secured by the administrative staff from the available and/ or active file of the Budget Section. 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request for the submission of the report through the e-mailed memorandum	1.1 Extract data from the SAOB, RAOD, WFP and MDP	None	5 Minutes	<i>Technical Staff</i>

	1.2 Prepares the monitoring report by posting the WFP, MDP, Actual Obligations, Status of unobligated balances and paid obligation and Coordinate with the program focal.	None	1 Working Day	<i>Technical Staff</i> <small>Serbisyong Oragon sa Lahat ng Panahon</small>
	1.3 Consolidate and review the submitted monitoring report for consolidation	None	1 Working Day	<i>Technical Staff</i>
	1.4 Makes final review of the monitoring report.	None	4 Hours	<i>Head of Budget Section</i>
	1.5 Submit the electronic copy of the monitoring report to the Central Office	None	5 Minutes	<i>Technical Staff</i>
	1.6 Reviews and signs the report	None	10 Minutes	<i>OIC-Division Chief, FMD</i>
	1.7 Reviews and approves the report.	None	1 Working Day	<i>Regional Director/OIC if RD is unavailable</i>
	1.8 Receives, logs in the report, route to the record section for submission to C.O and file 2nd copy of the report.	None	10 Minutes	<i>Administrative Assistant Staff</i>

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Accomplished feedback/Complaint Form
How feedbacks are processed	Feedback/s or complaint/s whenever available will be addressed and facilitated by the Head of Budget Section
How to file a complaint	Complaint/s through 8888 Desk Hotline, written, private message, text, email or complaint through quad-media
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violation committed by permanent or contractual staff or Letter of Explanation for non-permanent staff
Contact Information of CCB, PCC, ARTA	Any irregularity using the name of DSWD FOV or involving any of its official may be submitted to the DSWD-FOV's office at Regional Centers Site, Rawis, Legazpi City or thru e-mail address: fo5@dswd.gov.ph

Preparation and submission of NDRRMC and QRF Report

Office or Division:	Budget Section		
Classification:	Simple		
Type of Transaction:	G2G – Government to Government		
Who may avail:	Central Office/ Other Section/ Division		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
<ul style="list-style-type: none">Memorandum from the Regional Director of the FMS.		<ul style="list-style-type: none">To be secured by the administrative staff from the available and/ or active file of the Budget Section.	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request for the submission of the report through the e-mailed memorandum	1.1 Receives the memorandum 1.2 Prepare the NDRRMC and QRF report and places initial under the Head of the Budget Section. 1.3 Forwards the report for further review to the Head of the Section	None	1 hour	<i>Technical Staff</i>
	1.4 Makes final review and signs on the designated area.	None	10 Minutes	<i>Head of Budget Section or OIC if the Head is on leave</i>
	1.5 Reviews and signs the report	None	1 Working Day	<i>Regional Director/OIC of the RD, if unavailable</i>
	1.6 Receives approved report, and scan it.	None	10 Minutes	<i>Administrative Assistant Staff</i>
	1.7 Route to the record section and files the approved reports.	None	5 Minutes	<i>Administrative Assistant Staff</i>

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Accomplished feedback/Complaint Form
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How feedbacks are processed	Feedback/s or complaint/s whenever available will be addressed and facilitated by the Head of Budget Section
How to file a complaint	Complaint/s through 8888 Desk Hotline, written, private message, text, email or complaint through quad-media
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violation committed by permanent or contractual staff or Letter of Explanation for non-permanent staff
Contact Information of CCB, PCC, ARTA	Any irregularity using the name of DSWD FOV or involving any of its official may be submitted to the DSWD-FOV's office at Regional Centers Site, Rawis Legazpi City or thru e-mail address: fo5@dswd.gov.ph

Posting of the Budget and Financial Accountability Reports through the Unified Reporting System of DBM

Office or Division:	Budget Section			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Budget – Central Office and Accounting Section			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Memorandum from the Regional Director of FMS. 		<ul style="list-style-type: none"> To be submitted to the Central Office. 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request for the submission of BFARs through the URS	1.1 Receives memorandum.	None		<i>Technical Staff</i>
	1.2 Reconciles appropriations, adjusted appropriations,	None	1 day	<i>Technical Staff</i>

	allotments, adjusted allotments and obligations with the budget - CO FARs		Serbisyong Oragon sa Lahat ng Panahon	
	1.3 Consolidate and review the submitted monitoring report for consolidation	None	4 Working Days Note: The turn-around time depends on how the URS functions	<i>Technical Staff</i>
	1.4 Inform the budget-C.O that obligations were encoded.	None	2 Minutes	<i>Technical Staff</i>
	1.5 Coordinate with the accounting section for the encoding of the disbursement in the system.	None	5 Minutes	<i>Technical Staff</i>

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Accomplished feedback/Complaint Form
How feedbacks are processed	Feedback/s or complaint/s whenever available will be addressed and facilitated by the Head of Budget Section
How to file a complaint	Complaint/s through 8888 Desk Hotline, written, private message, text, email or complaint through quad-media

	Serbisyong Oragon sa Lahat ng Panahon
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violation committed by permanent or contractual staff or Letter of Explanation for non-permanent staff
Contact Information of CCB, PCC, ARTA	Any irregularity using the name of DSWD FOV or involving any of its official may be submitted to the DSWD-FOV's office at Regional Centers Site, Rawis Legazpi City or thru e-mail address: fo5@dswd.gov.ph

Issuance of Official Receipt to Payor

Office or Division:	Department of Social Welfare and Development/Financial Management Division/Cash Section	
Classification:	Simple	
Type of Transaction:	G2B- Government to Business G2C- Government to Citizen G2G- Government to Government	
Who may avail:	a. Social Welfare and Development Agencies (SWADs) b. Service Providers (Creditors/Suppliers) c. Bidders d. Employees (refund of overpayment of salaries, travelling expenses, etc.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1.Order of Payment		Accounting Division
2. Cash/ Check		Payor

Serbisyo ng Oragon sa Labat ng Panahon				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present required documents to secure order of payment	1. Check required documents and prepare Order of Payment	None	5 minutes	FMD- Accounting Section staff
2. Proceed to FMD-Cash Section	2. Receive Order of Payment and cash/ check from the payor. Issue Official Receipt (OR) to acknowledge receipt of collection. 2.1 Release the Official Receipt to the payor	1.Registratio n, Licensing or Accreditation Fee- ₱ (to be determine)	5 Minutes	Disbursing/ Releasing Officer
		2. Bid Docs- ₱ (to be determine)	7 minutes	Disbursing Officer

Releasing of Payment thru Check/LDDAP-ADA to Creditors/Suppliers

Releasing of payment thru check/ LDDAP-ADA to the creditors/suppliers.

Office or Division:	Department of Social Welfare and Development/Financial Management Division/Cash Section
Classification:	Simple
Type of Transaction:	G2B- Government to Business G2C- Government to Citizen G2G- Government to Government
Who may avail:	a. All creditors/suppliers and service providers with claims b. Employees (Cash advances for program operation)

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For individual claimant: 1. One (1) valid ID				
For individual claimant other than the payee: 1. One (1) valid ID 2. Photocopy of valid ID of payee		Payor		
For supplier/ service provider 1. Official Receipt 2. Photocopy of valid ID of collector and authorizer				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Cash Section and present required documents	Assist the client to sign in the Disbursement Voucher (DV) Box E and Warrant Registry Book	None	5 Minutes	<i>Disbursing/ Releasing Officer</i>
2. Issue Official Receipt (OR), Sign Disbursement Voucher (DV) Box E and Warrant Registry Book to acknowledge receipt of payment	Release the check and Certificate of Tax Withheld (BIR Form 2307) if applicable	None	5 Minutes	<i>Disbursing/ Releasing Officer</i>

Competitive Bidding / Public Bidding

Procurement of Goods, Non-consulting and Consulting Services, and contracting of Infrastructure Projects based on the requirement needed by the agency to be procured using Competitive Bidding as the primary mode of government procurement under Republic Act 9184 or the Government Procurement Reform Act (GPRA).

Office or Division:	Procurement Management Section (PMS)	
Classification:	Highly Technical	
Type of Transaction:	Government-to-Government (G2G) / Government to Business (G2B)	
Who may avail:	DSWD Field Office V Offices/ Divisions/ Sections/ Unit (ODSU)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
All PR must be submitted in three (3) copies signed by the Head of the ODSU and approved by the Authorized Representative of the Head of the Procuring Entity (HOPE), indicating complete technical specifications/terms of reference of the item/services requested, and with a certified true copy of approved PPMP and Project Proposal / Terms of Reference, if necessary.		End-user Units (ODSUs) submit to BAC Secretariat located at the Rawis Building, DSWD Field Office V, Regional Center Site, Rawis, Legazpi City, Albay
Mandatory Services: 1. Security and Janitorial Services: 1.1. Terms of Reference (TOR)		Must be attached to the Purchase Request
Vehicle: 1. Authority to Purchase Motor Vehicle, 2. SARO and NCA, 3. Technical Assistance on the specifications of the vehicle 4. Result of Market Research/Scanning;		DBM DBM AS-GSS ODSU

5. Breakdown of the Approved Budget for the Contract (<i>Pursuant to COA Checklist Circular No. 2012-001</i>);		Serbisyon Oragon sa Lahat ng Panahon		
Infrastructure Projects - Construction of Building: 1. Program of Works and other necessary documents;		BGMS		
I.T. Equipment and Software: 1. ISSP 2. SARO and NCA, 3. Technical Assistance on the specifications of the items / TOR 4. Market Research/Scanning; and 5. Breakdown of the Approved Budget for the Contract (<i>Pursuant to COA Checklist Circular No. 2012-001</i>)		DICT DBM ICTMS ODSU		
Consulting Services: 1.Approved Project Proposal, 2.Approved TOR indicating Scope of Work, Delivery and Payment Schedule, required qualification and evaluation criteria and passing rate				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the PR to PMS Receiving Officer located at PMS – BAC Secretariat	The PMS-BAC Secretariat receives and checks the PR (as to authority of signatory and completeness of attachments); attaches PR Tracking Slip, and	None	One (1) calendar day	PMS - PPMU and PMS - BAC Secretariat

	<p>endorses to BAC-Secretariat staff for encoding to the Procurement Monitoring Tool (PMT).</p> <p>Once encoded in the PMR; endorses to the BAC Secretariat staff for checking as to inclusion in the APP / PPMP.</p> <p>BAC Secretariat in-charge checks the inclusion in the APP and forwards to PPMU-RU.</p> <p>PPMU-RU forward to PPMU-Chief who shall assign the PR to the concerned Procurement Officer.</p> <p>Procurement Officer in Charge, reviews the PR as to completeness of the supporting documents, technical specifications, ABC and availability in the market.</p> <p>If found in order (If not in order prepare PR – Action Slip to return to End-User to be signed by the PPMU Chief), initial under the name of the PPMU-Chief, endorse to PPMU-RU.</p> <p>PPMU Chief signs / approves the PR and forward to PPMU-RU. PPMU-RU updates the PMR, log and endorse to Budget Division.</p>		<p>Serbisyong Oragon sa Lahat ng Panahon</p> <p>Three (3) calendar days</p>	
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	<p><i>(Once PR is received by PMS from Budget Section)</i></p> <p>PPMU-RU updates, log and endorse to Procurement Officer in-charge. Procurement Officer drafts the Bidding Documents (BD) and ensure that the requirements indicated in the PR and its supporting documents (ToR / TA / Project Proposal) are incorporated therein. Prepares the endorsement memorandum to BAC for signature of PPMU Chief and sends the electronic copy to the BAC Secretariat e-mail. Forwards to PPMU-RU to update PMR and endorse to BAC Secretariat</p>	None	<p>Serbisyong Oragon sa Lahat ng Panahon</p> <p>one (1) calendar day</p>	<p>PMS- PPMU</p>
Attendance to the Pre-procurement Conference	<p>Conduct of Pre-Procurement Conference</p> <p>The BAC shall conduct Pre-procurement conference for projects costing 2 million & up for goods and services; PHP 1,000,000.00 and above for consulting services; PHP5,000,000.00 and above for infrastructure projects to determine the readiness of the project for procurement process.</p>	None	Within two (2) calendar days	<p>PMS - BAC Secretariat</p>

	<p>1.1. Check the completeness of the document being endorsed.</p> <p>1.2. Review the PR and its supporting documents (correctness).</p> <p>1.3. Review the Bidding Document (BD). Ensure that the requirement indicated in the PR and its supporting documents are consistent with what is written in the BD.</p> <p>1.4. Prepare the necessary documents for the conduct of pre-procurement conference.</p> <p>1.5. Prepare the Notice for the conduct of Pre-Procurement Conference (to be signed by the BAC Chairperson) and invite the following: BAC Members including the Provisional Member; Representative from the end-user; PMS OIC-Director; Procurement Officer-in-Charge (from PPMD and CMD); and Head of</p>		Serbisyong Oragon sa Lahat ng Panahon	
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	Requesting Office (HOBS). 1.6. Actual conduct of Pre-Procurement conference. BAC Secretariat moderates the conduct of the Pre-Procurement Conference, documents and prepares the Minutes of the Meeting, and facilitate the routing for signature of all the parties concerned.		Serbisyong Oragon sa Lahat ng Panahon	
Prospective bidder/supplier, contractor/ consultant and service provider may check all DSWD procurement opportunities at PhilGEPS, DSWD Website and DSWD Bulletin Board (conspicuous place)	Posting of Procurement Opportunities 1.1 Update the content of the BD based on the agreements during the Pre-Procurement Conference 1.2 Input the dates of procurement activities such as: Conduct of Pre-Bid Conference and Opening of Bids, Cost of the BD and where to secure said document, and the exact time and venue of all the BAC Activities indicated in the Invitation to Bid (ITB) which is part of the BD.	None	Eight (8) calendar days	<i>PMS BAC Secretariat</i>

	<p>1.3 Forward the ITB to the BAC Chairperson for his/her signature.</p> <p>1.4 Scan the signed ITB.</p> <p>1.5 Post the soft copy of the BD including the signed ITB to PhilGEPS and DSWD website. While a certified copy of the ITB will be posted at DSWD designated BAC Bulletin Board (conspicuous place).</p> <p>1.6 Issuance of posted soft copy of ITB / Bidding documents to PPMD Procurement Officer to invite prospective Suppliers / Service Providers.</p>		Serbisyong Oragon sa Lahat ng Panahon	
Bring a copy of the ITB to the Accounting Section for the Issuance of Order of Payment; then proceed to Cash Section (located in same floor near Accounting Section) to present the Order of Payment which is a requirement prior to payment of the cost of bidding document; after	<p>Sale of Bidding Document</p> <p>Check the Official Receipt (OR) issued by the DSWD - Cash Section to the prospective bidder/supplier, contractor/ consultant/service provider for the sale of the bidding documents and ensure that the amount in the receipt is the appropriate cost of the BD.</p>	Cost of bidding document depends on the Approved Budget for the Contract (ABC) of the procurement at hand.	Within the posting period indicated above	<i>PMS – BAC Secretariat</i>

receipt of the Official Receipt, will proceed to the Procurement Management Section to claim the paid Bidding Document.			Serbisyong Oragon sa Lahat ng Panahon	
	Sending of Invitation to Observers a. Prepare the Notice of BAC Activities and send to observers five (5) calendar days before the actual activity to be signed by BAC Chairperson. b. Forward the Notice to the BAC Chairperson for his/her signature. c. Send thru electronic mail (email) an advance copy of the Notice to the Observers. d. Prepare Records Transmittal Sheet for the Records and Archives Management Division (RAMD)	None	One (1) calendar day	<i>PMS – BAC Secretariat</i>
Review the Bidding Documents which can be downloaded	Conduct of Pre-Bid Conference	None	One (1) calendar day (must be 12 calendar	<i>PMS – BAC Secretariat</i>

<p>from the PhilGEPS or DSWD Website for free;</p> <p>Attendance to the Pre-Bid Conference to raise questions/clarifications which they would like to be considered and be documented through issuance of Supplemental Bulletin.</p> <p>Pre-Bid Conference will be conducted to give chance for the suppliers to clarify the terms of reference and propose amendments.</p> <p>Pre-Bid Conference may not be conducted if the Approved Budget for the Project (ABC) is below PHP 1,000,000.00.</p>	<p>Actual conduct of Pre-Bid Conference. BAC Secretariat moderates the conduct of the Pre-Bid Conference.</p> <p>Pre-Bid Conference may be done thru Video Conferencing.</p> <p><i>Note: All clarifications issues and concerns raised will be responded by the BAC (BAC Secretariat) through a Supplemental/Bid Bulletin to be disseminated to all prospective bidder/supplier, contractor/ consultant, service provider who purchased the BD.</i></p>		<p>days before the deadline of submission and receipt of bids)</p>	<p>Serbisyo ng Oragon sa Lahat ng Panahon</p>
<p>Secure a copy of the posted Supplemental Bid Bulletin which shall be included in the</p>	<p>Posting of Supplemental Bid Bulletin</p> <p>All clarifications and amendments made during the Pre-Bid</p>	<p>None</p>	<p>At least seven (7) calendar days before the deadline of</p>	<p>PMS – BAC Secretariat</p>

submission of Bid Proposal	Conference must be contained in a Supplemental Bid which must be posted on PhilGEPS website at least seven (7) days before the opening of bids		submission and receipt of bids	Serbisyong Oragon sa Lahat ng Panahon
<p>Submit Bid Proposal not later than the set deadline of submission to the venue indicated in the ITB or Supplemental Bid Bulletin;</p> <p>May attend the conduct of the Opening of Bids</p>	<p>Conduct of the Opening of Bids</p> <p>On the day of the Bid Opening/ Eligibility Screening, the BAC members will evaluate the submitted bid documents based on the pass/fail criteria.</p> <p>Only the financial bid of bidders who passed the Eligibility Screening will be opened.</p> <p>The Result of the Eligibility Screening shall be recorded in the Abstract of Bids and signed by the BAC.</p>	None	One (1) calendar day	<i>PMS – BAC Secretariat</i>
	<p>Conduct of Bid Evaluation</p> <p>The BAC shall evaluate all bids on an equal footing to ensure fair and competitive bid comparison. For this purpose, all bidders shall be required to include the cost of all taxes, such as, but not limited to, value added tax</p>	None	Seven (7) calendar days	<i>PMS – BAC Secretariat</i>

	(VAT), income tax, local taxes, and other fiscal levies and duties which shall be itemized in the bid form and reflected in the detailed estimates. Such bids, including said taxes, shall be the basis for bid evaluation and comparison.		Serbisyong Oragon sa Lahat ng Panahon	
	Creation of Technical Working Group (TWG), if necessary	None	One (1) calendar day	<i>PMS – BAC Secretariat</i>
	<p>Conduct of Post Qualification</p> <p>The Lowest Calculated Bid (LCB) / Highest Rated Bid (HRB) shall undergo post-qualification in order to determine whether the bidder concerned complies with and is responsive to all the requirements and conditions as specified in the Bidding Documents. The post-qualification shall verify, validate, and ascertain all statements made and documents submitted by the bidder with the LCB / HRB, using non-discretionary criteria, as stated in the Bidding Documents.</p>	None	Twelve (12) calendar days from the determination of the Lowest Calculated Bid / Highest Rated Bid	<i>PMS – BAC Secretariat</i>
Awarded Lowest Calculated and	Signing of BAC Resolution and Issuance	None	Three (3) calendar days	<i>PMS – BAC Secretariat</i>

<p>Responsive Bidder (LCRB) / Highest Rated and Responsive Bidder (HRRB) to acknowledge receipt of the NOA.</p> <p>Payment of Performance Security based on the awarded cost within ten (10) days upon receipt of NOA</p>	<p>/ Signing of Notice of Award (NOA)</p> <p>1.1 The BAC shall recommend to the HoPE the award of contract to the bidder with the LCRB, HRRB, SCRB, or SRRB after the post-qualification process has been completed thru a BAC Resolution.</p> <p>1.2 Once the Bids and Awards Committee Resolution was duly signed by BAC Members and the Head of the Procuring Entity (HOPE), the preparation of the Notice of Award (NOA) will commence.</p> <p>1.3 Send a copy of the NOA to the awarded LCRB/SCRB through electronic mail (email) and request them to acknowledge receipt.</p> <p>Once acknowledged, awarded LCRB is advised to prepare the necessary performance bond within ten (10) calendar days to be submitted to PMS.</p> <p>Note: Awarded LCRB / HRRB will personally appear at the PMS –</p>	<p>None</p>	<p>Serbisyong Oragon sa Lahat ng Panahon</p> <p>one (1) calendar day</p>	<p>PMS – BAC Secretariat / PMS - CMS</p>
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	BAC Secretariat office to sign the original copy of the Notice of Award and submit the Performance Bond.		Serbisyong Oragon sa Lahat ng Panahon	
	PMS-PPMU / PMS-CMS to draft the contract for the procurement at hand. Ensure that draft contract was subjected to Legal Review by the Legal Services Unit.	None	two (2) calendar days	PMS – PPMU / PMS-CMS
	<p><i>(Once Legal Review is received by PPMU from Legal Service (LS))</i></p> <p>Revise and Finalize the draft contract according to legal review of LS and package four (4) copies. Prepare the Commission on Audit Checklist.</p>	None	one (1) calendar day	PMS – PPMU / PMS-CMS
	<p>Expedite signing of contract by End-User/ODSU's HOPE; Coordinate with FMS Budget Section and Accounting Section for immediate funding and creation of OBRS;</p> <p>Receive signed copy of the contract for endorsement to Supplier/Service Provider</p>	None	three (3) calendar days	PMS-CMS
Sign four (4) copies of the contract, have it notarized, and	Receive funded contract within period for perfecting contract for signing and notarization	None	one (1) calendar day	PMS-CMS

return to PMS-CMS	by Supplier/Service Provider		Serbisyong Oragon sa Lahat ng Panahon	
Sign the contract prior to Notarization	Receive duly signed and notarized contract from Supplier/Service Provider for preparation of NTP	None	Within 10 calendar days from the receipt of NOA	<i>PMS-CMS</i>
Post the required Performance Security	Ensure Supplier/Service Provider has posted the required Performance Security to be indicated in the NTP	The performance security shall be in an amount not less than the required percentage of the total contract price in accordance with the schedule provided in the R.A. 9184.	one (1) calendar day	<i>PMS-CMS</i>
Receive copy of the contract and NTP	Issue the Notice to Proceed and provide copy of the contract to Supplier/Service Provider	None	Within 7 calendar days from the approval of the contract by the HOPE	<i>PMS-CMS</i>
	Posting of Contract and NTP on PhilGEPS and DSWD website	None	one (1) calendar day	<i>PMS - BAC Secretariat</i>
		None		

	Provide copy of the contract and NTP to the COA		one (1) calendar day	<i>PMS-CMS</i> <small>Serbisyong Oragon sa Lahat ng Panahon</small>
Inform Procurement Officer of exact date of delivery as provided in the contract	Coordinate with PSAMS, and Inspection Committee about schedule of delivery and ensure available warehouse space	None	one (1) calendar day	<i>PMS-CMS</i>
Deliver the goods at the location indicated in the contract	Receive the goods at the designated delivery site per contract (Reject obvious defective items and request for immediate replacement)	None	one (1) calendar day	<i>PMS-CMS / PSAMS</i>
	Prepare Request for Inspection of the delivered goods then Endorse to PSAMD for preparation of necessary PAR/ICS or PTR, if applicable	None	One (1) calendar day	<i>PMS-CMS</i>
Submit Letter-Request for possible Delivery Extension, Substitution of Item, or cancellation of contract, if necessary.	Endorse Supplier's Letter-Request to the End-User/ODSU for approval and waiving of liquidated damages for possible delay	None	one (1) calendar day	<i>PMS-CMS End-User/ODSU</i>
After Final Acceptance by End-User, supplier/service provider may already claim	Receive Letter-Request from supplier/service provider claiming refund of their posted Performance security and facilitate with FMD	None	Fifteen (15) calendar days.	<i>PMS-CMS FMD</i>

refund of Performance security via formal request			Serbisyong Oragon sa Lahat ng Panahon	
Submit Sales Invoice, Billing Statement or Statement of Accounts	Receive Sales Invoice, Billing/Statement of Account	None	one (1) calendar day	PMS-CMS
Preparation and Signing of Disbursement Vouchers	Check and consolidate all necessary supporting documents for attachment to the Disbursement Voucher and forwarding Bank information of the payee to the FMD – Cash Section	None	Fifteen (15) to Thirty (30) calendar days	PMS-CMS /FMD

Procurement under Small Value Procurement

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

Office or Division:	Procurement Management Section (PMS)		
Classification:	Highly Technical		
Type of Transaction:	Government-to-Government (G2G) / Government to Business (G2B)		
Who may avail:	DSWD Field Office V Offices/ Division/ Service/ Unit (ODSU)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
All Purchase Requests (PR) with DRN number must be submitted in three (3) copies signed by the Head of the OBS indicating complete technical specifications of the goods and services requested with a certified true copy		End-user Units (ODSUs) submit to BAC Secretariat located at the Rawis Building, DSWD Field Office V, Regional Center Site, Rawis, Legazpi City, Albay	

of approved PPMP and other supporting documents per request as follows: <ul style="list-style-type: none"> • Approved Terms of Reference • TA Report (BGMS/ICTMS/SMU) Applicability: <ul style="list-style-type: none"> • Goods • Infrastructure Projects • Consulting Services Conditions for Small Value Procurement: <p>Procurement of goods not covered by Shopping under Sec. 52, infrastructure projects and consulting services not exceeding the threshold.</p> <p>The BAC shall prepare and send the RFQs/RFPs to at least three (3) suppliers, contractors or consultants of known qualifications</p> <ul style="list-style-type: none"> • Receipt of at least one (1) quotation/proposal is sufficient to proceed with the evaluation thereof • Threshold for SVP is not exceeding PhP 1,000,000.00 • Posting of RFQs/RFPs in the PhilGEPS website, PE's website, if available, and at any conspicuous place is required if the ABC of the procurement project is more than PhP50,000.00. 		Serbisyonag Oragon sa Lahat ng Panahon		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the PR to PMS Receiving Officer located at PMS – BAC Secretariat	The PMS-BAC Secretariat (BAC Sec) receives, and records the approved Purchase Request (PR) with proper signatories – in consonance with the existing guidelines – and with complete supporting documents, and for encoding in the Procurement Monitoring Tool (PMT).	Not applicable	Three (3) calendar days	End-user Unit/s (ODSUs), PMS-BAC-Secretariat, PMS-PPMU

	<p>BAC Secretariat checks the inclusion of the procurement project in the PPMP/APP and endorses to the PPMU receiving officer.</p> <p>PPMU receiving officer endorses the PR to the PPMU-Chief who will then assign a Procurement Officer to handle the project and then revert to PPMU receiving officer.</p> <p>The PPMU receiving officer updates PMT, records, and endorses the PR to the assigned Procurement Officer in coordination with the PPMU-Chief for a thorough review of the technical specifications, which must be according to the approved project proposal/ approved Terms of Reference (TOR) / Technical Assistance.</p> <p>If found in order, the Procurement Officer affixes his/her initial and endorses the documents back to the PPMU receiving officer. Otherwise, the former shall prepare PR-Action Slip addressed to the End-User Unit (ODSUs) concerned, signed by the PPMU-Chief, for further action and compliance.</p> <p>The PPMU-Chief approves and signs the PR, and forwards it to the PPMU- receiving officer. The PPMU receiving officer updates PMT, records and endorses to the PPMU Procurement Officer.</p>		Serbisyong Oragon sa Lahat ng Panahon
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	<p>Approved PR received</p> <p>The PPMU receiving officer updates, logs, and endorses to the PPMU Procurement Officer and shall then prepare the Request for Quotation (RFQ)/Request for Proposal (RFP) and ensures that the specific requirements indicated in the approved PR are consistent with the approved TOR and/or supporting documents. He/She then endorses the relevant supporting documents to the PPMU receiving officer for approval and signature of the PPMU-Chief. Once approved and signed, the PPMU receiving officer updates the PMT, and endorse it to the PPMD Procurement Officer to facilitate the procurement process.</p> <p>After the PR was reviewed and determined that the documents submitted are complete, the PPMU Procurement Officer, thereafter, endorses to the BAC, through its Secretariat, a transmittal memorandum requesting for BAC to proceed with the posting at the PhilGEPS, DSWD Website and conspicuous places within the premises of the DSWD-CO for those projects/activities with an Approved Budget for the Contract (ABC) above Fifty Thousand Pesos (PhP 50,000.00) but not more than One Million Pesos (PhP1M) and/or for the BAC to proceed with evaluation for the procurement transactions with and</p>	Not applicable	<p>One (1) calendar day</p> <p><small>Serbisyong Oragon sa Lahat ng Panahon</small></p>	<p><i>PMS-PPMU</i></p>
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	ABC below Fifty Thousand Pesos (PhP 50,000.00).		Serbisyong Oragon sa Lahat ng Panahon	
	<p>Posting at PhilGEPS and DSWD Website and Preparation of BAC Resolution and Issuance of Notice of Award (NOA)</p> <p>Procurement Request which requires posting shall be posted at the PhilGEPS, DSWD website, and at the conspicuous places and the RFQ/RFP shall then endorse to PMS-PPMD to secure a quotation within three (3) to seven (7) calendar days or “on or before” the scheduled date of the deadline for submission and receipt of quotations/proposals.</p> <p>Upon receipt of the price quotations/ proposals, BAC Sec Procurement Officer shall conduct an evaluation, reviews, and verifies the veracity and completeness of the documents to ensure that the supplier is technically, legally, and financially capable to deliver the goods and in accordance with the provision of R.A. No. 9184 and its 2016 IRR.</p> <p>However, if the BAC Secretariat Procurement Officer could not proceed to evaluate the submitted price quotations/ proposals BAC Secretariat Procurement shall then proceed with the creation of a Technical Working Group (TWG) from the pool of technical experts of the DSWD-CO who will examine and evaluate the submitted</p>	Not applicable	Three (3) calendar days	<i>BAC Secretariat, End-user Unit/TWG</i>

	documents, and determine their compliance to the minimum technical specifications set by the end-user unit/s (OBSUs), and recommend to the BAC their findings.		Serbisyong Oragon sa Lahat ng Panahon	
	<p>Preparation of Abstract of Quotation/ BAC Resolution and Issuance of Notice of Award (NOA)</p> <p>The BAC Secretariat Procurement Officer shall then prepare the BAC Resolution recommending adoption of the Negotiated Procurement - Small Value Procurement modality and award of contract to the supplier/ service provider/ contractor and consultant with Lowest Calculated and Responsive Quotation/ Highest Rated Responsive Bidder. Likewise, the Notice of Award (NOA) is also prepared in cases of infrastructure projects/ consulting services. The BAC Resolution and the NOA shall be endorsed to the Head of the BAC Secretariat for final review and comments, prior to its routing for approval and signature of the members of the BAC, and eventually approval of the Head of the Procuring Entity (HoPE).</p> <p>Upon receipt of the duly signed NOA, the BAC Sec Procurement Officer serves it at once to the awarded supplier, service provider, contractor and consultant. The BAC Secretariat Procurement Officer shall then endorse the</p>	Not applicable	Seven (7) calendar days	<i>BAC Secretariat, Consultant, End-user Unit</i>

	approved BAC Resolution (CTC) with complete supporting documents to BAC receiving officer for the updating of PMT and afterwards endorse to PMS-CMD for preparation of Purchase Order (PO)/ Contract.		Serbisyong Oragon sa Lahat ng Panahon	
Prepare the OBRS and have the PO signed by the HoPE	<p>Endorsement to End-User Unit (ODSUs) Concerned for the preparation of Obligation Request and Status (ORS)</p> <p>The PMS-CMS prepares and facilitates the issuance of PO/ Contract.</p> <p>Upon receipt of the complete documents, e.g. certified true copies of the BAC Resolution, PR, and other relevant documents from BAC Secretariat, the CMS receiving officer updates the PMT and hands it over to the CMS Procurement Officer upon coordination with the CMS Chief to review, prepare an executive summary, and endorse to the end-user concerned the entire document for preparation and signing of Obligation Request and Status (ORS).</p>	Not Applicable	Three (3) calendar days	<i>PMS-CMS, End-user Unit</i>
	<p>Receipt of the funded PO/Contract</p> <p>Upon receipt of the duly funded PO/Contract, the CMS Procurement Officer shall facilitate the signing of PO/Contract, notifies and serves immediately to the supplier, or contractor.</p>	Not Applicable	Three (3) calendar days	<i>PMS-CMS, Supplier/ Consultant</i>

	<p>Supply and Delivery of Goods</p> <p>For the delivery of goods, the CMS Procurement Officer must coordinate with AS-PSAMS on the receiving of the stocks/goods, ensure the availability of warehouse space, and prepare the Request for Inspection (RFI) addressed to the Inspection Committee.</p> <p>The Inspection Committee shall inspect and examine compliance to the technical specification of the delivered goods according to the technical specifications stipulated in the PO/Contract, and submit Inspection Report to the CMS, which shall be the basis for the preparation of the Disbursement Voucher (DV) for processing of payment.</p>	Not Applicable	Three (3) calendar days	<p><i>PMS-CMS, AS-PSAMS</i></p> <p><i>Serbisyong Orangon sa Lahat ng Panahon</i></p>
Submit Sales Invoice, Billing Statement, or Statement of Accounts	<p>Contract Implementation -</p> <p>End-User Unit/s (ODSUs) shall monitor the implementation of the project. The issuance of the certification of services rendered shall be issued by the end-user unit (ODSUs) in accordance with the approved TOR in reference with the schedule of payment which shall be the basis for the preparation of the Disbursement Voucher (DV) for processing of payment.</p>	Not Applicable	As indicated in the approved TOR	<i>End-user Unit</i>
Preparation and Signing of	Preparation of Disbursement Voucher (DV) for Payment	Not Applicable	Three (3) calendar days	<i>PMS-CMS, FMD</i>

Disbursement Vouchers	<p>Upon receipt of the Inspection Report, Sales Invoice, Billing/Statement of Account, and other supporting documents, the CMS Procurement Officer shall prepare the DV.</p> <p>The DV along with the supporting attachment shall be forwarded to the CMS receiving officer for updating of the PMT. It shall then endorse to the end-user unit/ (OBSUs) concerned for the signature of the Head of ODS, Cluster Head concerned for processing and facilitation of payment to the supplier/consultant.</p>		Serbisyong Oragon sa Lahat ng Panahon
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Procurement under Lease of Real Property and Venue

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

Office or Division:	Procurement Management Section (PMS)		
Classification:	Highly Technical		
Type of Transaction:	Government-to-Government (G2G) / Government to Business (G2B)		
Who may avail:	DSWD Field Office V Offices/ Divisions/ Sections/ Unit (ODSU)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
All Purchase Requests (PR) with DRN number must be submitted in three (3) copies signed by the Head of the OBS indicating complete technical specifications of the goods and services requested with a certified true copy of approved PPMP and other supporting documents per request as follows: Approved Project Proposal		End-user Units (ODSUs) submit to BAC Secretariat located at the Rawis Building, DSWD Field Office V, Regional Center Site, Rawis, Legazpi City, Albay	

<p>Evaluation Criteria/Rating Factor</p> <p>Justification on the proposed venue/location</p> <p>Certification that DSWD facilities are not available</p> <p>Applicability:</p> <p>Procurement covering lease of real property and venue of official use.</p> <p>It is preferred that government agencies lease publicly-owned real property or venue from other government agencies.</p> <p>It is preferred that government agencies lease publicly-owned real property or venue from other government agencies.</p> <p>In the event that the PE would resort to privately owned real property or venue, the End-User unit shall justify that the same is more efficient and economical to the government.</p> <p>Conditions for Lease of Real Property and Venue:</p> <p>The End-User shall prepare a Cost-Benefit Analysis indicating leasing privately-owned real property or venue is more efficient and economical</p> <p>← The ABC shall be set using the midpoint of the range obtained from the results of the market analysis on the prevailing lease rates.</p> <p>← Rental rates should also be within the prevailing market rates</p> <p>Technical Specifications shall be prepared taking into consideration the Rating Factors under Appendix B of 2016 Revised IRR of RA 9184.</p> <p>← The PMS-PPMU shall invite at least three (3) prospective lessors/venues within the vicinity of the selected location to submit sealed price quotations for real property and open price quotations for venue.</p> <p>← Receipt of <u>at least one (1) quotation is sufficient</u> to proceed with the evaluation.</p> <p>← Lease contracts amounting to <u>more than PhP50,000.00</u> shall be posted in the PhilGEPS website.</p>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

<p>Submit the PR to PMS Receiving Officer located at PMS – BAC Secretariat</p>	<p>The PMS-BAC Secretariat (BAC Sec) receives, and records the approved Purchase Request (PR) with proper signatories – in consonance with the existing guidelines – and with complete supporting documents, and for encoding in the Procurement Monitoring Tool (PMT). BAC Secretariat checks the inclusion of the procurement project in the PPMP/APP and endorses it to the PPMU receiving officer.</p> <p>PPMU receiving officer endorses the PR to the PPMU-Chief who will then assign a Procurement Officer to handle the project and then revert to PPMU receiving officer.</p> <p>The PPMU receiving officer updates PMT, records, and endorses the PR to the assigned Procurement Officer in coordination with the PPMU-Chief for a thorough review of the technical specifications, which must be according to the approved project proposal/ approved Project Proposal.</p> <p>If found in order, the Procurement Officer affixes his/her initial and endorses the documents back to the PPMU receiving officer. Otherwise, the former shall prepare PR-Action Slip addressed to the End-User Unit (OBSUs) concerned, signed by the PPMU-Chief, for further action and compliance.</p> <p>The PPMU-Chief approves and signs the PR, and forwards it to the</p>	<p>Not applicable</p>	<p>Three (3) calendar days</p>	<p>End-User Unit/s (ODSUs), PMS-BAC-Secretariat, PMS-PPMU</p>
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	PPMU receiving officer. The PPMU receiving officer updates PMT, records, and endorses them to the PPMU Procurement Officer.		Serbisyong Oragon sa Lahat ng Panahon	
	<p>Approved PR received</p> <p>The PPMU receiving officer updates, records, and endorses to the PPMU Procurement Officer who shall then prepares the Request for Quotation (RFQ)/ Request for Proposal (RFP) and ensures that the specific requirements indicated in the approved PR are consistent with the approved TOR and/or supporting documents. He/She then endorses the RFQ/ RFP and other relevant supporting documents to the PPMU receiving officer for approval and signature of the PPMU-Chief. Once approved and signed, the PPMU receiving officer updates the PMT, and endorse it to the PPMU Procurement Officer to facilitate the procurement process.</p> <p>The PPMU Procurement Officer prepares the RFQ/ RFP and requests the prospective suppliers, service providers, contractors, and consultants, to submit a price quotation/ proposal that is responsive to the minimum technical specifications set by the end-user unit/s (ODSUs).</p> <p>The PPMU Procurement Officer, thereafter, endorses to the BAC, through its Secretariat, a transmittal memorandum requesting for BAC Resolution recommending the adoption of Lease of Venue and award of</p>	Not applicable	Three (3) calendar days	<i>PMS-PPMU, BAC Secretariat/ TWG</i>

	<p>contract to the legally, technically and financially capable supplier, service provider or contractor.</p> <p>Upon receipt of the price quotations/ proposals, BAC Sec Procurement Officer shall then proceed the creation of Technical Working Group (TWG) from the pool of technical experts of the DSWD-FO who will examine and evaluate the submitted documents, and determine their compliance to the minimum technical specifications set by the end-user unit/s (ODSUs), and recommend to the BAC their findings.</p>		Serbisyong Oragon sa Lahat ng Panahon	
	<p>Preparation of BAC Resolution and Issuance of Notice of Award (NOA) The BAC Sec Procurement Officer then prepares the BAC Resolution recommending adoption of the Negotiated Procurement – Lease of Venue modality and award of contract to the service provider with the Lowest Calculated and Responsive Quotation. The BAC Resolution and the NOA shall be endorsed to the Head of the BAC Secretariat for final review and comments, prior to its routing for approval and signature of the members of the BAC, and eventually approval of the Head of the Procuring Entity (HoPE).</p> <p>Upon receipt of the duly signed NOA, the BAC Sec Procurement Officer serves it at once to the awarded supplier or contractor. The BACSec-in-Charge shall then endorse the approved BAC Resolution (CTC) with complete supporting documents to BAC Sec receiving officer for the updating of</p>	Not applicable	Ten (10) calendar days	<i>PMS-PPMU, BAC Secretariat, End-user Unit</i>

	PMT and afterwards endorse to PMS-CMS for preparation of Purchase Order (PO)/ Contract.		Serbisyong Oragon sa Lahat ng Panahon	
Prepare the OBRs and have the PO signed by the HoPE	<p>Endorsement to End-User Unit (ODSUs) Concerned for the preparation of Obligation Request and Status (ORS)</p> <p>The PMS-CMS prepares and facilitate the issuance PO/ Contract.</p> <p>Upon receipt of the complete documents, e.g. certified true copies of the BAC Resolution, PR, and other relevant documents from BAC Secretariat, the CMS receiving officer updates the PMT and hand it over to the CMS Procurement Officer upon coordination with the CMS Chief to review, prepare executive summary, and endorse to the end-user concerned the entire document for preparation and signing of Obligation Request and Status (ORS).</p>	Not Applicable	Three (3) calendar days	<i>PMS-CMS, End-user Unit</i>
	<p>Receipt of the funded PO/Contract</p> <p>Upon receipt of the duly funded PO/Contract, the CMS Procurement Officer shall facilitate the signing of PO/Contract, notifies and serves immediately to the supplier, or contractor.</p>	Not Applicable	Three (3) calendar days	<i>PMS-CMS, Supplier</i>
Submit Sales Invoice, Billing Statement or Statement of Accounts	<p>Contract Implementation</p> <p>End-User Unit/s (ODSUs) shall monitor the implementation of the project. The issuance of certification of services rendered shall be issued by the end-user unit (ODSUs) which shall be basis for preparation of Disbursement</p>	Not Applicable	Three (3) calendar days	<i>PMS-CMS, AS-PSAMS</i>

	Voucher (DV) for processing of payment.		Serbisyong Oragon sa Lahat ng Panahon	
Preparation and Signing of Disbursement Vouchers	<p>Preparation of Disbursement Voucher (DV) for Payment</p> <p>Upon receipt of the Inspection Report, Sales Invoice, Billing/Statement of Account, and other supporting documents, the CMS Procurement Officer shall prepare the DV.</p> <p>The DV along with the supporting attachment shall be forwarded to the CMS receiving officer for updating of the PMT. It shall then endorse to the end-user unit/ (ODSUs) concerned for signature of the Head of OBS, Cluster Head concerned for processing and facilitation of payment to the supplier.</p>	Not Applicable	Three (3) calendar days	PMS-CMS, FMD

Procurement under Shopping under Section 52.1 (B)

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

Office or Division:	Procurement Management Section (PMS)		
Classification:	Highly Technical		
Type of Transaction:	Government-to-Government (G2G) / Government to Business (G2B)		
Who may avail:	DSWD Field Office V Offices/ Divisions/ Sections/ Unit (ODSU)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
All Purchase Requests (PR) with DRN number must be submitted in three (3) copies signed by the Head of the OBS indicating complete technical specifications of		End-user Units (ODSUs) submit to BAC Secretariat located at the Rawis Building, DSWD Field Office V,	

the goods and services requested with a certified true copy of approved PPMP and other supporting documents per request as follows:

- Approved Terms of Reference
- TA Report (BGMS/ICTMS/SMU)

Applicability:

- Goods
- Infrastructure Projects

Shopping:

It is a method where the procuring entity simply requests for the submission of price quotations for readily available off-the-shelf goods or ordinary/regular equipment to be procured directly from suppliers of known qualifications.

- The phrase “ordinary or regular office supplies” are those supplies, commodities, or materials which are necessary in the transaction of official business, and consumed in the day-to-day operations. This will not include services such as repair and maintenance of equipment and furniture, as well as trucking, hauling and related or analogous services.

Conditions for Shopping under Section 52.1 (a):

- There is an unforeseen contingency requiring immediate purchase
- Amount does not exceed the threshold
- The RFQ may be sent directly to the supplier of known technical, legal and financial qualifications. Sending of one (1) RFQ will suffice.
- Posting of the RFQ may be dispensed with

Conditions for Shopping under Section 52.1 (b):

Regional Center Site, Rawis, Legazpi City, Albay
 Serbisyo ng Oragon sa Lahat ng Papanon

<p>Serbisyong Oragon sa Lahat ng Panahon</p>				
<ul style="list-style-type: none"> • Procurement of ordinary or regular office supplies and equipment not available in PS-DBM • The BAC shall send the RFQs to at least three (3) suppliers of known qualifications, and at least three (3) price quotations must be obtained. <p>➤ The deadline for submission may be extended thrice, if none or less than the required number of quotations are received.</p> <p>➤ In case no supplier responded after the third extension, the BAC shall conduct a mandatory review in accordance with Section IV (K) of Annex H.</p> <p>➤ Threshold for unforeseen contingencies [Sec. 52.1(a) PhP 200,00.00</p> <p>➤ Threshold for unforeseen contingencies [Sec. 52.1(a) PhP 1,000,000.00</p>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the PR to PMS Receiving Officer located at PMS – BAC Secretariat	<p>The PMS-BAC Secretariat (BAC Sec) receives, records the approved Purchase Request (PR) with proper signatories – in consonance with the existing guidelines – and with complete supporting documents, and for encoding in the Procurement Monitoring Tool (PMT).</p> <p>BAC Secretariat checks the inclusion of the procurement project in the PPMP/APP and endorse to the PPMU receiving officer.</p> <p>PPMU receiving officer endorses the PR to the PPMU-Chief who will then assign a Procurement Officer to handle the project, and then reverts to PPMU receiving officer.</p> <p>The PPMU receiving officer updates PMT, records and endorses the PR to the assigned</p>	Not applicable	Three (3) calendar days	End-user Unit/s (ODSUs), PMS-BAC-Secretariat, PMS-PPMU

	<p>Procurement Officer in coordination with the PPMU-Chief for thorough review of the technical specifications, which must be according to the approved project proposal/ approved Terms of Reference (TOR) / Technical Assistance.</p> <p>If found in order, the Procurement Officer affixes his/her initial and endorse the documents back to the PPMU receiving officer. Otherwise, the former shall prepare PR-Action Slip addressed to the End-User Unit (ODSUs) concerned, signed by the PPMU-Chief, for further action and compliance.</p> <p>The PPMU-Chief approves and signs the PR, and forwards to the PPMU- receiving officer. The PPMU receiving officer updates PMT, records and endorses to the PPMU Procurement Officer.</p>		Serbisyong Oragon sa Lahat ng Panahon	
	<p>Approved PR received</p> <p>The PPMU receiving officer updates, logs, and endorses to the PPMU Procurement Officer and shall then prepare the Request for Quotation (RFQ) and ensures that the specific requirements indicated in the approved PR are consistent with the approved TOR and/or supporting documents. He/She then endorses the relevant supporting documents to the PPMD receiving officer for approval and signature of the PPMU-Chief. Once approved and signed, the PPMU receiving officer updates the PMT, and endorse to</p>	Not applicable	One (1) calendar day	PMS-PPMU

	<p>the PPMU Procurement Officer to facilitate the procurement process.</p> <p>After the PR was reviewed and determined that the documents submitted are complete, the PPMU Procurement Officer, thereafter, endorses to the BAC, through its Secretariat, a transmittal memorandum requesting for BAC to proceed with the posting at the PhilGEPS, DSWD Website, and conspicuous places within the premises of the DSWD-FO for those projects/activities with an Approved Budget for the Contract (ABC) above Fifty Thousand Pesos (PhP 50,000.00) but not more than One Million Pesos (PhP1M) and/or for the BAC to proceed with evaluation for the procurement transactions with and ABC below Fifty Thousand Pesos (PhP 50,000.00).</p>		Serbisyong Oragon sa	Lahat ng Panahon
	<p>Posting at PhilGEPS and DSWD Website</p> <p>Procurement Request which requires posting shall be posted at the PhilGEPS, DSWD website and at the conspicuous places and the RFQ shall then endorse to PMS-PPMU to secure a quotation within three (3) to seven (7) calendar days or “on or before” the scheduled date of the deadline for submission and receipt of quotations/proposals.</p> <p>Upon receipt of the price quotations, BAC Sec Procurement Officer shall conduct evaluation, reviews and verifies the veracity and completeness of the documents to ensure that the supplier is technically, legally and</p>	Not applicable	Three (3) calendar days	<i>BAC Secretariat, End-user Unit/TWG</i>

	<p>financially capable to deliver the goods and in accordance with the provision of R.A. No. 9184 and its 2016 IRR.</p> <p>However, if the BAC Secretariat Procurement Officer could not proceed to evaluate the submitted price quotations BAC Secretariat Procurement shall then proceed with the creation of a Technical Working Group (TWG) from the pool of technical experts of the DSWD-FO who will examine and evaluate the submitted documents, and determine their compliance to the minimum technical specifications set by the end-user unit/s (ODSUs), and recommend to the BAC their findings.</p>		Serbisyong Oragon sa Lahat ng Panahon	
	<p>Preparation of Abstract of Quotation</p> <p>The BAC Secretariat Procurement Officer shall then prepare the AOQ recommending the adoption of the Shopping modality and award of contract to the supplier/ service provider/ with the Lowest Calculated and Responsive Quotation. The AOQ shall be endorsed to the Head of the BAC Secretariat for final review and comments, prior to its routing for approval and signature of the members of the BAC, and eventually approval of the Head of the Procuring Entity (HoPE).</p> <p>TThe BAC Secretariat Procurement Officer shall then endorse the approved AOQ (CTC) with complete supporting documents to the BAC receiving officer for the updating of PMT and</p>	Not applicable	Seven (7) calendar days	<i>BAC Secretariat, End-user Unit</i>

	afterwards endorse to PMS-CMD for preparation of Purchase Order (PO).		Serbisyong Oragon sa Lahat ng Panahon	
Prepare the OBRS and have the PO signed by the HoPE	<p>Endorsement to End-User Unit (ODSUs) Concerned for the preparation of Obligation Request and Status (ORS)</p> <p>The PMS-CMS prepares and facilitates the issuance of PO.</p> <p>Upon receipt of the complete documents, e.g. certified true copies of the AOQ, PR, and other relevant documents from BAC Secretariat, the CMS receiving officer updates the PMT and hands it over to the CMS Procurement Officer upon coordination with the CMS Chief to review, prepare an executive summary, and endorse to the end-user concerned the entire document for preparation and signing of Obligation Request and Status (ORS).</p>	Not Applicable	Three (3) calendar days	<i>PMS-CMS, End-user Unit</i>
	<p>Receipt of the funded PO</p> <p>Upon receipt of the duly funded PO, the CMS Procurement Officer shall facilitate the signing of the PO, notifies and serves immediately to the supplier, or contractor.</p>	Not Applicable	Three (3) calendar days	<i>PMS-CMS, Supplier</i>
Submit Sales Invoice, Billing Statement, or Statement of Accounts	<p>Supply and Delivery of Goods</p> <p>For the delivery of goods, the CMS Procurement Officer must coordinate with AS-PSAMS on the receiving of the stocks/goods, ensure the availability of warehouse space, and prepare the Request for Inspection (RFI)</p>	Not Applicable	Three (3) calendar days	<i>PMS-CMS, AS-PSAMS</i>

	<p>addressed to the Inspection Committee.</p> <p>The Inspection Committee shall inspect and examine compliance to the technical specification of the delivered goods according to the technical specifications stipulated in the PO/Contract, and submit Inspection Report to the CMS, which shall be the basis for the preparation of the Disbursement Voucher (DV) for processing of payment.</p>		Serbisyong Oragon sa Lahat ng Panahon	
Preparation and Signing of Disbursement Vouchers	<p>Preparation of Disbursement Voucher (DV) for Payment</p> <p>Upon receipt of the Inspection Report, Sales Invoice, Billing/Statement of Account, and other supporting documents, the CMS Procurement Officer shall prepare the DV.</p> <p>The DV along with the supporting attachment shall be forwarded to the CMS receiving officer for updating of the PMT. It shall then endorse to the end-user unit/ (ODSUs) concerned for the signature of the Head of ODS, Cluster Head concerned for processing and facilitation of payment to the supplier/consultant.</p>	Not Applicable	Three (3) calendar days	<i>PMS-CMD, FMS</i>

Procurement under Scientific, Scholarly or Artistic Work, Exclusive Technology and Media Services

Procurement of Goods or Consulting Services based on the requirement needed by the agency to be procured using Negotiated Procurement - Scientific, Scholarly, or Artistic Work, Exclusive Technology and Media Services under Section 53.6 of the 2016 Revised IRR of R.A. 9184 as the mode of procurement.

Office or Division:	Procurement Management Section (PMS)	Serbisyong Oragon sa Lahat ng Panahon
Classification:	Highly Technical	
Type of Transaction:	Government-to-Government (G2G) / Government to Business (G2B)	
Who may avail:	DSWD Field Office V Offices/ Divisions/ Sections/ Unit (ODSU)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<p>All Purchase Requests (PR) with DRN number must be submitted in three (3) copies signed by the Head of the OBS indicating complete technical specifications of the goods and services or consulting services requested with a certified true copy of approved PPMP and other supporting documents per request as follows:</p> <ul style="list-style-type: none"> • Approved Project Proposal • Approved Terms of Reference • Justification • Price Quotation/ Proposal • Market Scanning/ Research <p>Applicability:</p> <ul style="list-style-type: none"> • Work of art; commissioned work or services of an artist for specific artistic skills (e.g., singer, performer, poet, writer, painter, sculptor, etc.) • Scientific, academic, scholarly work or research, or legal services • Highly-specialized life-saving medical equipment, as certified by the Department of Health • Scientific, technical, economic, business, trade or legal journal, magazine, paper, subscription, or other exclusive statistical publications and references; • Scientific, technical, economic, business, trade or legal journal, magazine, paper, subscription, or other exclusive statistical publications and references; • The construction or installation of an infrastructure facility where the material, equipment, or technology under a proprietary right can only be obtained from the same contractor. 		<p>End-user Units (ODSUs) submit to BAC Secretariat located at the Rawis Building, DSWD Field Office V, Regional Center Site, Rawis, Legazpi City, Albay</p>

Conditions for Scientific, Scholarly, or Artistic Work, Exclusive Technology, and Media Services: <ul style="list-style-type: none"> • The construction or installation of an infrastructure facility where the material, equipment, or technology under a proprietary right can only be obtained from the same contractor • The study should confirm that the supplier, contractor, or consultant could undertake the project at more advantageous terms • The study should confirm that the supplier, contractor, or consultant could undertake the project at more advantageous terms 		Serbisyon sa Lahat ng Panahon		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the PR to PMS Receiving Officer located at PMS – BAC Secretariat	<p>The PMS-BAC Secretariat (BAC Sec) receives, and records the approved Purchase Request (PR) with proper signatories – in consonance with the existing guidelines – and with complete supporting documents, and for encoding in the Procurement Monitoring Tool (PMT).</p> <p>BAC Secretariat checks the inclusion of the procurement project in the PPMP/APP and endorses it to the PPMU receiving officer.</p> <p>PPMU receiving officer endorses the PR to the PPMU-Chief who will then assign a Procurement Officer to handle the project, and then reverts to PPMD receiving officer.</p> <p>The PPMU receiving officer updates PMT, records, and endorses the PR to the</p>	Not applicable	Three (3) Calendar days	End-user Unit/s (ODSUs), PMS-BAC-Secretariat, PMS-PPMU

	<p>assigned Procurement Officer in coordination with the PPMU-Chief for a thorough review of the technical specifications, which must be according to the approved project proposal/ approved Terms of Reference (TOR) / Technical Assistance.</p> <p>If found in order, the Procurement Officer affixes his/her initial and endorses the documents back to the PPMU receiving officer. Otherwise, the former shall prepare PR-Action Slip addressed to the End-User Unit (ODSUs) concerned, signed by the PPMU-Chief, for further action and compliance.</p> <p>The PPMU-Chief approves and signs the PR, and forwards it to the PPMU receiving officer. The PPMU receiving officer updates PMT, records, and endorses to the PPMU Procurement Officer.</p>		Serbisyong Oragon sa Lahat ng Panahon	
	<p>Approved PR received</p> <p>The PPMU receiving officer records, updates the PMT and endorses to the PPMU Procurement Officer who will facilitate the review of the submitted documents.</p> <p>The PPMU Procurement Officer, thereafter, endorses to the BAC, through its Secretariat, a transmittal memorandum requesting for BAC Resolution recommending the adoption of Negotiated Procurement: Scientific, Scholar, or Artistic Work, Exclusive Technology and Media Services as the</p>	Not applicable	One (1) Calendar day	PMS-PPMU

	mode of procurement and award of contract to the identified supplier.		Serbisyong Oragon sa Lahat ng Panahon	
	<p>Preparation of BAC Resolution and Issuance of Notice of Award (NOA)</p> <p>Upon receipt of the documents, BAC Sec Procurement Officer reviews and verifies the veracity and completeness of the documents – e.g. justification, market scanning/ research, cost-benefit, analysis, price quotations/ proposals – to ensure that the servicing agency, supplier, service provider, contractor and consultants is technically, legally and financially capable to deliver the goods and in accordance with the provision of R.A. No. 9184 and its 2016 IRR.</p> <p>The BAC Sec Procurement Officer shall then proceed with the creation of a Technical Working Group (TWG) from the pool of technical experts of the DSWD-FO who will examine and evaluate the submitted documents, and determine their compliance to the minimum technical specifications set by the end-user unit/s (ODSUs), and recommend to the BAC their findings and recommendations.</p> <p>Prior to its award, the End-user Unit/s (ODSUs) to conduct negotiation meeting with the servicing agency, supplier, service provider, contractor, and</p>	Not applicable	Ten (10) Calendar days	<i>BAC Secretariat, End-user Unit</i>

	<p>consultants to discuss the terms and conditions of the contract.</p> <p>The BAC Sec Procurement Officer shall then prepare the BAC Resolution recommending adoption of Scientific, Scholarly or Artistic Work, Exclusive Technology and Media Services modality and award of contract to the previously awarded servicing agency, supplier, service provider, contractor, and consultant. The Notice of Award (NOA) is also prepared. The BAC Resolution and the NOA shall be endorsed to the Head of the BAC Secretariat for final review and comments, prior to its routing for approval and signature of the members of the BAC, and eventually approval of the Head of the Procuring Entity (HoPE).</p> <p>Upon receipt of the duly signed NOA, the BAC Sec Procurement Officer serves it at once to the awarded supplier or contractor. The BACSec-in-Charge shall then endorse the approved BAC Resolution (CTC) with complete supporting documents to BACSec Receiving Officer for the updating of PMT and afterward endorse to PMS-CMS for preparation of Purchase Order (PO)/ Contract.</p>		Serbisyong Oragon sa Lahat ng Panahon	
Prepare the OBRS and have the PO signed by the HoPE	Endorsement to End-User Unit (ODSUs) Concerned for the preparation of Obligation Request and Status (ORS)	Not applicable	Three (3) calendar day	PMS-CMS, End-user Unit

	<p>The PMS-CMS prepares and facilitates the issuance of PO/Contract.</p> <p>Upon receipt of the complete documents, e.g. certified true copies of the BAC Resolution, PR, and other relevant documents from BAC Secretariat, the CMS receiving officer updates the PMT and hands it over to the CMS Procurement Officer upon coordination with the CMS Chief to review, prepare an executive summary, and endorse to the end-user concerned the entire document for preparation and signing of Obligation Request and Status (ORS).</p>		Serbisyong Oragon sa Lahat ng Panahon	
	<p>Receipt of the funded PO/Contract</p> <p>Upon receipt of the duly funded PO/Contract, the CMS Procurement Officer shall facilitate the signing of PO/Contract, notifies and serves immediately to the supplier, or contractor.</p>	Not Applicable	Three (3) calendar days	<i>PMS-CMS, Supplier</i>
<p>Submit Sales Invoice, Billing Statement or Statement of Accounts</p> <p>Preparation and Signing of Disbursement Vouchers</p>	<p>Preparation of Disbursement Voucher (DV) for Payment Upon receipt of the Inspection Report, Sales Invoice, Billing/Statement of Account, and other supporting documents, the CMS Procurement Officer shall prepare the DV.</p> <p>The DV along with the supporting attachment shall be forwarded to the CMS receiving officer for updating of the PMT.</p>	Not Applicable	Three (3) calendar days	<i>PMS-CMD, FMS</i>

	It shall then endorse to the end-user unit/ (ODSUs) concerned for the signature of the Head of OBS, Cluster Head concerned for processing and facilitation of payment to the supplier.		Serbisyong Oragon sa Lahat ng Panahon	
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Procurement under Highly Technical Consultant

Procurement of Consulting Services based on the requirement needed by the agency to be procured using Negotiated Procurement – Highly Technical Consultant under Section 53.7 of the 2016 Revised IRR of R.A. 9184 as the mode of procurement.

Office or Division:	Procurement Management Section (PMS)
Classification:	Highly Technical
Type of Transaction:	Government-to-Government (G2G) / Government to Business (G2B)
Who may avail:	DSWD Field Office V Offices/ Divisions/ Sections/ Unit (ODSU)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>All Purchase Requests (PR) with DRN number must be submitted in three (3) copies signed by the Head of the OBS indicating complete technical specifications of the goods and services or consulting services requested with a certified true copy of approved PPMP and other supporting documents per request as follows:</p> <ul style="list-style-type: none"> • Approved Project Proposal • Approved Terms of Reference • Justification • Curriculum Vitae 	<p>End-user Units (ODSUs) submit to BAC Secretariat located at the Rawis Building, DSWD Field Office V, Regional Center Site, Rawis, Legazpi City, Albay</p>

Applicability: <ul style="list-style-type: none"> Consultancy Services Conditions for Highly Technical Consultant: <ul style="list-style-type: none"> Work involves: <ul style="list-style-type: none"> Highly technical or proprietary Primarily confidential or policy determining, where trust and confidence are the primary consideration Term is, at most, 1 year, renewable at the option of the appointing HOPE, but in no case to exceed the term of the latter 		Serbisong Oragon sa Lahat ng Panahon		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the PR to PMS Receiving Officer located at PMS – BAC Secretariat	<p>The PMS-BAC Secretariat (BAC Sec) receives, and records the approved Purchase Request (PR) with proper signatories – in consonance with the existing guidelines – and with complete supporting documents, and for encoding in the Procurement Monitoring Tool (PMT).</p> <p>BAC Secretariat checks the inclusion of the procurement project in the PPMP/APP endorses it to the PPMU receiving officer.</p> <p>PPMU receiving officer endorses the PR to the PPMU-Chief who will then assign a Procurement Officer to handle the project, and then reverts to PPMU receiving officer.</p> <p>The PPMU receiving officer updates PMT, records, and endorses the PR to the assigned Procurement Officer in</p>	Not applicable	Three (3) Calendar days	<i>End-user Unit/s (OBSUs), PMS-BAC-Secretariat, PMS-PPMU</i>

	<p>coordination with the PPMD-Chief for a thorough review of the technical specifications, which must be according to the approved project proposal/ approved Terms of Reference (TOR) / Technical Assistance.</p> <p>If found in order, the Procurement Officer affixes his/her initial and endorse the documents back to the PPMD receiving officer. Otherwise, the former shall prepare PR-Action Slip addressed to the End-User Unit (ODSUs) concerned, signed by the PPMU-Chief, for further action and compliance.</p> <p>The PPMU-Chief approves and signs the PR, and forwards it to the PPMU receiving officer. The PPMU receiving officer updates PMT, records, and endorses to the PPMD Procurement Officer.</p>		Serbisyong Oragon sa Lahat ng Panahon	
	<p>Approved PR received</p> <p>The PPMU receiving officer records, updates the PMT and endorses to the PPMU Procurement Officer who will facilitate the review of the submitted documents.</p> <p>The PPMU Procurement Officer, thereafter, endorses to the BAC, through its Secretariat, a transmittal memorandum requesting for BAC Resolution recommending the adoption of Negotiated Procurement: Highly Technical Consultant as the mode of procurement and award of contract to the identified supplier.</p>	Not applicable	One (1) Calendar day	PMS-PPMU

	<p>Preparation of BAC Resolution and Issuance of Notice of Award (NOA)</p> <p>Upon receipt of the documents, the BAC Sec Procurement Officer reviews and verifies the veracity and completeness of the documents – e.g. justification, market scanning/ research, cost-benefit, analysis, price quotations/ proposals – to ensure that the servicing agency, supplier, service provider, contractor and consultants is technically, legally and financially capable to deliver the goods and in accordance with the provision of R.A. No. 9184 and its 2016 IRR.</p> <p>The BAC Sec Procurement Officer shall then proceed with the creation of a Technical Working Group (TWG) from the pool of technical experts of the DSWD-FO who will examine and evaluate the submitted documents, and determine their compliance to the minimum technical specifications set by the end-user unit/s (ODSUs), and recommend to the BAC their findings and recommendations.</p> <p>Prior to its award, the End-user Unit/s (ODSUs) to conduct negotiation meetings with the servicing agency, supplier, service provider, contractor and consultants to discuss the terms and conditions of the contract.</p> <p>The BAC Sec Procurement Officer shall then prepare the</p>	Not applicable	Ten (10) Calendar days	<p><i>BAC Secretariat, End-user Unit, TWG</i></p>
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	<p>BAC Resolution recommending adoption of Highly Technical Consultant modality and award of contract to a consultant. The Notice of Award (NOA) is also prepared. The BAC Resolution and the NOA shall be endorsed to the Head of the BAC Secretariat for final review and comments, prior to its routing for approval and signature of the members of the BAC, and eventually approval of the Head of the Procuring Entity (HoPE).</p> <p>Upon receipt of the duly signed NOA, the BAC Sec Procurement Officer serves it at once to the awarded supplier or contractor. The BACSec-in-Charge shall then endorse the approved BAC Resolution (CTC) with complete supporting documents to BACSec Receiving Officer for the updating of PMT and afterwards endorse to PMS-CMD for preparation of Purchase Order (PO)/ Contract.</p>		Serbisyong Oragon sa Lahat ng Panahon	
Prepare the OBRS and have the PO signed by the HoPE	<p>Endorsement to End-User Unit (ODSUs) Concerned for the preparation of Obligation Request and Status (ORS)</p> <p>The PMS-CMD prepares and facilitates the issuance of PO/ Contract.</p> <p>Upon receipt of the complete documents, e.g. certified true copies of the BAC Resolution, PR, and other relevant documents from BAC Secretariat, the CMU receiving officer updates the PMT and</p>	Not applicable	Three (3) calendar day	<i>PMS-CMS, End-user Unit</i>

	hands it over to the CMD Procurement Officer upon coordination with the CMS Chief to review, prepare an executive summary, and endorse to the end-user concerned the entire document for preparation and signing of Obligation Request and Status (ORS).		Serbisyong Oration sa Lahat ng Panahon	
	<p>Receipt of the funded PO/Contract</p> <p>Upon receipt of the duly funded PO/Contract, the CMS Procurement Officer shall facilitate the signing of PO/Contract, notifies and serves immediately to the supplier, or contractor.</p>	Not Applicable	Three (3) calendar days	<i>PMS-CMS, Supplier</i>
<p>Submit Sales Invoice, Billing Statement or Statement of Accounts</p> <p>Preparation and Signing of Disbursement Vouchers</p>	<p>Preparation of Disbursement Voucher (DV) for Payment</p> <p>Upon receipt of the Inspection Report, Sales Invoice, Billing/Statement of Account, and other supporting documents, the CMD Procurement Officer shall prepare the DV.</p> <p>The DV along with the supporting attachment shall be forwarded to the CMS receiving officer for updating of the PMT. It shall then endorse to the end-user unit/ (ODSUs) concerned for the signature of the Head of OBS, Cluster Head concerned for processing and facilitation of payment to the supplier.</p>	Not Applicable	Three (3) calendar days	<i>PMS-CMS, FMD</i>

Procurement under Agency to Agency

Procurement of Goods, Infrastructure Projects or Consulting Services based on the requirement needed by the agency to be procured using Negotiated Procurement – Agency to Agency under Section 53.5 of the 2016 Revised IRR of R.A. 9184 as the mode of procurement.

Office or Division:	Procurement Management Section (PMS)
Classification:	Highly Technical
Type of Transaction:	Government-to-Government (G2G) / Government to Business (G2B)
Who may avail:	DSWD Field Office V Offices/ Divisions/ Sections/ Unit (ODSU)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>All Purchase Requests (PR) with DRN number must be submitted in three (3) copies signed by the Head of the OBS indicating complete technical specifications of the goods and services or consulting services requested with a certified true copy of approved PPMP and other supporting documents per request as follows:</p> <ul style="list-style-type: none"> • Approved Project Proposal • Approved Terms of Reference • Justification • Price Quotation/ Proposal • Market Scanning/ Research, if applicable <p>Applicability:</p> <ul style="list-style-type: none"> • Goods • Infrastructure Projects • Consulting Services <p>Conditions for Agency to Agency:</p> <ul style="list-style-type: none"> • Procurement from another agency of the government (Servicing Agency) that has the mandate to deliver goods or services or to undertake infrastructure project or consultancy service as required by the PE 	<p>End-user Units (ODSUs) submit to BAC Secretariat located at the Rawis Building, DSWD Field Office V, Regional Center Site, Rawis, Legazpi City, Albay</p>

- The PE shall justify that entering into A-to-A with the Servicing Agency is more efficient and economical to the government
- The Servicing Agency has the mandate to deliver the goods and services required to be procured or to undertake the infrastructure project or consultancy required by the Procuring Entity
- Servicing Agency has the absorptive capacity to undertake the project
- Servicing Agency owns or has access to the necessary tools and equipment required for the project
- Sub-contracting is not allowed. However, the servicing agency may implement the infrastructure projects in-house, by job-order, or through the pakyaw contracting system
- For procurement of infrastructure project, the Servicing Agency must have a track record of having completed, or supervised a project, by administration or by contract, similar to and with a cost at least fifty percent (50%) of the project at hand

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the PR to PMS Receiving Officer located at PMS – BAC Secretariat	<p>The PMS-BAC Secretariat (BAC Sec) receives, and records the approved Purchase Request (PR) with proper signatories – in consonance with the existing guidelines – and with complete supporting documents, and for encoding in the Procurement Monitoring Tool (PMT).</p> <p>BAC Secretariat checks the inclusion of the procurement project in the PPMP/APP and endorses it to the PPMU receiving officer.</p> <p>PPMU receiving officer endorses the PR to the</p>	Not applicable	Three (3) calendar days	End-user Unit/s (OBSUs), PMS-BAC-Secretariat, PMS-PPMU

	<p>PPMU-Chief who will then assign a Procurement Officer to handle the project and then revert to PPMU receiving officer.</p> <p>The PPMU receiving officer updates PMT, records and endorses the PR to the assigned Procurement Officer in coordination with the PPMU-Chief for thorough review of the technical specifications, which must be according to the approved project proposal/ approved Terms of Reference (TOR) / Technical Assistance.</p> <p>If found in order, the Procurement Officer affixes his/her initial and endorse the documents back to the PPMU receiving officer. Otherwise, the former shall prepare PR-Action Slip addressed to the End-User Unit (ODSUs) concerned, signed by the PPMU-Chief, for further action and compliance.</p> <p>The PPMU-Chief approves and signs the PR, and forwards to the PPMU receiving officer. The PPMU receiving officer updates PMT, records and endorses to the PPMU Procurement Officer.</p>		Serbisyong Oragon sa Lahat ng Panahon	
	<p>Approved PR received</p> <p>The PPMU receiving officer records, updates the PMT and endorses to the PPMU Procurement Officer who will facilitate the review of the submitted documents.</p> <p>The PPMU Procurement Officer, thereafter, endorses to the BAC,</p>	Not applicable	One (1) calendar day	PMS-PPMU

	through its Secretariat, a transmittal memorandum requesting for BAC Resolution recommending the adoption of Negotiated Procurement: Agency to Agency as the mode of procurement and award of contract to the identified supplier.		Serbisyong Oragon sa Lahat ng Panahon	
	<p>Preparation of BAC Resolution and Issuance of Notice of Award (NOA)</p> <p>Upon receipt of the documents, BAC Sec Procurement Officer reviews and verifies the veracity and completeness of the documents – e.g. justification, market scanning/ research, cost-benefit, analysis, price quotations/ proposals – to ensure that the servicing agency, supplier, service provider, contractor and consultants is technically, legally and financially capable to deliver the goods and in accordance with the provision of R.A. No. 9184 and its 2016 IRR.</p> <p>The BAC Sec Procurement Officer shall then proceed the creation of Technical Working Group (TWG) from the pool of technical experts of the DSWD-FO who will examine and evaluate the submitted documents, and determine their compliance to the minimum technical specifications set by the end-user unit/s (ODSUs), and recommend to the BAC their findings and recommendations.</p>	Not applicable	Ten (10) calendar days	<i>BAC Secretariat, End-user Unit</i>

	<p>Prior to its award, the End-user Unit/s (ODSUs) to conduct negotiation meeting with the servicing agency, supplier, service provider, contractor and consultants to discuss the terms and conditions of the contract.</p> <p>The BAC Sec Procurement Officer shall then prepare the BAC Resolution recommending adoption of Agency to Agency modality and award of contract to the previously awarded servicing agency, supplier, service provider, contractor and consultant. The BAC Resolution shall be endorsed to the Head of the BAC Secretariat for final review and comments, prior to its routing for approval and signature of the members of the BAC, and eventually approval of the Head of the Procuring Entity (HoPE).</p> <p>The BAC Sec Procurement Officer shall then endorse the approved BAC Resolution (CTC) with complete supporting documents to BAC Sec Receiving Officer for the updating of PMT and afterwards endorse to PMS-CMS for preparation of Memorandum of Understanding (MOU).</p>		Serbisyong Oragon sa Lahat ng Panahon	
Prepare the OBRS and have the PO signed by the HoPE	<p>End-User Unit (ODSUs) Concerned for the preparation of Obligation Request and Status (ORS)</p> <p>The PMS-CMS prepares and facilitate the issuance of MOU.</p>	Not applicable	Three (3) calendar days	<i>PMS-CMS, End-user Unit</i>

	<p>Upon receipt of the complete documents, e.g. certified true copies of the BAC Resolution, PR, and other relevant documents from BAC Secretariat, the CMS receiving officer updates the PMT and hand it over to the CMS Procurement Officer upon coordination with the CMS Chief to review, prepare an executive summary, and endorses to the end-user concerned the entire document for preparation and signing of Obligation Request and Status (ORS).</p>		Serbisyong Oragon sa Lahat ng Panahon	
	<p>Receipt of the funded PO/Contract</p> <p>Upon receipt of the duly funded PO/Contract, the CMS Procurement Officer shall facilitate the signing of PO/Contract, notifies and serves immediately to the supplier, or contractor.</p>	Not Applicable	Three (3) calendar days	<i>PMS-CMS, Supplier</i>
<p>Submit Sales Invoice, Billing Statement or Statement of Accounts</p> <p>Preparation and Signing of Disbursement Vouchers</p>	<p>Preparation of the Disbursement Voucher (DV) for Payment</p> <p>Upon receipt of the Inspection Report, Sales Invoice, Billing/Statement of Account, and other supporting documents, the CMS Procurement Officer shall prepare the DV.</p> <p>The DV along with the supporting attachment shall be forwarded to the CMS receiving officer for updating of the PMT. It shall then endorse to the end-user unit/ (OBSUs) concerned for signature of the Head of</p>	Not Applicable	Three (3) calendar days	<i>PMS-CMS, FMD</i>

	ODS, Cluster Head concerned for processing and facilitation of payment to the supplier.		Serbisyong Oragon sa Lahat ng Panahon	
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Procurement under Direct Contracting

Procurement of Goods based on the requirement needed by the agency to be procured using Direct Contracting under Section 50 of the 2016 Revised IRR of R.A. 9184 as the mode of procurement.

Office or Division:	Procurement Management Section (PMS)		
Classification:	Highly Technical		
Type of Transaction:	Government-to-Government (G2G) / Government to Business (G2B)		
Who may avail:	DSWD Field Office V Offices/ Divisions/ Sections/ Unit (ODSU)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
All Purchase Requests (PR) with DRN number must be submitted in three (3) copies signed by the Head of the OBS indicating complete technical specifications of the goods and services requested with a certified true copy of approved PPMP and other supporting documents per request as follows:		End-user Units (ODSUs) submit to BAC Secretariat located at the Rawis Building, DSWD Field Office V, Regional Center Site, Rawis, Legazpi City, Albay	

<div>Serbisyong Oragon sa Lahat ng Panahon</div>				
<ul style="list-style-type: none"> • Pre-repair Inspection Report • Service Provider Diagnostic Report • Certificate of Exclusive/Sole Distributorship • Market Survey/Market Research, if applicable • Property Accountability Report (PAR), if applicable • Price Quotation <p>Conditions for Direct Contracting:</p> <ul style="list-style-type: none"> • Single source procurement that does not require elaborate Bidding Documents • End-user to conduct survey of the industry and determine the supply source. End-user should justify the necessity for the item that may be only procured through Direct Contracting and prove that there is no suitable substitute in the market • Items of proprietary nature from proprietary source, i.e patents, trade secret, and copyrights • Critical components from a specific supplier to hold a contractor to guarantee its project performance • Items sold by an exclusive manufacturer or dealer, subject to the following conditions: <ul style="list-style-type: none"> ➤ No other suppliers selling it at lower prices; and ➤ No suitable substitute can be obtained at more advantageous terms to the Government 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the PR to PMS Receiving Officer located at PMS – BAC Secretariat	The PMS-BAC Secretariat (BACSec) receives, records the approved Purchase Request (PR) with proper signatories – in consonance with the	Not applicable	Three (3) calendar days	End-user Unit/s (ODSUs), PMS-BAC-Secretariat, PMS-PPMS

	<p>existing guidelines – and with complete supporting documents, and for encoding in the Procurement Monitoring Tool (PMT).</p> <p>BAC Secretariat checks the inclusion of the procurement project in the PPMP/APP and endorse to the PPMU receiving officer.</p> <p>PPMU receiving officer endorses the PR to the PPMU-Chief who will then assign a Procurement Officer to handle the project, and then reverts to PPMU receiving officer.</p> <p>The PPMU receiving officer updates PMT, records and endorses the PR to the assigned Procurement Officer in coordination with the PPMU-Chief for thorough review of the technical specifications, which must be according to the approved project proposal/ approved Terms of Reference (TOR) / Technical Assistance.</p> <p>If found in order, the Procurement Officer affixes his/her initial and endorse the documents back to the PPMU receiving officer.</p>		<p>Serbisyong Oragon sa Lahat ng Panahon</p>	
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	<p>Otherwise, the former shall prepare PR-Action Slip addressed to the End-User Unit (ODSUs) concerned, signed by the PPMU-Chief, for further action and compliance.</p> <p>The PPMU-Chief approves and signs the PR, and forwards to the PPMU receiving officer. The PPMU receiving officer updates PMT, records and endorses to the PPMU Procurement Officer.</p>		Serbisyong Oragon sa Lahat ng Panahon	
	<p>Approved PR received</p> <p>The PPMU receiving officer updates, records and endorses to the PPMU Procurement Officer who shall then prepares the Request for Quotation (RFQ) and ensures that the specific requirements indicated in the approved PR are consistent with the approved TOR and/or supporting documents. He/She then endorses the RFQ and other relevant supporting documents to the PPMU receiving officer for approval and signature of the PPMU-Chief. Once approved and signed, the PPMU receiving officer updates the PMT, and endorse to the PPMU</p>	Not applicable	Three (3) calendar days	<i>PMS-PPMU, Supplier</i>

	<p>Procurement Officer to facilitate the procurement process.</p> <p>The PPMU Procurement Officer prepares the RFQ and requests the direct contractor, manufacturer, supplier identified by the End-User Unit concerned in its market survey (if applicable), to submit price quotation including the terms and conditions of sale, and certifications that proves exclusive dealership.</p> <p>The PPMU Procurement Officer, thereafter, endorses to the BAC, through its Secretariat, a transmittal memorandum requesting for BAC Resolution recommending the adoption of direct contracting as the mode of procurement and award of contract to the identified supplier.</p>		Serbisyong Oragon sa Lahat ng Panahon	
	<p>Preparation of BAC Resolution and Issuance of Notice of Award (NOA)</p> <p>Upon receipt of the documents, BACSec Procurement Officer reviews and verifies the veracity and completeness of the documents to ensure</p>	Not applicable	Ten (10) calendar days	<i>BAC Secretariat</i>

	<p>that the supplier is technically, legally and financially capable to deliver the goods.</p> <p>The BACSec Procurement Officer then prepares the BAC Resolution recommending adoption of the Direct Contracting modality and award of contract to the supplier. Likewise, the Notice of Award (NOA) is also prepared. The BAC Resolution and the NOA shall be endorsed to the Head of the BAC Secretariat for final review and comments, prior to its routing for approval and signature of the members of the BAC, and eventually approval of the Head of the Procuring Entity (HoPE).</p> <p>Upon receipt of the duly signed NOA, the BACSec Procurement Officer serves it at once to the awarded supplier or contractor. The BACSec Procurement Officer shall then endorse the approved BAC Resolution (CTC) with complete supporting documents to BACSec receiving officer for the updating of PMT and afterwards endorse to PMS-CMD for preparation of</p>		Serbisyong Oragon sa Lahat ng Panahon	
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	Purchase Order (PO)/ Contract.		Serbisyong Oragon sa Lahat ng Panahon	
Prepare the OBRS and have the PO signed by the HoPE	<p>Endorsement to End-User Unit (ODSUs) Concerned for the preparation of Obligation Request and Status (ORS)</p> <p>The PMS-CMS prepares and facilitate the issuance PO/ Contract.</p> <p>Upon receipt of the complete documents, e.g. certified true copies of the BAC Resolution, PR, and other relevant documents from BAC Secretariat, the CMS receiving officer updates the PMT and hand it over to the CMS Procurement Officer upon coordination with the CMS Chief to review, prepare executive summary, and endorse to the end-user concerned the entire document for preparation and signing of Obligation Request and Status (ORS).</p>	Not Applicable	Three (3) calendar days	<i>PMS-CMD, End-user Unit</i>
	<p>Receipt of the funded PO/Contract</p> <p>Upon receipt of the duly funded PO/Contract, the CMS Procurement Officer shall facilitate the signing of PO/Contract, notifies and serves</p>	Not Applicable	Three (3) calendar days	<i>PMS-CMS, Supplier</i>

	immediately to the supplier, or contractor.		Serbisyong Oragon sa Lahat ng Panahon	
Submit Sales Invoice, Billing Statement or Statement of Accounts	<p>Supply and Delivery of Goods</p> <p>For the delivery of goods, the CMS Procurement Officer must coordinate with AS-PSAMS on the receiving of the stocks/goods, ensure availability of warehouse space, and prepare the Request for Inspection (RFI) addressed to the Inspection Committee.</p> <p>The Inspection Committee shall inspect and examine compliance to the technical specification the delivered goods according to the technical specifications stipulated in the PO/Contract, and submit Inspection Report to the CMS, which shall be the basis for preparation of Disbursement Voucher (DV) for processing of payment.</p>	Not Applicable	Three (3) calendar days	PMS-CMS, AS-PSAMS
Preparation and Signing of Disbursement Vouchers	<p>Preparation of Disbursement Voucher (DV) for Payment</p> <p>Upon receipt of the Inspection Report, Sales Invoice, Billing/Statement of Account, and other supporting documents,</p>	Not Applicable	Three (3) calendar days	PMS-CMS, FMD

	<p>the CMS Procurement Officer shall prepare the DV.</p> <p>The DV along with the supporting attachment shall be forwarded to the CMS receiving officer for updating of the PMT. It shall then endorse to the end-user unit/ (OBSUs) concerned for signature of the Head of OBS, Cluster Head concerned for processing and facilitation of payment to the supplier.</p>		Serbisyong Oragon sa Lahat ng Panahon	
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Procurement under Repeat Order

Procurement of Goods or Consulting Services based on the requirement needed by the agency to be procured using Repeat Order under Section 51 of the 2016 Revised IRR of R.A. 9184 as the mode of procurement.

Office or Division:	Procurement Management Section (PMS)		
Classification:	Highly Technical		
Type of Transaction:	Government-to-Government (G2G) / Government to Business (G2B)		
Who may avail:	DSWD Field Office V Offices/ Divisions/ Sections/ Unit (ODSU)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
<p>All Purchase Requests (PR) with DRN number must be submitted in three (3) copies signed by the Head of the OBS indicating complete technical specifications of the goods and services requested with a certified true copy of approved PPMP and other supporting documents per request as follows:</p> <ul style="list-style-type: none">• Justification• Market Survey/Market Research		<p>End-user Units (ODSUs) submit to BAC Secretariat located at the Rawis Building, DSWD Field Office V, Regional Center Site, Rawis, Legazpi City, Albay</p>	

<ul style="list-style-type: none"> Previously Awarded Contract, BAC Resolution, Notice of Award, Notice to Proceed Inspection and Acceptance Certificate Price Quotation <p>Applicability:</p> <ul style="list-style-type: none"> Goods Infrastructure Projects Consulting Services <p>Conditions for Repeat Order:</p> <ul style="list-style-type: none"> Same or lower unit prices than those in the original contract, provided that such prices are still the most advantageous to the GOP after price verification No splitting of contracts, requisition and Purchase Orders Availed of within 6 months from the date of the NTP arising from the original contract, provided that there has been a partial delivery, inspection and acceptance of the goods within the same period Not to exceed 25% of the quantity of each item in the original contract Original contract awarded through competitive bidding The goods under the original contract must be quantifiable, divisible and consisting of at least four (4) units per item 		Serbisong Oragon sa Lahat ng Panahon		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the PR to PMS Receiving Officer located at PMS – BAC Secretariat	The PMS-BAC Secretariat (BAC Sec) receives, and records the approved Purchase Request (PR) with proper signatories – in consonance with the existing guidelines – and with complete supporting documents, and for encoding in the Procurement Monitoring Tool (PMT).	Not applicable	Three (3) calendar days	End-user Unit/s (ODSUs), PMS-BAC-Secretariat, PMS-PPMU

	<p>BAC Secretariat checks the inclusion of the procurement project in the PPMP/APP and endorse to the PPMU receiving officer.</p> <p>PPMU receiving officer endorses the PR to the PPMU-Chief who will then assign a Procurement Officer to handle the project, and then reverts to PPMU receiving officer.</p> <p>The PPMU receiving officer updates PMT, records and endorses the PR to the assigned Procurement Officer in coordination with the PPMU-Chief for thorough review of the technical specifications, which must be according to the approved project proposal/ approved Terms of Reference (TOR) / Technical Assistance.</p> <p>If found in order, the Procurement Officer affixes his/her initial and endorse the documents back to the PPMU receiving officer. Otherwise, the former shall prepare PR-Action Slip addressed to the End-User Unit (ODSUs) concerned, signed by the PPMU-Chief, for further action and compliance.</p> <p>The PPMU-Chief approves and signs the PR, and forwards to the PPMU receiving officer. The PPMU receiving officer updates PMT, records and endorses to the PPMU Procurement Officer.</p>		Serbisyong Oron sa Lahat ng Panahon	
	Approved PR received	Not applicable	Three (3) calendar days	PMS-PPMU

	<p>The PPMU receiving officer records, updates the PMT and endorses to the PPMU Procurement Officer who will facilitate the review of the submitted documents.</p> <p>The PPMU Procurement Officer, thereafter, endorses to the BAC, through its Secretariat, a transmittal memorandum requesting for BAC Resolution recommending the adoption of Repeat Order as the mode of procurement and award of contract to the previously awarded supplier and/or service provider.</p>		Serbisyong Oragon sa Lahat ng Panahon	
	<p>Preparation of BAC Resolution and Issuance of Notice of Award (NOA)</p> <p>Upon receipt of the documents, BACSec Procurement Officer reviews and verifies the veracity and completeness of the documents – e.g. justification, market scanning/ research, cost-benefit, analysis, previously awarded contract, NTP, Delivery Receipts etc. – to ensure that the supplier is technically, legally and financially capable to deliver the goods and in accordance with the provision of R.A. No. 9184 and its 2016 Revised IRR.</p> <p>The BACSec Procurement Officer shall then prepare the BAC Resolution recommending adoption of the Repeat Order modality and award of contract to the previously awarded supplier/ service provider/</p>	Not applicable	Ten (10) calendar days	<i>BAC Secretariat</i>

	<p>contractor and consultant. Likewise, the Notice of Award (NOA) is also prepared. The BAC Resolution and the NOA shall be endorsed to the Head of the BAC Secretariat for final review and comments, prior to its routing for approval and signature of the members of the BAC, and eventually approval of the Head of the Procuring Entity (HoPE).</p> <p>Upon receipt of the duly signed NOA, the BACSec Procurement Officer serves it at once to the awarded supplier or contractor. The BACSec Procurement Officer shall then endorse the approved BAC Resolution (CTC) with complete supporting documents to BACSec receiving officer for the updating of PMT and afterwards endorse to PMS-CMS for preparation of Purchase Order (PO)/ Contract.</p>		Serbisyong Oragon sa Lahat ng Panahon	
Prepare the OBRs and have the PO signed by the HoPE	<p>Endorsement to End-User Unit (ODSUs) Concerned for the preparation of Obligation Request and Status (ORS)</p> <p>The PMS-CMS prepares and facilitate the issuance PO/ Contract.</p> <p>Upon receipt of the complete documents, e.g. certified true copies of the BAC Resolution, PR, and other relevant documents from BAC Secretariat, the CMS receiving officer updates the PMT and hand it over to the CMS Procurement Officer upon coordination with the CMS Chief to review, prepare executive</p>	Not Applicable	Three (3) calendar days	<i>PMS-CMS, End-user Unit</i>

	summary, and endorse to the end-user concerned the entire document for preparation and signing of Obligation Request and Status (ORS).		Serbisyong Oragon sa Lahat ng Panahon	
	<p>Receipt of the funded PO/Contract</p> <p>Upon receipt of the duly funded PO/Contract, the CMS Procurement Officer shall facilitate the signing of PO/Contract, notifies and serves immediately to the supplier, or contractor.</p>	Not Applicable	Three (3) calendar days	<i>PMS-CMS, Supplier</i>
Submit Sales Invoice, Billing Statement or Statement of Accounts	<p>Supply and Delivery of Goods</p> <p>For the delivery of goods, the CMS Procurement Officer must coordinate with AS-PSAMS on the receiving of the stocks/goods, ensure availability of warehouse space, and prepare the Request for Inspection (RFI) addressed to the Inspection Committee.</p> <p>The Inspection Committee shall inspect and examine compliance to the technical specification the delivered goods according to the technical specifications stipulated in the PO/Contract, and submit Inspection Report to the CMS, which shall be the basis for preparation of Disbursement Voucher (DV) for processing of payment.</p>	Not Applicable	Three (3) calendar days	<i>PMS-CMS, AS-PSAMS</i>
Preparation and Signing of Disbursement Vouchers	<p>Facilitation of Disbursement Voucher (DV) for Payment</p> <p>Upon receipt of the Inspection Report, Sales Invoice, Billing/Statement of Account,</p>	Not Applicable	Three (3) calendar days	<i>PMS-CMS, FMD</i>

	<p>and other supporting documents, the CMS Procurement Officer shall prepare the DV.</p> <p>The DV along with the supporting attachment shall be forwarded to the CMS receiving officer for updating of the PMT. It shall then endorse to the end-user unit/ (ODSUs) concerned for signature of the Head of OBS, Cluster Head concerned for processing and facilitation of payment to the supplier.</p>		Serbisyong Oragon sa Lahat ng Panahon	
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Procurement under Two (2) Failed Biddings

Procurement of Goods or Consulting Services based on the requirement needed by the agency to be procured using Negotiated Procurement - Small Value Procurement under Section 53.1 of the 2016 Revised IRR of R.A. 9184 as the mode of procurement.

Office or Division:	Procurement Management Section (PMS)		
Classification:	Highly Technical		
Type of Transaction:	Government-to-Government (G2G) / Government to Business (G2B)		
Who may avail:	DSWD Field Office V Offices/ Divisions/ Sections/ Unit (ODSU)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
<p>All Purchase Requests (PR) with DRN number must be submitted in three (3) copies signed by the Head of the OBS indicating complete technical specifications of the goods and services requested with a certified true copy of approved PPMP and other supporting documents per request as follows:</p> <ul style="list-style-type: none"> • Approved Terms of Reference • Approved Terms of Reference • Approved Project Proposal 		<p>End-user Units (ODSUs) submit to BAC Secretariat located at the Rawis Building, DSWD Field Office V, Regional Center Site, Rawis, Legazpi City, Albay</p>	

<p>Applicability:</p> <ul style="list-style-type: none"> • Goods • Infrastructure Projects • Consulting Services <p>Documentary Requirements:</p> <ul style="list-style-type: none"> • Approved Terms of Reference • Approved Terms of Reference • Approved Project Proposal • BAC Resolution Declaring 2nd Failure of Bidding <p>Conditions:</p> <ul style="list-style-type: none"> • Failed competitive bidding for the second time under Sec. 35; and • Mandatory review of the Terms, conditions and specifications, and ABC, which may be adjusted up to 20% of ABC for the last failed bidding • End-User Unit/s (OBSUs) to conduct mandatory review of the terms, conditions, specifications, and cost estimates, as prescribed in Section 35 of the IRR, the BAC, based on its findings, as assisted by its Secretariat, TWG and End-User Unit/s (OBSUs) may revise and agree on the technical specifications or terms of reference, and if necessary, adjust the ABC, subject to the required approvals. However, the ABC cannot be increased by more than twenty percent (20%) of the ABC for the last failed bidding. 				
Serbisong Oragon sa Lahat ng Panahon				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the PR to PMS Receiving Officer located at	The PMS-BAC Secretariat (BAC Sec) receives, records the approved	Not applicable	Three (3) calendar days	End-user Unit/s (OBSUs), PMS-BAC-Secretariat, PMS-PPMU

<p>PMS – BAC Secretariat</p>	<p>Purchase Request (PR) with proper signatories – in consonance with the existing guidelines – and with complete supporting documents, and for encoding in the Procurement Monitoring Tool (PMT).</p> <p>BAC Secretariat checks the inclusion of the procurement project in the PPMP/APP and endorse to the PPMU receiving officer.</p> <p>PPMU receiving officer endorses the PR to the PPMU-Chief who will then assign a Procurement Officer to handle the project, and then reverts to PPMU receiving officer.</p> <p>The PPMU receiving officer updates PMT, records and endorses the PR to the assigned Procurement Officer in coordination with the PPMU-Chief for thorough review of the technical specifications, which must be according to the approved project proposal/ approved Terms of Reference</p>			<p>Serbisyong Oragon sa Lahat ng Panahon</p>
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	<p>(TOR) / Technical Assistance.</p> <p>If found in order, the Procurement Officer affixes his/her initial and endorse the documents back to the PPMU receiving officer. Otherwise, the former shall prepare PR-Action Slip addressed to the End-User Unit (ODSUs) concerned, signed by the PPMU-Chief, for further action and compliance.</p> <p>The PPMU-Chief approves and signs the PR, and forwards to the PPMU-receiving officer. The PPMU receiving officer updates PMT, records and endorses to the PPMU Procurement Officer.</p>		Serbisyong Oragon sa Lahat ng Panahon	
	<p>Approved PR received</p> <p>The PPMU receiving officer updates, logs, and endorses to the PPMU Procurement Officer and shall then prepare the Request for Quotation Request for Proposal (RFP) and ensures that the specific requirements indicated in the approved PR are</p>	Not applicable	One (1) calendar day	<i>PMS-PPMU</i>

	<p>consistent with the approved TOR and/or supporting documents. He/She then endorses the relevant supporting documents to the PPMU receiving officer for approval and signature of the PPMU-Chief. Once approved and signed, the PPMU receiving officer updates the PMT, and endorse to the PPMU Procurement Officer to facilitate procurement process.</p> <p>After the PR was reviewed and determined that the documents submitted are complete, the PPMU Procurement Officer, thereafter, endorses to the BAC, through its Secretariat, a transmittal memorandum requesting for BAC to proceed with the posting at the PhilGEPS, DSWD Website and conspicuous places within the premises of the DSWD-FO.</p>		Serbisyong Oragon sa Lahat ng Panahon	
	Posting at PhilGEPS and DSWD Website, Conduct of Negotiation and Submission of Best and Final Offer,	Not applicable	Three (3) calendar days	<i>BAC Secretariat, End-user Unit/TWG</i>

	<p>Conduct of Post-Qualification</p> <p>Procurement Requests shall be posted at the PhilGEPS, DSWD website, and at conspicuous places.</p> <p>The PPMU Procurement Officer shall then invite at least three (3) suppliers, contractors, or consultants, including those disqualified in previous biddings for the project, for negotiations to ensure effective competition. This, notwithstanding, those who responded through any of the required postings shall be allowed to participate. Even if only one (1) bidder should respond to such invitation or posting, the BAC shall proceed with the negotiation subject to the rules prescribed.</p> <p>Any requirements, guidelines, documents, clarifications, or other information relative to the negotiations that are communicated by the BAC to a supplier, contractor, or</p>		<p>Serbisyong Oragon sa Lahat ng Panahon</p>	
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	<p>consultant shall be communicated on an equal basis to all other suppliers, contractors, or consultants engaging in negotiations with the BAC relative to the procurement. The prospective bidders shall be given equal time and opportunity to negotiate and discuss the technical and financial requirements of the project to be able to submit a responsive quotation or proposal.</p> <p>Following completion of the negotiations, the BAC shall request all suppliers, contractors, or consultants in the proceedings to submit, on a specified date, the best offer based on the final technical and financial requirements together with their post-qualification documents.</p> <p>Upon receipt of the best and final offer together with their post-qualification documents, the BAC Sec Procurement Officer shall conduct evaluation, review, and verifies the veracity and</p>		Serbisyong Oragon sa Lahat ng Panahon	
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	<p>completeness of the documents to ensure that the supplier is technically, legally, and financially capable to deliver the goods and in accordance with the provision of R.A. No. 9184 and its 2016 IRR.</p> <p>BAC Secretariat Procurement Officer shall then proceed with the creation of a Technical Working Group (TWG) from the pool of technical experts of the DSWD-FO who will examine and evaluate the submitted documents (best and final offer and post-qualification documents, and determine their compliance to the minimum technical specifications set by the end-user unit/s (ODSUs), and recommend to the BAC their findings.</p>		Serbisyong Oragon sa Lahat ng Panahon	
	<p>Preparation BAC Resolution and Issuance of Notice of Award (NOA)</p> <p>The BAC Secretariat Procurement Officer shall then prepare the BAC Resolution recommending adoption of the Negotiated</p>	Not applicable	Seven (7) calendar days	<i>BAC Secretariat, Consultant, End-user Unit</i>

	<p>Procurement –Two Failed Bidding and award of contract to the supplier/ service provider/ contractor and consultant with Lowest Calculated and Responsive Quotation/ Highest Rated Responsive Bidder. Likewise, the Notice of Award (NOA) is also prepared in cases of infrastructure projects/ consulting services. The BAC Resolution and the NOA shall be endorsed to the Head of the BAC Secretariat for final review and comments, prior to its routing for approval and signature of the members of the BAC, and eventually approval of the Head of the Procuring Entity (HoPE).</p> <p>Upon receipt of the duly signed NOA, the BAC Sec Procurement Officer serves it at once to the awarded supplier, service provider, contractor, and consultant. The BAC Secretariat Procurement Officer shall then endorse the approved BAC Resolution (CTC) with</p>		<p>Serbisyong Oragon sa Lahat ng Panahon</p>	
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	complete supporting documents to the BAC receiving officer for the updating of PMT and afterwards endorse to PMS-CMD for preparation of Purchase Order (PO)/ Contract.		Serbisyong Oragon sa Lahat ng Panahon	
Prepare the OBRS and have the PO signed by the HoPE	<p>Endorsement to End-User Unit (ODSUs) Concerned for the preparation of Obligation Request and Status (ORS) The PMS-CMD prepares and facilitates the issuance of PO/ Contract.</p> <p>Upon receipt of the complete documents, e.g. certified true copies of the BAC Resolution, PR, and other relevant documents from BAC Secretariat, the CMS receiving officer updates the PMT and hands it over to the CMS Procurement Officer upon coordination with the CMD Chief to review, prepare an executive summary, and endorse to the end-user concerned the entire document for preparation and signing of Obligation Request and Status (ORS).</p>	Not Applicable	Three (3) calendar days	<i>PMS-CMS, End-user Unit</i>

	<p>Receipt of the funded PO/Contract</p> <p>Upon receipt of the duly funded PO/Contract, the CMS Procurement Officer shall facilitate the signing of PO/Contract, notifies and serves immediately to the supplier, or contractor.</p>	Not Applicable	Three (3) calendar days	<p><i>PMS-CMS Supplier/Consultant</i></p>
	<p>Supply and Delivery of Goods</p> <p>For the delivery of goods, the CMS Procurement Officer must coordinate with AS-PSAMS on the receiving of the stocks/goods, ensure availability of warehouse space, and prepare the Request for Inspection (RFI) addressed to the Inspection Committee.</p> <p>The Inspection Committee shall inspect and examine compliance to the technical specification the delivered goods according to the technical specifications stipulated in the PO/Contract, and submit Inspection Report to the CMS, which shall be the</p>	Not Applicable	Three (3) calendar days	<p><i>PMS-CMS, AS-PSAMS</i></p>

	basis for preparation of Disbursement Voucher (DV) for processing of payment.		Serbisyong Oragon sa Lahat ng Panahon	
Submit Sales Invoice, Billing Statement or Statement of Accounts	<p>Contract Implementation -</p> <p>End-User Unit/s (ODSUs) shall monitor the implementation of the project. The issuance of certification of services rendered shall be issued by the end-user unit (ODSUs) in accordance with the approved TOR in reference with the schedule of payment which shall be basis for preparation of Disbursement Voucher (DV) for processing of payment.</p>	Not Applicable	As indicated in the approved TOR	<i>End-user Unit</i>
Preparation and Signing of Disbursement Vouchers	<p>Preparation of Disbursement Voucher (DV) for Payment</p> <p>Upon receipt of the Inspection Report, Sales Invoice, Billing/Statement of Account, and other supporting documents, the CMS Procurement Officer shall prepare the DV.</p> <p>The DV along with the supporting attachment shall be forwarded to the CMS</p>	Not Applicable	Three (3) calendar days	<i>PMS-CMS, FMD</i>

	receiving officer for updating of the PMT. It shall then endorse to the end-user unit/ (ODSUs) concerned for signature of the Head of OBS, Cluster Head concerned for processing and facilitation of payment to the supplier/consultant.		Serbisyong Oragon sa Lahat ng Panahon	
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Procurement under Emergency Cases

Procurement of Goods/ Services, Infrastructure Project, and Consulting Services based on the requirement needed by the agency to be procured using Negotiated Procurement - Emergency Cases under Section 53.2 of the 2016 Revised IRR of R.A. 9184 as the mode of procurement.

Office or Division:	Procurement Management Section (PMS)
Classification:	Highly Technical
Type of Transaction:	Government-to-Government (G2G) / Government to Business (G2B)
Who may avail:	DSWD Field Office V Offices/ Divisions/ Sections/ Unit (ODSU)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>All Purchase Requests (PR) with DRN number must be submitted in three (3) copies signed by the Head of the OBS indicating complete technical specifications of the goods and services requested with a certified true copy of approved PPMP and other supporting documents per request as follows:</p> <ul style="list-style-type: none"> • Approved Project Proposal • Approved Terms of Reference (TOR) • Justification Letter • Market Survey/Market Research <p>Applicability:</p> <ul style="list-style-type: none"> • Goods 	<p>End-user Units (ODSUs) submit to BAC Secretariat located at the Rawis Building, DSWD Field Office V, Regional Center Site, Rawis, Legazpi City, Albay</p>

- Infrastructure Project
- Consulting Services

Conditions for Emergency Cases:

- In case of imminent danger to life or property during a state of calamity
- When time is of the essence arising from natural or man-made calamities
- Other causes where immediate action is necessary:
 - To prevent damage to or loss of life or property
 - To restore vital public services, infrastructure facilities and other public utilities
- In all instances, the HoPE shall confirm in writing the existence and veracity of the ground/s relied upon before approving the contract
- Considering that the underlying reason of this modality relates to “time element”, the PE should consider the appropriate timing or the proximity of time between the actual procurement activity to be conducted and the emergency sought to be addressed
- When the reason or cause for the emergency has already been abated, adoption of competitive bidding shall be considered
- When the ground is based on imminent danger to life during a state of calamity, there must be a declaration by a competent authority of a state of calamity before any procurement activity may be undertaken

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the PR to PMS Receiving Officer located at	The PMS-BAC Secretariat (BAC Sec) receives, records the approved Purchase	Not applicable	Three (3) Calendar days	End-user Unit/s (ODSUs), PMS-BAC-

<p>PMS – BAC Secretariat</p>	<p>Request (PR) with proper signatories – in consonance with the existing guidelines – and with complete supporting documents, and for encoding in the Procurement Monitoring Tool (PMT).</p> <p>BAC Secretariat checks the inclusion of the procurement project in the PPMP/APP and endorse to the PPMU receiving officer.</p> <p>PPMU receiving officer endorses the PR to the PPMU-Chief who will then assign a Procurement Officer to handle the project, and then reverts to PPMU receiving officer.</p> <p>The PPMU receiving officer updates PMT, records and endorses the PR to the assigned Procurement Officer in coordination with the PPMU-Chief for thorough review of the technical specifications, which must be according to the approved project proposal/ approved Terms of Reference (TOR) / Technical Assistance.</p> <p>If found in order, the Procurement Officer affixes his/her initial and endorse the documents</p>		<p>Serbisyong Oron sa Lahat ng Panahon</p>	<p>Secretariat PMS-PPMU</p>
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	<p>back to the PPMU receiving officer. Otherwise, the former shall prepare PR-Action Slip addressed to the End-User Unit (ODSUs) concerned, signed by the PPMU-Chief, for further action and compliance.</p> <p>The PPMU-Chief approves and signs the PR, and forwards to the PPMU receiving officer. The PPMU receiving officer updates PMT, records and endorses to the PPMU Procurement Officer.</p>		Serbisyong O	ragon sa Lahat ng Panahon
	<p>Approved PR received</p> <p>The PPMU receiving officer updates, records and endorses to the PPMU Procurement Officer who shall then prepares the Request for Quotation (RFQ)/ Request for Proposal (RFP) and ensures that the specific requirements indicated in the approved PR are consistent with the approved TOR and/or supporting documents. He/She then endorses the RFQ/ RFP and other relevant supporting documents to the PPMU receiving officer for approval and signature of the PPMU-Chief. Once approved and</p>	Not applicable	Three (3) calendar days	<i>PMS-PPMU, Supplier, BAC Secretariat, TWG</i>

	<p>signed, the PPMU receiving officer updates the PMT, and endorse to the PPMU Procurement Officer to facilitate the procurement process.</p> <p>The PPMU Procurement Officer prepares the RFQ/ RFP and requests the prospective suppliers, service providers, contractors, and consultant, to submit price quotation/ proposal that is responsive to the minimum technical specifications set by the end-user unit/s (ODSUs).</p> <p>The PPMU Procurement Officer, thereafter, endorses to the BAC, through its Secretariat, a transmittal memorandum requesting for BAC Resolution recommending the adoption of emergency cases and award of contract to the legally, technically and financially capable supplier, service provider, contractor and consultant.</p> <p>Upon receipt of the price quotations/ proposals, BAC Sec Procurement Officer shall then proceed with the</p>		<p>Serbisyong O</p>	<p>ragon sa Lahat ng Panahon</p>
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	creation of a Technical Working Group (TWG) from the pool of technical experts of the DSWD-FO who will examine and evaluate the submitted documents, and determine their compliance to the minimum technical specifications set by the end-user unit/s (ODSUs), and recommend to the BAC their findings.		Serbisyong Oron sa Lahat ng Panahon	
	<p>Preparation of BAC Resolution and Issuance of Notice of Award (NOA)</p> <p>Upon receipt of the documents, BAC Sec Procurement Officer reviews and verifies the veracity and completeness of the documents to ensure that the supplier is technically, legally and financially capable to deliver the goods.</p> <p>The BAC Sec Procurement Officer then prepares the BAC Resolution recommending adoption of the Emergency Cases modality and award of contract to the legally, technically and financially capable supplier, service provider, contractor and</p>	Not applicable	Ten (10) calendar days	<i>PMS-PPMU, BAC Secretariat, End-user Unit</i>

	<p>consultant. Likewise, the Notice of Award (NOA) for infrastructures projects and consulting services are also prepared. The BAC Resolution and the NOA shall be endorsed to the Head of the BAC Secretariat for final review and comments, prior to its routing for approval and signature of the members of the BAC, and eventually approval of the Head of the Procuring Entity (HoPE).</p> <p>Upon receipt of the duly signed NOA, the BAC Sec Procurement Officer serves it at once to the awarded supplier, service provider, contractor and consultant. The BACSec-in-Charge shall then endorse the approved BAC Resolution (CTC) with complete supporting documents to BAC Sec receiving officer for the updating of PMT and afterwards endorse to PMS-CMS for preparation of Purchase Order (PO)/ Contract.</p>		Serbisyong Oration sa Lahat ng Panahon	
Prepare the OBRS and have the PO signed by the HoPE	Endorsement to End-User Unit (ODSUs) Concerned for the preparation of Obligation Request and Status (ORS)	Not Applicable	Three (3) calendar days	<i>PMS-CMS, End-user Unit</i>

	<p>The PMS-CMS prepares and facilitate the issuance PO/ Contract.</p> <p>Upon receipt of the complete documents, e.g. certified true copies of the BAC Resolution, PR, and other relevant documents from BAC Secretariat, the CMS receiving officer updates the PMT and hand it over to the CMS Procurement Officer upon coordination with the CMS Chief to review, prepare an executive summary, and endorse to the end-user concerned the entire document for preparation and signing of Obligation Request and Status (ORS).</p>		Serbisyong Oragon sa Lahat ng Panahon	
	<p>Receipt of the funded PO/Contract</p> <p>Upon receipt of the duly funded PO/Contract, the CMS Procurement Officer shall facilitate the signing of PO/Contract, notifies and serves immediately to the supplier, or contractor.</p> <p>In the same manner, in case of infrastructure projects and consulting services a corresponding Notice to Proceed (NTP) shall also prepared and</p>	Not Applicable	Three (3) calendar days	<i>PMS-CMS, Supplier</i>

	issued to the awarded contractor/ consultant.		Serbisyong Oration sa Lahat ng Panahon	
Submit Sales Invoice, Billing Statement or Statement of Accounts	<p>Supply and Delivery of Goods</p> <p>For the delivery of goods, the CMS Procurement Officer must coordinate with AS-PSAMS on the receiving of the stocks/goods, ensure availability of warehouse space, and prepare the Request for Inspection (RFI) addressed to the Inspection Committee.</p> <p>The Inspection Committee shall inspect and examine compliance to the technical specification the delivered goods according to the technical specifications stipulated in the PO/Contract, and submit Inspection Report to the CMS, which shall be the basis for preparation of Disbursement Voucher (DV) for processing of payment.</p>	Not Applicable	Three (3) calendar days	PMS-CMS, AS-PSAMS

Preparation and Signing of Disbursement Vouchers	<p>Preparation of Disbursement Voucher (DV) for Payment</p> <p>Upon receipt of the Inspection Report, Sales Invoice, Billing/Statement of Account, and other supporting documents, the CMS Procurement Officer shall prepare the DV.</p> <p>The DV along with the supporting attachment shall be forwarded to the CMS receiving officer for updating of the PMT. It shall then endorse to the end-user unit/ (OBSUs) concerned for signature of the Head of ODS, Cluster Head concerned for processing and facilitation of payment to the supplier.</p>	Not Applicable	Three (3) calendar days	Serbisyon sa PMS-CMS FMD Lahanat ng Panahon
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Procurement under Direct Retail Purchase of Petroleum Fuel, Oil and Lubricant (POL) Products and Airline Tickets

Procurement of Goods based on the requirement needed by the agency to be procured using Direct Retail Purchase of Petroleum Fuel, Oil and Lubricant (POL) Products and Airline Tickets under Section 53.14 of the 2016 Revised IRR of R.A. 9184 as the mode of procurement.

Office or Division:	Procurement Management Section (PMS)
Classification:	Highly Technical
Type of Transaction:	Government-to-Government (G2G) / Government to Business (G2B)
Who may avail:	DSWD Field Office V Offices/ Divisions/ Sections/ Unit (ODSU)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>All Purchase Requests (PR) with DRN number must be submitted in three (3) copies signed by the Head of the OBS indicating complete technical specifications of the goods and services requested with a certified true copy of approved PPMP and other supporting documents per request as follows:</p> <ul style="list-style-type: none"> • Approved Project Proposal • Approved Terms of Reference • Justification Letter • Market Survey / Market Research • Price Quotation/ Proposal <p>Conditions for Direct Purchase of Petroleum Fuel, Oil and Lubricant (POL) Products and Airline Tickets</p> <p>The procurement of POL products and airline tickets can be contracted by the end-user to identified direct suppliers or service providers under the following conditions:</p> <ul style="list-style-type: none"> • For petroleum fuel (gasoline, diesel, and kerosene), oil and lubricants: <ol style="list-style-type: none"> a. Direct retail purchase of POL products estimated to be necessary for the operations of the Procuring Entity within the fiscal year, including provisions for foreseeable emergencies based on historical records, shall be reflected in the annual procurement plan (APP) in its entirety including any amendment thereto which shall be reflected in the supplemental APP. 	<p>End-user Units (ODSUs) submit to BAC Secretariat located at the Rawis Building, DSWD Field Office V, Regional Center Site, Rawis, Legazpi City, Albay</p>

- b. Direct purchase must be made from any available retailers, dealers or gas stations at retail pump price.
- c. The requirement must be intended to be used for any official government vehicles and equipment for immediate consumption; and
- d) Payment may be made through cash advance, reimbursement or other allowable payment modalities subject to pertinent auditing and accounting rules.

- For airline tickets:

- a. Direct purchase of airline tickets required for official travels within the fiscal year, including provisions for foreseeable emergencies based on historical records, shall be reflected in the APP in its entirety including any amendment thereto which shall be reflected in the supplemental APP.
- b. Direct purchase must be made from any commercial airline at fairly reasonable rates, subject to flight availability at the time of booking, travel days, stopovers, routes, additional visa requirements and other reasonable considerations as determined by the end-user.
- c. Payment may be made through cash advance, reimbursement or other allowable payment modalities subject to pertinent auditing and accounting rules.
- d. Procurement of airline tickets must be in accordance with existing rules and regulations governing official local and foreign travels of government personnel and Executive Order No. 77, s. 2019

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the PR to PMS Receiving Officer located at PMS – BAC Secretariat	The PMS-BAC Secretariat (BAC Sec) receives, and records the approved Purchase Request (PR) with proper signatories – in consonance with the existing guidelines – and with complete supporting documents, and for	Not applicable	Three (3) calendar days	End-user Unit/s (ODSUs), PMS-BAC-Secretariat, PMS-PPMU

	<p>encoding in the Procurement Monitoring Tool (PMT).</p> <p>BAC Secretariat checks the inclusion of the procurement project in the PPMP/APP and endorse to the PPMU receiving officer.</p> <p>PPMU receiving officer endorses the PR to the PPMU-Chief who will then assign a Procurement Officer to handle the project, and then reverts to PPMU receiving officer.</p> <p>The PPMU receiving officer updates PMT, records and endorses the PR to the assigned Procurement Officer in coordination with the PPMU-Chief for thorough review of the technical specifications, which must be according to the approved project proposal/ approved Terms of Reference (TOR) / Technical Assistance.</p> <p>If found in order, the Procurement Officer affixes his/her initial and endorse the documents back to the PPMU receiving officer. Otherwise, the former shall prepare PR-Action Slip addressed to the End-User Unit (ODSUs) concerned, signed by the PPMU-Chief, for further action and compliance.</p> <p>The PPMU-Chief approves and signs the PR, and forwards to the PPMU receiving officer. The PPMU receiving officer updates PMT, records and endorses to the PPMU Procurement Officer.</p>		<p>Serbisyong O</p>	<p>ragon sa Lahat ng Panahon</p>
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	<p>Approved PR received</p> <p>The PPMU receiving officer records, updates the PMT and endorses to the PPMU Procurement Officer who will facilitate the review of the submitted documents.</p> <p>The PPMU Procurement Officer, thereafter, endorses to the BAC, through its Secretariat, a transmittal memorandum requesting for BAC Resolution recommending the adoption of direct purchase of POL products and airline tickets as the mode of procurement and award of contract to the identified supplier and/or service provider.</p>	Not applicable	One (1) calendar day	<i>PMS-PPMU</i> Serbisyo ng Oron sa Lahat ng Panahon
	<p>Preparation of BAC Resolution and Issuance of Notice of Award (NOA)</p> <p>Upon receipt of the documents, BAC Sec Procurement Officer reviews and verifies the veracity and completeness of the documents to ensure that the supplier is technically, legally and financially capable to deliver the goods.</p> <p>The BAC Sec Procurement Officer then prepares the BAC Resolution with the following recommendation:</p> <ul style="list-style-type: none"> The end-user delegated to directly purchase POL products and airline tickets in accordance with Part IV (J) of this Guidelines shall determine the supplier or service provider capable of 	Not applicable	Ten (10) calendar days	<i>BAC Secretariat, PMS-CMS</i>

	<p>delivering the required POL products and airline tickets at retail pump price or at the most reasonable retail price, as the case may.</p> <ul style="list-style-type: none"> • Taking into account the usual trade and business practices being observed in the industry and the requirements and other reasonable considerations identified by the end-user, direct retail purchase of the required POL products or airline tickets shall be carried out in accordance with pertinent accounting principles and practices as well as of sound management and fiscal administration provided that they do not contravene existing laws and regulations applicable to financial transactions. <p>The Notice of Award (NOA) is also prepared. The BAC Resolution and the NOA shall be endorsed to the Head of the BAC Secretariat for final review and comments, prior to its routing for approval and signature of the members of the BAC, and eventually approval of the Head of the Procuring Entity (HoPE).</p> <p>Upon receipt of the duly signed NOA, the BAC Sec Procurement Officer serves it at once to the awarded supplier and/or service provider. The BACSec Procurement Officer shall then endorse the approved BAC</p>		<p>Serbisyong Oragon sa Lahat ng Panahon</p>	
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	Resolution (CTC) with complete supporting documents to BAC Sec receiving officer for the updating of PMT and afterwards endorse to PMS-CMS for preparation of Memorandum of Understanding/ Agreement (MOU/A).		Serbisyong Oragon sa Lahat ng Panahon	
Prepare the OBRS and have the PO signed by the HoPE	<p>Endorsement to End-User Unit (ODSUs) Concerned for the preparation of Obligation Request and Status (ORS)</p> <p>The End-user Unit/s (ODSUs) facilitate the issuance Memorandum of Understanding/ Agreement (MOU/A) and the preparation, signing of Obligation Request and Status (ORS).</p>	Not Applicable	Three (3) calendar days	<i>End-user Unit</i>
	<p>Receipt of the funded Memorandum of Understanding/ Agreement (MOU/A)</p> <p>Upon receipt of the duly funded MOU/A, the End-user Unit/s (ODSUs) shall facilitate the signing of MOU/A, notifies and serves immediately to the supplier and/or service provider.</p>	Not Applicable	Three (3) calendar days	<i>End-user Unit</i>
Submit Sales Invoice, Billing Statement or Statement of Accounts	<p>Contract Implementation</p> <p>End-user Unit/s (ODSUs) shall monitor the implementation of the project. The issuance of certification of services rendered shall be issued by the end-user unit (ODSUs) in accordance with the approved TOR which shall be basis for preparation of Disbursement Voucher (DV) for processing of payment.</p>	Not Applicable	As indicated in the approved TOR	<i>End-user Unit</i>

Preparation and Signing of Disbursement Vouchers	<p>Preparation of Disbursement Voucher (DV) for Payment</p> <p>Upon receipt of the Billing/ Statement of Account, and other supporting documents, the end-user unit shall prepare the DV.</p> <p>It shall then endorse to Head of ODS, Cluster Head concerned for signature and for processing and facilitation of payment to the supplier.</p>	Not Applicable	Three (3) calendar days	End-user Unit, FMD
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FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	<p>Kindly accomplish the Customer Feedback Form (PMS-GF-07) and place at the drop box located in front of the Procurement Management Section - Receiving Areas.</p> <p>E-mail: procurement.fo5@dswd.gov.ph bacsec.fo5@dswd.gov.ph</p>
How feedbacks are processed	<p>Every end of the month, your feedbacks are consolidated and summarized by the PMS ISO Technical Secretariat.</p> <p>Feedbacks requiring answers/clarifications are forwarded to appropriate Office for immediate response within 3 working days</p> <p>Appropriate client shall be informed of the response.</p> <p>For the status of your query/clarification, you may contact us thru:</p>

	<p>E-mail: procurement.fo5@dswd.gov.ph bacsec.fo5@dswd.gov.ph</p> <p><small>Serbisyong Oragon sa Kanat ng Panahon</small></p>
How to file a complaint	<p>Kindly accomplish the Customer Feedback Form (PMS-GF-07) and place at the drop box located in front of the Procurement Receiving Area.</p> <p>You may also file your complaint through telephone with the following details:</p> <ul style="list-style-type: none"> - Your Name and contact details - Transaction with PMS - Name of Person complained of - Reason for complaint - Evidence/s, if any <p>For the status of your complaint/s, you may contact us thru:</p> <p>E-mail: procurement.fo5@dswd.gov.ph bacsec.fo5@dswd.gov.ph</p>
How complaints are processed	<p>Every end of the month, your feedbacks are consolidated and summarized by the PMS ISO Technical Secretariat.</p> <p>Feedbacks requiring answers/clarifications are forwarded to appropriate Office for immediate response within 3 working days.</p> <p>Proper investigation shall be conducted and a report shall be filed by the assigned employee.</p> <p>Appropriate client shall be informed of the response.</p> <p>For the status of your complaint, you may contact us thru:</p> <p>E-mail: procurement.fo5@dswd.gov.ph bacsec.fo5@dswd.gov.ph</p>
Contact Information of CCB, PCC, ARTA	<p>ARTA: complaints@arta.gov.ph PCC: 8888 CCB: 0908 -881-6565 (SMS)</p>

Office	Address	Contact Information
Office of the Regional Director	DSWD Field Office V, Regional Center Site, Rawis, Legazpi City, Albay	fo5@dswd.gov.ph
Procurement Management Section	DSWD Field Office V, Regional Center Site, Rawis, Legazpi City, Albay	procurement.fo5@dswd.gov.ph
BAC Secretariat	DSWD Field Office V, Regional Center Site, Rawis, Legazpi City, Albay	bacsec.fo5@dswd.gov.ph
Contract Management Section	DSWD Field Office V, Regional Center Site, Rawis, Legazpi City, Albay	gss.fo5@dswd.gov.ph

Issuance of Sticker Pass

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

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

<p>sign in behalf of the authorized signatory – with attached one (1) photocopy of Special Order (SO) for order of succession</p> <p>2. Digitally signed using the PNPKI registered digital signature</p> <p>3. Printed copy of email using the official DSWD email account requesting for the issuance of sticker pass</p>	<p>1. Records and Archives Management Division (RAMD)</p> <p>2. Digital signature of:</p> <ul style="list-style-type: none"> • Authorized signature or; • Authorized representative with attached 1 photocopy of SO for order of succession <p>3. From the:</p> <ul style="list-style-type: none"> • Authorized signatory or; • Authorized representative with attached 1 photocopy of SO for order of succession
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished request for Sticker Pass	<p>1. Receipt of duly Accomplished request for issuance Sticker Pass from 8am to 3pm</p> <p>1.1 Validate request: If not duly signed: request for the lacking signature</p> <p>if duly signed: Update expiration date of the sticker pass in PREMIS; for DSWD property with accountable person under regular / contractual / coterminous / casual employee expiration</p>	None	1 Hour	<i>Property Staff</i>

	<p>date shall be at the end of every semester and for COS workers, expiration date shall be the end of every quarter. For personal property expiration date shall be similar to the DSWD property with regular accountable person</p> <p>1.2 Generate and print sticker pass and forward to Head of Property Office for signature</p>			Serbisyong Oragon sa Lahat ng Panahon
	1.3 Sign printed Sticker Pass	None	5 Minutes	<i>Head of Property Office</i>
	1.4 Attach signed sticker pass to the submitted sticker pass request and file in the data file folder according to numerical sequence	None	5 Minutes	<i>Property Staff</i>
2. Claim Sticker Pass	<p>2. Validate presented property vis-à-vis the details of property indicated in the request for issuance of sticker pass and in the printed sticker pass</p> <p>2.1 If incorrect details – inform the requester and request for the right item.</p>	None	25 Minutes	<i>Property Staff</i>

	If correct details - Attach sticker pass in the most visible and secure area of the property and present the submitted sticker pass request for signature or requester as received sticker 2.2 Update PREMIS and marked sticker pass as claimed		Serbisyong Oragon sa Lahat ng Panahon	
Total:		None	1 Hour, 25 Minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Customer Feedback Form shall be provided to the client after issuance of the duly signed Sticker Pass. Customer Feedback Form through PREMIS online shall be accomplished by the Designated Property and Supply Custodian (DPSC) before generating the Sticker Pass request for printing
How feedbacks are processed	Duly accomplished customer feedback forms shall be consolidated once a month, identifying issues and concerns of the clients which shall be discussed for appropriate action. Status on the identified issues and concerns shall be monitored on a monthly basis.
How to file a complaint	Requesting OBSU and Field Office may submit an appeal for the request that have been denied or may send a complaint letter to the Administrative Service-Property and

	Supply Division DSWD Central Office, IBP Road, Batasan Pambansa Complex, Constitution Hills, Quezon City email: property@dswd.gov.ph Tel No. 002-8931-9145
How complaints are processed	<p>Upon receipt of complaint the concerned section shall make necessary evaluation and investigation to create a report for information and appropriate action of the concerned officials. Feedback shall be provided to the client.</p> <p>For inquiries and follow-ups, clients may contact AS-PSAMD through 002-8931-9145 or through email: property@dswd.gov.ph</p>
Contact Information of ARTA, CSC, PCC	<p>ARTA: complaints@arta.gov.ph 8478-5091 / 8478-5093 / 8478-5099</p> <p>CSC: 8931-8092 / 8931-7939 / 8931-7935</p> <p>PCC: pcc@malacanang.gov.ph 8736-8645 / 8736-8603 / 8736-8629 / 8736-8621</p>
Contact Center ng Bayan (CCB)	<p>SMS: 0908 881 6565</p> <p>Email: email@contactcenterngbayan.gov.ph</p> <p>Web: https://contactcenterngbayan.gov.ph</p> <p>FB: https://facebook.com/civilservicegovph</p> <p>Call: 165 65 (P5+VAT per call anywhere in the Philippines via PLDT landlines)</p>

List of Offices

Office	Address	Contact Information
Administrative Service - Property Supply and Asset Management Division	DSWD Central Office, Batasan Complex, Constitution Hills, 1126, Quezon City	Tel Nos.: 02-8931-8101 to 07 loc 106 02-8931-9145 VOIP: 10127, 10128 Email: property@dswd.gov.ph

Transfer of Property Accountability

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

Office or Division:	Administrative Service – Property Supply and Asset Management Division (AS-PSAMD)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Department of Social Welfare and Development (DSWD) Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) original copy of the duly accomplished Furniture and Equipment Transfer Slip (FETS)		To be prepared by the client Office's Designated Property and Supply Custodian (DPSC) through the Property Records and Equipment Monitoring Inventory System (PREMIS;		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished request for FETS	1. Validate submitted request if duly signed by the concerned officials and employees 1.1 Verify FETS Request created	None	1 Hour	<i>Property Staff</i>

	<p>by the Designated Property and Supply Custodian (DPSC) in PREMIS vis-à-vis the submitted FETS Request</p> <p>1.2 Approve request in PREMIS</p> <p>1.3 Accomplish the “encoded by” portion in the submitted FETS request</p> <p>1.4 Generate and print 2 copies of PAR if acquisition cost of property is 15,000 and above, 2 copies of ICS if acquisition cost is lower than 15,000. Should the end user be COS, 2 copies of the undertaking shall be printed</p> <p>1.5 Generate and print barcode sticker and attach to the printed PAR/ICS</p> <p>1.6 Record in the logbook/routing slip details of transfer properties as stated in the printed PAR/ICS</p> <p>1.7 Forward PAR/CS to the concerned</p>		<p>Serbisyon sa Lahat ng Panahon</p>	
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	OBSUs for signature of the previous accountable person and the new accountable person		Serbisyong Oragon sa Lahat ng Panahon	
2. Return the duly accomplished PAR/ICS and or Undertaking and attach the barcode sticker to the visible and secure area of the property	2. Validate the returned document if accurately signed and forward to the Head of Property Office for approval	None	15 Minutes	<i>Property Staff</i>
	2.1 Approve duly accomplished document 2.3 Record the approval of record in PREMIS 2.4 Scan and upload the approved PAR/ICS and or Undertaking 2.5 File approved PAR/ICS and or undertaking in the respective folder of the accountable person for safekeeping	None	5 Minutes	<i>Head of Property Office</i>
Total:		None	1 Hour, 50 Minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	<p>Customer Feedback Form shall be provided to the client after cancellation of property accountability.</p> <p>Customer Feedback Form through PREMIS online shall be accomplished by the Designated Property and Supply Custodian (DPSC) before generating FETS for printing</p>
How feedbacks are processed	Duly accomplished customer feedback forms shall be consolidated once a month, identifying issues and concerns of the clients which shall be discussed for appropriate action. Status on the identified issues and concerns shall be monitored on a monthly basis.
How to file a complaint	Requesting OBSU and Field Office may submit an appeal for the request that have been denied or may send a complaint letter to the Administrative Service-Property and Supply Division DSWD Central Office, IBP Road, Batasan Pambansa Complex, Constitution Hills, Quezon City email: property@dswd.gov.ph Tel No. 002-8931-9145
How complaints are processed	<p>Upon receipt of complaint the concerned section shall make necessary evaluation and investigation to create a report for information and appropriate action of the concerned officials. Feedback shall be provided to the client.</p> <p>For inquiries and follow-ups, clients may contact AS-PSAMD through 002-8931-9145 or through email: property@dswd.gov.ph</p>
Contact Information of ARTA, CSC, PCC	<p>ARTA: complaints@arta.gov.ph 8478-5091 / 8478-5093 / 8478-5099</p> <p>CSC: 8931-8092 / 8931-7939 / 8931-7935</p> <p>PCC: pcc@malacanang.gov.ph 8736-8645 / 8736-8603 / 8736-8629 / 8736-8621</p>
Contact Center ng Bayan (CCB)	<p>SMS: 0908 881 6565</p> <p>Email: email@contactcenterngbayan.gov.ph</p>

	Web: https://contactcenterngbayan.gov.ph FB: https://facebook.com/civilservicegovph Call: 165 65 (P5+VAT per call anywhere in the Philippines via PLDT landlines)
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Administrative Service - Property Supply and Asset Management Division	DSWD Central Office, Batasan Complex, Constitution Hills, 1126, Quezon City	Tel Nos.: 02-8931-8101 to 07 loc 106 02-8931-9145 VOIP: 10127, 10128 Email: property@dswd.gov.ph

Surrender / Turnover of Property and Cancellation of Property Accountability

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

Office or Division:	Administrative Service – Property Supply and Asset Management Division (AS-PSAMD)
Classification:	Simple
Type of Transaction:	G2G – Government to Government

Who may avail:	<p style="text-align: right;">Serbisong Oragon sa Lahat ng Panahon</p> <p>Department of Social Welfare and Development (DSWD) Officials and Employees</p>			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
1. Two (2) Original Copy and 1 photo copy of duly Accomplished Furniture and Equipment Transfer Slip (FETS)	1. To be prepared by the Offices' Designated Property and Supply Custodian through the Property Records and Equipment Monitoring Inventory System (PREMIS) with prescribed format;			
2. For unserviceable property: <ul style="list-style-type: none"> • 1 photocopy of Technical Assistance Report • Inspection Report 3. Actual Property for turnover	2. For unserviceable property: From concerned DSWD OBSUs (IT Equipment – ICTMS/RICTMU; Motor Vehicle, Office Equipment, Furniture and Fixtures – GSD/GSS; Maintenance Equipment – BGMD/GSS) General Accounting Manual Volume II Appendix 62 with prescribed format 3. To be made available by the accountable person			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished FETS for turnover and property for turnover	1. Receipt of accomplished FETS and other Related documents from the end-user 1.1 Validate details of surrendered property vis-à-vis	None	15 Minutes	<i>Property Staff</i>

	<p>duly accomplished FETS if properly accomplished</p> <p>If Incorrect: Advise client on the discrepancy to correct information on the document or to surrender the correct property</p> <p>If correct: Fill up the “inspected and received by” portion in FETS</p> <p>1.2 Provide 1 copy of signed FETS to the Accountable Officer/Designated Property and Supply Custodian.</p>			Serbisyong Oragon sa Lahat ng Panahon
2. Receive 1 copy of FETS provided by the Property Staff and turnover the surrendered property	<p>2.1. Receive surrendered item/s</p> <ul style="list-style-type: none"> • Directly hand carried/ surrendered by the end user • Directly hand carried/ surrendered by the end user • Pick up by the Property Staff <p>2.2. Organize the surrendered item in the Property Warehouse</p> <p>2.3. Update and approve by signing FETS Request created by the</p>			

	Designated Property and Supply Custodian (DPSC) in PREMIS 2.4. Generate and print PAR if acquisition cost of property is 15,000 and above, ICS if acquisition cost is lower than 15,0000. Signed the received by portion of PAR/ICS. 2.5. Generate and print barcode sticker and attach to the surrendered property. 2.5. Generate and print barcode sticker and attach to the surrendered property.			Serbisyong Oragon sa Lahat ng Panahon
	2.6. Approve PAR/ICS	None	5 Minutes	<i>Head of Property Office</i>
	2.7. Scan approved documents and upload to PREMIS 2.8. Update the approved section in the transfer thru FETS module in PREMIS 2.9. File approved PAR/ICS and or undertaking in the respective folder of	None	15 Minutes	<i>Property Staff</i>

	the accountable person for safekeeping			Serbisyong Oragon sa Lahat ng Panahon
TOTAL		None	1 HOUR, 35 MINUTES	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	<p>Customer Feedback Form shall be provided to the client after cancellation of property accountability.</p> <p>Customer Feedback Form through PREMIS online shall be accomplished by the Designated Property and Supply Custodian before generating FETS for printing</p>
How feedbacks are processed	<p>Duly accomplished customer feedback forms shall be consolidated once a month, identifying issues and concerns of the clients which shall be discussed for appropriate action. Status on the identified issues and concerns shall be monitored on a monthly basis.</p>
How to file a complaint	<p>Requesting OBSU and Field Office may submit an appeal for the request that have been denied or may send a complaint letter to the Administrative Service-Property and Supply Division DSWD Central Office, IBP Road, Batasan Pambansa Complex,</p>

	Constitution Hills, Quezon City email: property@dswd.gov.ph Tel No. 002-8931-9145
How complaints are processed	Upon receipt of complaint the concerned section shall make necessary evaluation and investigation to create a report for information and appropriate action of the concerned officials. Feedback shall be provided to the client. For inquiries and follow-ups, clients may contact AS-PSAMD through 002-8931-9145 or through email: property@dswd.gov.ph
Contact Information of ARTA, CSC, PCC	ARTA: complaints@arta.gov.ph 8478-5091 / 8478-5093 / 8478-5099 CSC: 8931-8092 / 8931-7939 / 8931-7935 PCC: pcc@malacanang.gov.ph 8736-8645 / 8736-8603 / 8736-8629 / 8736-8621
Contact Center ng Bayan (CCB)	SMS: 0908 881 6565 Email: email@contactcenterngbayan.gov.ph Web: https://contactcenterngbayan.gov.ph FB: https://facebook.com/civilservicegovph Call: 165 65 (P5+VAT per call anywhere in the Philippines via PLDT landlines)

VIII. List of Offices

Office	Address	Contact Information
Administrative Service - Property Supply and Asset Management Division	DSWD Central Office, Batasan Complex, Constitution Hills, 1126, Quezon City	Tel Nos.: 02-8931-8101 to 07 loc 106 02-8931-9145 VOIP: 10127, 10128 Email: property@dswd.gov.ph

Recording, Documentation and Issuance of Expendable or Consumable Supplies

Serbisong Oragon sa Lahat ng Panahon

Office or Division:	Administrative Service – Property Supply and Asset Management Division (AS-PSAMD)			
Classification:	Complex Transaction			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Department of Social Welfare and Development (DSWD) Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Three (3) copies of duly accomplished RIS of concerned Offices 2. One (1) Photocopy of approved PPMP of requesting Office 3. One (1) Photocopy of approved Technical Assistance Request, if required 4. One (1) Photocopy of project proposal, if required		1. RIS template issued to respective Offices with prescribed format; 2. Designated Supply/Property Officer of respective Office, Bureaus, Services, Units; 3. Focal person of concerned technical support office such as AS-BGMD/GSS, ICTMS/RICTMU, SMS, among others, depending on the nature of technical assistance request without any prescribed format 4. Focal person of proponent Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly approved RIS to Procurement Management Service (PMS) including required	1. Receive, review and record the submitted duly approved RIS as reviewed by PMS/BAC Secretariat	None	2 Hours	<i>Property Staff</i>

attachment such as PPMP and Technical Assistance Request (TAR)	1.1 Assign RIS number 1.2 Verify availability of requested supplies and materials 1.3 Request for the approval of RIS from the Head of Property. 1.4 Return RIS and advise concerned office			Serbisyong Oragon sa Lahat ng Panahon
2. Receipt of issued supplies and materials	2. Update stock card and issue requested supplies and materials a. Updating of stock/bin card b. Pull out of stocks for issuance to requesting Office c. Update database	None	2 Hours	<i>Property Staff</i>
TOTAL		None	4 Hours	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Customer Feedback Form may be provided to the client upon request or from the designated location of Customer Feedback Form tray
How feedbacks are processed	Duly accomplished customer feedback forms shall be consolidated once a month,

	identifying issues and concerns of the clients which shall be discussed for appropriate action. Status on the identified issues and concerns shall be monitored on a monthly basis.
How to file a complaint	Requesting OBSU and Field Office may submit an appeal for the request that have been denied or may send a complaint letter to the Administrative Service-Property and Supply Division DSWD Central Office, IBP Road, Batasan Pambansa Complex, Constitution Hills, Quezon City email: property@dswd.gov.ph Tel No. 002-8931-9145
How complaints are processed	<p>Upon receipt of complaint the concerned section shall make necessary evaluation and investigation to create a report for information and appropriate action of the concerned officials. Feedback shall be provided to the client.</p> <p>For inquiries and follow-ups, clients may contact AS-PSAMD through 002-8931-9145 or through email: property@dswd.gov.ph</p>
Contact Information of ARTA, CSC, PCC	ARTA: complaints@arta.gov.ph 8478-5091 / 8478-5093 / 8478-5099 CSC: 8931-8092 / 8931-7939 / 8931-7935 PCC: pcc@malacanang.gov.ph 8736-8645 / 8736-8603 / 8736-8629 / 8736-8621
Contact Center ng Bayan (CCB)	SMS: 0908 881 6565 Email: email@contactcenterngbayan.gov.ph Web: https://contactcenterngbayan.gov.ph FB: https://facebook.com/civilservicegovph Call: 165 65 (P5+VAT per call anywhere in the Philippines via PLDT landlines)

VIII. List of Offices

Office	Address	Contact Information
Administrative Service - Property Supply and Asset Management Division	DSWD Central Office, Batasan Complex, Constitution Hills, 1126, Quezon City	Tel Nos.: 02-8931-8101 to 07 loc 106 02-8931-9145 VOIP: 10127, 10128 Email: property@dswd.gov.ph

Re-issuance of Equipment and Semi-Expendable Supplies

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

Office or Division:	Administrative Service – Property Supply and Asset Management Division (AS-PSAMD)	
Classification:	Complex Transaction	
Type of Transaction:	G2G – Government to Government	
Who may avail:	Department of Social Welfare and Development (DSWD) Officials and Employees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE

1. One (1) Original copy of memorandum requesting for issuance of property 2. Two (2) Original copies of Furniture and Equipment Transfer Slip (FETS) 3. Two (2) Original copies of Property Accountability Receipt or Inventory Custodian Slip		1. From concerned OBSUs and personnel interoffice memorandum format 2. From PREMIS online through the Designated Property Officer of concerned Office 3. From PREMIS online through the Designated Property Officer of concerned Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare request letter containing item specifications, quantity, purpose and to whom the equipment or semi expendable equipment/supply shall be assigned.	1. Receive, review and verify the availability of request a. Inform requesting Office of availability or Non availability of items. b. Request approval of FETS for confirmation of transfer	None	3 Hours	<i>Requesting Office</i> <i>Property Staff</i>
2. Process the signing of FETS of the recipient office or accountable person for the re-issuance of	2. Update PREMIS and generate PAR or ICS a. Transfer accountability through updating of database and issuance of PAR or ICS b. Process the	None	2 Hours, 5 Minutes	<i>Requesting Office</i> <i>Property Staff</i>

item or equipment	approval of PAR or ICS c. Attach generated barcode sticker on the requested item			Serbisyon sa Lahat ng Panahon
3. Confirm acceptance of item or property through signing of PAR or ICS	3. Physical issuance of item or equipment and filing of PAR or ICS	None	1 Hour	<i>Requesting Office</i> <i>Property Staff</i>
TOTAL		None	8 Hours	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Customer Feedback Form may be provided to the client upon request or from the designated location of Customer Feedback Form tray
How feedbacks are processed	Duly accomplished customer feedback forms shall be consolidated once a month, identifying issues and concerns of the clients which shall be discussed for appropriate action. Status on the identified issues and concerns shall be monitored on a monthly basis.
How to file a complaint	Requesting OBSU and Field Office may submit an appeal for the request that have been denied or may send a complaint letter to the Administrative Service-Property and Supply Division DSWD Central Office, IBP Road, Batasan Pambansa Complex, Constitution Hills, Quezon City email: property@dswd.gov.ph Tel No. 002-8931-9145
How complaints are processed	Upon receipt of complaint the concerned section shall make necessary evaluation and investigation to create a report for information and appropriate action of the concerned officials. Feedback shall be provided to the client. For inquiries and follow-ups, clients may

	contact AS PSAMD through 002-8931-9145 or through email: property@dswd.gov.ph
Contact Information of ARTA, CSC, PCC	ARTA: complaints@arta.gov.ph 8478-5091 / 8478-5093 / 8478-5099 CSC: 8931-8092 / 8931-7939 / 8931-7935 PCC: pcc@malacanang.gov.ph 8736-8645 / 8736-8603 / 8736-8629 / 8736-8621
Contact Center ng Bayan (CCB)	SMS: 0908 881 6565 Email: email@contactcenterngbayan.gov.ph Web: https://contactcenterngbayan.gov.ph FB: https://facebook.com/civilservicegovph Call: 165 65 (P5+VAT per call anywhere in the Philippines via PLDT landlines)

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Provision of Technical Assistance on Property and Supply Management

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

Office or Division:	Administrative Service – Property Supply and Asset Management Division (AS-PSAMD)			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	1. DSWD Offices 2. DSWD Designated Property and Supply Custodian 3. Field Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request for Technical Assistance - One (1) original copy.		To be prepared by DSWD Office OBSU and Field Offices through Memorandum addressed to Administrative Service Director, Attention the AS-PSAMD Chief Administrative Officer signed by their Head of Office or authorized official.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward the request for Technical Assistance indicating the specific topics and concerns to be discussed.	1. Received the request and forward to the Head of Property Office	None	5 Minutes	<i>Property Staff</i>
	1.1 Review the request. Check the availability of Technical Staff on the requested date of Technical Assistance. If not available -	None	15 Minutes	<i>Head of Property Office</i>

	<p>Assign request to concerned Technical Staff and advise staff to request for reschedule of TA through Memorandum</p> <p>If available - Assign request to concerned Technical Staff and advise staff to confirm request for TA through Memorandum</p>			Serbisyong Oragon sa Lahat ng Panahon
	<p>1.2 Technical Staff shall prepare a reply for confirming the date of Technical Assistance.</p> <p>a. Prepare Special Order (If Field Office) for the period of Technical Assistance.</p> <p>b. Prepare the needed documents and information for the conduct of Technical Assistance</p>	None	5 Days	<i>Property Staff</i>
	Conduct Technical Assistance on the scheduled date	None	1 day for OBSU/4 days for Field Office	<i>Property Staff</i>

2. Accomplished the Technical Assistance Evaluation Form	2. Receive the duly accomplished Technical Assistance Evaluation Form.	None	10 Minutes	<i>Property Staff</i> <small>Serbisyong Oragon sa Lahat ng Panahon</small>
	2.1 Consolidate the Technical Assistance Evaluation Form. 2.2 Prepared Feedback Report for approval of the Head of Property Office 2.3 Provide copy of Feedback Report to the requester of Technical Assistance	None	7 Days from returned to Official Station	<i>Property Staff</i>
TOTAL		None	14 Days and 25 Minutes for DSWD OBSU/ 18 Days and 25 Minutes for Field Office (FOs)	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Customer Feedback Form may be provided to the client upon request or from the designated location of Customer Feedback Form tray
How feedbacks are processed	Duly accomplished customer feedback forms shall be consolidated once a month, identifying issues and concerns of the clients which shall be discussed for appropriate action. Status on the identified issues and concerns shall be monitored on a monthly basis.

How to file a complaint	<p>Requesting OBSU and Field Office may submit an appeal for the request that have been denied or may send a complaint letter to the Administrative Service-Property and Supply Division DSWD Central Office, IBP Road, Batasan Pambansa Complex, Constitution Hills, Quezon City email: property@dswd.gov.ph Tel No. 002-8931-9145</p>
How complaints are processed	<p>Upon receipt of complaint the concerned section shall make necessary evaluation and investigation to create a report for information and appropriate action of the concerned officials. Feedback shall be provided to the client. For inquiries and follow-ups, clients may contact AS PSAMD through 002-8931-9145 or through email: property@dswd.gov.ph</p>
Contact Information of ARTA, CSC, PCC	<p>ARTA: complaints@arta.gov.ph 8478-5091 / 8478-5093 / 8478-5099</p> <p>CSC: 8931-8092 / 8931-7939 / 8931-7935</p> <p>PCC: pcc@malacanang.gov.ph 8736-8645 / 8736-8603 / 8736-8629 / 8736-8621</p>
Contact Center ng Bayan (CCB)	<p>SMS: 0908 881 6565</p> <p>Email: email@contactcenterngbayan.gov.ph</p> <p>Web: https://contactcenterngbayan.gov.ph</p> <p>FB: https://facebook.com/civilservicegovph</p> <p>Call: 165 65 (P5+VAT per call anywhere in the Philippines via PLDT landlines)</p>

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

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

2. To ensure recording and documentation of cases of loss, damage or destruction of government properties

Office or Division:	Administrative Service – Property Supply and Asset Management Division (AS-PSAMD)
Classification:	Complex Transaction
Type of Transaction:	G2G – Government to Government
Who may avail:	Department of Social Welfare and Development (DSWD) Employees who are: a. DSWD employees and officials
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. One (1) original copy of duly accomplished and notarized Report of Loss, Stolen, Damaged and Destroyed Property (RLSDDP). 2. One (1) original copy of duly notarized Affidavit of Loss 3. One (1) original copy of duly notarized Joint Affidavit of Two (2) Disinterested Person. 4. One (1) original copy of Police Report 5. One (1) original copy Comments of the Head Cluster/Regional Director 6. One (1) original copy of Certification from Competent Authority on the Destruction brought by Natural Calamity and Insurgency. 7. One (1) original copy of Inspection Report of Damaged Property. 8. One (1) photocopy of Property Acknowledgement Receipt (PAR)/Inventory Custodian Slip (ICS)	1. 10From PSAMD Office through PREMIS 2.To be prepared by the client without any prescribed format 3.To be prepared by the client without any prescribed format 4. To be prepared by the client without any prescribed format 5. To be prepared by the client without any prescribed format 6. To be prepared by the client without any prescribed format 7. To be prepared by the client without any prescribed format 8. From Property Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5.1 Processing of Request for Relief				
1. Forward copy of RLSDDP to AS PSAMD	1. Receive copy of RLSDDP with proof of receipt by COA and/or Request for Relief duly endorsed by the HOBS concerned and record in the DTS/Logbook.	None	5 Minutes	<i>Property Staff: Incoming Outgoing Clerk</i>
	<p>1.1 Review if the submitted request has complete documentary requirements as provided for under Sec. 6.9 of AO 6, i. 2017</p> <p>1.2 Verify if the property is already tagged in PREMIS as lost/damaged/destroyed; If not, tag property as lost under the module RLSDDP</p> <p>If not complete: prepare a reply Memorandum to the accountable officer thru the HOBS to require submission of the identified lacking documentary requirement/s</p>	None	<p>10 Minutes</p> <p>2 Hours</p>	<i>Property Staff</i>

	<p>▪ The Memorandum shall be signed by the Administrative Service Director/ Administrative Division Chief</p> <p>If complete, proceed to the next step</p>			Serbisyong Oragon sa Lahat ng Panahon
	<p>1.3 Prepare recommendation/ comments addressed to COA, copy furnished the Accountable Officer and HOBS concerned, to be signed by the Undersecretary for GASSG/Regional Director</p> <p>a. The Administrative Service Director and Head/ Administrative Division Chief and Head of Property Office shall affix his/her initial on the draft Recommendation/ comment;</p> <p>b. The draft Recommendation/ Comment shall be properly</p>	None	3 Hours	<p><i>Property Staff</i></p> <p><i>Administrative Service</i></p> <p><i>Director/ Administrative Division Chief</i></p> <p><i>Head of Property Office</i></p>

	endorsed by the aforementioned officials, with sufficient information as to the compliance of the Request to all the documentary requirements			Serbisyong Oragon sa Lahat ng Panahon
	<p>1.4. If the draft Recommendation / Comment is in order, the Undersecretary for GASSG/Regional Director shall sign the same and endorse back to Property Office for proper routing to COA</p> <p>If not in order, send back to Property Office with instructions and recommended further actions</p>	None	30 minutes	<i>Undersecretary for GASSG/ Regional Director</i>
	<p>1.5. If signed, record in DTS / Logbook; Route the original copy to COA and photocopy to the Accountable Officer and HOBS concerned</p> <p>If not signed, assign to concerned Property staff for appropriate action</p>	None	10 Minutes	<i>Property Staff/ Incoming/ Outgoing Clerk</i>

			Serbisong Oragon sa Lahat ng Panahon	
2. Receive photocopy of the approved recommendation	2. The property staff shall scan and file the receiving copy of the Recommendation/ Comment/s	None	10 Minutes	<i>Property Staff</i>
TOTAL		None	6 HOURS, 5 MINUTES	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5.2 Provision of Technical Assistance upon Receipt of COA Decision				
1. Forward copy of COA decision	1. Receive copy of COA Decision on the accountable officer's Request for Relief from Property Accountability and record the received document in the DTS/Logbook	None	5 Minutes	<i>Property Staff: Incoming Outgoing Clerk</i>
	1.1. Review the Decision of COA to determine the appropriate assistance to be provided to the accountable officer	None	10 Minutes	<i>Property Staff</i>

	<p>1.2 Provide Technical Assistance to the accountable person, as follows:</p> <p>If Relief is Granted</p> <p>1. Prepare Memorandum to Finance Office endorsing the COA decision and request the dropping of the lost property from the Books of Accounts for signature of Administrative Service Director/ Concerned Division Chief in Field Office, copy furnished the Accountable Officer through the HOBS</p> <p>2. Update records/PREMIS</p> <p>If Relief is Denied –</p> <p>a. prepares memorandum informing the Accountable Officer of the “Money Value” to be settled and processes for replacement or payment, as the case maybe, in accordance with the existing guidelines.</p> <p>a.1. Replacement</p> <p>Accountable Officer to submit to</p>	None	3 Hours	<p><i>Property Staff</i></p> <p>Serbisyo ng Oragon sa Lahat ng Panahon</p>
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	<p>Property Office through a memorandum the details of the proposed item/s with same or higher specifications as replacement to the lost property</p> <p>a.2. Payment – Accountable Officer to settle/pay the “money value” of the lost property based on the existing COA accounting rules and guidelines</p>			Serbisyon sa Lahat ng Panahon
<p>2. For Replacement:</p> <p>Present replacement unit for the lost property</p>	<p>2.1. Request presence of COA representative during inspection of replacement unit</p> <p>Inspect/Validate the offered replacement item/s</p>	None	30 Minutes	<p>Property Staff / COA Representative</p>
	<p>2.2 If not compliant: Inform the Accountable Officer of the reason/s for non compliance and require to meet the needed requirements through a memorandum to be signed by the Administrative Service Director / Administrative</p>	None	2 Hours	<p>Property Staff / COA Representative</p>

	Division Chief If Compliant with the approved specification: a. Accept replacement unit upon concurrence of COA Representative b. Prepare memorandum to FMS and COA on the acceptance of offered replacement items for reference and recording in the Books of Account c. Prepare necessary documentation/update record in PREMIS			Serbisyong Oragon sa Lahat ng Panahon
2. For Reimbursement Request for Assistance for Reimbursement of lost property	2.1. Provide assistance to Accountable Officer to facilitate the required payment through a memorandum to be signed by the Administrative Service Director / Administrative Division Chief with the concurrence of the Accounting Office a. The "Money Value" to be settled – the Money value	None	1 HOUR, 45 MINUTES	Property Staff

	<p>shall be equal to the Depreciated Replacement Cost (DRC) of property at the time of loss, Consistent with the provisions of Section 41, Chapter 10 of GAM for NGAs, DRC shall be equal to the Replacement cost (current market price) less Accumulated depreciation calculated on the basis of replacement cost.</p> <p>b. The property staff shall conduct market research. Should there be no available current market price, the property's carrying amount or the Net Book Value (NBV) shall be considered.</p> <p>Please refer to the sample computation provided hereunder</p>			Serbisyong Oragon sa Lahat ng Panahon
Settle the agreed amount	2.2. Assist the Accountable Officer to secure from the Accounting Office the issuance of Order of Payment	None	15 Minutes	<i>Property Staff/ Accountable Officer</i>

	<p>2.3. Assist the Accountable Officer to secure from the Cash Office the issuance of Official Receipt upon payment</p> <p>2.4. Prepare Memorandum to Accounting Office and Letter to COA endorsing the proof of payment upon receipt of copy from the accountable officer and request for dropping from the books of accounts.</p>			Serbisyong Oragon sa Lahat ng Panahon
	2.5 Prepare necessary documentation and update record in PREMIS	None	15 Minutes	<i>Property Staff</i>
TOTAL		None	8 Hours	

Note:

Computation of the Money Value of Lost Properties

Rule:

1. The Money Value shall be equal to the Depreciated Replacement Cost (DRC) of property at the time of loss. Consistent with the provisions of Section 41, Chapter 10 of GAM for NGAs, DRC shall be equal to the replacement cost (current market price) less accumulated depreciation calculated on the basis of replacement cost;
2. Should there be no available current market price, the property's carrying amount or the Net Book Value (NBV) shall be considered.
3. The computation of DRC shall be done by the Property Officer; On the other hand, the Net Book Value may be requested from the Accounting Division/Section;

4. For properties which are fully depreciated, adopt the residual value equivalent to at least 5% of the cost of the property shall be adopted

Sample Computations:

1. DEPRECIATED REPLACEMENT COST (DRC)

$DRC = \text{Current Market Price} - \text{Accumulated Depreciation}$

Where: $\text{Accumulated Depreciation} = \text{Monthly Depreciation} \times \text{Depreciation Period}$

Thus:

Current Market Price (replacement cost)	P2,499.00
Estimated Useful Life (in months)	60 months (5 years)
Monthly Depreciation = $\frac{\text{Current Market Price} - 5\%}{\text{Estimated Useful Life}}$ $(P2,499.00 - 5\%)/60 \text{ mos.}$	P39.57
Date of Acquisition	January 6, 2020
Date of Loss	November 15, 2020
Depreciation Period (from the date of acquisition until the time of loss)	11 months
Accumulated Depreciation $(P39.57 \times 11)$	P435.24

Depreciated Replacement Cost (P2,499.00 – P435.24)	₱2,063.76 Serbisong Oragon sa Lahat ng Panahon
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1.NET BOOK VALUE

Net Book Value = Acquisition Cost – Accumulated Depreciation

Where:

Accumulated Depreciation = Monthly Depreciation X Depreciation Period

Thus:

Acquisition Cost	P13,990.00
Estimated Useful Life (in months)	60 months (5 years)
Monthly Depreciation = Acquisition Cost – 5% Estimated Useful Life (P13,990.00 – 5%)/60 mos.	P221.51
Date of Acquisition	November 4, 2014
Date of Loss	February 27, 2019
Depreciation Period (from the date of acquisition until the time of loss) 2014 – 2 mos. 2015 – 12 mos. 2016 – 12 mos. 2017 – 12 mos. 2018 – 12 mos. 2019 – 2 mos. Total = 52 mos.	52 months
Accumulated Depreciation (P221.51 x 52)	P11,518.52
NBV/Carrying Amount (P13,990.00 – 10,632.40)	P2,471.48

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Customer Feedback Form may be provided to the client upon request or from the designated location of Customer Feedback Form tray
How feedbacks are processed	Duly accomplished customer feedback forms shall be consolidated once a month, identifying issues and concerns of the clients which shall be discussed for appropriate action. Status on the identified issues and concerns shall be monitored on a monthly basis.
How to file a complaint	Requesting OBSU and Field Office may submit an appeal for the request that have been denied or may send a complaint letter to the Administrative Service-Property and Supply Division DSWD Central Office, IBP Road, Batasan Pambansa Complex, Constitution Hills, Quezon City email: property@dswd.gov.ph Tel No. 002-8931-9145
How complaints are processed	Upon receipt of complaint the concerned section shall make necessary evaluation and investigation to create a report for information and appropriate action of the concerned

	<p>officials. Feedback shall be provided to the client.</p> <p>For inquiries and follow-ups, clients may contact AS PSAMD through 002-8931-9145 or through email: property@dswd.gov.ph</p>
Contact Information of ARTA, CSC, PCC	<p>ARTA: complaints@arta.gov.ph 8478-5091 / 8478-5093 / 8478-5099</p> <p>CSC: 8931-8092 / 8931-7939 / 8931-7935</p> <p>PCC: pcc@malacanang.gov.ph 8736-8645 / 8736-8603 / 8736-8629 / 8736-8621</p>
Contact Center ng Bayan (CCB)	<p>SMS: 0908 881 6565</p> <p>Email: email@contactcenterngbayan.gov.ph</p> <p>Web: https://contactcenterngbayan.gov.ph</p> <p>FB: https://facebook.com/civilservicegovph</p> <p>Call: 165 65 (P5+VAT per call anywhere in the Philippines via PLDT landlines)</p>

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Facilitation of Request for Relief from Property Accountability Through Reimbursement/Replacement

When the lost, damaged and destroyed property issued to employees was due to other circumstance other than force majeure, theft/robbery and fire (whereas lost may be credited), the Accountable Officer can request for the replacement or reimbursement of the money value of the lost property or payment of cost of repair of the damaged property, within thirty (30) days from the occurrence of loss.

Office or Division:	Administrative Service – Property Supply and Asset Management Division (AS-PSAMD)
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Classification:	Complex Transaction				Serbisyong Oragon sa Lahat ng Panahon
Type of Transaction:	G2G – Government to Governmen				
Who may avail:	Department of Social Welfare and Development (DSWD) Officials and Employees				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
1. One (1) copy of duly accomplished Report of Loss, Stolen, Damaged and Destroyed Property (RLSDDP), with proof of submission to COA		1. From PSAMD Office through PREMIS			
2. One (1) original copy of Memorandum requesting reimbursement/replacement of item lost endorsed by Undersecretary concern to Undersecretary for GASSG		2. To be prepared by the Client without any prescribed format			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON	
1. Submit Request for Relief from Property Accountability	1. Receive Request for Relief from Property Accountability with endorsement from the concerned HOBS and record in DTS/Logbook	None	5 Minutes	Property Staff: Incoming/ Outgoing Clerk	
	1.1 Review submitted Request for Relief from Property Accountability by replacement/ reimbursement or provide technical assistance	None	10 Minutes	Property Staff	

	<p>1.2 Prepare Memorandum to Accountable Officer thru the HOBS of the processes for replacement or payment as the case maybe, in accordance with the existing guidelines</p> <p>a. When signed, record in DTS/Logbook, Route the Memorandum to Accountable Officer thru the HOBS concerned</p>	None	2 Hours	<p>Property Staff/ Incoming/ Outgoing Clerk</p>
2. Submit reply on the recommendation of the Property Office and/ or submit additional requirement / documents	2. Receive and review the reply and the submitted additional documents/ requirements of the Accountable Officer	None	10 MINUTES	Property Staff
	<p>2. If not complete: Prepare Memorandum to the Accountable Officer thru the HOBS concerned to require submission of the identified lacking requirement/s</p> <p>a. The Memorandum shall be signed by the Administrative Service/ Director Ang</p>	None	2 Hours	Property Staff

	Memorandum ay pipirmahan ng Administratibong Serbisyo / Direktor		Serbisyong Oragon sa Lahat ng Panahon	
	<p>2.1. Prepare a Recommendation addressed to the Undersecretary for GASSG/ Regional Director for the replacement or payment of the lost property, to be coursed through the Accounting Office for concurrence as to the computation of Money Value</p> <p>For Replacement:</p> <ul style="list-style-type: none"> ▪ The replacement unit must be of similar or higher specification than that of the unit sought to be replaced; ▪ The replacement unit must be in good working condition, regardless than that of the lost property's condition at the time of loss, ▪ The replacement of the lost property is more advantageous to 	None	3 Hours	Property Staff

	<p>the government. Otherwise, payment of the money value of the property shall be required.</p> <p>For Payment:</p> <ul style="list-style-type: none"> ▪ The Property Staff shall determine the “Money Value” of the lost property to be settled by the Accountable Officer ▪ The property staff shall conduct market research. Should there be no available current market price, the property’s carrying amount or the Net Book Value (NBV) shall be considered. <p>Please refer to the sample computation provided hereunder</p>			Serbisyong Oragon sa Lahat ng Panahon
	2.2. Receive Recommendation with the decision of the Undersecretary for GASSG / Regional Director	None	2 Hours	Property Staff

	Disapproved – Prepare Memorandum informing the Accountable Officer on the disapproval of request and require compliance as to the reason for non-approval	None	2 Hours	Property Staff <small>Serbisyong Oragon sa Laman ng Panahon</small>
3. For Reimbursement Request for Assistance for Reimbursement of lost property and settle the agreed amount	<p>3. Assist the Accountable Officer to secure from Accounting Office the issuance of Order of Payment</p> <p>3.1. Assist the Accountable Officer to secure Cash Office the issuance of Official Receipt upon payment</p> <p>3.2. Prepare Memorandum to Accounting Office and Letter endorsing the proof of payment upon receipt of copy from the accountable person and request for dropping from the Books of Accounts</p> <p>3.3. Update PREMIS as to the settlement of property accountability</p>			

For Replacement Present replacement unit for the lost property	3. Request the presence of COA representative during inspection of replacement unit	None	30 Minutes	Property Staff COA Representative
	Inspect/ Validate the offered replacement unit/s If Compliant: 3.1. Accept replacement unit upon concurrence of COA Representative 3.2. Prepare Memorandum to FMS and COA on the acceptance of offered replacement items for reference and recording in the Books of Accounts 3.3. Prepare necessary documentation/ update record in PREMIS If Non-Compliant: Kung Hindi Sumusunod: Inform the Accountable Officer of the reason/s for non-compliance and require to meet the needed requirements	None	2 Hours	Property Staff COA Representative

	4. Prepare Memorandum to FMS and Letter to COA on the acceptance of the offered replacement item/s for reference and recording in the Books of Accounts	None	1 Hour	Property Staff Serbisyo ng Oragon sa Laman ng Panahon
TOTAL		None	14 HOURS, 55 MINUTES	

Note: Computation of the Money Value of Lost Properties Rule:

1. The Money Value shall be equal to the Depreciated Replacement Cost (DRC) of property at the time of loss. Consistent with the provisions of Section 41, Chapter 10 of GAM for NGAs, DRC shall be equal to the replacement cost (current market price) less accumulated depreciation calculated on the basis of replacement cost;
2. Should there be no available current market price, the property's carrying amount or the Net Book Value (NBV) shall be considered.
3. The computation of DRC shall be done by the Property Officer; On the other hand, the Net Book Value may be requested from the Accounting Division/Section.
4. For properties which are fully depreciated, adopt the residual value equivalent to at least 5% of the cost of the property shall be adopted.

Sample Computations:

1. DEPRECIATED REPLACEMENT COST (DRC) $DRC = \text{Current Market Price} - \text{Accumulated Depreciation}$ Where: $\text{Accumulated Depreciation} = \text{Monthly Depreciation} \times \text{Depreciation Period}$

Thus:

Current Market Price (replacement cost)	P2,499.00
Estimated Useful Life (in months)	60 months (5 years)
Monthly Depreciation = Current Market Price – 5% Estimated Useful Life (P2,499.00 – 5%)/60 mos.	P39.57
Date of Acquisition	January 6, 2020
Date of Loss	November 15, 2020

Depreciation Period (from the date of acquisition until the time of loss)	11 months	Serbisyong Oragon sa Lahat ng Panahon
Accumulated Depreciation (P39.57 x 11)	P435.24	
Depreciated Replacement Cost (P2,499.00 – P435.24)	P2,063.76	

1. NET BOOK VALUE Net Book Value = Acquisition Cost – Accumulated Depreciation
 Where: Accumulated Depreciation = Monthly Depreciation X Depreciation Period

Acquisition Cost	P13,990.00
Estimated Useful Life (in months)	60 months (5 years)
Monthly Depreciation = Acquisition Cost – 5% Estimated Useful Life (P13,990.00 – 5%)/60 mos	P221.51
Date of Acquisition	November 4, 2014
Date of Loss	February 27, 2019
Depreciation Period (from the date of acquisition until the time of loss) 2014 – 2 mos. 2015 – 12 mos. 2016 – 12 mos. 2017 – 12 mos. 2018 – 12 mos. 2019 – 2 mos.	52 months
Total = 52 mos.	
Accumulated Depreciation (P221.51 x 52)	P11,518.52
NBV/Carrying Amount (P13,990.00 – 10,632.40)	P2,471.48

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Customer Feedback Form may be provided to the client upon request or from the designated location of Customer Feedback Form tray
How feedbacks are processed	Duly accomplished customer feedback forms shall be consolidated once a month, identifying issues and concerns of the clients which shall be discussed

	<p>for appropriate action. Status on the identified issues and concerns shall be monitored on a monthly basis.</p>
How to file a complaint	<p>Requesting OBSU and Field Office may submit an appeal for the request that have been denied or may send a complaint letter to the Administrative Service-Property and Supply Division DSWD Central Office, IBP Road, Batasan Pambansa Complex, Constitution Hills, Quezon City email: property@dswd.gov.ph Tel No. 002-8931-9145</p>
How complaints are processed	<p>Upon receipt of complaint the concerned section shall make necessary evaluation and investigation to create a report for information and appropriate action of the concerned officials. Feedback shall be provided to the client.</p> <p>For inquiries and follow-ups, clients may contact AS PSAMD through 002-8931-9145 or through email: property@dswd.gov.ph</p>
Contact Information of ARTA, CSC, PCC	<p>ARTA: complaints@arta.gov.ph 8478-5091 / 8478-5093 / 8478-5099 CSC: 8931-8092 / 8931-7939 / 8931-7935 PCC: pcc@malacanang.gov.ph 8736-8645 / 8736-8603 / 8736-8629 / 8736-8621</p>
Contact Center ng Bayan (CCB)	<p>SMS: 0908 881 6565</p> <p>Email: email@contactcenterngbayan.gov.ph</p> <p>Web: https://contactcenterngbayan.gov.ph</p> <p>FB: https://facebook.com/civilservicegovph</p> <p>Call: 165 65 (P5+VAT per call anywhere in the Philippines via PLDT landlines)</p>

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

Prior to issuance to end user, all newly acquired properties, classified either as PPE of Semi-expendable properties shall first be coordinated with the Property Supply and

Asset Management Division (PSAMD) in the Central Office or Property Supply/Units in the Field Offices for recording and property tagging.

Office or Division:	Administrative Service – Property Supply and Asset Management Division (AS-PSAMD)			
Classification:	Complex Transaction			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Department of Social Welfare and Development (DSWD) Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. 1 Copy of Purchase Order (PO) 2. 1 Copy of Contract (if applicable) 3. 1 Copy of Sales Invoice / Delivery Receipt (SI/DR) 4. 1 Copy of Notice to Proceed 5. 1 Copy of Inspection and Acceptance Report (IAR) 6. 1 Copy of Property Transfer Report (PTR) (If applicable)		1. Procurement Management Service - Contract Monitoring Division 2. Concerned Offices, Bureaus, Services, Units (OBSUs)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward complete documents (PO, Contract, SI/DR, Notice to Proceed, IAR, PTR) to Property Office	1. Receipt of complete documents from 8am to 5pm Mondays to Fridays except Holidays	None	5 Minutes	<i>Property Staff</i>
	1.1 Validate the accuracy and completeness of all attached documents If no, request for the lacking document/s	None	10 Minutes	<i>Property Staff</i>

	If yes, proceed to the next step		Serbisyong Oragon sa Lahat ng Panahon	
	<p>1.2 Determine the Property's acquisition cost.</p> <p>If Php 15,000.00 and above - record the property details in PREMIS under the "Property Records" module</p>	None	10 Minutes	<i>Property Staff</i>
	<p>If PHP 14,999.99 and below or acquired as attachment to subscription plan/contracts, donation, or fabrication regardless of the acquisition cost – record in PREMIS under the "Inventory Custodian Slip (ICS)" module.</p> <p>Upon successful encoding electronically, a property number shall be automatically generated by the system for property identification</p>			
	<p>1.3 Identify the End User</p> <p>Copy the assigned property number and open the "Transfer Thru Furniture and Equipment</p>	None	15 Minutes	<i>Property Staff</i>

	<p>Transfer Slip (FETS)” module in PREMIS to record the identified end-user</p> <p>As a general rule, the primary accountable personnel shall be those regular, coterminous, contractual, or casual employees.</p> <p>Should the actual end-user of the property be a Contract of Service (COS) Worker, they shall be recorded as the secondary accountable personnel with the regular, coterminous, contractual, or casual employee within their office as the primary accountable officer</p>			Serbisyong Oragon sa Lahat ng Panahon
	<p>1.4 Print forms and Barcode Stickers</p> <p>Generate and print Property Acknowledgement Receipt (PAR) or Inventory Custodian Slip (ICS), Undertaking (if there is a secondary accountable person) into three copies and barcode sticker through the “PREMIS</p>	None	15 Minutes	<i>Property Staff</i>

	<p>Report” module; the applicable forms shall depend on the acquisition cost (see process above):</p> <p>Generate and print the barcode sticker, with number of copies, as, follows:</p> <table><tr><td>Comp uter Deskt op</td><td>3</td></tr><tr><td>Split Type Air Condit ion Unit</td><td>2</td></tr><tr><td>Partiti ons</td><td>Dependi ng on the number of partition s per property number</td></tr><tr><td>Blinds</td><td>Dependi ng on the number of blinds per property number</td></tr><tr><td>Other proper ty</td><td>1</td></tr></table>	Comp uter Deskt op	3	Split Type Air Condit ion Unit	2	Partiti ons	Dependi ng on the number of partition s per property number	Blinds	Dependi ng on the number of blinds per property number	Other proper ty	1			Serbisyong Oragon sa Lahat ng Panahon
Comp uter Deskt op	3													
Split Type Air Condit ion Unit	2													
Partiti ons	Dependi ng on the number of partition s per property number													
Blinds	Dependi ng on the number of blinds per property number													
Other proper ty	1													

	<p>1.5 Attach Barcode Stickers to the Property</p> <p>The printed barcode stickers shall be attached to the most visible and secured area of the property before the issuance of item(s) to the end user</p>	None	10 Minutes	<p><i>Property Staff</i></p> <p>Serbisyong Oragon sa Lahat ng Panahon</p>
	<p>1.6 Endorse Printed PAR/ICS to the Enduser</p> <p>The property officer shall prepare a Memorandum to endorse the generated PAR/ICS forms to the identified end user for signature of the Head of the Property Division/Section. The transaction should be recorded by the incoming / outgoing clerk in the logbook for "New Issuance", for monitoring purposes. Once signed, the Memorandum together with the printed PAR/ICS shall be transmitted to the end user</p>	None	5 Minutes	<i>Property Staff</i>
	<p>1.7 Issue Property to the End User</p> <p>Upon receipt of the signed and approved PAR/ICS, the concerned property officer shall</p>	None	1 Hour	<i>Property Staff</i>

	<p>facilitate issuance of property to the end user.</p> <p>The property officer shall sign on the "Issued by" portion in the PAR/ICS</p>			Serbisyong Oragon sa Lahat ng Panahon
	<p>1.8 Approve PAR/ICS Pag-apruba sa PAR/ICS</p> <p>After issuance of the property, the PAR/ICS will be forwarded to the Property Division/Section Chief for signature on the "Approved by" portion in the PAR or ICS</p>	None	5 Minutes	<i>Head of Property Office</i>
	<p>1.9 Provide copy of PAR/ICS to the concerned offices</p> <p>Provide one copy of PAR/ICS to the end-user for their reference</p> <p>Provide one copy to Procurement Management Service/Procurement Unit for attachment to the Disbursement Voucher.</p> <p>For the transferred property from CO to FO / FO to CO / FO to FO, provide one copy of signed PAR/ICS with attached original copy of PTR to Finance Management Service / Division</p>	None	30 Minutes	<i>Property Staff</i>

				Serbisyong Oragon sa Lahat ng Panahon
	1.10 Update PREMIS PREMIS shall be updated as to the following information: 1. Date the PAR/ICS was returned with signature of the End-User 2. Date of approval of PAR/ICS	None	10 Minutes	<i>Property Staff</i>
TOTAL		None	2 HOURS, 55 MINUTES	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Customer Feedback Form may be provided to the client upon request or from the designated location of Customer Feedback Form tray
How feedbacks are processed	Duly accomplished customer feedback forms shall be consolidated once a month, identifying issues and concerns of the clients which shall be discussed for appropriate action. Status on the identified issues and concerns shall be monitored on a monthly basis.

How to file a complaint	<p>Requesting OBSU and Field Office may submit an appeal for the request that have been denied or may send a complaint letter to the Administrative Service-Property and Supply Division DSWD Central Office, IBP Road, Batasan Pambansa Complex, Constitution Hills, Quezon City email: property@dswd.gov.ph Tel No. 002-8931-9145</p>
How complaints are processed	<p>Upon receipt of complaint the concerned section shall make necessary evaluation and investigation to create a report for information and appropriate action of the concerned officials. Feedback shall be provided to the client.</p> <p>For inquiries and follow-ups, clients may contact AS PSAMD through 002-8931-9145 or through email: property@dswd.gov.ph</p>
Contact Information of ARTA, CSC, PCC	<p>ARTA: complaints@arta.gov.ph 8478-5091 / 8478-5093 / 8478-5099 CSC: 8931-8092 / 8931-7939 / 8931-7935 PCC: pcc@malacanang.gov.ph 8736-8645 / 8736-8603 / 8736-8629 / 8736-8621</p>
Contact Center ng Bayan (CCB)	<p>SMS: 0908 881 6565</p> <p>Email: email@contactcenterngbayan.gov.ph</p> <p>Web: https://contactcenterngbayan.gov.ph</p> <p>FB: https://facebook.com/civilservicegovph</p> <p>Call: 165 65 (P5+VAT per call anywhere in the Philippines via PLDT landlines)</p>

Physical Count of Property, Plant, and Equipment (PPE)

To ensure integrity of custodianship of properties of the Department, a physical count of all properties of the Department shall be conducted, annually in case of PPEs.

Office or Division:	Administrative Service – Property Supply and Asset Management Division (AS-PSAMD)
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Classification:	Highly Technical Transaction				Serbisyong Oragon sa Lahat ng Panahon
Type of Transaction:	G2G – Government to Government				
Who may avail:	Department of Social Welfare and Development (DSWD) Officials and Employees				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
1. Special Order		1. Property Supply and Asset Management Division			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Prepare Special Order	The Inventory Committee in the Central Office (ICCO)/Inventory Committee in the Field Office (ICFO), shall plan the conduct of Annual Physical Count of PPEs and through its Secretariat, shall prepare the inventory guidelines and other needed documents	None	3 Days	Secretariat	
Prepare Notice of Meeting	Once the Special Order is approved, Secretariat shall prepare the Notice of Meeting for signature of the ICCO/ICFO Chairperson. The agenda to be indicated in the Notice shall be as follows: 1. Date/schedule of conduct of Physical Count. 2. Crafting of inventory guidelines 3. Assignments/roles of ICCO/ICFO	None	30 Minutes	Secretariat	

	<p>members and other personnel involved</p> <p>Once the Notice of Meeting is signed, the incoming/outgoing clerk shall route the same to all members of the ICCO/ICFO for information.</p> <p>ICCO/ICFO shall conduct meeting and finalize the activities for the conduct of physical count</p> <p>The required Minutes of the Meeting will be prepared by the Secretariat</p>			<p>Serbisyong Oragon sa Lahat ng Panahon</p> <p><i>Incoming/Outgoing Clerk</i></p> <p><i>ICCO/ICFO</i></p> <p><i>Secretariat</i></p>
Conduct of Meeting	1. The Secretariat shall gather the relevant documents as basis for the conduct of inventory taking, as provided in the Guidelines	None	90 Minutes	<i>Secretariat</i>
	2. The Secretariat shall also prepare the following documents for signature of the GASSG Head/Regional Director:			

	<p>a. Memorandum addressed to all offices informing about the schedule of inventory taking in their stations</p> <p>b. Letter / Memorandum to Commission on Audit and Internal Audit Service/ Management Audit Analyst to request representatives who will witness the conduct of physical count</p>			Serbisyong Oragon sa Lahat ng Panahon
Route/Disseminate Information to Concerned Offices	Once the documents are signed, the incoming/outgoing clerk shall route the same to concerned offices for information	None	5 Minutes	<i>Incoming/Outgoing Clerk</i>
Provide Instruction	Using the barcode scanner, the Inventory Team shall check the property description vis-a-vis reference documents on hand and indicate present condition of equipment. Replace property stickers/barcodes, if necessary each member of the inventory team shall forward the accomplished inventory sheet to the Secretariat for consolidation	None	30 Minutes	<i>ICCO/ICFO Chairperson Inventory Team</i>

Conduct the Physical Count			2 Minutes per Property Item	Serbisyo ng Oragon sa Lahat ng Panahon ICCO/ICFO Chairperson Inventory Team Secretariat
Prepare the Inventory Findings/Report	<p>After the conduct of physical count, the secretariat shall prepare a Memorandum to concerned offices to be signed by the ICCO/ICFO Chairperson, to inform them of the result of the physical count in their office. All discrepancies between the physical count and records shall be reported to Head of Office concerned and reconcile immediately.</p> <p>The result must specify ICCO/ICFO's findings such as: 1. Properties that are located in the station; and 2. Properties that are not located in the station (discrepancies); in this case, ICCO/ICFO shall schedule the conduct of re-inventory/revalidation</p>	None	4 Hours	ICCO/ICFO Secretariat Head of Office

Forward signed Inventory Report/ Findings	Once the Report/Findings are signed, the incoming/outgoing clerk shall route/forward the same to concerned office/s	None	5 Minutes	<i>Incoming/Outgoing Clerk</i>
Conduct ReInventory/Re validation	This activity will address the result/findings of discrepancies during the conduct of physical count of properties	None	2 Hours	<i>Inventory Team</i>
Conduct Reconciliation of Property Records and Books of Accounts	<p>Upon completion of the conduct of physical count, ICCO/ICFO shall conduct reconciliation of property and accounting records and shall address discrepancies, in accordance with the guidelines</p> <p>As a result of this activity, data reconciliation report shall be prepared to serve as reference in the preparation of RPCPPE</p>	None	5 days	<i>ICCO/ICFO Secretariat</i>
Endorse the RPCPPE for Approval	<p>Upon completion of the physical count, the ICCO/ICFO, through the Secretariat shall prepare the Report on Physical Count of Property, Plant and Equipment (RPCPPE).</p> <p>All ICCO/ICFO members shall review and affix</p>	None	4 Hours	<i>Secretariat</i>

	their signature in RPCPPE.			Serbisyon sa Lahat ng Panahon
Prepare RPCPPE	<p>Endorse the signed RPCPPE to the Administrative Service Director and Assistant Secretary for Administration (Central Office)/ Chief of Administrative Division and Assistant Regional Director for Administration (Field Office), as recommending authority</p> <p>Once signed, the RPCPPE shall be forwarded to the Undersecretary of GASSG/Regional Director, for approval.</p>	None	30 Minutes	<p><i>Director of Administrative Service/GASSD</i> <i>Chief Assistant Secretary for Administration/ Assistant RD for Administration</i></p> <p><i>GASSG</i> <i>Undersecretary/ Regional Director</i> <i>Incoming/Outgoing Clerk</i></p>
GASSG Undersecretary/ Regional Director Incoming/Outgoing Clerk	The duly signed and approved RPCPPE will be submitted to COA on or before January 31 of the year, copy furnished the Internal Audit Service/Management Audit Analyst and Accounting Division/Section.	None	15 Minutes	<i>Secretariat Incoming/Outgoing Clerk</i>
File Copy of RPCPPE	The receiving copy of the RPCPPE will be kept and filed by the Secretariat for reference.	None	5 Minutes	<i>Secretariat</i>

TOTAL	None	Serbisyon Oragon sa Lahat ng Panahon
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FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Customer Feedback Form may be provided to the client upon request or from the designated location of Customer Feedback Form tray
How feedbacks are processed	Duly accomplished customer feedback forms shall be consolidated once a month, identifying issues and concerns of the clients which shall be discussed for appropriate action. Status on the identified issues and concerns shall be monitored on a monthly basis.
How to file a complaint	Requesting OBSU and Field Office may submit an appeal for the request that have been denied or may send a complaint letter to the Administrative Service-Property and Supply Division DSWD Central Office, IBP Road, Batasan Pambansa Complex, Constitution Hills, Quezon City email: property@dswd.gov.ph Tel No. 002-8931-9145
How complaints are processed	<p>Upon receipt of complaint the concerned section shall make necessary evaluation and investigation to create a report for information and appropriate action of the concerned officials. Feedback shall be provided to the client.</p> <p>For inquiries and follow-ups, clients may contact AS PSAMD through 002-8931-9145 or through email: property@dswd.gov.ph</p>
Contact Information of ARTA, CSC, PCC	ARTA: complaints@arta.gov.ph 8478-5091 / 8478-5093 / 8478-5099 CSC: 8931-8092 / 8931-7939 / 8931-7935 PCC: pcc@malacanang.gov.ph 8736-8645 / 8736-8603 / 8736-8629 / 8736-8621

Contact Center ng Bayan (CCB)	SMS: 0908 881 6565 Serbisyong Oragon sa Lahat ng Panahon Email: email@contactcenterngbayan.gov.ph Web: https://contactcenterngbayan.gov.ph FB: https://facebook.com/civilservicegovph Call: 165 65 (P5+VAT per call anywhere in the Philippines via PLDT landlines)
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Processing of Incoming Mail

Ang Administrative Division-Records and Archives Management Section (AD – RAMS) ay susuriin at tatanggap ng mga komunikasyon mula sa mga stakeholders/interesadong partido at i-encode ang mga detalye ng dokumento sa Enhanced Document and Transaction Management System (EDTMS) na ipamamahagi ng tagapaghatid ng AD-RAMS sa mga opisina ng DSWD.

The Administrative Division-Records and Archives Management Section (AD –RAMS) is receiving communications from stakeholders/interested parties and encoded the details in the document to the Enhanced Document and Transaction Management System (EDTMS) to be distributed by the AD-RAMS to the different departments/offices of DSWD.

Office	AD - RECORDS AND ARCHIVES MANAGEMENT SECTION
Classification	Simple

	Serbisyonag Oragon sa Lahat ng Panahon			
Type of Transaction	G2C Government to Citizens G2B Government to Businesses G2G Government to Government			
Who May Avail:	All			
Checklist of Requirements		Where to Secure		
1. One (1) Communication letter with complete attachments. 2. One (1) receiving copy for the reference of the client		Letter of request to be prepared by the client without the assigned format		
Clients Steps	Agency Actions	Fees to be Paid	Processing Time	Person Responsible
1. Forward communications / letters to staff DSWD-RAMS	1.Check all the details and if all the documents are complete and stamped the original and xeroxed copy with "Receive" as proof.	None	2 minutes	Clients Flora N. Ruivivar Admin Aide III
	1.2 Sanitized the communication letter		5 minutes	Alain E. Padilla SGI
2. File and keep all the receiving copy of the communication letter as reference in the future	2. Assign to the appropriate staff in the DSWD-RAMS.	None	5 Minutes	Marvic B. Costrua Admin Asst I
	2.1 Examine and encode in the Computer system all the details. 2.2 Prepare the Records Transmittal Sheet			Sheena Mae A. Perez Admin Officer II
	3. Examine and sign the Approved Records Transmittal Sheet	None	2 minutes	Analyn D. Sierra Admin Officer V/Head, RAMS

	4. Distribute the documents to the receiving personnel 5. Update status in the EDTMS and file the Records Transmittal Sheet.	None	15 minutes	<i>Racquel B. Acosta</i> Serbisyonerong Oragon sa Lahat ng Panahon <i>Admin Asst II</i> <i>Rica Mae N. Jacob</i> Admin Support Staff
TOTAL		None	34 Minutes	

Processing of Outgoing Mail

The Administrative Division – Records and Archives Management Section examine thoroughly and receive communication letters/documents from all the offices of the DSWD Field Office V and will input the datas in the Enhanced Document and Transaction Management System (EDTMS) and will distribute to private individuals, agencies of the government, offices of DSWD from different provinces and regions, stakeholders and partners by the services of the Philippine Postal, Messengerial and Private Courier.

Office	AD - RECORDS AND ARCHIVES MANAGEMENT SECTION	
Classification	Simple	
Type of Transactions:	G2G Government to Government G2C Government to Citizens G2B Government to Business	
Who will Avail:	Staffs and Officers of DSWD Field Office V	
Checklist of Requirements		Where to Secure

1. Isang dokumento/liham (orihinal na kopya) 2. Kalakip ang isang Records Transmittal Sheet (DSWD-AS-GF-019) 3. Isang kopya ng dokumento (sanggunian ng kliyente)	1. Komunikasyon/liham na ihahanda ng kliyente nang walang itinalagang format 2. Records Transmittal Sheet (DSWD-AS-GF-019) na maaaring makuha sa opisina ng DSWD-AD-RAMS o sa eDTMS
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Clients Steps	Agency Actions	Fees to be Paid	Processing Time	Person Responsible
1. Submit the communication letter/documents with the prescribed format with the Records Transmittal Sheet to the staff of RAMS	1.1 Examine and check if all the details are complete and stamped with "Receive" the original and scanned copy as proof or reference. 1.2 Sanitized the communication letter or document	None	2 Minutes 5 minutes	Client <i>Flora N. Ruivivar</i> <i>Admin Aide III</i> <i>Alain E. Padilla</i> <i>SGI</i>
2. File the receiving copy of the communication letter/document for future reference	2. Assign to the appropriate staff in the DSWD-RAMS. 2.1 Examine and encode in the Computer system all the details. 2.2 Prepare the Records Transmittal Sheet	None	5 minutes	<i>Marvic B. Costrua</i> <i>Admin Asst I</i> <i>Sheena Mae A. Perez</i> <i>Admin Officer II</i>
	3. Examine and sign the Approved Records Transmittal Sheet	None	2 minutes	<i>Analyn D. Sierra</i> <i>Admin Officer</i> <i>V/Head, RAMS</i>

	<p>4. Prepare documents according to shipping category:</p> <p>4.1 For Courier: Attach proof of delivery</p> <p>4.2 For Postal: Attach the required stamps</p> <p>4.3 For Messengerial: Prepare the Messenger Locator Slip</p>	None	15 minutes	<p><i>Marvic B. Costrua</i> <i>Admin Asst I</i></p> <p><i>Sheena Mae A. Perez</i> <i>Admin Officer II</i></p> <p><i>Flora N. Ruivivar</i> <i>Admin Aide III</i></p> <p><i>Alain E. Padilla</i> <i>SGI</i></p> <p><i>Rica Mae N. Jacob</i> <i>Admin Support Staff</i></p>
	<p>5. Distribute the documents to the concerned any of the following:</p> <p>5.1 Private Courier 5.2. Philpost 5.3. Messengerial</p>	None	5 minutes	<p><i>Flora N. Ruivivar</i> <i>Admin Aide III</i></p> <p><i>Alain E. Padilla</i> <i>SGI</i></p> <p><i>Rica Mae N. Jacob</i> <i>Admin Support Staff</i></p>
	<p>6. Update eDTMS status and file Records Transmittal Sheet/Messenger Locator Slip with receiving copies</p>	Wala	10 minuto	<p><i>Marvic B. Costrua</i> <i>Admin Asst I</i></p> <p><i>Sheena Mae A. Perez</i> <i>Admin Officer II</i></p> <p><i>Rica Mae N. Jacob</i> <i>Admin Support Staff</i></p>
TOTAL		None	44 minutes	

Dissemination of Administrative Issuance

The Administrative Division - Record and Archives Management Section (AD - RAMS)

will review and receive Administrative Issuance issues from DSWD offices for numbering, distribution, digitization and filing them at the AD office. -RAMS.

Office	AD - RECORDS AND ARCHIVES MANAGEMENT SECTION			
Classification	Simple			
Type of Transaction	G2G Government to Government			
Who will avail:	DSWD Field Office V staff and officers			
List of Requirements		Where to Secure		
1. One (1) Administrative Issuance (original copy) 2. One (1) Receiving copy (for client's reference)		1. Admin Issuance prepared by the client according to the correct format prescribed by HR 2. Records Transmittal Sheet (DSWD-AS-GF-019) available at the DSWD-AD-RAMS office or at eDTMS		
Clients Steps	Agency Action	Fees to be Paid	Processing Time	Responsible Person
1. Forward the administrative issuance to the staff DSWD-RAMS	1. Check and sign the Records Transmittal Sheet for the document received	None	2 minutes	Staff of DSWD FOV <i>Flora N. Ruivivar</i> <i>Admin Aide III</i> <i>Alain E. Padilla</i> <i>SGI</i>
2. Obtain the Records Transmittal Sheet signed by DSWD-RAMS staff	2. Assign the right staff from RAMS.	None	5 minutes	<i>Flora N. Ruivivar</i> <i>Admin Aide III</i> <i>Alain E. Padilla</i> <i>SGI</i>
	2.1 Check and number the two copies of the document received			
	2.2 Put the original document in the file folder for future reference	None	2 minutes	
	2.3 Encode the details in the computer system	None	2 minutes	<i>Racquel B. Acosta</i> <i>Admin Asst II</i>

	2.4. Prepare the Records Transmittal Sheet	None	5 minutes	<i>Rica Mae N. Jacob</i> Admin Support Staff
	3. Review and sign the approved Records Transmittal Sheet	None	2 minutes	<i>Analyn D. Sierra</i> Admin Officer V/Head, RAMS
3. Receive a numbered copy of the Administrative Issuance	4. RAMS staff will distribute a copy of the issuance to the relevant DSWD office	None	15 minutes	<i>Flora N. Ruivivar</i> Admin Aide III <i>Alain E. Padilla</i> SGI <i>Racquel B. Acosta</i> Admin Asst II <i>Rica Mae N. Jacob</i> Admin Support Staff
	5. Update the issuance status in eDTMS and file the Records Transmittal Sheet	None	2 minutes	<i>Racquel B. Acosta</i> Admin Asst II <i>Rica Mae N. Jacob</i> Admin Support Staff
	8. I-digitize ang orihinal na kopya ng administrative issuance	None	10 minutes	<i>Analyn D. Sierra</i> Admin Officer V/Head, RAMS <i>Edlyn M. Bangate</i> Admin Officer II <i>Marvic B. Costrua</i> Admin Asst I <i>Sheena Mae A. Perez</i> Admin Officer II
TOTAL		None	45 minutes	

Provision of Technical Assistance on Records Management

The Administrative Service-Records and Archives Management Division (AD-RAMS) provides technical support for the disposition of the document where the review and inspection of the files for the analysis of the records is carried out to determine its proper disposition in accordance with approved schedule of record disposition (RDS) by the department and policies and regulations of the National Archives of the Philippines. Such technical assistance is as follows:

1. Maintenance and Preservation of Physical Records
2. Disposal of worthless records
3. Digitization of important/permanent records
4. Efficient home record care and management in accordance with the procedural principles of 7s.
5. Orientation to Best document and transaction management system

Office:	AD - RECORDS AND ARCHIVES MANAGEMENT SECTION				
Classification:	Highly Technical				
Type of Transaction:	G2G Government to Government				
Who will avail:	Staffs and Officers of DSWD FO5				
Checklist of Requirements				Where to Secure	
1. Attach two (2) technical assistance request form				1. Technical Assistance Request Form (DSWD-AS-GF-060) available at DSWD-AD-RAMS office	
	Clients Steps	Agency Action	Fees to be Paid	Processing Time	Responsible Person
	1. Submit the Technical Assistance Request Form to RAMS staff	1. Study the received Request Form	None	2 minutes	Staffs of DSWD FOV Flora N. Ruivivar Admin Aide III Alain E. Padilla

SGS Grabisyong Oragon sa Lahat ng Parahon					
	2. Receive a copy of the Technical Assistance Request Form to determine if it is approved or not	2. Review if the request is approved and find a vacancy schedule and assign to the appropriate staff 2.1 Assign proper staff from RAMS who can provide technical assistance 2.2 Complete the Technical Assistance Request Form and give a copy to the client	None	15 minutes	<i>Analyn D. Sierra</i> <i>Admin Officer</i> <i>V/Head-RAMS</i>
		3.1 File the Technical Assistance Form for future reference	None	5 minutes	<i>Racquel B. Acosta</i> <i>Admin Asst II</i> <i>Rica Mae N. Jacob</i> <i>Admin Support Staff</i>
	2. Wait for RAMS advice for activity schedule	3.2 Call or mail the client who needs technical assistance for the activity schedule	None	15 minutes	<i>Edlyn M. Bangate</i> <i>Admin Officer II</i> <i>Marvic B. Costrua</i> <i>Admin Asst I</i> <i>Sheena Mae A. Perez</i>

	3. Go to the time and place designated by RAMS for requested technical assistance	4. Conduct Technical assistance on the scheduled date 4.1. Provide a form of satisfaction survey to participants	None	1-2 Hours	Admin Officer II <i>Racquel B. Acosta</i> Admin Asst II
	Total:		None	2 Hours and 27 minutes	

Receiving Request of Disposal of Valueless Records

The Administrative Division -Records and Archives Management Section (AD - RAMS) provides technical support for the proper disposal of valueless records in accordance with the policies and regulations of the National Archives of the Philippines (NAP). These valueless records are those that have arrived at the time of its retention based on the Department's approved Records Disposition Schedule and are not involved or connected to any administrative or judicial cases with an approved disposal request authority from the NAP.

Office or Division:	AD - RECORDS AND ARCHIVES MANAGEMENT SECTION
Classification:	Highly Technical
Type of Transaction:	G2G Government to Government
Who may Avail:	Staffs and Officers of DSWD FOV

List of Requirements		Where to Secure		
1. One (1) letter of request 2. Enclose one (1) Records Disposal Request Form (DSWD-AS-GF-018) 3. One (1) Receiving copy (for client's reference)		1. Letter of request to be prepared by the client 2. Records Disposal Request Form is available at the DSWD-AD-RAMS office		
Clients Steps	Agency Action	Fees to Paid	Processing Time	Responsible Person
1. Forward the letter request and the (DSWD-AS-GF-018) Records Disposal Request along with the receiving copy to AD-RAMS	1. Check and stamp "Receive" the receiving copy.	None	2 minutes	<i>Kawani ng DSWD FOV</i> <i>Flora N. Ruivivar Admin Aide III</i> <i>Alain E. Padilla SGI</i>
2. Hide receiving copy of forwarded communication / mail for future reference	2. Review and assign to relevant staff	None	5 minutes	<i>Analyn D. Sierra Admin Officer V, Head-RAMS</i>
3. Provide necessary actions if there are findings during the inspection.	3. Assign RAMS staff to: 3.1. Check the record listed according to DSWD RDS and NAP GRDS 3.2 Perform Ocular Inspection 3.2.1 If there are findings, provide a copy of the Request Disposal Form to OBS stating the	None	5 minutes 8 Hours	<i>Analyn D. Sierra Admin Officer V, Head-RAMS</i> <i>Edlyn M. Bangate Admin Officer II</i>

	findings / reasons for the non-compliance			Serbisyong Oragon sa Lahat ng Parahon
4. Take the requested notes for disposal to AD-RAMS	4.If approved, accept the notes for disposal 4.1 Keep records for disposal at Sorsogon Warehouse	None	8 Hours	<i>Analyn D. Sierra</i> <i>Admin Officer V,</i> <i>Head-RAMS</i> <i>Edlyn M. Bangate</i> <i>Admin Officer II</i> <i>Marvic B. Costrua</i> <i>Admin Asst I</i> <i>Sheena Mae A. Perez</i> <i>Admin Officer II</i> <i>Racquel B. Acosta</i> <i>Admin Asst II</i>
	5. Review and approve the Request for Disposal Form	None	15 minutes	<i>Leo L. Quintilla</i> <i>Regional Director</i>
5. Receive a copy of the approved Request for Disposal Form 6. File the received form for future reference.	6. Provide a copy of the approved Request Disposal Form to OBS with the date when the document was received and action taken for the intended purposes	None	5 minutes	<i>Edlyn M. Bangate</i> <i>Admin Officer II</i>
TOTAL		None	16 Hours and 22 minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Upon submission of the communication, stakeholders/interested parties are requested to obtain the Customer Response Form to be provided by the receiving AD-RAMS clerk or to scan the QR Code placed in front of the RAMS office. Email: fo5@dswd.gov.ph
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How feedbacks are processed	<p>The completed customer survey form is compiled on a monthly basis. AD-RAMS will conduct an analysis of the data gathered by analyzing the cause and developing a plan and action for implementation.</p> <p>The response to the complaint will be communicated to the client. For the status of the question please submit a letter to this email: fo5@dswd.gov.ph</p>
How to file a complaint	<p>Interested parties may submit a letter of complaint addressed to Analyn D. Sierra, Administrative Officer V, Head-Records and Archives Management Section, Administrative Division, Rawis, Legazpi City.</p> <p>The following details must be completed in the letter to be sent:</p> <ul style="list-style-type: none"> • Client name and telephone • RAMS transactions • Name of complainant • Because of a complaint • Evidence <p>For the status of the question please submit a letter to this email: fo5@dswd.gov.ph</p>
How complains are processed	<p>The complaint letter will be forwarded to the relevant Division Head to address the complaint.</p> <p>The complaint will be properly investigated before a report and response can be made to the complainant.</p> <p>A reply letter will be sent to the complainant.</p>
Contact Information of ARTA, PCC and CCB	<p>Anti-Red Tape Authority (ARTA) complaints@arta.gov.ph, 8-478-5093</p> <p>Presidential Complaint Center (PCC) pcc@malacanang.gov.ph, 8888</p> <p>Contact Center ng Bayan (CCB) email@contactcenterngbayan.gov.ph, before CSC (Civil Service Commission)</p>

Request for Use and Monitoring of Vehicle

To provide a systematic procedure in response to the official requests for the vehicle of the Department's Executive Officials and other employees

Office	Administrative Services Division – General Services Section			
Classification	Com			
Type of Transaction	G2G Government-to-Government			
Who may avail?	All DSWD personnel regardless of nature of employment or rank			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Submit request/s to the GSS through any of the following; 1. Accomplished one (1) copy of Request for Use of Service Vehicle Form (AS-TMS-01) to be received by the GSS. Note: a. Original Copy for GSD b. 1 receiving copy for the OBS concerned (photocopy) 2. GSS Online Request for Vehicle		GSS online request for vehicle https://bit.ly/onlinevehiclerequestform (online request) https://bit.ly/vehiclerequestform (form)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submits the filled-up Request Form (AS-TMS-01) to the GSS or thru the online request link Note: Submission of request must be at least 2 days prior to the actual travel.	1. Receives and stamps "Received" in the receiving copy. 2. Reviews/validates the received request if properly accomplished; special directives or emergencies as indicated in the request for vehicle	None	1-2 minutes 3-5 minutes	<i>Admin Asst/Clerk</i> <i>Administrative Officer In-charge/dispatcher</i>
2.Coordinates/follows-up with the MVD regarding their request.	3. Request shall be forwarded within the same day to the Motor Vehicle Dispatcher (MVD) / Admin Clerk for evaluation of the request.		3-5 minutes	<i>AOII (Dispatcher)</i>

<p>Note: If vehicle is not available, please proceed to Step 3. Otherwise, proceed to Step 4.</p>	<p>4. Review the current schedule of availability of vehicle;</p> <p>Note: If vehicle is available, please proceed to Step 4.2. Otherwise, proceed to Step 4.1.</p> <p>4.1. If the vehicle is not available, inform the end-user thru phone call or email. The MVD prepares certification of non-availability of vehicle;</p>	<p>None</p>	<p>3-5 minutes</p> <p>6-10 minutes</p>	<p>Serbisyong Oragon sa Lahat ng Panahon</p>
<p>3. Receives the Certification of non-availability of vehicle. (end of transaction if vehicle is not available)</p>	<p>4.1.1 The GSS Head and reviews and the ASD chief signs the certification;</p> <p>4.1.2 Issue the certification to support the reimbursement claims for use of public transport of the end-user.</p> <p>4.2. If vehicle is available, the MVD identifies the appropriate vehicle to accommodate the request through number of passengers and destination;</p> <p>4.2.1 Motorpool Vehicle Dispatcher (MVD) prepares Trip tickets and</p>	<p>None</p>	<p>1-2 minutes</p> <p>1-2 minutes</p> <p>10-15 minutes</p>	

	Travel Orders (if necessary)			Serbisyong Oragon sa Lahat ng Panahon
4. Receives the confirmation of travel details from the AS-GSD personnel.	<p>4.2.2 MVD prepares Travel Order and Trip ticket in case of out-of town trip;</p> <p>4.2.3 The GSS Section and ASD Chief reviews and signs the Trip Ticket and the Travel Order shall be signed by the Assistant Regional Director for Administration (ARDA);</p> <p>4.2.4 Upon approval of the Trip Ticket and/or Travel Order, the MVD shall immediately coordinate with requesting party/end-user for the confirmation of the travel details thru phone call and issue to the driver the Trip Ticket and/or Travel Order.</p>	None	<p>10-15 minutes</p> <p>1-2 minutes</p> <p>5-10 minutes</p>	<p><i>MVD</i></p> <p><i>GSS Section Head</i></p> <p><i>ASD Chief</i></p> <p><i>Assistant Regional Director for Administration (ARDA);</i></p>
<p>5. End of travel and/or back to work station</p> <p>Note: Passenger to fill-up "Client Satisfaction Measurement Survey Report" (CSMSR) thru online or drop the CSMSR thru the drop boxes available in the GSD</p>	<p>5. At the scheduled date of the trip, the driver shall wait at the designated area identified by the requesting party/end-user. <i>(Driver shall accomplish the Travel Checklist prior to travel)</i></p> <p>6. Driver must travel back to work station or park the vehicle at the designated DSWD garage.</p> <p>7. The driver and Security Guard shall briefly assess the condition of the vehicle</p>		<p>5-10 minutes</p> <p>3-5 minutes</p>	<p><i>Driver</i></p> <p><i>Driver/Security Guard</i></p>

	<p>and check if there are major damage/s.</p> <p>8. The Security Guard shall record the vehicle's condition on the Guard's Report / Security Guard Logbook.</p> <p>Note: The driver shall surrender the vehicle keys to the Security Guard. All vehicles must be stationed at the DSWD Field Office V, Regional Government Site, Rawis, Legaspi City or at any DSWD Satellite Office/facility at the end of each official trip.</p> <p>9. All relevant documents such as Trip Ticket, Fuel Consumption and Monitoring Form, Receipts of Toll Fees, and Travel Order shall be filed accordingly.</p>		3-5 minutes	<p>Serbisyong Oragon sa Lahat ng Panahon</p> <p><i>Driver / GSD Personnel</i></p>
Total:		1 hour	36 minutes	

FEEDBACKS AND COMPLAINTS MECHANISM

How to send feedback	At the end of the activity, DSWD personnel are requested to accomplish the Client Satisfaction Measurement Survey Report to be given by the assigned driver.
How feedbacks are processed	Accomplished customer survey form is consolidated in quarterly basis. GSS will conduct evaluation regarding the data gathered through root cause analysis, and identify plans and actions that must recommended for execution.
How to file a complaint?	DSWD personnel may submit complaint letter address to Officer-In-Charge of Administrative Service Division, SUSAN M. BELLEZA DSWD Field Office V, Regional Government Center Site, Rawis, Legaspi City.
How complaints are processed?	Complaint letter shall be forwarded to the concerned Section Head Chief to address the concern. Reply letter shall be sent to the complainant
Contact Information	MS. SUSAN M. BELLEZA OIC-Division Chief, ASD

Request for the use of DSWD Conference Room

To provide a systematic procedure in response to the official requests for the use of DSWD Conference Rooms

Office	Administrative Services Division – General Services Section
Classification	Simple
Type of Transaction	G2G Government-to-Government
Who may avail?	All DSWD personnel regardless of nature of employment or rank

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Accomplished request for use DSWD Conference Rooms (AS-GSD-P-03) received at the General Services Section.	Form is available at the GSS office and can be requested online

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the filled –up Request for the use of DSWD Conference Room Form AS-GSD-P-03 together with the receiving copy to the AS-GS	1.1.1 Receive and Review the Request and/ or receiving copy	None	1-2 minutes	<i>Requesting Party</i>
		None	1-5 minutes	

2. Informed the client of the availability of DSWD Conference Room		2.2.1 Review the current schedule of availability of DSWD Conference Room			<div>Department of Social Welfare and Development</div> <div>Serbisyong Oragon sa Lahat ng Panahon</div> <div>Kawani ng GSS</div> <div>GSS head</div>
		2.2.2 The Head of the GSS shall approve the use of the DSWD Conference Room which shall be issued prior to the conduct of activity/meetings:			
		2.2.3 The GSS Staff in charge shall inform the Requesting Party the availability of the DSWD Conference Room through, email, call or in writing.			
3. Receive the Certification of unavailability of DSWD Conference Room – in case of no available DSWD Conference Room		3.3.1 Prepare certification of no available CO Conference Room and/or thru call, e-mail, writing	15 minutes		GSS Officer
		3.3.2 The GSS Head signs the certification	1-3 minutes		GSS head
		3.3.3 Issue the certification	1-2 minutes		GSS Officer
TOTAL			30 MINUTES		

FEEDBACKS AND COMPLAINTS MECHANISM

How to send feedback	At the end of the activity, DSWD personnel are requested to accomplish the Customer Feedback Form (AS-GF-0007) to be given by the GSS staff in charge
How feedbacks are processed	<p>Accomplished customer survey form is consolidated in quarterly basis.</p> <p>GSS will conduct evaluation regarding the data gathered through root cause analysis, and identify plans and actions that must recommended for execution.</p>
How to file a complaint?	DSWD personnel may submit complaint letter address to Officer-In-Charge of Administrative Service Division, SUSAN M. BELLEZA DSWD Field Office V, Regional Government Center Site, Rawis, Legaspi City.
How complaints are processed?	<p>Complaint letter shall be forwarded to the concerned Section Head Chief to address the concern.</p> <p>Reply letter shall be sent to the complainant</p>
Contact Information	MS. SUSAN M. BELLEZA OIC-Division Chief, ASD

Completed Social Technologies (STs)

Refers to request for technical assistance to institutionalize (i.e., adopt or replicate) completed Social Technologies (ST). Technical assistance may include orientation on completed STs as part of social marketing activities, capability building activities, advocacy and lobbying with policy making bodies.

Office or Division:	Social Technology Unit (STU)			
Classification	Complex			
Types of Transaction:	G2G – Government to Government G2C - Government to Citizens			
Who may avail:	National Government Agencies (NGAs), Local Government Units (LGUs), Non-Government Organizations (NGOs), Civil Society Organizations (CSOs), and academe			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Written and signed request letter with complete contact details (name and contact information) of the requesting party, 2. Details of the technical assistance needed.		Requesting Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) The Local Government Units, NGOs, Academe, and other National Government Agencies write an official request through email or	1) Receive the Signed Document on the Request for TA; Review attachments and signatures; Tag as priority ISO/EODB document; Affix routing slip; and	None	30 minutes	<i>Administrative Staff</i>

<p>other electronic platforms to DSWD-Social Technology Bureaus/Units (STUs) requesting for technical assistance and provide the details of the TA being requested from the bureau.</p> <p>For Field Offices where STUs are under the ARD for Operations, the ARDOs will be copy furnished with the request.</p>	<p>Record the document in the Tracking System.</p> <p>2) Forward the document to the Head of Office via email or printed copy</p>		<p>Serbisyo ng Oragon sa Lahat ng Panahon</p>	
	<p>3) Assess the requested assistance and identify the concerned division/ staff who will take action on the request.</p> <p>For Field Offices where STUs are under the ARD for Operations, the ARDOs will be copy-furnished with the request.</p>	<p>None</p>	<p>4 hours</p>	<p><i>Head of Office</i></p>
	<p>4) Review the document, provide instructions and assign to Technical Staff who will act on the</p>	<p>None</p>	<p>4 hours</p>	<p><i>Division Chief / Section / Unit Head</i></p>

	<p>request, and forward the document to the Administrative Staff to record the instruction through hard or electronic copy in the Tracking System</p> <p>If the office has a separate Document Tracker, copy furnish him/her for updating and tracking.</p>		Serbisyong Oragon sa Lahat ng Panahon	
	5) Review the request and its attachment.	None	1 hour	<i>Technical Staff</i>
	6) Coordinate with the requesting or the needed technical assistance	None	3 hours	<i>Technical Staff</i>
	<p>7) Prepare response to the request to include result of coordination with respective offices;</p> <p>7.1. Insert the Client Satisfaction Survey Form / Link in the response if the requested service was</p>	None	2 hours	<i>Technical Staff</i>

	<p>already provided through the response.</p> <p>7.2. Insert schedule of follow-through activities and actual conduct of meetings, orientation or capability building activities, if the requested service requires.</p>		Serbisyong Oragon sa Lahat ng Panahon	
	<p>8. Review the response to the requesting office:</p> <p>8.1. If approved, submit to the Bureau/Regional Director, copy furnished the Document Tracker for recording.</p> <p>If not approved, go back to number 7.</p>	None	4 hours	<i>Division Chief / Section / Unit Head</i>
	<p>9.) Forward the document to the Head of Office, review completeness of</p>	None	30 minutes	<i>Administrative Staff</i>

	attachments and affix e- signatures/initials, proper use of templates		Serbisyon sa Lahat ng Panahon	
	10.) Review the response 10.1. If approved, sign the document and forward to outgoing staff, copy furnished the Document Tracker for recording in the Tracking System If not approved, go back to number 8.	None	4 hours	<i>Head of Office</i>
	11) Forward the signed document response to the requesting Office, through email or mail, record in the monitoring/trackin g tool	None	30 minutes	<i>Administrative Staff</i>
	12.) Keep a copy of the file in the Records / Filing System	None	30 minutes	<i>Administrative Staff</i>
2) Answer the Client Satisfaction Survey (CSS)	13) As may be needed and agreed with the requesting party,	None	2 days	<i>Technical Staff</i>

	conduct actual technical assistance activity (meeting, orientation and capability building activity), either via face-to-face or online means. After the activity, Administer the Client Satisfaction Survey.		Serbisyong Oragon sa Lahat ng Panahon	
	14.) Keep a copy of the CSS and include in the periodic preparation of CSMR (refer to the DSWD Client Satisfaction Measurement Survey and Continual Improvement System Procedure Manual)	None	1 hour	Administrative Staff
TOTAL			5 days, 2 hours	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback and/or complaints?	After provision of every Service, the Attending Action Officer or STB Staff / Social Technology Unit (STU) shall ask the Customer to answer the Customer Satisfaction Survey (CSS) via Google Form or printed version as deemed appropriate.
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	<p>If the CSS was administered via printed form, the Customer shall drop the CSS in a designated drop box near the door of the Social Technology Bureau / Social Technology Unit (STU) if applicable.</p> <p>Verbal or written feedbacks may also be channeled through the following contact information:</p> <ul style="list-style-type: none"> - For verbal feedbacks: Customer may call Field Office Landlines located below. - For written feedbacks/complaints: Customer may email the concerned Field Office listed below.
How feedbacks are processed	<p>Every end of the month, the Document Controller shall spearhead the conduct of data analysis Client satisfaction measurement survey regarding the data gathered through root cause analysis or other known quality management techniques and identify plans and actions that must be recommended for execution to resolve the issues and improve the situation. The previous year results shall also be compared to the current to determine if there is improvement and/or need for further action.</p> <p>The Document Controller shall submit the Office/Unit Monthly/Quarterly/Semestral Client Satisfaction Measurement Report to the Overall Document Controller/ Records and Archives Management Division via electronic email and signed hardcopy for storage and safekeeping.</p> <p>The Annual Client Satisfaction Measurement Survey Results shall be submitted by the Clusters/FOs to the Committee on AntiRed Tape every 5th day of January of the succeeding year, copy furnished the Overall Document Controller.</p> <p>Result of the Quarterly Client Satisfaction Measurement Report and its analysis, should be discussed during the Clusters Management Teams. All reports must be readily available and accessible to provide a means for a particular Offices, Bureaus and Services to use the results in various reports.</p>

	<p>The DNTSC / PMT on Quality Management, depending on the customer satisfaction measurement result and data analysis report, may require the Internal Quality Audit (IQA) Team to work on the monitoring of approved recommended actions.</p> <p>The Bureau / Regional Director shall forward to the STB/STU all feedback/complaints requiring answers. The Concerned STB/STUs staff is required to answer within three (3) days of the receipt of the feedback/complaint. The answer of the concerned staff to the feedback/complaint is then relayed to the citizen/client.</p> <p>The results of feedback are reported during the meetings for improvement of systems and processes, and/or staff behavior.</p> <p><i>For inquiries and follow-ups, customers may also contact the STB and Regional Office listed below.</i></p>
How to file a complaint?	<p>The Complaints may be filed through the following channels</p> <ul style="list-style-type: none"> • Formal channel: Email addressed to Bureau / Regional Director via (please use as subject "Complaint") • Informal channels: through phone calls to concerned listed below • Complaint box: Drop a complaint in the STB Complaints Box that shall also be made available near the door of the Social Technology Bureau. <p>Concerned citizens or complainants are requested to include the following information in their complaint:</p> <p>Staff/Person/s Involved</p> <ul style="list-style-type: none"> - Incident and other facts - Evidence
How complaints are processed	<p>Complaints received through telephone and dropbox shall be processed immediately by the designated Grievance Focal Person of the Bureau/Field Office. Said focal shall then forward the complaint for processing and evaluation by the Grievance Committee composed of the Management Committee (ManCom), led by the Bureau Director/Regional Director.</p>

	<p style="text-align: right;">Serbisyon ng Oron sa Lahat ng Panahon</p> <p>Upon careful investigation of the Complaint, the Grievance Committee shall prepare a response letter to the Complainant.</p> <p>A report shall also be forwarded to the Cluster Head on the complaints as well as the actions taken and recommendation/s by the Grievance Committee.</p> <p>Complainants may also follow-up the actions taken by the Bureau through telephone numbers (02) 8931-8144 / (02) 8951-7124 and email at soctech@dswd.gov.ph.</p>
<p>Contact Information of CCB, PCC, ARTA</p> <p><i>Impormasyong Kontak ng CCB, PCC, ARTA</i></p>	<ul style="list-style-type: none"> • Anti-Red Tape Authority (ARTA) complaints@arta.gov.ph 8-478-5093 • Presidential Complaint Center (PCC) pcc@malacanang.gov.ph 8888 • Contact Center ng Bayan (CCB) email@contactcenterngbayan.gov.ph before CSC (Civil Service Commission) 0908-881-6565

Technical Assistance Along Social Technology Development or Sectoral Concerns

Refers to requests for technical assistance on social technology development processes, ongoing projects that the bureau is pilot testing, and/or on specific issues/sectors which the bureau is responding to.

Office or Division:	Social Technology Unit (STU)			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen G2G – Government to Government			
Who may avail?	DSWD-Offices, Bureaus, Services, Units (OBSUs), DSWD-Field Offices, National Government Agencies (NGAs), Local Government Units (LGUs), Non-Government Organizations (NGOs), and academe			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
Request Letter		From the requesting LGU, NGO, or NGA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Local Government Units, NGOs, Academe, and other National Government Agencies write an official request through email or other electronic platforms to STU requesting for	1.1 Receive the Signed Document on the Request for TA; Review attachments and signatures; Tag as priority ISO/EODB document; Affix routing slip; and Record the document in the Tracking System	None	30 minutes	<i>Administrative Staff</i>

<p>technical assistance and provide the details of the TA being requested from the bureau.</p> <p>For Field Offices where STUs are under the ARD for Operations, the ARDOs will be copy furnished with the request. .</p>	Forward the document/email to the Head of Office via email or printed copy.			Serbisyong Oragon sa Lahat ng Panahon
	1.2. Assess the requested assistance if it is within the scope of the Bureau, or if there are existing ST projects for TA being requested. Identify the concerned division/ staff who will take action on the request.	None	4 hours	<i>Office Director</i>
	1.3. Record the note of the Bureau Director and forward the document/email to the concerned division.	None	1 hour	<i>Administrative Staff</i>
	1.4. Review the document, assign staff who will act on the request and provide instruction/s. Forward the document/email to the staff assigned.	None	4 hours	<i>Division/Section/Unit Head</i>
	1.5. Review the request for technical assistance and prepare a reply relative to the TA	None	2 working days	<i>Technical Staff</i>

	<p>being requested on available data. Coordinate with the requesting office as necessary. If the TA being requested only needs written technical assistance, actual TA must be provided by officially communicating it to the requesting office.</p> <p>Ensure inclusion of the Client Satisfaction Survey link in the memorandum/ letter.</p>			Serbisyong Oragon sa Lahat ng Panahon
	<p>1.6. Review and approve the official reply and its attachments.</p> <p>If with comments for revision, return to step 1.4.</p> <p>If approved, proceed to step 1.7</p>	None	2 hours	<i>Division/Section/Unit Head</i>
	<p>1.7. Forward the document to the Head of Office, review completeness of attachments and affixed e-</p>	None	30 minutes	<i>Administrative Staff</i>

	signatures/initials, proper use of templates.			Serbisyong Oragon sa Lahat ng Panahon
	<p>1.8. Review and sign the document or affix e-signature on a PDF copy of the document prepared by the technical staff.</p> <p>If with comments for revision, return to step 1.6.</p> <p>If approved, proceed to step 1.8.</p>	None	2 hours	<i>Office Director</i>
	1.10. Record the signed document in the Tracking System. Send the reply to the requesting office, either via email or courier.	None	15 minutes	<i>Administrative Staff</i>
2) Answer the Client Satisfaction Survey (CSS)	1.11. As may be needed and agreed with the requesting party, conduct actual technical assistance activity either via face-to-face or online means. Administer the Client Satisfaction Survey.	None	2 days	<i>Technical Staff</i>

Total	None	3 days,6 hours & 15 minutes	Serbisyong Oragon sa Lahat ng Panahon
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Sharing of Data, Information, and Knowledge Products on Social Technologies (STs)

Refers to request to share data, information, and knowledge products regarding completed Social Technologies. The data or information may include reports on completed Social Technology, disaggregated data, and other knowledge products such as manual, training modules on Social Technologies.

The service aims to provide accurate and relevant data, and knowledge products on social technologies that respond to the emerging needs of the poor, vulnerable, and disadvantaged sectors that the DSWD and other intermediaries ought to serve. The requested data may be used for policy, program formulation, and implementation

Office or Division:	Social Technology Unit (STU)	
Classification	COMPLEX	
Types of Transaction:	G2G – Government to Government G2C – Government to Citizens	
Who may avail:	DSWD-Offices, Bureaus, Services, Units (OBSUs), DSWD-Field Offices, National Government Agencies (NGAs), Local Government Units (LGUs), Non-Government Organizations (NGOs), Civil Society Organizations (CSOs), and academe	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1) Letter of Request		From the requesting NGAs, LGUs or CSOs
2) Template of data requirement (if applicable)		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Local Government Units, NGOs, Academe, and other National Government Agencies write an official request through email or other electronic platforms to STB requesting for data, information, and knowledge products regarding completed Social Technologies.	1) Receive the Signed Document or accomplished Request Form (request for data, information, and other knowledge products); Review attachments and signatures; Tag as priority ISO/EODB document; Affix routing slip; and Record the document in the Tracking System	None	45 Minutes	<i>Administrative Staff</i>
For Field Offices where STUs are under the ARD for Operations, the ARDOs will be copy furnished with the request.	2) Forward the document/email to the Head of Office via email or printed copy.			
	3) Assess the request and provide instruction and forward the document to the Division Chief concerned, copy furnished the Document Tracker for recording/tracking	None	4 Hours	<i>Head Office</i>

	3.1) For Field Offices where STUs are under the ARD for Operations, the ARDOs will be copy-furnished with the request.		Serbisyong Oragon sa Lahat ng Panahon	
	4) Review the document, provide instructions and assign to Technical Staff who will act on the request, and forward the document to the Administrative Staff to record the instruction through hard or electronic copy If the office has a separate Document Tracker, copy furnish him/her for updating and tracking.	None	4 Hours	<i>Division Chief / Section / Unit Head</i>
	5) Review the request and determine source and method of sharing data 5.1) If available in the website, include the link from the STB website or FO website 5.2) If not available, coordinate with the requesting party if necessary to ensure that data to be shared are not privileged and sensitive information in adherence to the	None	8 Hours	<i>Technical Staff</i>

	<p>Data Privacy Act (DPA); with the Program Focal Person/s to generate the data needed; and with the PDPS for regional data</p> <p>5.3) If not compliant with the Data Privacy Act and DSWD Research Protocol, inform the requesting party following the DSWD Data Privacy Manual or endorse to the Policy Development and Planning Bureau (PDPB) or Field Office Policy and plans Division (PPD)</p>		Serbisyon sa Lahat ng Panahon	
	6. Prepare response to the requesting party; Include Client Satisfaction Survey	None	1 Hour	<i>Technical staff</i>
	<p>7. Review the response to the requesting office:</p> <p>7.1. If approved, submit to the Head of Office, copy furnished the Document Tracker for recording.</p> <p>7.2. If not approved, go back to Number 6</p>	None	2 Hours	<i>Designated Division Chief / Section / Unit Head</i>
	<p>8. Review the response</p> <p>8.1. If approved, sign the document and forward to outgoing</p>	None	2 Hours	<i>Head of Office</i>

	staff, copy furnished the Document Tracker for recording 8.2) If not approved, go back to Number 7		Serbisyong Oragon sa Lahat ng Panahon	
2) Answer the Client Satisfaction Survey	9. Forward the response to the requesting office, through email or mail, record in the monitoring/tracking tool	None	30 Minutes	<i>Administrative Staff</i>
TOTAL		None	2 days, 6 hours, 15 minutes	

NAME OF OFFICES

Office	Address	Contact Information
DSWD-Social Technology Bureau	3rd Floor, DSWD Main Building, Batasan Pambansa Complex, Constitution Hills, Quezon City	8931-8144 8951-7124 soctech@dswd.gov.ph
DSWD-Field Office I	Quezon Avenue, San Fernando, La Union	Email: soctech.fo1@dswd.gov.ph
DSWD-Field Office II	#3, Dalan na Pagayaya, Regional Government Center, Carig Sur, Tuguegarao City, Cagayan	Email: fo2@dswd.gov.ph (078) 3040656

DSWD-Field Office III	Government Center, Maimpis, San Fernando City, Pampanga	Serbisyong Oragon sa Lahat ng Panahon Email: stu.fo3@dswd.gov.ph (078) 3040656
DSWD-Field Office IV-CALABARZON	Alabang, Zapote Road, Alabang, Muntinlupa City	Email: dswdfo4a_soctech@yahoo.com (02) 8807-1518
DSWD-Field Office IV-MIMAROPA	1680 F. Benitez corner Malvar Streets, Malate, Manila	Email: soctech4bdswd@gmail.com
DSWD-Field Office V	Magnolia St. PBN-Buraguis, Legazpi City	Email: soctech.fo5@dswd.gov.ph
DSWD-Field Office VI	M.H del Pilar St, Molo, Iloilo City	Email: soctech.fo6@dswd.gov.ph
DSWD-Field Office VII	MJ Cuenco Avenue, corner General Maxilom Avenue, Cebu City	Email: stu.fo7@dswd.gov.ph
DSWD-Field Office VIII	Magsaysay Boulevard, Tacloban City	Email: soctech.fo8@dswd.gov.ph
DSWD-Field Office IX	General Vicente Alvarez St, Zamboanga City	

DSWD-Field Office X	Masterson Avenue, Upper Carmen, Cagayan de Oro City, Misamis Oriental	Serbisyong Oragon sa Lahat ng Panahon Email: soctechunit.dswd10@gmail.com
DSWD-Field Office XI	Ramon Magsaysay Ave, D Suazo St, Davao City	Email: dspadillo.fo11@e-dswd.net
DSWD-Field Office XII	9506 Purok Bumanaog, Barangay Zone 3, Koronadal City	soctech.fo12@dswd.gov.ph
DSWD-Field Office CARAGA	R. Palma St, Brgy. Dagohoy, Butuan City	Email: soctech.focrg@dswd.gov.ph (085) 342-56-19
DSWD-Field Office CAR	40 North Drive, Baguio City	Email: soctechcar@gmail.com
DSWD-Field Office NCR	Legarda St, San Rafael St, Sampaloc,, Manila	Email: tad_ncr@yahoo.com

Information Systems Development

Information Systems Development is a process for planning, creating, testing, deploying and maintaining an information system.

Office or Division:	PPD RICTMS			
Classification	Highly Technical			
Types of Transaction:	G2G: Government to Government			
Who may avail:	All DSWD OBSU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Memorandum or Proposal		Requesting Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The business owner [Office, Bureau, Service, or Unit] submits a request for information systems development thru a memorandum, proposal, or request for	1. Four [4] sub-processes are initiated by the RICTMS, in coordination with the Data Management Division [DMD]:	N/A	Depends on the requirement of the business owner	<i>RICTMS</i>

Technical Assistance	1) BPRA 2) System Design 3) System Development 4) System Testing A fifth [5] sub-process which is the System Deployment is done in partnership with the Infrastructure Management Division [IMD],		Serbisyong Oragon sa Lahat ng Panahon	
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VPN Connection Issue Resolution/Escalation

The Cyber Security Group administers, manages, and maintains Perimeter Security solutions and related Systems across all regional offices and data centers

Office or Division:	PPD RICTMS		
Classification:	Simple		
Types of Transaction:	G2G: Government to Government		
Who may avail:	All DSWD OBSU		
CHECKLIST OF REQUIREMENT		WHERE TO SECURE	
ICT Support Ticket		ICT Support Ticketing System. https://ictsupport.dswd.gov.ph	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Client [Office, Bureau, Service, or Unit] submits a ticket thru ICT Support Ticketing System.	1. NTSSD will then Transcribe/ Classify / Escalate the Ticket 2. CSG will Assess and Validate User Credentials and Authorization 3. RICTMS/DM D will process VPN Service authorization availability 4. CSG will then configure a policy for Application Server/VPN Access for User and Test User connectivity	N/A	4 hours (Refer to ICTMS SLA)	Cyber Security Group

Virus or Malware Issue

The Cyber Security Group administers, manages, and maintains Perimeter Security solutions and related Systems across all regional offices and data centers.

Office or Division:	PPD RICTMS			
Classification:	Simple			
Types of Transaction:	G2G: Government to Government			
Who may avail:	All DSWD OBSU			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
ICT Support Ticket		ICT Support Ticketing System. https://ictsupport.dswd.gov.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

<p>1. The Client [Office, Bureau, Service, or Unit] submits a ticket thru ICT Support Ticketing System.</p>	<p>1. NTSSD will transcribe/classify the Incident if it's a valid virus or malware incident.</p> <p>1. CSG will perform 2 processes :</p> <p>1) Investigate the cause of the incident</p> <p>2) Issue/update and install/Update Endpoint Solution.</p> <p>3. Advisory on affected/restored services.</p> <p>4. If the issue requires AV installation or update, CSG will isolate the infected unit. If the issue needs OS Level repair/restoration , CSG will isolate the infected unit for deep analysis and execute restoration of services.</p>	<p>N/A</p>	<p>8 hours (Refer to ICTMS SLA)</p>	<p>Cyber Security Group</p>
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	If it needs external SLA, CSG will escalate to external SLA.			Serbisyong Oragon sa Lahat ng Panahon
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Application Vulnerability Assessment

Perform regular security monitoring to identify/mitigate any possible intrusions/vulnerabilities.

Office or Division:	PPD RICTMS			
Classification:	Simple			
Types of Transaction:	G2G: Government to Government			
Who may avail:	All DSWD OBSU			
CHECKLIST OF REQUIREMENT			WHERE TO SECURE	
ICT Support Ticket			ICT Support Ticketing System. https://ictsupport.dswd.gov.ph	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. BSSD/The Developer submits a VA Ticket, NTSSD will then transcribe/ classify ticket and CSG will assess Application documentation and Test Environment.	1. CSG will execute the Vulnerability Assessment proper. 2. If Documents are incomplete, it will be given back to BSSD for completion. 3. Preparation and Patch Production Environment will be issued when there are no vulnerabilities found.	N/A	1 Day (Depends on the VA Request)	Serbisyong Oragon sa Lahat ng Panahon Cyber Security Group
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Information Security Incident Management

The Cyber Security Group will adequately respond to an intrusion or incident, limit immediate incident impact to users and stakeholders.

Office or Division:	PPD RICTMS			
Classification:	Simple			
Types of Transaction:	G2G: Government to Government			
Who may avail:	All DSWD OBSU			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
ICT Support Ticket		ICT Support Ticketing System. https://ictsupport.dswd.gov.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

<p>1. The Client [Office, Bureau, Service, or Unit] submits a ticket thru ICT Support Ticketing System.</p>	<p>1. NTSSD will transcribe/classify the Incident if it's a valid virus or malware incident.</p> <p>2. CSG will classify and assess the Nature of the Incident and will Issue necessary advisory and assess the extent of damage or data loss.</p> <p>3. If the issue requires patching, CSG will forward it to BSSDD/DMD for patching applications and servers.</p> <p>4. If the issue requires restoration, CSG will forward it to BSSDD/DMD for backup restoration.</p> <p>5. If the issue requires physical security check, CSG will forward it to BSSDD/DMD and will escalate</p>	<p>N/A</p>	<p>4 hours (Depends on the IMR Request)</p>	<p>Serbisyong Oragon sa Lahat ng Panahon</p> <p><i>Cyber Security Group</i></p>
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	to Admin Service Security.		Serbisyong Oragon sa Lahat ng Panahon	
	6. If the issue requires physical security check, CSG will forward it to BSSDD/DMD and will escalate Law to Enforcement (e.g. NBI, CIDG).			

Website and Domain Provision

Perform methodical data processing, integration, system integration, or enterprise application integration, organized as shared service of the DSWD and an inherent entity within the ICTMS.

Office or Division:	PPD RICTMS
Classification:	Highly Technical
Types of Transaction:	G2G: Government to Government
Who may avail:	All DSWD OBSU
CHECKLIST OF REQUIREMENT	WHERE TO SECURE

ICT Support Ticket		ICT Support Ticketing System Serbisyon sa Lahat ng Panahon https://ictsupport.dswd.gov.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

<p>1. The requesting office will be sending the request in via memorandum addressed to the ICTMS director and cc'ed the IMD Chief which will be approved / disapproved by the ICTMS Director</p>	<p>1. The request would be encoded in the ICTMS ticketing via system for documentation and assigned to the proper technical staff.</p> <p>2. Once the ticket is assigned or reassigned to the proper division or technical staff, the technical staff would prepare a report to the director for approval of the request.</p> <p>3. The technical staff would execute the instructions of the Director.</p> <p>4. The staff will transfer the ticket to CSG for evaluation and approval for publishing.</p> <p>5. The technical staff will inform the client and create a report via the ticketing system for documentation.</p>	<p>N/A</p>	<p>30 days (Subject to the approval of the DIR and CSG)</p>	<p>IMD Serbisyon sa Lahat ng Panahon</p>
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Server Provisioning

Provide Infrastructure Management, the ICT core service that lays the foundation of information management services, and manages and secures the network, computing, and data center infrastructure and ancillary services that support its operation.

Office or Division:	PPD RICTMS			
Classification:	Simple			
Types of Transaction:	G2G: Government to Government			
Who may avail:	All DSWD OBSU			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
ICT Support Ticket		ICT Support Ticketing System. https://ictsupport.dswd.gov.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

<p>1. The requesting office will be sending the request in via memorandum addressed to the ICTMS director and cc'ed the BSSD Chief which will be approved / disapproved by the ICTMS Director</p>	<p>1. The request would be encoded in the ICTMS ticketing via system for documentation and assigned to the proper technical staff. The BSSD would provide recommend actions to IMD on the deployment specifications.</p> <p>2. Once the ticket is reassigned, the system administrator checks if the ticket originated from BSSD. If it is not, it is endorsed to BSSD for checking and evaluation. In case that the ticket is from BSSD, then proceed to the next step.</p> <p>3. The technical staff would evaluate the current capacity of existing ICT resources. In case that the resources can</p>	<p>N/A</p>	<p>8 hours – If resources are available (Subject to endorsement of BSSDD to IMD)</p>	<p><i>IMD</i> Serbisyon sa Lahat ng Panahon</p>
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	accommodate the requirements, the server is then provisioned. Otherwise, the requirements would be endorsed to the Office of the Director for Procurement.			Serbisyong Oragon sa Lahat ng Panahon
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Active Directory Account Provisioning

Direct the development, installation, and maintenance of information systems, security controls, confidentiality, integrity and availability of information

Office or Division:	PPD RICTMS			
Classification:	Simple			
Types of Transaction:	G2G: Government to Government			
Who may avail:	All DSWD OBSU			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
ICT Support Ticket		ICT Support Ticketing System. https://ictsupport.dswd.gov.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

<p>1. The user or client will create a technical support ticket via ICTMS ticketing system at https://ictsupport.dswd.gov.ph. Once the ticket is created, a ticket number shall automatically be sent to the client's registered or official email. The helpdesk administrator shall acknowledge the client's Technical Assistance (TA) request.</p>	<p>1. The ticket is being evaluated by the helpdesk administrator from the NTSSD and will assign to the proper ICTMS division or technical staff.</p> <p>2. If the ticket is assigned to the IMD ticket pool in which the unit head or IMD staff can take an unassigned ticket for resolution. In cases where a ticket is mislabeled the ticket is then re-assigned to the proper division.</p> <p>3. Once the ticket is assigned to the System Administrator group or technical staff, the technical staff will coordinate to client for validation and get the necessary information:</p> <p>a. First Name:</p> <p>b. Middle Initial:</p>	<p>N/A</p>	<p>4 hours</p>	<p>IMD</p> <p>Serbisyong Oragon sa Lahat ng Panahon</p>
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	<p>c. Surname:</p> <p>d. Ext. Name (if any):</p> <p>e. Office Name and Division/Unit:</p> <p>f. Official Email or personal email (where the user credentials would be sent)</p> <p>4. The technical staff will process the creation of Active Directory (AD) account (username and password)</p> <p>5. Once the AD account is created, the technical staff shall provide the user credential and AD manual for employees via email for documentation.</p>		Serbisyong Oragon sa Lahat ng Panahon	
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Active Directory Account VPN Access

Provide Infrastructure Management, the ICT core service that lays the foundation of information management services, and manages and secures the network, computing, and data center infrastructure and ancillary services that support its operation.

Office or Division:	PPD RICTMS			
Classification:	Simple			
Types of Transaction:	G2G: Government to Government			
Who may avail:	All DSWD OBSU			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
ICT Support Ticket		ICT Support Ticketing System. https://ictsupport.dswd.gov.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

<p>1. The user or client will create a technical support ticket via ICTMS ticketing system at https://ictsupport.dswd.gov.ph. Once the ticket is created, a ticket number shall automatically be sent to the client's registered or official email. The helpdesk administrator shall acknowledge the client's Technical Assistance (TA) request.</p>	<p>1. The ticket is being evaluated by the helpdesk administrator from the NTSSD and will assign to the proper ICTMS division or technical staff.</p> <p>2. If the ticket is assigned to the IMD ticket pool in which the unit head or IMD staff can take an unassigned ticket for resolution. In cases where a ticket is mislabeled the ticket is then re-assigned to the proper division.</p> <p>3. Once the ticket is assigned or reassigned to the proper division or technical staff, the technical staff will coordinate to client for validation and get the</p>	<p>N/A</p>	<p>4 hours (Subject to the approval of CSG)</p>	<p>IMD Serbisong Oragon sa Lahat ng Panahon</p>
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	following information: a. Purpose: b. Server/System to be accessed: (sample: http://172.XX.XX.XX:3000) c. Access Type: (sample: HTTPS) 4. The technical staff will transfer the ticket to Cyber Security Group (CSG) which contains pertinent information to CSG process. a) AD Group Name b) Purpose c) System to be accessed d) List of users included			Serbisyong Oragon sa Lahat ng Panahon
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Systems Patching

Perform methodical data processing, integration, system integration, or enterprise application integration, organized as shared service of the DSWD and an inherent entity within the ICTMS.

Office or Division:	PPD RICTMS
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Classification:	Simple				Serbisyong Oragon sa Lahat ng Panahon
Types of Transaction:	G2G: Government to Government				
Who may avail:	All DSWD OBSU				
CHECKLIST OF REQUIREMENT		WHERE TO SECURE			
ICT Support Ticket		ICT Support Ticketing System. https://ictsupport.dswd.gov.ph			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	

<p>a. 1. The user or client will create a technical support ticket via ICTMS ticketing system at https://ictsupport.dswd.gov.ph. Once the ticket is created, a ticket number shall automatically be sent to the client's registered or official email. The helpdesk administrator shall acknowledge the client's Technical Assistance (TA) request.</p>	<p>1. The ticket is being evaluated by the helpdesk administrator from the NTSSD and will assign to the proper ICTMS division or technical staff.</p> <p>2. If the ticket is assigned to the IMD ticket pool in which the unit head or IMD staff can take an unassigned ticket for resolution. In cases where a ticket is mislabeled the ticket is then re-assigned to the proper division.</p> <p>3. Once the ticket is reassigned to the proper technical staff, the technical staff in turn checks if the ticket originated from BSSD. If it is not, it is endorsed to BSSD for checking and evaluation. In case that the ticket is from</p>	<p>N/A</p>	<p>Web Application: 4 hours</p> <p>Software Server side: 8 hours</p>	<p>IMD</p> <p>Serbisyong Oragon sa Lahat ng Panahon</p>	
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	<p>BSSD, then proceed to the next step.</p> <p>4. The technical staff would ensure that a backup of the system files is secured prior to patching</p> <p>5. The technical staff would apply the patch and inform the CSG of the patches applied.</p> <p>6. The technical staff will inform the client and create a report via the ticketing system for documentation.</p>			<p>Serbisyong Oragon sa Lahat ng Panahon</p>
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Datacenter Entry

Responsible for managing the enterprise-wide network connectivity, providing computing support and maintaining applications in the production environment.

Office or Division:	PPD RICTMS				Serbisyong Oragon sa Lahat ng Panahon
Classification:	Simple				
Types of Transaction:	G2G: Government to Government				
Who may avail:	All DSWD OBSU				
CHECKLIST OF REQUIREMENT			WHERE TO SECURE		
ICT Support Ticket			ICT Support Ticketing System. https://ictsupport.dswd.gov.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	

<p>1. The user or client will create a technical support ticket via ICTMS ticketing system at https://ictsupport.dswd.gov.ph. Once the ticket is created, a ticket number shall automatically be sent to the client's registered or official email. The helpdesk administrator shall acknowledge the client's Technical Assistance (TA) request.</p>	<p>1. The ticket is being evaluated by the helpdesk administrator from the NTSSD and will assign to the proper ICTMS division or technical staff.</p> <p>2. If the ticket is assigned to the IMD ticket pool in which the unit head or IMD staff can take an unassigned ticket for resolution. In cases where a ticket is mislabeled the ticket is then re-assigned to the proper division.</p> <p>3. Once the ticket is assigned or reassigned to the proper division or technical staff, the technical staff would</p>	<p>N/A</p>	<p>8 Hours (Subject to the approval of the Division Chief)</p>	<p>IMD Serbisyon sa Lahat ng Panahon</p>
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	check if the proper information and documents are in order. <ul style="list-style-type: none"> • Delivery Receipt • Equipment List • System Documentation • Activity List 4. Once the documents are in order, the activity is then allowed to proceed. 5. The IMD technical staff will create a report via the ticketing system for documentation.			Serbisyong Oragon sa Lahat ng Panahon
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DNS Update

Direct the development, installation, and maintenance of information systems, security controls, confidentiality, integrity and availability of information.

Office or Division:	PPD RICTMS
Classification:	Simple
Types of Transaction:	G2G: Government to Government
Who may avail:	All DSWD OBSU

CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
ICT Support Ticket		ICT Support Ticketing System. https://ictsupport.dswd.gov.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

<p>1. The user or client will create a technical support ticket via ICTMS ticketing system at https://ictsupport.dswd.gov.ph. Once the ticket is created, a ticket number shall automatically be sent to the client's registered or official email. The helpdesk administrator shall acknowledge the client's Technical Assistance (TA) request.</p>	<p>1. The ticket is being evaluated by the helpdesk administrator from the NTSSD and will assign to the proper ICTMS division or technical staff.</p> <p>2. The ticket request must first be forwarded to the CSG and BSSD for approval. Both CSG and BSSD must both provide approval before endorsing the request to IMD for processing.</p> <p>3. If the ticket is assigned to the IMD ticket pool in which the unit head or IMD staff can take an unassigned ticket for resolution. In cases where a ticket is mislabeled the ticket is then re-assigned to the proper division. The ticket must include the</p>	<p>N/A</p>	<p>4 Hours (Subject to the approval of the BSSDD and CSG)</p>	<p>IMD Serbisyo ng Oragon sa Lahat ng Panahon</p>
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	recommendati on from CSG and BSSD. 4. The technical staff would then execute the recommend ation of the CSG and BSSD 5. The IMD technical staff will create a report via the ticketing system for documentation			Serbisyong Oragon sa Lahat ng Panahon
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Master Data Management (Database Development)

Master Data Management is the set of technology, tools, and processes that ensure master data is coordinated across the enterprise.

Office or Division:	PPD RICTMS
Classification:	Simple
Types of Transaction:	G2G: Government to Government
Who may avail:	All DSWD OBSU
CHECKLIST OF REQUIREMENT	WHERE TO SECURE

ICT Support Ticket		ICT Support Ticketing System. <small>Serbisyong Oragon sa Lahat ng Panahon</small> https://ictsupport.dswd.gov.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for system development or enhancement	1. Gather user process and data requirements 2. Design Database logical design 3. Create database physical design in development environment 4. Test developed database Create Database in production	N/A	Specs Provision (4 hours) Deployment/Installation (2 weeks)	IMD

Master Data Management Change Management (Add/Change/Delete Master Data or Existing Databases)

Just like with database development or database structure creation, change management involves close coordination with the data owners and systems analysts or software developers (both from the BSSDD).

Office or Division:	PPD RICTMS
Classification:	Simple
Types of Transaction:	G2G: Government to Government
Who may avail:	All DSWD OBSU

CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
ICT Support Ticket		ICT Support Ticketing System. https://ictsupport.dswd.gov.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Signed CRF	1. Change Management process (BSSDD) 2. Executes request on backend 3. Updates concerned database 4. Update master database (if needed) Communicate changes	N/A	Patching (4 hours) Change Request (4 hours)	<i>RICTMS</i>

Data Visualization

DMD performs tasks and process for data visualization or presentation of data in a graphical form, in order to help decision-makers and project managers interpret data easily and make evidence-based decisions.

Office or Division:	PPD RICTMS
Classification:	Simple
Types of Transaction:	G2G: Government to Government
Who may avail:	All DSWD OBSU

CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
ICT Support Ticket		ICT Support Ticketing System. https://ictsupport.dswd.gov.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for data visualization via DSWD Dashboard.	1. Gather and check requirements 2. Generate required data for visualization (if Database) 3. Provide on hand data (if non database data) 4. Clean data and produce required tables 5. Produce data visualization 6. Receive data visualization for final review 7. Upload in DSWD dashboard. Regular updates (if needed)	N/A	Creation (if data is complete (4 Hours) Updating Visualization based on non-database data (1 day) Creation (if data is NOT complete (would depend on data completion from requester)	<i>RICTMS</i>

Database Support

Aside from the above processes, the DMD also receives Database Support services such as database table updates, data extraction, data migration, database-related application deployment, script deployment, table extraction, transformation, and loading, application support via addition of admin users, etc.

Office or Division:	PPD RICTMS			
Classification:	Simple			
Types of Transaction:	G2G: Government to Government			
Who may avail:	All DSWD OBSU			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
ICT Support Ticket		ICT Support Ticketing System. https://ictsupport.dswd.gov.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Request database support via ICT Support Ticketing System	1. Provide initial response within 30 mins and coordinate with the requester. 2. Provide resolution within set SLA 3. Review and approve resolution 4. Change ticket status Close Ticket and answer Customer Satisfaction Survey	N/A	Maintenance/Optimization (24 Hours/depend on the size of the tables/database) PPIS Account Activation & Updates (4 Hours)	RICTMS Serbisyo ng Oragon sa Lahat ng Panahon
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Incident Requests on ICT Hardware and Software

Processes technical assistance for both hardware and software.

Office or Division:	PPD RICTMS
Classification:	Simple
Types of Transaction:	G2G: Government to Government
Who may avail:	All DSWD OBSU
<div>CHECKLIST OF REQUIREMENT</div> <div>WHERE TO SECURE</div>	

ICT Support Ticket		ICT Support Ticketing System Serbisyo ng Oragon sa Lahat ng Panahon https://ictsupport.dswd.gov.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

<p>1. The OBSUs submit their incident request through ICT helpdesk system.</p>	<p>1. The Service Support Team Lead assess and assign the ticket to appropriate desktop support engineer.</p> <p>2. Desktop Support Engineer provide service support for ICT software and hardware trouble to end user.</p> <p>3. If there's a need for Service Provider's intervention, service support engineer provide a TA Report for submission to Procurement Management Division-Contract Management Division, if for warranty claim or to the OBSU concerned for facilitation of Purchase Request, if for Service Provider's diagnosis and parts replacement.</p>	<p>N/A</p>	<p>4 Hours (Refer to ICTMS SLA)</p>	<p><i>RICTMS</i> Serbisyon sa Lahat ng Panahon</p>	
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ICT Technical Specification Request

Processes technical assistance for both hardware and software

Office or Division:	PPD RICTMS			
Classification:	Simple			
Types of Transaction:	G2G: Government to Government			
Who may avail:	All DSWD OBSU			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
ICT Support Ticket		ICT Support Ticketing System. https://ictsupport.dswd.gov.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. The OBSUs submit their incident request through ICT helpdesk system.	1. The Service Support Team Lead assess and assign the ticket to appropriate desktop support engineer. 2. Desktop Support Engineer provide Technical Specification Report based on industry standard and market research.	N/A	3 Days (Refer to ICTMS SLA)	RICTMS Serbisyo ng Oragon sa Lahat ng Panahon
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Request for Evaluation ICT Hardware and Software

Processes technical assistance for both hardware and software.

Office or Division:	PPD RICTMS	
Classification:	Simple	
Types of Transaction:	G2G: Government to Government	
Who may avail:	All DSWD OBSU	
CHECKLIST OF REQUIREMENT		WHERE TO SECURE
ICT Support Ticket		ICT Support Ticketing System. https://ictsupport.dswd.gov.ph

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The BAC Secretariat request for evaluation of ICT equipment through a memorandum addressed to the Director of ICTMS	1. ICTMS Director endorse the request to NTSSD. 2. NTSSD creates a Technical Working Group to evaluate the Quotations of Bidders. 3. The Technical Working Group submits an Evaluation Report indicating if a bidder is found to be compliant or not to BAC Secretariat.	N/A	3 Days (Refer to ICTMS SLA)	RICTMS

Assessed as Activity/Training Support

Processes technical assistance for both hardware and software.

Office or Division:	PPD RICTMS
Classification:	Simple
Types of Transaction:	G2G: Government to Government

Who may avail:	All DSWD OBSU Serbisong Oragon sa Lahat ng Panahon			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
ICT Support Ticket		ICT Support Ticketing System. https://ictsupport.dswd.gov.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The OBSUs submit their incident request through ICT helpdesk system.	1. Provide tools/equipment if needed. 2. Deliver Technical Support. 3. Confirm with client when done. 4. Return tools/equipment from their proper disposition if there is any.	N/A	Duration depends on OBSU request (Refer to ICTMS SLA)	<i>RICTMS</i>

Technical Assistance for VOIP

Processes technical assistance for both hardware and software.

Office or Division:	PPD RICTMS
Classification:	Simple
Types of Transaction:	G2G: Government to Government

Who may avail:	All DSWD OBSU				Serbisong Oragon sa Lahat ng Panahon
CHECKLIST OF REQUIREMENT		WHERE TO SECURE			
ICT Support Ticket		ICT Support Ticketing System. https://ictsupport.dswd.gov.ph			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	

<p>1. The OBSUs submit their incident request through ICT helpdesk system.</p>	<p>1. Reach out to the end user to verify the issue</p> <p>2. After the issue is verified, the engineer assigned will apply remote (reboot the phone, change config and network status) solution to solve the issue</p> <p>3. The Engineer will render onsite checking if remote solution does not address the issue such as, audio cables, displays, dial keys, and network connectivity</p> <p>4. In the event that the issue cannot be resolved, the engineer will make factual conclusion and endorse the matter to network team</p>	<p>N/A</p>	<p>Duration depends on OBSU request (Refer to ICTMS SLA)</p>	<p>ICTMS Serbisyon sa Lahat ng Panahon</p>	
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Technical Assistance for Webconference/Livestream

Processes technical assistance for both hardware and software

Office or Division:	PPD RICTMS			
Classification:	Simple			
Types of Transaction:	G2G: Government to Government			
Who may avail:	All DSWD OBSU			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
ICT Support Ticket		ICT Support Ticketing System. https://ictsupport.dswd.gov.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. The OBSUs submit their incident request through ICT helpdesk system.	1. Reach out to the end user to verify the issue 2. Gather the requirement of the end user such as the venue and the schedule of the event 3. Advise the end user to conduct an initial dry run to determine the issue that may arise 4. If an issue is encountered, coordinate with respective focal to address the issue 5. If the issue cannot be addressed due to defect on feature, escalate to the service provider	N/A	Duration depends on OBSU request (Refer to ICTMS SLA)	RICTMS Serbisyo ng Oragon sa Lahat ng Panahon
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Wide Area Network

Processes technical assistance for both hardware and software.

Office or Division:	PPD RICTMS
Classification:	Simple

Types of Transaction:	G2G: Government to Government				Serbisyong Oragon sa Lahat ng Panahon
Who may avail:	All DSWD OBSU				
CHECKLIST OF REQUIREMENT		WHERE TO SECURE			
ICT Support Ticket		ICT Support Ticketing System. https://ictsupport.dswd.gov.ph			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	

<p>1. The OBSUs submit their incident request through ICT helpdesk system.</p>	<p>1. Conduct an initial troubleshooting by checking the network cables, device alarms, and conduct a Ping Test and Traceroute. By doing this, the network engineer can isolate if the cause of the problem is physical or logical.</p> <p>2. Next is to identify the issue, if it is a physical issue, conduct power cycle on the router or modem and/or replace the cables. If it is a logical problem, report the issue to the Service Provider together with the ping & traceroute results and pictures of the hardware showing the alarm.</p> <p>3. Confirm with the remote contact person if</p>	<p>N/A</p>	<p>4 hours for remote assistance, 1 day for onsite, 3 days if hardware replacement is required</p>	<p>RICTMS Serbisyon sa Lahat ng Panahon</p>	
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	the link is already restored. 4. Require an Incident Management Report from the Service Provider after issue is resolved for documentation purposes.			Serbisyong Oragon sa Lahat ng Panahon
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Network (Wired and Wireless)

Processes technical assistance for both hardware and software.

Office or Division:	PPD RICTMS			
Classification:	Simple			
Types of Transaction:	G2G: Government to Government			
Who may avail:	All DSWD OBSU			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
ICT Support Ticket		ICT Support Ticketing System. https://ictsupport.dswd.gov.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

<p>1. The OBSUs submit their incident request through ICT helpdesk system.</p>	<p>1. The first step to do when this issue occurs is to check the physical layer - the network cable for wired user and wireless adapters for wireless users.</p> <p>2. Next is to check the network configuration s of the device of the user requesting the ticket. Check the IP configuration s of the device if it is acquiring the proper addressing scheme. Initiate a ping test to the LAN gateway and outside network such as Google DNS. Check the port where the device is connected in the switch or wireless access point where the device is connected.</p> <p>3. Confirm to the end-user that the ticket is already resolved before</p>	<p>N/A</p>	<p>4 hours if only single user is affected, 8 hours if an OBSU is affected</p>	<p><i>RICTMS</i> Serbisyo ng Oragon sa Lahat ng Panahon</p>	
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	closing the ticket in the Ticketing System. Document the procedure undertaken for reference.			Serbisyong Oragon sa Lahat ng Panahon
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ICT Support Ticketing System

Processes technical assistance for both hardware and software

Office or Division:	PPD RICTMS		
Classification:	Simple		
Types of Transaction:	G2G: Government to Government		
Who may avail:	All DSWD OBSU		
CHECKLIST OF REQUIREMENT		WHERE TO SECURE	
ICT Support Ticket		ICT Support Ticketing System. https://ictsupport.dswd.gov.ph	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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<p>1. The ICT Support Ticketing System is accessible via Webform and via email. The URL to access the said system is https://ictsupport.dswd.gov.ph using the AD credentials for login.</p>	<p>1. While the email is ictsupport@dswd.gov.ph .With this ticketing system, end-user can now monitor the progress of his/her Technical Assistance (TA) request. There are two classification s of TA request, Incident and Service Request each has its respective Category and subcategory to be able to be concise on each TA request.</p> <p>2. The moderator will assign the TA to the technician. The assigned technician shall provide an initial response to the requester.</p> <p>3. Upon</p>	<p>N/A</p>	<p>Depends on the Incident/Service Request (Refer to ICTMS SLA)</p>	<p><i>RICTMS</i> Serbisyo ng Oragon sa Lahat ng Panahon</p>	
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	<p>resolution, the technician will change the status to resolved.</p> <p>4. Should the requester agreed, he/she will update the ticket status from resolved to close otherwise she/he should reply to the ticket to reopen the ticket automatically.</p> <p>5. Once the ticket status has changed into close, the requester will receive an invitation to answer the Customer Satisfaction Survey.</p>			Serbisyong Oragon sa Lahat ng Panahon
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Wireless Service (Wiserv)

Processes technical assistance for both hardware and software

Office or Division:	PPD RICTMS
Classification:	Simple

Types of Transaction:	G2G: Government to Government				Serbisyong Oragon sa Lahat ng Panahon
Who may avail:	All DSWD OBSU				
CHECKLIST OF REQUIREMENT		WHERE TO SECURE			
ICT Support Ticket		ICT Support Ticketing System. https://ictsupport.dswd.gov.ph			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Request of technical assistance (Account Activation/Deactivation; Account Update; Keyword Creation; Inaccessible) 2. Click the closing link received via email if amenable with resolutions provided else reply the remarks to reopen the ticket. 3. Accomplish the Customer Satisfaction Survey Form received via email.	Wiserv focal to check the status of the registered account. Facilitates request within the set SLA Update the status of the ticket from Open to resolve upon logging of the resolution provided	N/A	Depends on the Incident/Service Request (Refer to ICTMS SLA)	R/ICTMS	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	ICTMS Request feedback through https://ictsupport.dswd.gov.ph/
How feedbacks are processed	Feedback are consolidated and reviewed by each division.
How to file a complaint	Complain can be sent through https://ictsupport.dswd.gov.ph
How complaints are processed	Each complain or request are assigned to specific person that will take action
Contact Information ICTMS	

CONTACT INFORMATION

Information and Communications Technology Management Service (ICTMS)	
Anti-Red Tape Authority (ARTA)	
Presidential Complaint Center (PCC)	pcc@malacañang.gov.ph 8888
Contact Center ng Bayan (CCB) before Civil Service Commission (CSC)	email@contactcenterngbayan.gov.ph 0908-8816565

REQUEST FOR TECHNICAL ASSISTANCE FOR REPAIR AND MAINTENANCE

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

The technical assistance can be categorized into:

A. Corrective and/or Preventive Maintenance

This shall be limited to corrective and/or preventive maintenance, and it does not need any materials to purchase. These requests can be done with immediate solution by

expertise of the skilled/technical personnel.

B. Repair, Replacement, In-house Fabrication, Construction and/or Renovation

This is highly technical that may be completed in a couple of days, weeks and/or months depending on the complexity of the requests (excluding procurement process). It will be evaluated, performed and supervised by the skilled personnel and Engineer.

C. Engineering and Architectural Documents and Practices

This is particular to the Engineer's expertise related to providing technical specification (materials, furniture, equipment and etc.), office arrangement, plans/layouts, detailed estimates, and other engineering and architectural matters.

Office	Administrative Service -Division Building and Grounds Management Section
Classification	Highly Technical
Type of Transaction	G2G Government to Government
Who may avail	All Bureaus, Offices, Sections and/or Units of the Department

CHECKLIST OF REQUIREMENT	WHERE TO SECURE
Accomplished Manual and Online request form (Request for Technical Assistance)	https://bit.ly/newdswd5forms bit.ly/RFTAOnlineRequestForm Request a copy of form in the Administrative Division - BGMS Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1 Submit the fully accomplished form to be	1.1. Review and evaluate the submitted request.	None	5 minutes	<i>Administrative Officer</i>

reviewed by the officer.	Correct the information if necessary.			Serbisyong Oragon sa Lahat ng Panahon
	1.2. Determine and identify scope and Requirement of the request.	None	5 minutes	<i>Administrative Officer</i>
	1.3. Perform a visual inspection if necessary and evaluate the specific request. - If the request has another need or does not apply to the designated staff. - If it can be resolved within the assigned staff's level, take appropriate action. (Proceed to Step 2)	None	5 minutes	<i>Administrative Officer</i>
Step 2. Coordinate with DSWD Inspectorate Committee and Secure Pre-Repair Inspection if the request is related to repair/	2.1. If the request requires fabrication, installation, plans/layout, Technical specification and material procurement, the assigned technical staff	None	1 to 7 days	Technical Staff

replacement.	shall prepare all necessary documents like: A. Plan/Layout B. Technical Specification C. Bill of Quantities D. Program of Works E. Terms of Reference F. Project Proposal			Serbisyong Oragon sa Lahat ng Panahon
	2.2. All applicable documents shall be endorsed to the requesting office for confirmation and approval. - Revisions or adjustments maybe requested by the requesting office.	None	10 minutes	<i>Administrative Staff</i>
	2.3. Review and revised the documents until approved.	None	1-3 Days	<i>Technical Staff</i>

				Serbisyong Oragon sa Lahat ng Panahon
	2.4. Endorse the approved documents and secure copy for filing. - If the request requires only technical documents <i>(Proceed to step 3)</i>			
Step 3. Prepare the necessary documents for the procurement stage and notify BGMS if all the materials/ services are ready to use.	3.1. If there is enough material to respond to the request, proceed with the execution of the task/work.	None	1 to 14 Days	<i>Technical Staff</i>
	3.2. Upon completion of task/work, turnover the output for acceptance and/or adjustment if any. - Perform immediate Adjustment	None	1 Day	<i>Technical Staff</i>
Step 4 Fill-out the	4		5 Minutes	<i>Administrative Staff</i>

feedback form (Customer Satisfaction Measurement Form) and submit to the designated Personnel	Feedback form to be given by the Administrative Staff	None		Serbisyong Oragon sa Lahat ng Panahon
TOTAL			1-26 Days	

Building and Facility Maintenance

This process covers the methods and procedures to maintain the physical and structural integrity and to provide a systematic procedure in the maintenance and/or improvement of the DSWD FOV buildings and facilities.

Office	Administrative Service -Division Building and Grounds Management Section
Classification	Highly Technical
Type of Transaction	G2G Government to Government
Who may avail	All Bureaus, Offices, Sections and/or Units of the Department

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Inspection Checklist	To be prepared by Technical Staff

CLIENT STEPS	AGENCY ACTIONS	FEES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
STEP 1 Conduct of Inspection	1.1. This shall start with the initiatives of the Building and Ground Management Section to conduct regular inspection using the Inspection Checklist in accordance with the approved Inspection Program to check	None	1 - Day	<i>Technical Staff</i>
	1.2. The inspection program shall be properly planned and scheduled. It shall consider the most common problem encountered by the offices.: (Proceed to Step 2)			
STEP 2 Review and Prepare Action Plan based on the inspection result: TA request; Pre-Repair Inspection; Plans/Layout; Detailed Cost	2.1. Review and prepare action plan based on the result of the inspection report. 2.2. Available skilled personnel shall perform immediate corrective actions if applicable.	None	1 - 3 Days	<i>Technical Staff/ Skilled Personnel; Designated/ Alternate Administrative Staff, Designated Procurement/ Budget Officer</i>

Estimate; Program of Works; Project Proposal; Request for Issuance Slip; Purchase Request	<p>2.3. For the possible repair and maintenance works, the technical staff shall prepare Necessary documents such as, but not limited to detailed cost estimates, layout/plans, program of works and project proposal.</p> <p>- For other maintenance concerns which are covered by existing contracts with outsourced service providers or contractors, the technical staff shall call the attention of The contractor/service provider for them immediate corrective action.</p> <p>- If the work needed is beyond the capability of the available personnel/staff, the technical staff shall inform the Head of the Office.</p> <p>2.4. All applicable documents shall be</p>			Serbisyon sa Lahat ng Panahon
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	approved by the Head of the concerned Office and secure funding source.			Serbisyong Oragon sa Lahat ng Panahon
STEP 3 This step is only if the In-house personnel are not present. Kindly proceed to <u>Step 4</u> if the personnel are present.	3.1. If No: 3.1.1. The technical staff shall prepare the Terms of Reference (TOR) for the hiring of an Outsourced Service Provider/Contract or to do the specific work. 3.1.2. Ensure the availability of funding source. 3.1.3. Approved TOR and other supporting documents shall be forwarded to the Head of the Office for approval. 3.1.4. The designated procurement officer of the concerned office shall facilitate the next process which refers to procurement. (Proceed to Step 4)	None	1 - 3 Days	<i>Technical Staff and Requesting Office</i>

<p>STEP 4</p> <p>Procurement Process: Requisition and Issue Slip; Purchase Request</p>	<p>4.1. For the procurement of materials or hiring of Outsourced Service Provider/Contractor, the designated procurement office shall be responsible for the preparation of Requisition and Issue Slip (RIS) and/or Purchase Request, and facilitate the rest of the procurement process.</p> <p>4.2. If there is no budget allocated to support the procurement of needed materials, implementation of the action plan will be on hold until the materials are available.</p> <p>4.3. Hired Outsourced Service Provider/Contractor shall coordinate with the assigned technical staff during the execution of work.</p>	<p>None</p>	<p>Vary depending on the procurement process and delivery Schedule</p>	<p>Serbisyong Oragon sa Lahat ng Panahon</p> <p><i>Concerned Office and Procurement</i></p>
<p>STEP 4.1</p> <p>Work Implementation</p>	<p>4.1. All assigned personnel and/or service provider/contractor shall strictly follow the health and safety measures of the Department.</p>	<p>None</p>	<p>Varies depending on the scope of the work/s</p>	<p><i>Technical Staff, Skilled Personnel, Outsource Service Provider/ Contractor</i></p>

	<p>4.1.1. If the nature of the work required does not affect the usual work operations, the execution shall be performed within office hours.</p> <p>4.1.2. If the nature of the work may affect the usual work operations, execution shall be performed after office hours or during weekends.</p> <p>A. Should it be necessary to work on beyond office hours, weekends and/or holidays, the Concerned personnel shall secure necessary documents for approval.</p> <ul style="list-style-type: none"> - Request for Entry to DSWD Premises - Request to Stay - Request for Overtime <p>B. The requests shall be signed and</p>			Serbisyong Oragon sa Lahat ng Panahon
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	<p>approved by the relevant approving authorities.</p> <p>C. The approved request for entry and stay shall be submitted to the Security Guard one (1) day before or on the date of actual entry.</p> <p>4.2. The work shall be completed within the approved duration.</p> <p>4.3. The progress in the implementation of work shall be monitored and documented.</p>			Serbisyong Oragon sa Lahat ng Panahon
STEP 5 Completion of Work: Inspection Program; Inspection Checklist; Post-repair inspection report; Joint Inspection report; Certificate of Final Completion; Certificate of Acceptance/ Turn-over; Project Accomplishment Report	<p>5.1. The technical staff shall verify the output of the work and decide upon further action using his/her sound discretion.</p> <p>5.2. The concerned office together with the DSWD FOV Inspection Committee shall conduct Post-Repair Inspection if necessary.</p> <p>- If disapproved, the assigned personnel shall</p>	None	1-3 Days	<i>Technical Staff, Skilled Personnel, Administrative Staff, Outsource Service Provider/ Contractor and DSWD FOV Inspection Committee</i>

	<p>conduct necessary corrective action based on the comments/finding.</p> <p>-Once accomplished, the assigned staff shall request another turnover and acceptance.</p> <p>5.4. Issue Certificate of Final Completion and/or Certificate of Acceptance/Turn-Over if applicable.</p> <p>-It shall be signed and approved by the relevant approving authorities.</p> <p>-It shall be signed and approved by the relevant approving authorities.</p> <p>5.5. All documents shall be filed for reportorial purposes.</p>			Serbisyong Oragon sa Lahat ng Panahon
STEP 6 Fill-out the feedback form (Customer Satisfaction Measurement form) and submit to the	6 Feedback form to be given by the Administrative Staff.	None	5 Minutes	<i>Administrative Staff</i>

designated Personnel.				Serbisyong Oragon sa Lahat ng Panahon
STEP 7 Fill-out the feedback form (Customer Satisfaction Measurement Form) and submit to the designated Personnel	7 Feedback form to be give by the Administrative Staff	None	5 Minutes	<i>Administrative Staff</i>
TOTAL			1 - 26 Days	

Implementation of Infrastructure Projects through Partner Agencies

This process covers the work implementation of infrastructure projects procured through other partner government agencies or institutions and to establish internal control mechanisms in the contract management and implementation of infrastructure projects managed by partner government agencies or institutions.

Office	Administrative Service -Division Building and Grounds Management Section
Classification	Highly Technical
Type of Transaction	G2G Government to Government
Who may avail	All Bureaus, Offices, Sections and/or Units of the Department

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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Project Proposal Architectural and Engineering Drawings/Plans Program of Works Bill of Quantity or Estimates Technical Specification and General Notes	Serbisyon sa Lahat ng Panahon To be prepared by BGMS Personnel
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CLIENT STEPS	AGENCY ACTIONS	FEES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
STEP 1 Identifying the possible/proposed development to the Department.	1. This shall start with BGMS Technical Staff in identifying the possible/proposed development to the Department	None	1-3 Days	<i>Technical Staff</i>
STEP 2 Preparation of Technical Documents	2.1 BGMS Technical Staff shall ensure that the location of the proposed project is feasible and in accordance with the approved Site Development Plan. - Any activity needed to start the project implementation shall be properly coordinated and with permission from oversight agencies such as the Department of Environmental and	None	1-3 Day	<i>Technical Staff</i>

	<p>Natural Resources (DENR).</p> <p>2.2 The BGMS Technical Staff shall prepare the documents needed for the approval of the infrastructure project:</p> <ul style="list-style-type: none"> -Project Proposal -Complete Architectural and Engineering Design Plans -Program of Works -Bill of Quantities or -Estimates -Technical -Specifications and General Notes 			Serbisyong Oragon sa Lahat ng Panahon
STEP 3 Request and Issuance of Funds	3.1 The Technical Staff shall request a copy of the Approved Budgetary Requirement such as the Approved Project Proposal and Certificate of Availability of Funds from the Department's Financial Management Division.	None	1 - 3 Days	<i>Technical Staff, MANCOM/EXECOM, FMD</i>

STEP 4 Request for Implementation Assistance	<p>4.1 The BGMS Technical Staff shall draft a letter requesting implementation assistance which shall be signed and approved by the Regional Director.</p> <p>4.2 Upon approval of the Regional Director, the Outgoing Clerk shall transmit the letter with the attachments from the FMD to the partner agency.</p> <p>4.3 The Department shall wait for the confirmation letter from the partner agency prior to the preparation of the Memorandum of Agreement.</p>	None	1-3 Days	Serbisyon sa Lahat ng Panahon <i>Technical Staff, FMD and Partner Agency</i>
STEP 5 Preparation and Signing of Memorandum of Agreement (MOA)	5.1 The BGMS Technical Staff shall draft a Memorandum of Agreement (MOA) between the Department and the partner agency using the prescribed template.	None	1-3 Days	<i>Technical Staff, Partner Agency</i>

	<p>5.2 The BGMS Technical Staff shall endorse the draft MOA to the Department's Legal Service and the partner agency for review and comments.</p> <p>5.3 Upon receipt of comments, if any, the BGMS Technical Staff shall review the same and revise the MOA if necessary.</p> <p>-Repeat the previous procedure (step 3) until the draft is final.</p> <p>5.4 Once final and approved, five (5) copies of the MOA shall be printed and signed by the relevant signatories.</p> <p>-All copies of the approved MOA shall be notarized and distributed to:</p> <p>-One (1) copy for the Partner Agency</p> <p>-One (1) copy for the DSWD FOV</p>			<p>Serbisyong Oragon sa Lahat ng Panahon</p>
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	Commission on Audit (COA) Resident -One (1) copy for the FMD Accounting Section -Two (2) copies for the BGMS			Serbisyong Oragon sa Lahat ng Panahon
STEP 6 Transfer of First Tranche Fund as Stipulated in the MOA	6.1 The BGMS must prepare the Obligation Request (OR) and Disbursement Voucher (DV) for the transfer of the fund with the equivalent amount of the first tranche as stipulated in the MOA. 6.2 All accomplished documents shall be transmitted to FMD to process the fund transfer.	None	1-3 Days	<i>Technical Staff, and Partner Agency</i>
STEP 7 Procurement Process through Partner Agency	7.1 The Technical Staff shall prepare a letter signed by the Administrative Service (AS) Head endorsing the proposed design plans including Schedule/Program of Works for the conversion of the design and plans	None	Vary depending on the procurement process	<i>Technical Staff</i>

	<p>based on the partner agency's standard technical documents.</p> <p>7.2</p> <p>Upon standardization, the partner agency shall endorse it to BGMS for review, comments, and subsequent approval.</p> <p>7.3</p> <p>Once approved, the BGMS Technical Staff shall draft a communication letter to the partner agency requesting to proceed with the procurement process based on relevant laws.</p> <p>-Documents enumerated under step 1 procedure including the Proof of Funds Transfer to be issued by the FMD shall be attached in the communication letter.</p>			<p>Serbisyong Oragon sa Lahat ng Panahon</p>
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	<p>7.4 Once confirmed, the partner agency shall proceed to the necessary procurement.</p> <p>-The BGMS Technical Staff shall draft another communication letter endorsing the authorized Technical Working Group (TWG) approved by the Department's concerned official that would be part of the procurement process such as Pre-Procurement Conference, Pre-Bid Conference, and Bid Opening.</p> <p>-Upon successful procurement, the partner agency shall transmit the copy of the Notice of Award, notarized Contract Agreement, and Notice to Proceed to the BGMS for reference.</p>			Serbisyong Oragon sa Lahat ng Panahon
STEP 8 Securing all necessary permits	8.1 The BGMS assigned Technical Staff shall conduct	None	1 - 3 Days	Technical Staff

	necessary preparations for the acquirement of construction permits such as Building Permit, Mechanical, Electrical, Plumbing, and Fire Protection (MEPF) Permit, and other government clearance in accordance with relevant laws.			Serbisyong Oragon sa Lahat ng Panahon
STEP 9 Pre-Construction Conference	<p>9.1 The DSWD-BGMS shall conduct a Pre-Construction Conference with the Partner Agency and the Contractor's Representative for the orientation of the Department's House Rules and Regulations.</p> <p>After the orientation, a copy of the Department House Rules and Regulation must be distributed to the Contractor for future reference.</p>	None	1-3 Days	<i>Technical Staff, Partner Agency, Contractor</i>
STEP 10 Implementation of the Project	10.1 The BGMS Engineers shall have the right to reject and/or approve the work	None	1 - 3 Days	<i>Technical Staff, Administrative Staff, Partner Agency & Contractor</i>

	<p>done by the Contractor.</p> <p>10.2 The BGMS Technical Staff shall have a copy of all legal, approved, and notarized documents.</p> <p>10.3 All parties should agree to attend a weekly or monthly project coordination meeting for the smooth implementation of the infrastructure project.</p> <p>10.4 The BGMS Technical Staff shall closely monitor the execution and progress of the project in accordance with the contract and approved plans.</p> <p>10.5 The Partner Agency must provide a Construction Management Team for full supervision of the project.</p>			Serbisyong Oragon sa Lahat ng Panahon
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	<p>10.6 The BGMS Technical Staff shall prepare the following letters:</p> <ul style="list-style-type: none"> -A weekly and monthly communication letter requesting the work progress documentation. -If necessary, a communication letter requesting for Variation Order with the draft design and estimates. -Upon completion of each project tranche, a communication letter shall be prepared to request for liquidation report from the Partner Agency to process the transfer of funds. <p>A. The BGMS Administrative Staff shall prepare the Obligation Request (OR) and Disbursement Voucher (DV) for the transfer of the fund</p>			Serbisyong Oragon sa Lahat ng Panahon
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	<p>with the equivalent amount of the relevant tranche as stipulated in the MOA.</p> <p>B. All accomplished documents shall be transmitted to FMD to process the fund transfer.</p>			Serbisyong Oragon sa Lahat ng Panahon
STEP 11 Project Completion	<p>11.1 The Partner Agency shall request a Final Joint Inspection with DSWD FOV,BGMS for the punch listing of remaining work/back job if any.</p> <p>11.2</p> <p>After the joint inspection, the DSWD FOV, BGMS shall issue a notice to the Partner Agency, and request for another joint inspection once all remaining work/back jobs are</p>	None	1 - 3 Days	<i>Technical Staff, Partner Agency & Contractor</i>

	<p>rectified by the Contractor.</p> <p>11.3 The DSWD FOV, BGMS shall prepare a letter requesting the required documents stipulated in the MOA for the funds' transfer of the final tranche.</p> <p>The Partner Agency shall issue the following:</p> <ol style="list-style-type: none"> 1.Certification of Completion 2.Signed and Sealed As-Built Plan 3.Certificate of Final Inspection 4.Final Liquidation Report 			Serbisyong Oragon sa Lahat ng Panahon
STEP 12 Project Acceptance	<p>12.1 The Partner Agency shall issue a request for Turn-over and Acceptance to DSWD FOV-BGMS.</p> <p>12.2 BGMS shall ensure that the outputs of the</p>	None	1 -3 Days	<i>Technical Staff, Administrative Staff, FMD, Partner Agency & Contractor</i>

	<p>project is in accordance with the approved Program of Works, design/layout, material specification, and in good quality prior to the acceptance of the project.</p> <p>12.3 The BGMS Technical Staff shall prepare a Memorandum endorsing and recommending the acceptance of the project.</p> <p>12.4 The AS Head shall evaluate and approve the same.</p> <p>12.5 Upon approval, the BGMS shall issue a Notice of Acceptance to the Partner Agency.</p> <p>.</p> <p>12.6 The Administrative Staff shall prepare the Obligation Request (OR) and Disbursement Voucher (DV) for the transfer of the fund with the equivalent amount</p>			Serbisyong Oragon sa Lahat ng Panahon	
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	<p>of the final tranche as stipulated in the MOA.</p> <p>12.7 All accomplished documents shall be transmitted to FMD to process the fund transfer.</p>			Serbisyong Oragon sa Lahat ng Panahon
STEP 13 Booking of Department Property	<p>13.1 The BGMS Technical Staff shall prepare an endorsement letter addressed to the Property and Supply (PSS) for the booking of the newest Department property.</p> <p>13.2 The BGMS Technical Staff shall prepare an endorsement letter addressed to RAMS for the safekeeping of the project/property documents.</p> <p>13.3 The BGMS Technical Staff shall prepare an endorsement letter addressed to the Commission on Audit (COA) for future reference</p>	None	1 - 3 Days	<i>Technical Staff, Administrative Staff, COA</i>

STEP 14 Fill-out the feedback form (Customer Satisfaction Measurement) and submit to the designated Personnel.	14 Feedback form to be given by the Administrative Staff.	None	5 Minutes	Serbisyon sa Lahat ng Panahon <i>Administrative Staff</i>
TOTAL			1 - 26 Days (Araw)	

Infrastructure Projects through Partner Agencies- Work Instructions

This process covers the work implementation of infrastructure projects procured through the Department's Procurement, Bids, and Awards Committee Section. To establish a systematic procedure of contract management with procured contractors.

Office	Administrative Service -Division Building and Grounds Management Section
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Classification	Highly Technical	Serbisyong Oragon sa Lahat ng Panahon
Type of Transaction	G2G Government to Government	
Who may avail	All Bureaus, Offices, Sections and/or Units of the Department	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Project Proposal Engineering Drawings/Plans Program of Works Bill of Quantity or Estimates Technical Specification and General Notes	To be prepared by BGMS Personnel

CLIENT STEPS	AGENCY ACTIONS	FEES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1 This shall start with BGMS Technical Staff in identifying the possible/proposed development to the Department.	1.1 The Technical Staff will identify the possible/proposed development to the Department.	None	1 Day	<i>Technical Staff</i>
Step 2 Preparation of Technical Documents	2.1 BGMS Technical Staff shall ensure the location of the proposed project is feasible and in accordance with the approved Site Development Plan. 2.2 Any activity needed to start the	None	1 Day	<i>Technical Staff</i>

	<p>project implementation shall be properly coordinated and with permission from oversight agencies such as the Department of Environmental and Natural Resources (DENR).</p> <p>2.3 The BGMS Technical Staff shall prepare the technical documents needed for the approval of the infrastructure project.</p> <p>1. Project Proposal Complete</p> <p>2. Architectural and Engineering Design Plans</p> <p>3. Program of Works</p> <p>4. Bill of Quantities or Estimates</p> <p>5. Technical Specifications and General Notes</p>			Serbisyong Oragon sa Lahat ng Panahon
Step 3 Procurement Process	3.1 Once all technical documents were approved, Administrative Staff shall prepare the necessary	None	1 Day	<i>Technical Staff, Administrative Staff</i>

	<p>Requisition and Issue Slip (RIS) or Purchase Request (PR) for the infrastructure project.</p> <p>3.2 Upon preparation of RIS and PR, the Administrative Staff shall have it approved by the relevant approving authority.</p> <p>3.3 Upon approval of RIS and PR, the Administrative Staff shall submit the documents to the Procurement and BACS Section for further action.</p> <p>3.4 The Procurement Section shall notify the BGMS if the procurement failed.</p> <p>A. Should there be a failure of bidding, the Technical officer shall use his sound judgment/discretion as to whether to have it re-posted for bidding or modify the terms of reference or cost,</p>			<p>Serbisyong Oragon sa Lahat ng Panahon</p>
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	<p>whichever is applicable.</p> <p>B. Once everything is in order, proceed to the next step.</p> <p>3.5 Upon successful procurement, the Procurement Section shall transmit the copy of the Notice of Award, notarized Contract Agreement, and Notice to Proceed to the BGMS for reference.</p>			Serbisyong Oragon sa Lahat ng Panahon
Step 4 Securing all necessary permits	4.1 The BGMS shall conduct necessary preparations for the acquirement of construction permits and other government clearance in accordance with relevant laws.	None	1 Day	<i>Technical Staff</i>
Step 5 Pre-Construction Conference	5.1 The Technical Staff shall conduct a Pre-Construction Conference with the Contractor's Representative for the orientation of the Department's House Rules and Regulations.	None	1 Day	<i>Technical Staff, Contractor</i>

	5.2 After the orientation, a copy of the Department House Rules and Regulation must be distributed to the Contractor for future reference			Serbisyong Oragon sa Lahat ng Panahon
Step 6 Implementation of Project	<p>6.1 The BGMS Engineers shall have the right to reject and/or approve the work done by the Contractor.</p> <p>6.2 The BGMS Technical Staff shall have a copy of all legal, approved, and notarized documents.</p> <p>6.3 All parties should agree to attend a weekly or monthly project coordination meetings for the smooth implementation of the infrastructure project.</p> <p>6.4 The BGMS Technical Staff shall closely monitor the execution and progress of the project in accordance with</p>	None	1 - 3 Days	<i>Technical Staff, Administrative Staff, Partner Agency, Contractor</i>

	<p>the contract and approved plans.</p> <p>6.5 If necessary, the Contractor shall submit a Change Form requesting for Variation Order with the draft design and estimates including the work instruction(s) from the Department.</p> <p>6.6 Upon completion of each project tranche, the Administrative Staff shall prepare the Obligation Request (OR) and Disbursement Voucher (DV) for the transfer of the fund with the equivalent amount of the relevant tranche as stipulated in the contract.</p> <p>6.7 All accomplished documents shall be transmitted to FMD to process the fund transfer.</p>			<p>Serbisyong Oragon sa Lahat ng Panahon</p>
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Step 7 Project Completion	<p>7.1 The BGMS Technical Staff shall conduct an inspection to check the punch listing of the remaining work/back job if any.</p> <p>7.2 The DSWD FOV, BGMS shall conduct an inspection once all remaining work/back jobs are rectified by the Contractor.</p> <p>7.3 The DSWD-BGMS shall prepare a letter requesting the signed and sealed as-built plan as stipulated in the contract for the final payment.</p>	None	1 - 3 Days	Serbisyon sa Lahat ng Panahon <i>Technical Staff, Contractor</i>
Step 8 Project Acceptance	<p>8.1 The Contractor shall issue a request for Turn-over and Acceptance to DSWD FOV -BGMS</p> <p>8.2 The BGMS Administrative Staff shall ensure that the outputs of the project are in accordance with the approved Program of Works, design/layout,</p>	None	1 - 3 Days	<i>Technical Staff, Contractor, FMD</i>

	<p>material specification, and in good quality prior to the acceptance of the project.</p> <p>8.3</p> <p>The BGMS Technical Staff shall issue a Certificate of Completion and Final Acceptance to signify the project acceptance.</p> <p>8.4 The AS Head shall evaluate and approve the same.</p> <p>8.5 The BGMS Administrative Staff shall prepare the Obligation Request (OR) and Disbursement Voucher (DV) for the transfer of the fund with the equivalent amount of the final tranche as stipulated in the MOA.</p> <p>8.6 All accomplished documents shall be transmitted to FMD to process the fund transfer</p>			<p>Serbisyong Oragon sa Lahat ng Panahon</p>
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Step 9 Booking of Department Property	9.1 The BGMS Technical Staff shall prepare an endorsement letter addressed to the Property and Supply for the booking of the newest Department property. 9.2 The BGMS Technical Staff shall prepare an endorsement letter addressed to RAMS for the safekeeping of the project/property documents. 9.3 The BGMS Technical Staff shall prepare an endorsement letter addressed to the Commission on Audit (COA) for future reference	None	1 - 3 Days	Serbisyon sa Lahat ng Panahon <i>Technical Staff, Administrative Staff, COA</i>
Step 10 Fill-out the feedback form (Customer Satisfaction Measurement Form) and submit to the designated Personnel.	10. Feedback form to be given by the Administrative Staff	None	5 Minutes	Administrative Staff
Total:			1 - 26 Days	

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

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

Office	Administrative Service -Division Building and Grounds Management Section
Classification	Highly Technical
Type of Transaction	G2G Government to Government
Who may avail	All Bureaus, Offices, Sections and/or Units of the Department

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished manual request form (Request for Technical Assistance); or 2. Email:	- Office Administrative Service Division - BGMS Section - onlinebgms@gmail.com bgms.fo5@dswd.gov.ph

CLIENT STEPS	AGENCY ACTIONS	FEES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
STEP 1 Submit request using the electronic system or through email.	1.1 Review, check and coordinate with HRMDD 1.2. Print the request and	None	15 Minutes	Administrative Officer

<p>-The request can be submitted using the manual request form if the electronic system cannot be accessed.</p> <p>- Ensure that the request is properly communicated to HRMDD and AS, and has approval.</p>	<p>forward to assigned personnel for appropriate action.</p> <p>1.3. Verify the disinfection schedule and see if there is a pending request.</p> <p>1.4. Notify if the requested date/time is approved. Otherwise, inform the next available date/time of the disinfection schedule.</p>		<p>10 Minutes</p> <p>15 Minutes</p> <p>10 Minutes</p>	<p>Serbisyong Oragon sa Lahat ng Panahon</p> <p>General Foreman</p>
<p>STEP 2</p> <p>Adjust the work schedule of the employees.</p> <p>- No employee shall be allowed to work/enter the office on the day/hour of the disinfection schedule.</p>	<p>2.1.</p> <p>Perform all necessary preparations in accordance with The Department's safety and health protocol.</p> <p>2.2 Proceed to the area/office and implement the sanitation and disinfection procedure</p> <p>2.3 Coordinate with</p>	<p>None</p>	<p>1 Hour</p> <p>3 Hours</p>	<p>Disinfection and Sanitation Team</p> <p>General Foreman</p>

	the requesting office after the activity.		5 Minutes	Serbisyong Oragon sa Lahat ng Panahon
STEP 3 Fill-out the feedback form (Customer Satisfaction Measurement Form) and submit to the designated Personnel.	3. Feedback form to be given by the Administrative Staff	None	5 Minutes	Administrative Staff
TOTAL			5 Hours	

FEEDBACK AND COMPLAINTS MECHANISM

How to send Feedback	The General Foreman will evaluate the accuracy of the feedback from the CSMRs received. Service provided having negative feedback should be given corresponding action by responsible staff.
How to file a complaint	<p>Similar to providing feedback, any service complaints received can be written in the space provided at the bottom of the second page of the CSMR with complete details.</p> <p>You can also write to onlinebgms@gmail.com and bgms.fo5@dswd.gov.ph stating the following details:</p> <ol style="list-style-type: none"> 1. TA Control Number 2. Name of the person who provided the service 3. Narration of the complaint.
How complaints are processed	BGMS will process all complaints it receives. Any complaint must be resolved promptly by the responsible staff. If a written explanation is required, the responsible staff shall draft a letter submitted to Mr. Gerard D. De Leoz AOII/BGMS head for information and approval. The approved letter shall be sent to the complainant.

Contact Information	<p>Susan M. Belleza AOV/OIC-Administrative Division</p> <p>Gerard D. De Leoz AOII/BGMS Head bgms.fo5@dswd.gov.ph, onlinebgms@gmail.com 0917 329 3768</p> <p>CSC: feedback@csc.gov.ph 0908 881 6565</p> <p>ARTA: complaints@arta.gov.ph 8478-5091 / 8478-5093 /8478-5099</p> <p>PCC: pcc@malacanang.gov.ph 8736-8645 / 8736-8603 / 8736-8629 / 8736-8621</p>
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LIST OF REGIONAL OFFICES

NAME OF OFFICES	ADDRESS	CONTACT INFORMATION
DSWD Field Office I	Quezon Ave., San Fernando City, La Union	Tel/Fax: (072) 687-8000 http://www.fo1.dswd.gov.ph
DSWD Field Office II	Regional Government Center, Carig, Tuguegarao City	Tel/Fax: (078) 304-05-86 http://www.fo2.dswd.gov.ph
DSWD Field Office III	Diosdado Macapagal Government Center, Maimpis, San Fernando, Pampanga	Tel. No.: (045) 961-21-43 Local 10 http://www.fo3.dswd.gov.ph
DSWD Field Office IV-A	Alabang-Zapote Road, Alabang, Muntinlupa City	Tel/Fax: (02) 807-71-02 http://www.fo4a.dswd.gov.ph
DSWD Field Office IV-B	1680 F.T. Benitez corner Gen. Malvar St., Malate, Manila	Tel. No.: (02) 525-24-45 Local 110 http://www.fo4b.dswd.gov.ph
DSWD Field Office V	Magnolia St., PBN Buraguis, Legazpi City, Albay	Tel. No.: (052) 480-04-25 http://www.fo5.dswd.gov.ph
DSWD Field Office VI	M H del Pilar St., Molo, Iloilo City	Tel. No: (033) 503-37-03 Direct Line: (033) 337-62-21 http://www.fo6.dswd.gov.ph

DSWD Field Office VII	M.J. Cuenco Ave.corner Gen. Maxilom Ave., Carreta, Cebu City	Tel. No.: (032) 231-2172 http://www.fo7.dswd.gov.ph
DSWD Field Office VIII	Magsaysay Boulevard, Tacloban City, Leyte	Tel/Fax: (053) 321-30-90 http://www.fo8.dswd.gov.ph
DSWD Field Office IX	Gen. Vicente Alvarez St., Zone 4, Zamboanga City	Tel/Fax: (062) 991-10-01 http://www.fo9.dswd.gov.ph
DSWD Field Office X	Masterson Ave., Upper Carmen, Cagayan de Oro City	Trunkline: (088) 858-81-34; 858-89-59 http://www.fo10.dswd.gov.ph
DSWD Field Office XI	Ramon Magsaysay Ave, D Suazo St, Davao City, Davao del Sur	Tel/Fax: (082) 226-28-57 http://www.fo11.dswd.gov.ph
DSWD Field Office XII	Purok Bumanaag, Brgy.Zone III, Koronadal City, South Cotabato	Tel. No.: (083) 228-20-86 http://www.fo12.dswd.gov.ph
DSWD Field Office NCR	389 San Rafael St. corner Legarda St., Sampaloc, Manila	Tel. Nos.: (02) 733-00-10 to 14 http://www.ncr.dswd.gov.ph
DSWD Field Office CAR	#40 North Drive, Baguio City	Tel/Fax: (074) 446-59-61 http://www.car.dswd.gov.ph
DSWD Field Office CARAGA	JF Rosales Avenue, Agusan del Norte	Tel. No.: (085) 342-5619 http://www.caraga.dswd.gov.ph

Review of Contracts and Other Legal Documents

This process covers addressing requests for review and legal opinion on contracts, e.g., Memorandum of Agreement (MOA), Memorandum of Understanding (MOU), and Non-Disclosure Agreement (NDA), and/or other legal documents from DSWD FO V Personnel.

Office or Division:	Legal Unit
Classification:	Complex

Type of Transaction:		G2G – Government to Government		
Who may avail:		DSWD FO V Personnel		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Copy of the contract (e.g., MOA, MOU, and NDA) and/or other legal documents		From the requesting party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a transmittal memorandum attached with the contract or legal document for review	1. The Legal Assistant shall screen the completeness of the document . 1.1. If the document is complete, the Legal Assistant receives the letter, records it in the LU logbook and database, and transmits the same to the Lawyer for appropriate action. 1.2. Otherwise, the Legal Assistant shall return the request to sender and advice to submit the	None	10 minutes	<i>Legal Assistant</i>

	complete document.		Serbisyo ng Oragon sa Lahat ng Panahon	
	2. The Unit Head shall assess the contract or legal document and the Legal Assistant may conduct legal research, if necessary.	None	1 hour	<i>Lawyer and Legal Assistant</i>
	3. The Unit Head shall make the necessary revisions or provide comments on the contract or legal document.	None	3 business days for Simple Transactions; 7 business days for Complex Transactions; and 20 business days for Highly Technical Transactions	<i>Lawyer</i>
2. Receive the reviewed contract or legal document	4. The Legal Assistant transmits the reviewed contract or legal document.	None	30 minutes	<i>Legal Assistant</i>
3. Answer the Customer Service Monitoring Form of the LU			15 minutes	
Total		None	3 to 20 days	

Rendering Legal Opinions and Advice on Matters Brought to by DSWD FO V Personnel

This process covers rendering legal opinion, advice, or assistance to DSWD FO V personnel on matters involving its formal mandate and the exercise of its official powers and functions.

Office or Division:	Legal Unit			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	DSWD FO V Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Copy of Request/Inquiry letter with attached related documents		From walk-in requesting party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request letter with attached related documents	1. The Legal Assistant receives the letter, records it in the LU logbook, and transmits the same to the Lawyer for appropriate action.	None	15 minutes	<i>Legal Assistant</i>
2. Receive the legal opinion and advice	2. The Lawyer shall assess the legal concern of the DSWD FO V personnel. 2.1. If the personnel is present, the Unit Head shall verbally render	None	3 business days for Simple Transactions; 7 business days for Complex Transactions; and 20 business days for	<i>Lawyer and Legal Assistant</i>

	<p>legal advice and assistance.</p> <p>2.2. If the personnel is not present, the Unit Head shall draft a letter containing his/her legal advice or opinion on the client's legal concern.</p> <p>2.2.1. The Legal Assistant shall transmit the drafted letter to the appropriate Division/Section/Unit where the personnel is stationed</p>		Highly Technical Transactions	Serbisyong Oragon sa Lahat ng Panahon
3. Answer the Customer Service Monitoring Form of the LU		None	15 minutes	
Total		None	3 to 20 days	

Inventory and Safekeeping of DSWD FO V Contracts

This process involves the function of the Legal Unit as the repository of contracts where DSWD FO V is a contracting party. Every Division/Section/Unit having such contracts are obliged to transmit the same to the Legal Unit for proper inventory and safekeeping.

Office or Division:	Legal Unit
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Classification:	Complex				Serbisyong Oragon sa Lahat ng Panahon
Type of Transaction:	G2G – Government to Government				
Who may avail:	DSWD FO V Personnel				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
Copy of the contract (e.g., MOA, MOU, and NDA)		From the requesting party			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit a transmittal memorandum attached with the contract for safekeeping	1. The Legal Assistant shall screen the completeness of the transmittal and attached contracts . 1.1. If the documents are complete, the Legal Assistant receives the contracts and records them in the LU Contract Monitoring Database. 1.2. Otherwise, the Legal Assistant shall not officially receive the documents and subsequently return them to sender and advice to	None	10-20 minutes	Legal Assistant	

	submit/attach the contracts as indicated in the transmittal.		Serbisyon sa Lahat ng Panahon
Total		None	10-20 minutes

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Through the Client Satisfaction Monitoring Form via Google Sheets: https://forms.gle/456JT27Tsd6ibq3y6
How feedbacks are processed	Through the Google Form, all feedbacks are easily generated and consolidated in quarterly basis.
How to file a complaint	File a formal complaint/grievance with the Human Resource Management and Development Division of the DSWD Field Office V
How complaints are processed	Complaints are processed in accordance with the existing Civil Service Laws.
Contact Information of CCB, PCC, ARTA	Anti-Red Tape Authority (ARTA) complaints@arta.gov.ph, 8-478-5093 Presidential Complaint Center (PCC) pcc@malacanang.gov.ph, 8888 Contact Center ng Bayan (CCB) email@contactcenterngbayan.gov.ph, before CSC (Civil Service Commission)