



Serbisyong Oragon sa Lahat ng Panahon

DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT FIELD OFFICE V

CITIZEN'S CHARTER

2021 (3rd Edition)



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CITIZEN'S CHARTER

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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 implementing" 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
Serbisyong Walang Puwang sa Katiwalian
Patas na Pagtrato sa Komunidad

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Field Office V

External Services

1. Medical Assistance

Service Information

Office or Division:	Protective Services Division/ Crisis Intervention Section	
Classification:		
Type of Transaction:		
Who may avail:	<ul style="list-style-type: none"> ○ Maralita o salat ○ Kabilang sa mga sector na naghihirap ○ Kasalukuyang may agarang pangangailangan ○ Babalik o permanenteng maninirahan sa kanilang sariling bayan o probinsya 	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. 1 original o certified true copy ng Clinical Abstract o Medical Certificate na may lagda, buong pangalan at numero ng lisensya (license/PTR No.) ng doctor. (naibigay sa loob ng tatlong (3) buwan)		Sa pagamutan o doctor na pinagpakitaan ng karamdaman o sakit.
2. 1 photocopy ng Laboratory test request / medical procedures na nirerekomenda ng doctor para sa pasyente / talaan ng bayarin sa ospital (kung para sa karagdagang pambayad ng bill) / reseta (para sa bibilhing gamot)		Sa pagamutan o doctor na pinagpakitaan ng karamdaman o sakit.
3. 1 back-to-back photocopy ng Valid ID ng naglalakad g dokumento sa paghingi ng tulong katulad ng driver's license, postal ID, school ID, voters ID, employment's ID (government), Senior Citizens ID, 4Ps ID.		Sa ahensya, paaralan, o opisina ng sector na kinabibilangan.
4. 1 original Certificate of Indigency o Residency na nakapangalan sa humihingi ng tulong at/o nakasaad ang relasyon at kompletong pangalan ng pasyente.		Sa Barangay Office
<i>Karagdagang Dokumento</i>		
5. Sulat na pagbibigay ng pahintulot kung hindi pasyente o ang pangunahing kamag- anak ang humihingi ng tulong at Valid ID ng nagbibigay pahintulot. (Authority Letter)		Galing sa Pasyente o sa taong nagbibigay pahintulot sa taong maglalakad o mag-aasikaso ng mga dokumento
6. Ang Social Case Study Report galling sa LGU ay hinihingi lamang kung kinakailangan.		Sa MSWDO/ LGU

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Kumuha ng priority number at pil-apan ang General Intake Sheet (GIS) -Simula 7:00 o'clock ng umaga		wala	2 minuto bawat kliyente	Nakatalagang Security Guard at CIU Social Welfare Assistant
2. Makinig sa oryentasyon/ paliwanag hinggil sa paghingi ng tulong na ginaganap mula 8:00 AM – 8:30 AM. Pagkatapos nito hintaying tawagin ang inyong numero.		wala	30 minuto	CIU Social Welfare Assistant
3. Lumapit sa taong tumawag ng numero o bilang na hawak upang alamin kung wala o meron ng record sa CIU o maari ng magpatuloy sa mga susunod na hakbang.		wala	5 minuto bawat kliyente	CIU Administrative Support Staff (JO)
4. Lumapit sa Social Welfare Assistance o Admin. Support Staff kapag tinawag ang iyong numero upang tingnan ang mga dalang dokumento kung kumpleto at naaayon sa hinihinging tulong. Ang kliyente ay papayuhang bumalik hanggang 3:00 ng hapon kung kulang o walang dokumento para sa hinihinging tulong.	Assessment ng mga dokumento	wala	5-10 minuto bawat kliyente	CIU Social Welfare Assistant / Administrative Support Staff

5. Lumapit sa Social Worker kapag tinawag ang inyong pangalan para sa interbyu kung saan pag-uusapan ang hinihinging tulong. Ito rin ay ginagawa para alamin kung papaano matulungan batay sa problema na inilahad o idinulog. Ang Social Worker din ang gagawa ng rekomendasyon o nararapat na tugon sa tulong na hinihingi ng kliyente kasabay ng pagberipeka sa mga dokumento.	Interview and recommendation of Social Worker	wala	10-20 minuto bawat kliyente	Social Worker/s
6. Dalhin ang mga dokumento at pumunta sa Protective Services Unit (PSU) para sa pagpapa apruba sa CIU Head / Comm.Based SWO II batay sa rekomendasyon ng Social worker para sa hinihinging tulong. Kung ang rekomendasyon ay para sa outright cash, maaaring tanggapin ito ng kliyente sa Cash Unit / Approving Officer ng mga POO sa mismong araw ng paghinging tulong. Kung ang tulong ay sa pamamagitan ng guarantee letter, maaaring tanggapin ng kliyente ang tulong sa loob ng 1-2 araw.	Document Approval	Wala	3-5 minuto	Combased SWO II CIU Head

2. Burial Assistance

Service Information

Office or Division:	Protective Services Division/ Crisis Intervention Section				
Classification:	Complex				
Type of Transaction:					
Who may avail:	<ul style="list-style-type: none">○ Maralita o salat○ Kabilang sa mga sector na naghihirap○ Kasalukuyang may agarang pangangailangan○ Babalik o permanenteng maninirahan sa kanilang sariling bayan o probinsya				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
1.	1 photocopy ng Rehistradong sertipiko ng pagkamatay (Registered Death Certificate)	Sa Civil Registrar ng Munisipyo/LGU			
2.	1 original na Kontrata ng punerarya (funeral contract)	Sa Punerarya			
3.	Permiso ng paglipat (Permit to transfer/Heath Permit kung kailangan ilibing sa ibang lugar)	Sa City/Municipal Health Office			
4.	Valid ID ng humihiling ng tulong katulad ng driver's license, postal ID, school ID, voters ID, employment's ID (government), Senior Citizens ID, 4Ps ID	Sa ahensya, paaralan, o opisina ng sector na kinabibilangan.			
5.	1 Original Copy ng Certificate of Indigency o Residency na nakapangalan sa humihingi ng tulong at/o nakasaad ang relasyon at kompletong pangalan ng namatay	Barangay Office			
Karagdagang Dokumento					
6.	1 kopya ng Sulat na pagbibigay ng pahintulot kung hindi pangunahing kamag- anak ang humihingi ng tulong at Valid ID ng nagbibigay pahintulot	Galing sa Pasyente o sa taong nagbibigay pahintulot sa taong maglalakad o mag-aasikaso ng mga dokumento			
7.	1 copy- Ang Social Case Study Report galling sa LGU ay hinihingi lamang kung kinakailangan	Sa MSWDO/ LGU			
CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Kumuha ng priority number at pil-apan ang General Intake Sheet (GIS) - Simula 7:00 o'clock ng umaga.			wala	2 minuto bawat kliyente	Nakatalagang Security Guard at CIU Social Welfare Assistant

2. Makinig sa oryentasyon/paliwanag hinggil sa paghingi ng tulong na ginaganap mula 8:00 AM – 8:30 AM. Pagkatapos nito hintaying tawagin ang inyong numero.		wala	30 minuto	CIU Social Welfare Assistant
3. Lumapit sa taong tumawag ng numero o bilang na hawak upang alamin kung wala o meron ng record sa CIU o maari ng magpatuloy sa mga susunod na hakbang.		wala	5 minuto bawat kliyente	CIU Administrative Support Staff (JO)
4. Lumapit sa Social Welfare Assistance o Admin. Support Staff kapag tinawag ang iyong numero upang tingnan ang mga dalang dokumento kung kumpleto at naaayon sa hinihinging tulong. Ang kliyente ay papayuhang bumalik hanggang 3:00 ng hapon kung kulang o walang dokumento para sa hinihinging tulong.	Assessment ng mga dokumento	wala	5-10 minuto bawat kliyente	CIU Social Welfare Assistant / Administrative Support Staff
5. Lumapit sa Social Worker kapag tinawag ang inyong pangalan para sa interbyu kung saan pag-uusapan ang hinihinging tulong. Ito rin ay ginagawa para alamin kung papaano matulungan batay sa problema na inilahad o idinulog. Ang Social Worker din ang gagawa ng rekomendasyon o nararapat na tugon sa tulong na hinihingi ng kliyente kasabay ng pagberipeka sa mga dokumento.	Interview and recommendation of Social Worker	wala	10-20 minuto bawat kliyente	Social Worker/s

6. Dalhin ang mga dokumento at pumunta sa Protective Services Unit (PSU) para sa pagpapa-apruba sa CIU Head / Comm.Based SWO II batay sa rekomendasyon ng Social worker para sa hinihinging tulong. Kung ang rekomendasyon ay para sa outright cash, maaaring tanggapin ito ng kliyente sa Cash Unit / Approving Officer ng mga POO sa mismong araw ng paghinging tulong. Kung ang tulong ay sa pamamagitan ng guarantee letter, maaaring tanggapin ng kliyente ang tulong sa loob ng 1-2 araw.	Document Approval	wala	3-5 minuto	CIU Head/ Comm.Based SWO II
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3. Educational Assistance

Service Information

Office or Division:	Protective Services Division/ Crisis Intervention Section		
Classification:	Complex		
Type of Transaction:			
Who may avail:	<ul style="list-style-type: none">o Maralita o salato Kabilang sa mga sector na naghihirapo Kasalukuyang may agarang pangangailangano Babalik o permanenteng maninirahan sa kanilang sariling bayan o probinsya		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Certificate of enrollment/ registration/ assessment form		Sa paaralan	
2. School ID ng estudyante		Sa paaralan	
3. Valid ID ng humihiling ng tulong katulad ng driver's license, postal ID, school ID, voters ID, employment's ID (government), Senior Citizens ID, 4Ps ID		Sa ahensya, paaralan, o opisina ng sector na kinabibilangan.	
4. Certificate of Indigency o Residency na nakapangalan sa humihingi ng tulong at/o nakasaad ang relasyon at kompletong pangalan ng estudyante		Barangay Office	
Karagdagang Dokumento			

5. Sulat na pagbibigay ng pahintulot kung hindi estudyante o ang pangunahing kamag- anak ang humihingi ng tulong at Valid ID ng nagbibigay pahintulot		Galing sa Pasyente o sa taong nagbibigay pahintulot sa taong maglalakad o mag-aasikaso ng mga dokumento		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Kumuha ng priority number at pil-apan ang General Intake Sheet (GIS) -Simula 7:00 o'clock ng umaga		wala	2 minuto bawat kliyente	Nakatalagan g Security Guard at CIU Social Welfare Assistant
2. Makinig sa oryentasyon/ paliwanag hinggil sa paghingi ng tulong na ginaganap mula 8:00 AM – 8:30 AM. Pagkatapos nito hintaying tawagin ang inyong numero.		wala	30 minuto	CIU Social Welfare Assistant
3. Lumapit sa taong tumawag ng numero o bilang na hawak upang alamin kung wala o meron ng record sa CIU o maari ng magpatuloy sa mga susunod na hakbang.		wala	5 minuto bawat kliyente	CIU Administrative Support Staff (JO)
4. Lumapit sa Social Welfare Assistance o Admin. Support Staff kapag tinawag ang iyong numero upang tingnan ang mga dalang dokumento kung kumpleto at naaayon sa hinihinging tulong. Ang kliyente ay papayuhang bumalik hanggang 3:00 ng hapon kung kulang o walang dokumento para sa hinihinging tulong.	Assessment ng mga dokumento	wala	5-10 minuto bawat kliyente	CIU Social Welfare Assistant / Administrative Support Staff
5. Lumapit sa Social Worker kapag tinawag ang inyong pangalan para sa interbyu kung saan pag-uusapan ang hinihinging tulong. Ito rin ay ginagawa para alamin kung papaano matulungan batay sa problema na inilahad o	Interview and recommendation of Social Worker	wala	10-20 minuto bawat kliyente	Social Worker/s

idinulog. Ang Social Worker din ang gagawa ng rekomendasyon o nararapat na tugon sa tulong na hinihingi ng kliyente kasabay ng pagberipeka sa mga dokumento.				
6. Dalhin ang mga dokumento at pumunta sa Protective Services Unit (PSU) para sa pagpapa apruba sa CIU Head / Comm.Based SWO II batay sa rekomendasyon ng Social worker para sa hinihinging tulong. Kung ang rekomendasyon ay para sa outright cash, maaaring tanggapin ito ng kliyente sa Cash Unit / Approving Officer ng mga POO sa mismong araw ng paghinging tulong. Kung ang tulong ay sa pamamagitan ng guarantee letter, maaaring tanggapin ng kliyente ang tulong sa loob ng 1-2 araw.	Document Approval	wala	3-5 minuto	CIU Head/ Comm.Base d SWO II

4. Emergency Shelter Assistance

Service Information

Office or Division:	Protective Services Division/ Crisis Intervention Section		
Classification:	Complex		
Type of Transaction:			
Who may avail:	<ul style="list-style-type: none">○ Maralita o salat○ Kabilang sa mga sector na naghihirap○ Kasalukuyang may agarang pangangailangan○ Babalik o permanenteng maninirahan sa kanilang sariling bayan o probinsya		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Valid government ID with picture and signature of the beneficiary		Sa ahensya, paaralan, o opisina ng sector na kinabibilangan.	
2. Marriage Certificate/ birth or baptismal certificate, in case of death of the beneficiary, provided that the claimant is included as household member in the ESA form		Philippine Statistics Authority (PSA); LGU	

3. In extreme cases (e.g. beneficiary is an IP), a certification from the Barangay Captain and the MSWDO/NCIP indicating that he/she is a resident of the barangay and is included in the list of affected families; ESA Intake form with attached photo of damaged house		Barangay Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Barangay to submit list of ESA beneficiaries to LGU; LGU to submit list to POO; POO submission of the finalized/validated list of ESA beneficiaries to FO		wala	within 3 months after the disaster occurrence (depending on the download of fund)	Barangay Captain, MSWDO, PAT/MAT
2. FO request funding to CO	FO request funding to CO	wala		DRMD
3. Ang mga kliente ay magpapa interview nang maayos.	Validation thru interview and home visit; accomplishment of ESA intake form with attached photo of damaged house and photo copy of valid ID	wala	within 3 months after the disaster occurrence (depending on the download of fund)	MAT/PAT
4. Submission of ESA Intake form		wala		PAT
5. FO review of ESA forms submitted by the POOs		wala		DRMD
6. Payroll preparation together with the supporting documents for processing at the Finance Division		wala		Finance
7. Allocation of cash by the Finance Unit.				Finance

8. Pay-out				SDOs, MAT , PAT
9. Liquidation				SDO

5. Transportation Assistance

Service Information

Office or Division:	Protective Services Division/ Crisis Intervention Section			
Classification:				
Type of Transaction:				
Who may avail:	<ul style="list-style-type: none">○ Maralita o salat○ Kabilang sa mga sector na naghihirap○ Kasalukuyang may agarang pangangailangan○ Babalik o permanenteng maninirahan sa kanilang sariling bayan o probinsya			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Certificate of Indigency/ Residency		Sa Barangay		
2. Valid ID ng humihingi ng tulong		Sa Ahensya, paaralan o opisina ng sector na kinabibilangan		
3. Police Blotter (para sa biktima ng pick pockets, illegal recruitment at iba pa)		Sa pinakamalapit na police post or station		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Kumuha ng priority number at pil-apan ang General Intake Sheet (GIS) -Simula 7:00 o'clock ng umaga		wala	2 minuto bawat kliyente	Nakatalagang Security Guard at CIU Social Welfare Assistant
2. Makinig sa oryentasyon/ paliwanag hinggil sa paghingi ng tulong na ginaganap mula 8:00 AM – 8:30 AM. Pagkatapos nito hintaying tawagin ang inyong numero.		wala	30 minuto	CIU Social Welfare Assistant

3. Lumapit sa taong tumawag ng numero o bilang na hawak upang alamin kung wala o meron ng record sa CIU o maari ng magpatuloy sa mga susunod na hakbang.		wala	5 minuto bawat kliyente	CIU Administrative Support Staff (JO)
4. Lumapit sa Social Welfare Assistance o Admin. Support Staff kapag tinawag ang iyong numero upang tingnan ang mga dalang dokumento kung kumpleto at naaayon sa hinihinging tulong. Ang kliyente ay papayuhang bumalik hanggang 3:00 ng hapon kung kulang o walang dokumento para sa hinihinging tulong.	Assessment ng mga dokumento	wala	5-10 minuto bawat kliyente	CIU Social Welfare Assistant / Administrative Support Staff
5. Lumapit sa Social Worker kapag tinawag ang inyong pangalan para sa interbyu kung saan pag-uusapan ang hinihinging tulong. Ito rin ay ginagawa para alamin kung papaano matulungan batay sa problema na inilahad o idinulog.	Interview and recommendation of Social Worker	wala	10-20 minuto bawat kliyente	Social Worker/s
6. Ang Social Worker din ang gagawa ng rekomendasyon o nararapat na tugon sa tulong na hinihingi ng kliyente kasabay ng pagberipeka sa mga dokumento.				

6. Minor Travelling Abroad

Service Information

Office or Division:	Protective Services Division/ Crisis Intervention Section		
Classification:	Complex and Highly Technical		
Type of Transaction:			
Who may avail:	<ul style="list-style-type: none">○ Filipino minor as defined in this guideline who is travelling alone using the Philippine passport only for their travel outside the Philippines○ Filipino minor travelling with prospective adoptive parents for purposes of inter-country adoption○ Filipino minor travelling with person other than his/her parents, legal guardian or person exercising parental authority/legal custody over him/her○ Filipino minor who is illegitimate and is travelling with his/her biological father. For married minors, the same requirements apply to that unmarried minors travelling abroad		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Issuance of Travel Clearance Certificate			
For a minor/s travelling 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. Assessment Report from the Local Social Welfare and Development Office (LSWDO) or SWOII of the Social Welfare and Development (SWAD) Team when necessary;		Local Social Welfare and Development Office where the minor resides	
3. PSA issued Birth Certificate of Minor		Philippine Statistics Authority (PSA)	
4. Photocopy of PSA issued marriage contract of the minor's parents or the Court Decision on Legal Guardianship of the minor, or Tallaq or Fasakh certification from the Shariah Court or any Muslim barangay 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 of both parents, the solo parent and the legal guardian, 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 blue background) taken within the last six (6) months from the time of application. No scanned picture is allowed.		Applicant	
7. Affidavit of Support and certified copy of any 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. Unaccomplished 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
<i>For succeeding travel of unaccompanied or traveling alone</i>	
1. Duly accomplished application form;	DSWD Field Office/ DSWD website: www.dswd.gov.ph
2. Notarized affidavit or written consent of both parents, the solo parent and the legal guardian, whichever is applicable, with a copy of the valid identification card with specimen signature;	Law Office and Notarized at the applicants place of residence
3. Original copy of the previous Travel Clearance issued	Applicant
4. Two (2) original colored passport size photos of the minor (in white, red or blue background) taken within the last six (6) months from the time of application. No scanned picture is allowed.	Applicant
5. Unaccompanied Minor Certificate from the Airline	Airline Company
6. Waiver from the parents releasing DSWD from any liability in case of untoward incident during the travel of the child	Applicant
<i>Minor Travelling for the FIRST TIME with persons other than the Parents or Legal Guardian</i>	
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 of Consent or Written Consent from parents	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 six (6) months. No scanned picture will be accepted.	Applicant
6. Photocopy of the passport of the travelling companion.	Applicant
<i>Minor/s travelling for the first time with a person other than the parents or legal guardian:</i>	
1. Duly accomplished application form;	DSWD Field Office/ DSWD website: www.dswd.gov.ph

2. 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 authorizing a particular person to accompany the child in his/her travel abroad, with copy of the valid identification card with specimen signature.	Applicant
4. Two (2) colored passport size pictures of the minor (in white, red or blue background) taken within the last six (6) months. No scanned picture will be accepted.	Applicant
5. Photocopy of the passport of the travelling companion.	Applicant
Additional Requirements for Minors Under Special Circumstances	Minor's travelling companion
<i>For Filipino Minors Migrating to Another Country</i>	
1. Visa Petition Approval	
For Minors Studying Abroad	Applicant
2. Acceptance or Certificate of Enrollment or Registration from the School where the minor is to be enrolled	
<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	Applicant
2. Affidavit of Undertaking of Companion indicating safety measures undertaken by the Sports Agency	Sponsor Organization
3. Signed Invitation from the Sponsoring Agency/Organization abroad with itinerary of travel and list of participants and duration of the activity/travel	Sports Agency
<i>Minors going Abroad for Medical Purposes</i>	
1. Medical Abstract of the Minor	Sponsoring Organization
2. Recommendation from the Attending Physician that such medical procedure is not available in the country	Attending Physician
3. Letter from 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	
2. Notarized Affidavit of Consent from the Regional Director or Authorized Representative	Foster Parent
3. Photocopy of Foster Placement Authority	DSWD Regional Director
4. Photocopy of Foster Care License of the Family	Applicant
5. DSWD Certification of the CDCLAA Except those under Kinship Care	Applicant
6. Return Ticket	DSWD
<i>Minors Under Legal Guardianship</i>	
1. Certified True Copy of the Court Order on Legal Guardianship	

<i>For Minors whose parents are Seafarers</i>				
1. Certification from the Manning Agency attesting to the parent's employment				
2. Photocopy of Seaman's Book of Parent/s		Applicant		
<i>For Minors with alleged missing parent/s</i>				
1. Social Case Study Report from the LSWDO where the alleged missing parent's last known address				
2. Blotter Report from either local police or Barangay Certification from the Locality of the last known address of the alleged missing parent		Local Social Welfare and Development Office		
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	1.1 Issuance of Service Sequence Number 1.2 Encoding of the client's information in		5 minutes	Officer of the Day
2. Screening of documents	2.1 Social Worker will check the presented requirements if the documents are complete. If the documents are not complete the client will be asked to comply		5 minutes	Social Worker
3. Interview/Assessment*	3.1 Social Worker interviews and conducts assessment of the application 3.2 Recommends for the approval or disapproval of the application to the Signing Authority.		10 minutes	Social Worker

4. Review and Approval of the Application	Approves/Disapproves the application		5 Minutes	<i>Supervisor/OIC</i>
	If Approved:			
	4.1 Issuance of Claim Stub schedule of release (Minimum of 1-day processing and maximum of 3 days processing)		5 Minutes	<i>Social Worker</i>
	4.2 If Disapproved: Counseling and Explanation of reason for disapproval of application		10 Minutes	<i>Social Worker</i>
	4.3 Notify the Nearby DSWD Field Offices			
	4.4 If Exempted, Prepares the Certificate of Exemption for Approval of the Regional Director			
5. Payment of: Php 300.00 for 1-year validity; Php600.00 for 2 years validity	5.1 Receives and Issues Official Receipt to the Applicant on the Payment Received		3 minutes	<i>Cashier</i>
6. Preparation of Travel Clearance	6.1 Encodes/Types the details of the applicant to the Travel Clearance Certificate		10 minutes	<i>Administrative Staff</i>
7. Approval of the Regional Director	7.1 Signs/Approves the		5 minutes	<i>Regional Director or</i>

	Application or Certificate of Exemption for Exempted applicants			<i>the Authorized Approved Signatory</i>
8. Issuance of Travel Clearance Certificate	8.1 Releases the Travel Clearance Certificate to the Applicant/ Certificate of Exemption		5 minutes	<i>Administrative Staff</i>
TOTAL		P300-600.00	1 hour 3 and minutes	

7. SWDA Registration

Service Information

Office or Division:	Policy and Plans Division/Standards Section
Classification:	Complex
Type of Transaction:	
Who may avail:	<ul style="list-style-type: none"> PRIVATE/NON-GOVERNMENT ORGANIZATIONS GROUP must be engaged mainly or generally in SWD activities
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly Accomplished and Notarized Application Form	Standards Unit of DSWD FOV
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	Securities and Exchange Commission Office
Copy of any of the following: <ul style="list-style-type: none"> Handbook or Manual Operations of its programs policies and procedures to attain its purposes Brochure Duly signed Work and Financial Plan for at least two (2) Years by the Head of Agency Official Receipt (OR) (for Registration fee of P1, 000.00) 	From the Agency Applying

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete and fully accomplished documentary requirements		1,000.00	2-5 minutes	Client
2. Receive and review as to completeness of documents				
<i>Incomplete application</i>				
3. For walk-in applicants, if incomplete, return and discuss the documents for compliance			1 hour	Technical Staff
4. If through courier, prepare notification indicating result of the assessment clarifying and guiding applicant			4 hours	Technical Staff
5. Review and endorsement to the Division Chief			2 hours	Standards Section Head
6. Concurrence of the report			1 hour	PPD Chief
7. Generate Barcode/Forward to RD for approval/signing			10 minutes	Admin Support Staff
8. Approval/Signing of Report			1 day	Regional Director
<i>Complete application</i>				
9. For walk-in applicants, receive and review documents as to completeness			1 hour	Technical Staff
10. If through courier, prepare notification indicating result of the assessment clarifying and guiding applicant			4 hours	Technical Staff
11. Simultaneously, prepare billing statement and facilitate Payment with the SWDA applicant & Filing of Copy of Official Receipt to SWDAs files			30 minutes	Admin Support Staff/ Private SWDA
12. Verbally inform SWDA that document will be processed and notice of release will be communicated once ready for issuance			10 minutes	Technical Staff
13. Review and endorsement to the Division Chief			2 hours	SS Head
14. Concurrence of the report			1 hour	PPD Chief

15. Generate Barcode/Forward to RD for approval/signing			10 minutes	Admin Support Staff
16. Approval/Signing of Report			1 day	Regional Director
17. Printing of the Certificate of Registration/Forward to RD for Signature			30 minutes	Admin Support Staff
18. Signing of Certificate of Registration			1 day	Regional Director
19. Updating of database			30 minutes	Admin Support Staff
20. Notice of awarding to SWDA			30 minutes	Technical Staff
21. Release/Awarding of Certificate of Registration			1 day	Technical Staff
TOTAL		1,000.00		

8. SWDA Licensing

Service Information

Office or Division:	Policy and Plans Division/Standards Section
Classification:	Complex and Highly Technical
Type of Transaction:	
Who may avail:	<ol style="list-style-type: none"> 1. Applicant must be engaged mainly or generally in SWD activities. 2. 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 accordance with the set standards 3. 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 30% of the funds are disbursed for administrative services. 4. The SWDA must have a financial capacity to operate for at least two (2) years 5. Applicant keeps a record of all social development and/or welfare activities it implements.
CHECKLIST OF REQUIREMENTS	
1. Duly Accomplished and Notarized Application Form	WHERE TO SECURE
2. Manual of Operation containing the SWDAs program and administrative policies, procedures and strategies to attain its purpose/s among others	
3. Profile of Board of Trustees	

4. Profile of Employees and Volunteers	
5. Certified true copy of General Information Sheet issued by SEC	
6. Certification of no derogatory information issued by SEC (for those operating more than six (6) months upon filing of the application)	
7. ABSNET Membership	
8. Declaration of Commitment from the applicant SWDA of no support to tobacco in compliance with provisions of Executive Order No. 26 of 2017 (Providing for the Establishment of Smoke-Free Environments in Public and Enclosed Places) and RA No. 9211 (Tobacco Regulation Act of 2003	
9. Duly signed Work and Financial Plan for the two (2) succeeding years	
10. Notarized certifications from the Board of Trustees and/or the funding agency to financially support the organizations to operate for at least two (2) years	
11. Annual Accomplishment Report of the previous year	
12. Audited Financial Report of the previous year. Audited Financial Report submitted to SEC and/or Bureau of Internal Revenue (BIR) shall be accepted. However, financial report based on the DSWD template shall also be submitted. For those SWDAs with a total revenue of less than Php 500,000, an unaudited financial statement prepared by the Financial Officer and concurred by the Head of Agency may suffice	
13. Profile of clients/community being served for the preceding and current year	
ADDITIONAL REQUIREMENTS <i>For those operating in more than one region</i>	
14. List of main and satellite/branch offices with contact details, if any	
15. Certified true copy of the notarized written agreement of partnership or cooperation between the agency and its partner agency e.g Memorandum of Agreement (MOA), Contract of Partnership, among others	

16. "SWA's with Child Placement Services Certification from DSWD or photocopy of the Certificate of training attended by the hired RSW related to child placement service				
17. "For those operating in more than one region Validation report from concerned DSWD Field Office or Certification from Regional ABSNET/Cluster or LGUs attesting to the existence and status of operation of the organization in the area/s of jurisdiction. (There is no need to get a validation report/certification of existence for the region where the main office of the applicant is located.)"				
<i>"For Center based (Residential and Non-Residential) Copy of valid Certificates:</i>				
18. Occupancy permit (new buildings only) or; Annual Building Inspection/Structural Safety Certificate (old buildings)				
19. Fire Safety Certificate				
20. Water Potability Certificate or Sanitary Permit				
21. "For applicant serving within the Ancestral Domains of Indigenous People (IP): Photocopy of NGO Accreditation from the National Council on IP (NCIP) "				
22. For applicants with past and current partnership with the DSWD that involved transfer of funds: Certification from SB or FO-SS and/or other concerned government agencies that the applicant is free from any financial liability/obligation"				
23. Official Receipt (OR) (for Licensing fee of P1, 000.00)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive and review as to completeness of documents For walk-in applicants, if incomplete, return and discuss the documents for compliance			30 minutes	Technical Staff
2. If through courier, prepare notification indicating			2 hours	Technical Staff

result of the assessment clarifying and guiding applicant				
3. Review and endorsement to the Division Chief			4 hours	Technical Staff
4. Concurrence of the report			2 hours	SS Head
5. Generate Barcode/Forward to RD for approval/signing			1 hour	PPD Chief
6. Approval/Signing of Report			10 minutes	Admin Support Staff
7. Sending of notice thru email or registered mail			1 day	Regional Director
8. Complete application			20 minutes	Admin Support Staff
9. For walk-in applicants, receive and review documents as to completeness			5 minutes	Technical Staff
10. Simultaneously, prepare billing statement and facilitate Payment with the SWDA applicant & Filing of Copy of Official Receipt to SWDAs files			30 minutes	Admin Support Staff/ Private SWDA
11. Verbally inform SWDA that document will be processed and notice of release will be communicated once ready for issuance			10 minutes	Technical Staff
12. Review and endorsement to the Division Chief			2 hours	SS Head
13. Concurrence of the report			1 hour	PPD Chief
14. Generate Barcode/Forward to RD for approval/signing			10 minutes	Admin Support Staff
15. Approval/Signing of Report			1 day	Regional Director
16. Printing of the Certificate of Registration/Forward to RD for Signature			30 minutes	Admin Support Staff

17. Signing of Certificate of Registration			1 day	<i>Regional Director</i>
18. Updating of database			30 minutes	<i>Admin Support Staff</i>
19. Notice of awarding to SWDA			30 minutes	Technical Staff
20. Release/Awarding of Certificate of Registration			1 day	Technical Staff

9. SWDA Accreditation

Service Information

Service Information			
Office or Division:	Policy and Plans Division/Standards Section		
Classification:	Complex and Highly Technical		
Type of Transaction:			
Who may avail:	For private SWAs must be engaged mainly or generally in SWD activities, shall be filed within the three (3) years validity period of the issued license Public SWDAs with newly established facilities shall file application for accreditation within three (3) years upon their operations. Likewise, public SWDAs with existing and operational facilities shall file accreditation within one (1) year upon effectivity of this guideline.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Mandatory Requirements			
1. Duly Accomplished and Notarized Application Form		Standards Unit of DSWD FOV	
2. Duly Accomplished Pre-accreditation assessment tool signed by the SWA's Head of Agency or Authorized Representative			
<i>Documents Establishing Corporate Existence and Regulatory Compliance</i>			
3. Certification of no derogatory information issued by SEC (for those operating more than six (6) months upon filing of the application)			
4. 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 SWA. For RAB President, the Standards Section shall be the one to issue the required certification.		SEC	
5. Documents Establishing Track Record and Good Standing			
6. Duly signed Work and Financial Plan for the two (2) succeeding years		Standards Unit of DSWD FOV	
7. Notarized certification from the Board of Trustees and/or the funding agency to financially support		Applying Agency	

the organizations to operate for at least two (2) years	
8. Annual Accomplishment Report of the previous year	
9. Audited Financial Report of the previous year	
10. Profile of clients/community being served for the preceding and current year	
<i>Documents Establishing Corporate Existence and Regulatory Compliance</i>	
1. Manual of Operation (MOP)	
2. Profile of Board of Trustees or its equivalent	
3. Profile of Employees and Volunteers Staff requirement shall be based on Staff Client ratio per standards on accreditation of specific programs and services (Only if there is an update or amendment on documents recently submitted to DSWD SB)	
4. For those operating in more than one region List of main and satellite/branch offices, if any	
5. For applicant SWA's implementing Child Placement Services Certification from DSWD or photocopy of the certificate of training attended by the hired RSW related to child placement service.	
<i>Documents Establishing Corporate Existence and Regulatory Compliance</i>	
6. Certified true copy of General Information Sheet (GIS) issued by SEC or any regulatory agencies	
7. (not applicable for public SWDAs) (Only if there is an update or amendment on documents recently submitted DSWD SB)	
8. For Center Based (Residential Based and Non-Residential Based) Copy of the valid safety certificates namely: a. Occupancy permit (only for new buildings) or Annual Building Inspection/Structural Safety Certificate (for old buildings) b. Fire Safety Inspection Certificate c. Water Potability Certificate or Sanitary Permit	
9. For applicant serving within the Ancestral Domains of Indigenous People (IP) - Photocopy of NGO Accreditation from the National Council on IP (NCIP)	
<i>Documents Establishing Track Record and Good Standing</i>	
10. For applicant with past and current partnership with the DSWD that involved transfer of funds • Certification from SB or FO-SS and/or other concerned government agencies that the applicant is free from any financial liability/obligation	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request for pre-assessment			2 minutes	Client
2. Receives the request			5 minutes	Admin Staff
3. Forwards the request to SS Head			10 minutes	Admin Staff
4. Forward request for Complete Staff Work			10 minutes	Standards Section (SS) Head
5. Prepares acknowledgement of request and coordinate with the requesting SWDA for the schedule of visit			1 hour	Technical Staff
6. Review and endorsement to the Division Chief			2 hours	SS Head
7. Concurrence of the report			30 minutes	PPD Chief
8. Generate Barcode/Forward to RD for approval/signing			10 minutes	Admin Staff
9. Approval/Signing of acknowledgement report			1 day	Regional Director
10. Sending of notice thru email or registered mail			10 minutes	Admin Staff
11. Onsite Assessment Visit based on the Agreed Schedule between DSWD and SWDA"			3 days	Technical Staff
12. Prepare confirmation report (recommendation for issuance and areas for compliance & action plan.			3 days	Technical Staff
13. Review and endorsement to the Division Chief			1 day	SS Head
14. Concurrence of the report			30 minutes	Admin Support Staff
15. Generate Barcode/Forward to RD for approval/signing			10 minutes	Admin Support Staff
16. Approval/Disapproval of confirmation report			2 days	Regional Director
17. Sending of notice thru email or registered mail			20 minutes Time may vary depending on the availability of the signatories/officials and mode of submission	Admin Support Staff

10. CSO Accreditation (DSWD-Organized Beneficiary CSO)

Service Information

Office or Division:	Policy and Plans Division/Standards Section			
Classification:	Simple to Complex			
Type of Transaction:				
Who may avail:	A group or association composed of individuals identified by the DSWD as beneficiaries of the same DSWD project or program, formed through the initiative, or with the assistance, of the DSWD as part of the design and mandated processes of such DSWD project or program.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Certificate of Compliance issued by the regional head of the applicable DSWD program or project, e.g., ARDO or RPC. The content of the certification must attest that the applicant CSO has met all the requirements of the DSWD program or project in accordance with the minimum accreditation requirements that are applicable under rule 65 of the 2017 GAA.			Standards Unit of DSWD FOV	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive and review as to completeness of documents			30 minutes	Standards Section/FOAC Secretariat
2. For Incomplete/Non-compliant application: prepare transmittal of document/s indicating the findings and return to sender.			2hrs	Standards Section/FOAC Secretariat
3. For Complete/Compliant application: Notice of Meeting to Field Office Accreditation Committee (FOAC) for Deliberation			1 day	Standards Section/FOAC Secretariat
4. Conduct of Deliberation. Endorsement of CSO applicants to Field Office Accreditation Committee (FOAC). Signing of resolution.			2-3 hours	FOAC Secretariat & FOAC
5. Generate Barcode/Forward Resolution to ORD for approval.			10 minutes	Admin Support Staff
6. Approval of Resolution.			1 day	Regional Director
7. Printing of the Certificate of Registration/Forward to RD for Signature.			30 minutes	Admin Support Staff

8. Signing of Certificate of Accreditation.			1 day	Regional Director
9. Updating of database.			30 minutes	FOAC Secretariat
10. Release/Awarding of Certificate of Accreditation.			1 day	FOAC & FOAC Secretariat

11. CSO Accreditation (Non-DSWD Organized Beneficiary CSO)

Service Information

Office or Division:	Policy and Plans Division/Standards Section		
Classification:	Complex and Highly Technical		
Type of Transaction:			
Who may avail:	A group made up of organized individuals bound by common interest and/or are confronted by a calamity, social condition, problem, issue or crisis, and who need government support through projects or programs which they can access after having gone through social preparation.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Duly accomplished and duly sworn Beneficiary CSO Accreditation Application Form.		Standards Unit of DSWD FOV	
2. Proof of existence or presence of the CSO in its stated address and area of operation or organization, namely: a. Pictures of office and direction sketch; and b. At least one of the following documents: - barangay certification - certification or endorsement from at least 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 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;			
4. If the CSO Applicant has received public funds prior to its application, a certificate of good standing from the government agency or agencies from which it has received such public funds, specifically stating that the CSO has liquidated, in accordance with COA regulations, all fund transfers due for liquidation.			
5. If the CSO Applicant has received public funds prior to its application, a certificate of good standing from the government agency or agencies from which it has received such public funds, specifically stating that the CSO has liquidated, in accordance with COA regulations, all fund transfers due for liquidation.			

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive and conduct of desk review as to completeness of documents.			1 day	Standards Section/FOAC Secretariat
2. For Incomplete/Non-compliant application a. CSO applicant shall be immediately informed of the defect/deficiency in its document. b. FOAC Secretariat shall, if necessary, provide technical assistance to help the CSO applicant fulfill the requirements. c. In the event of irregularity, falsehood, fabrication, or forgery is noted or found in the documents, the applicant shall be required to explain.			a. 2hours b. 1 day c. not later than 3 working days	Standards Section/FOAC Secretariat
3. For Complete/Compliant application a. FOAC Secretariat shall inform the Regional ICTMU (Information Communication Technology & Management Section) to facilitate Posting of Notice and Validation. b. If a derogatory report was received, the FOAC Secretariat shall notify the CSO applicant to submit an explanation.			a. 5 working days b. 3 working days	a. Standards Section/FOAC Secretariat & ICTMU Technical Staff b. Standards Section/FOAC Secretariat
4. Conduct of Deliberation. Endorsement of CSO applicants to Field Office Accreditation Committee (FOAC). Signing of resolution.			3 working days	Standards Section/FOAC Secretariat
5. The FOAC Secretariat shall conduct validation and ocular inspection to verify the existence and/or operation of the Beneficiary CSO applicant.			5 working days inclusive of report writing)	
6. Evaluation and Deliberation. FOAC Secretariat shall complete its final assessment to FOAC. The FOAC shall then convene to deliberate the			1 day	Standards Section/FOAC Secretariat

applications. Signing of resolutions.				
7. Generate Barcode/Forward to RD for approval/signing			10 minutes	Admin Support Staff
8. Approval of Resolution			1 day	Regional Director
9. Printing of the Certificate of Registration/Forward to RD for Signature			30 minutes	Admin Support Staff
10. Signing of Certificate of Accreditation			1 day	Regional Director
11. Updating of database			30 minutes	Standards Section/FOAC Secretariat
12. Release/Awarding of Certificate of Accreditation			1 day	Standards Section/FOAC Secretariat

12. Senior Citizen Accreditation

Service Information

Office or Division:	Policy and Plans Division/Standards Section	
Classification:	Complex and Highly Technical	
Type of Transaction:		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Accomplished application form		
2. SEC Registration/constitution and By-Laws/ Local Ordinances or Resolution from the Municipality		
3. Work and Financial Plan for current and succeeding year/LGU approved budget for the year		
4. Annual Accomplishment Report for the past year		
5. Financial Report for the past year		
6. Copy of the valid safety certificates namely: a. Occupancy permit (only for new buildings) or Annual Building Inspection/Structural Safety Certificate (for old buildings) b. Fire Safety Inspection Certificate c. Water potability certificate/sanitary permit		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receives and record the application and forward to Standards Section Head			1. 2 minutes	
2. Standards Section Head forward to Technical Staff				
3. Technical Staff receives and review as to completeness 3.1 If through courier, prepare notification indicating result of the assessment clarifying and guiding applicant and proceed to step 4				
3.2 If walk-in, immediately inform the applicant that the application will be processed, agree with the applicant on the schedule of site validation and assessment and prepare acknowledgment of the submission				
4. Review and endorsement to the Division Chief			2 hours	
5. Concurrence of the report			1 hour	
6. Generate Barcode/Forward to RD for approval/signing			5 minutes	
7. Approval/Signing of Report			2 hours	
8. Sending of notice thru email or registered mail			5 minutes	
9. Site validation and assessment based on the agreed schedule between Technical Staff and applicant			3 days	
10. Prepare endorsement and confirmation report (recommendation for issuance and areas for compliance & action plan.			2 days	
11. Review of confirmation report and endorsement forward to the Division Chief			1 day	SS Head
12. Concurrence of the report			2 hours	PPD Chief

13. Generate Barcode/Forward to RD for approval/signing			5 minutes	Admin Staff
14. Approval/Signing of confirmation and pre-assessment/endorsement report			2 hours	Regional Director
15. Sending of confirmation/endorsement thru email and registered mail			5 minutes Time may vary depending on the availability of the signatories	Admin Staff

13. Accreditation of Social Worker Managing Court-Related Cases (FO facilitates Pre-assessment and Endorsement to Standards Bureau)

Service Information

Office or Division:	Policy and Plans Division/Standards Section		
Classification:	Complex and Highly Technical		
Type of Transaction:			
Who May Avail:	1. Social workers who are direct practitioners and 1. Must be a registered social worker; 2. Must have completed a basic/refresher course on managing court cases conducted by DSWD or its recognized training institutions; 3. Must have direct experience and presently handling at least four (4) cases of any of the disadvantaged groups; 4. For supervisors, should have four (4) supervisees with two (2) limited caseloads.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1.New Applicants- A. Social Worker a. Accomplished Application Form b. Valid Professional Regulations Commission Registration ID Card c. Certificate of attendance to basic course training (at least 32 hours) on the management of court cases from DSWD or its recognized training institutions; In case of lost certificate, a certified true copy from the training provider may be presented d. Summary documentation of 4 cases managed (Annex B)			

<p>e. A letter of recommendation attesting to the competence of the social worker to be secured from any of the following;</p> <ul style="list-style-type: none"> • Supervisor of the applicant; • Philippine Association of Social Workers, Inc. (PASWI) • If court social worker, from the Philippine Association of Court Social Workers, Inc. (PACSWI) <p>B. For Supervisors</p> <p>a. First four (4) requirements stated above under new applicants for social worker;</p> <p>b. Technical supervisory notes of 2 supervisees as proof of providing technical assistance;2.</p> <p>RENEWAL2.1 For Social Worker</p> <p>a. Certificate of attendance to relevant trainings attended or refresher course of at least 24 hours given by DSWD or its recognized training institutions;</p> <p>b. Summary documentation (Annex B) of cases managed for the last six months;</p> <p>c. Recommendation from the Supervisor attesting to the competence of the social worker in managing court cases;</p> <p>The following documents on cases handled must be made available during the on-site assessment visit:</p> <ul style="list-style-type: none"> •case study reports •progress notes, and •other relevant documentations pertaining to the cases <p>2.2 For Supervisor</p> <p>a. First three {3} requirements stated above under renewal for social worker;</p> <p>b. Technical supervisory notes</p>	
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14. Accreditation of Pre-Marriage Counselors

Service Information

Office or Division:	Policy And Plans Division/Standards Section		
Classification:	Complex and Highly Technical		
Type of Transaction:			
Who May Avail:	<p>QUALIFICATIONS FOR PRE-MARRIAGE COUNSELOR ACCREDITATION</p> <ol style="list-style-type: none">1. Must have a Bachelor's Degree in Social Work or other behavioral and social science courses or have at least finished a two (2) year diploma course on midwifery or allied courses.2. Must have been conducting Pre-Marriage Counseling for the last two (2) years as member of the Municipality /City PMC team3. Must have attended at least twenty-four (24) hours of training on Marriage Counseling Service conducted by DSWD or its recognized training institutions.4. Must be able to demonstrate knowledge and skills in conducting marriage counseling such as but not limited to teaching, interviewing, facilitating, documenting and networking/coordinating.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Documentary Requirements for Accreditation Pre-Marriage Counselor For New Applicant			
1. Certificate of graduation/college diploma or transcript of records from the last school attended.			
2. Certificate of attendance from PMC orientation program. If unavailable, a certified true copy of the certificate of participation/ attendance from the training provider will be accepted.			
3. Certificate from immediate supervisor that the applicant is tasked to conduct PMC sessions.			
4. Documentation of PMC session/s conducted by the applicant in the past six (6) months period should be made available. Other documents to be made available during validation visit.			
5. Compilation of client's intake forms/information sheet			
6. Accomplished Marriage Expectation Inventory (MEI)			
7. Photocopy or duplicate copies of pre-marriage counseling certificates issued			

FOR RENEWAL OF ACCREDITATION				
8. Certificates of attendance to at least eight (8) hours training every year (24) hours training in three years) on topics such as but not limited to Human Maturity, Value Clarification, Authentic Love, Responsible Parenting and Gender Development.				
9. Accomplishment report for the past three (3) years preceding the application.				
10. Sample of summary documentation of PMC session/s conducted.				
11. Other documents to be made available during validation visit. <ul style="list-style-type: none"> • Compilation of client's intake forms; • Accomplished Marriage Expectation Inventory • Documentation of the pre-marriage counseling 				
12. sessions conducted within three (3) years period; and				
13. Summary documentation of pre-marriage counseling sessions conducted within three (3) years period.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Application form together with the complete set of documents			5 minutes	Client/Applicant
2. Records receipt of application and forward to the assigned staff			5 minutes	Standards Section/Administrative staff
3. Reviews and assesses the completeness of the requirements/documents submitted 4. If found complete/sufficient, acknowledge receipt or application and notifies applicant and coordinate for the schedule of visit 5. If found insufficient/have not met required qualification and requirements, acknowledge receipt and notify the applicant on the lacking requirements and			4 hours	Standards Section/Assigned Technical staff

provide necessary technical assistance.				
6. Forward acknowledgment letter to Section head and Division chief for approval			5 minutes	Standards Section/Assigned Technical staff
7. Generate barcode and forward acknowledgment letter to the Regional Director for approval and signature			10 minutes	Standards Section/Administrative staff
8. Conduct validation assessment to include the following: 9. Brief overview on the assessment process, observation on the counseling session, and exit conference.			1 day	Standards Section/Assigned Technical staff
10. Final assessment of the application documents and result of actual accreditation assessment. Prepares the confirmation report with the following possible content: 11. If favorable, inform applicant on the approval of his/her accreditation. 12. If unfavorable, recommend for re-assessment for 3 months.			4 working days	Standards Section/Assigned Technical staff
13. Forward to Section Head and Division Chief for the approval of confirmation report 14. Forward to the office of RD for approval/signature of confirmation report and accreditation certificate.			3 working days	Standards Section/Assigned Technical staff, Division Chief, Regional Director
15. Release of Certificate			2 days	Standards Section/Records Section/Administrative staff

15. Accreditation of Child Development Centers and Child Development Workers

Service Information

Office or Division:	Policy and Plans Division/Standards Section			
Classification:	Complex and Highly Technical			
Type of Transaction:				
Who May Avail:	Covers and applies to all DCCs and DCW s whether based in the community i.e., run and managed by the barangay, SW DAs, POs, private individuals or in the workplace, i.e. NG As and GO CCs.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter request for accreditation from the LGU indicating the names of the CDC/CDW for accreditation				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receives and records the request				Admin Staff
2. Forwards the request to Standards Section (SS) Head				Admin Staff
3. Route request to Technical Staff for Complete Staff Work			3 minutes	Standards Section (SS Head)
4. Prepare acknowledgment of request				Technical Staff
5. SS head review acknowledgement			3 minutes	SS Head
6. Concurrence of the acknowledgment			5 minutes	Policy and Plans division (PPD) Chief
7. Generate Barcode Forward to RD for approval signing			5 minutes	Admin Staff
8. Approval Signing of acknowledgement report				Regional Director
9. Sending of notice thru email or registered mail			5 minutes	Admin Staff
10. Coordinate with the deputize accreditor (in cases that deputized accreditor will be utilized, if the DSWD staff will do the accreditation, proceed to step, skip step and proceed to step 3 and so on				Technical Staff
11. Coordinate with the requesting LGU for the schedule				Technical Staff
12. Prepare Regional Administrative Order for the Deputize Accreditor			3 minutes	Technical Staff

13. Onsite Assessment visit based on the agreed schedule between DSWD and the requesting LGU 5 Deputize Accreditor submits the accomplishment report re: result of accreditation			No of days will depend on the number of CDCs CDWs for accreditation at CDC CDW per day	Admin Staff
14. SS Technical Staff review the submitted report (if CDCs CDWs passes the accreditation, proceed to step 7; if CDCs CDWs failed, they will be given 6 months to comply with the lacking requirements and after 6 months proceed to step 7 onwards)			3 minutes	Technical Staff
15. Technical Staff coordinates with the admin support staff for the printing of certificates				Admin Staff
16. Printing of Certificate			Number of hours will depend on the number of Certificates for CDCs CDWs for printing	Admin Staff
17. Forward the Certificates to Office of the Regional Director for approval disapproval				Admin Staff
18. If approved, prepares transmittal letter for the concerned LGU			Time may vary depending on the document to be transmitted)	Admin Staff
19. SS head review transmittal			3 minutes	SS Head
20. Concurrence of the report of the Division Chief			3 minutes	PPD Chief
21. Generate Barcode Forward to RD for approval signing			5 minutes (time may vary depending on the document to be barcoded)	Admin Staff
22. Approval Signing of transmittal; simultaneously, SS files copy of the issued certificates				Regional Director
23. Sending of transmittal via registered mail thru records section or transmit personally			5 minutes or day	Admin Staff

16. Securities and Exchange Commission Endorsement of NGOs

Service Information

Office or Division:	Policy And Plans Division/Standards Section			
Classification:	Complex			
Type of Transaction:				
Who May Avail:	Endorsement is only applicable if there is an amendment in the Articles of Incorporation and By-Laws for non-stock and non-profit organizations			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request for Endorsement				
2. Copy of the Amended Articles of Incorporation and By-Laws				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receives the request		500.00 (Regional)	5 minutes	Admin Staff
2. Forwards the request to SS Head			5 minutes	Admin Staff
3. Route request to Technical Staff for Complete Staff Work			5 minutes	Standards Section (SS) Head
4. Review the request and coordinate with the requesting SWDA for the validation visit			30 mins	Technical Staff
5. Onsite Assessment Visit based on the Agreed Schedule between DSWD and requesting party			1-day (if requesting party is within mainland) 3 days (including travel time if requesting party is located in the island province)	Technical Staff
6. Prepare SEC Endorsement (recommendation for endorsement or not)			1 day	Technical Staff
7. Review of the Section Head/Division Chief			30 minutes	SS Head
8. Concurrence of the SEC Endorsement			30 minutes	Policy and Plans Division Chief

9. Generate Barcode/Forward to RD for approval/signing			10 minutes	Admin Staff
10. Approval/Disapproval of SEC Endorsement			1 day	Regional Director
11. Sending of notice thru email or registered mail			1 day	Admin Staff

17. Issuance of Solicitation Permit

Service Information

Office or Division:	Policy And Plans Division/Standards Section		
Classification:	Complex		
Type of Transaction:			
Who May Avail:	Endorsement is only applicable if there is an amendment in the Articles of Incorporation and By-Laws for non-stock and non-profit organizations		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Accomplished application form signed by the Agency head or authorized representative (DSWD –SB-PS-F-001) – applicable for government agency, NGO, Persons /individuals			
2. Certified true copy of Certificate of Registration and Articles of Incorporation and by-laws with the SEC or other regulatory government agency which has jurisdiction to regulate the applicant, if new application. – applicable NGO, Persons /individuals (endorsing private organization/agency)			
3. Updated Certificate of Good Standing, or Updated Certificate of Corporate Filing/Accomplished SEC General Information Sheet from any of the above-mentioned regulatory government agency which has jurisdiction to regulate the applicant. – applicable NGO, Persons /individuals (endorsing private organization/agency)			
4. Project proposal on the intended public solicitation activity including the work and financial plan DSWD-SB-PS-F-002 - – applicable for government agency, NGO, Persons /individuals			
5. Profile of current governing board members or its equivalent certified by the corporate secretary or its equivalent DSWD-SB-PS-F-003 - applicable for government agency, NGO, Persons /individuals (endorsing private organization/agency)			

6. Notarized written agreement or any similar document signifying of the intended beneficiaries' concurrences as recipient of the fundraising activities – applicable for government agency, NGO, Persons /individuals applicable for government agency, NGO, Persons /individuals				
7. Approved and notarized board resolution or other written authorization for the solicitation activity DSWD-SB-PS-F—005 - applicable for government agency, NGO				
8. Endorsement or certification from any agency allowing the applicant to undertake solicitation in the agency's jurisdiction - – applicable for government agency, NGO, Persons /individua				
9. Applicant's Social Case Study Report from localities duly signed by the City/Municipal Social Welfare and Development Office (C/MSWDO) – applicable for Persons /individuals				
10. Treatment protocol (Original/Certified true Copy by the attending physician with corresponding license number) or Medical Certificate/Abstract (Certified True Copy of the Hospital's Record Section) – applicable for Persons /individual				
11. Fund Utilization report DSWD-SB-PS-F-007 after the conduct of the solicitation - applicable for government agency, NGO, Persons /individuals				
12. Additional specific requirements depending on each methodology to be used (sample tickets, ballots, cards etc.)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receives and records the application			5 minutes	Admin Staff
2. Forwards the application to SS Head			5 minutes	Admin Staff
3. Routes application to Technical Staff for Complete Staff Work			5 minutes	Standards Section (SS) Head
4. Review and assess the eligibility of the application to include evaluation on the validity of the submitted documents			1 day	Technical Staff
5. Site validation and assessment based on the agreed schedule between Technical Staff and			1-day (if requesting party is within mainland)3 days (including	Technical Staff

applicant (as deemed necessary)			travel time if requesting party is located in the island province)	
6. Prepare assessment of the application using the assessment tool as well as DSWD –SB-F-0009 (Conformed Letter)			1 day	Technical Staff
7. Review of the Section Head			30 minutes	SS Head
8. Concurrence of the assessment			30 minutes	Policy and Plans Division Chief
9. Generate Barcode/Forward to RD for approval/signing			5 minutes	Admin Staff
10. Approval/Disapproval of Assessment/Conformed Letter			1 hour	Regional Director
11. Assign Solicitation number and printing of Solicitation Permit			1 day	Admin Staff
12. Forward to Regional Director for Approval/Disapproval			5 minutes	Admin Staff
13. Approval or Disapproval			1 hour	Regional Director
14. Sending of notice thru email or registered mail/phone call or text message			5 minutes	Admin Staff

18. Regulation of Foreign Donation To NGO

Service Information

Office or Division:	Administrative Division/		
Classification:	Complex & Technical		
Type of Transaction:			
Who May Avail:	Should be a duly registered, licensed and/or accredited Social Welfare and Development Agency		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Pre-application			
Plan of Distribution (DSWD DFE Form 2 - Annex C) shall be accomplished and submitted to support the application for duty-free entry.			

Approval from each DSWD Field Office having jurisdiction over the area where the distribution of goods shall take place				
Application process (should be accomplished/submitted in 3 copies two (2) weeks prior to the scheduled				
1. Authenticated Deed of Donation from the Philippine Consular Office of the country of origin, with the accompanying certificate as to fitness of food and medicine for consumption and compliance with the country of origin's sanitary and phytosanitary standards				
2. A separate Notarized Deed of Acceptance				
3. Copy of valid DSWD Registration, License and/or Accreditation Certificate.				
4. Shipping documents such as original and/or duly certified true copy of Bill of Lading or Airway Bill and Packing List.				
5. Plan of Distribution (DSWD DFE Form 2, Annex C hereof).				
6. In case of medicines, a certification of the Department of Health - Bureau of Food and Drugs (now the Food and Drug Administration or FDA) that the commodities are allowed for free distribution and use by the intended beneficiaries without the need of a prior prescription and that these are safe for human consumption.				
7. In case of medicines, a certification of the Department of Health - Bureau of Food and Drugs (now the Food and Drug Administration or FDA) that the commodities are allowed for free distribution and use by the intended beneficiaries without the need of a prior prescription and that these are safe for human consumption.				
8. Notarized distribution report on the latest shipment previously received by the applicant (DSWD DFE Form 3, Annex D hereof)				
9. In case of relief items other than food and medicines, proof of prior agreements or approved arrangements with appropriate government agencies.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Pre-application				
1. Applicant shall consult with the DSWD Field Office for the confirmation and approval of plan of distribution before negotiating for, or accepting any foreign donations. The DSWD Field Office shall confirm and approve the plan of distribution			Time may vary depending on the queries	Applicant

submitted by the SWDA. Plan of Distribution (DSWD DFE Form 2 - Annex C) shall be accomplished and submitted to support the application for duty-free entry.				
2. For duly Registered, Licensed/ Accredited SWDAs operates nationwide, said SWDA shall secure approval from each DSWD Field Office having jurisdiction over the area where the distribution of goods shall take place. The DSWD shall not allow SWDA with specific areas of operation, to expand their area of coverage for the purpose of accepting foreign donations.			Time may vary depending on the queries	Applicant
Application Process				
1. Receives and records the application with complete supporting documents			5 minutes	Standards Section Administrative Staff
2. Applicant pay the required processing fee at the DSWD-Field Office Cash Unit, which will then issue an official receipt.			10 minutes	Field Office (FO) Standards Section Technical Staff
3. Review and assess submitted requirements for completeness of documents, Consistency of information indicated, Proper plan of distribution (donations to be received vis-avis the target clientele to be served) & Conduct of area visit/ validation, if necessary			2 days	DSWD FO Technical Staff
4.1. Should the assessment be favorable, the DSWD Field Office shall endorse application to the DSWD Standards Bureau and inform the NGO				DSWD FO Technical Staff

4.2. Should there be deficiencies in the documents submitted, the DSWD Field Office shall return the application to the applicant and provide necessary technical assistance to comply with the requirements.				DSWD Standards Bureau Technical Staff
5. DSWD Standards Bureau shall assess/approved the endorsement and application			1 day	DSWD Standards Bureau Technical Staff
5.1. If approved, DSWD-SB shall prepare endorsement letter to DOF for initial of OUS-IDG and OSEC signature.			1 day	DSWD Standards Bureau Technical Staff
5.2. If disapproved, The Standards Bureau shall send a letter to concerned DSWD Field Office, copy furnished the applicant, indicating the reasons for the disapproval of the application. Receives the disapproval letter			1 day	DSWD Standards Bureau Technical Staff
6. OUS-IDG initial to the endorsement letter to DOF and forward to OSEC for signature/approval. Then forward copy to Admin. Service for transmittal to DOF.			1-2 days	DSWD Standards Bureau Technical Staff
7. Transmits endorsement letter to DOF and inform applicant (SWDA/NGO)				DSWD Standards Bureau Technical Staff
8. Receives copy of the endorsement/letter & follow-up DOF/BOC for release of goods.			10 minutes	SWDA/NGO
9. Informs DSWD Team on the approval by DOF/BOC to release goods.			At least 5 days before the intended date of release from BOC	

10. Witnesses, inspects and observes 100% unloading and stripping, conducts random sampling of donations and escort release of goods from BOC to designated SWDA warehouse.			on the day of release	DSWD -SB/ FO Technical Staff
11. Informs DSWD SB and FO on the release of good			within 5 working days	SWDA/NGO
12. Receives goods from BOC & distributes to beneficiaries			Based on schedule	SWDA/NGO
13. Submits report to CO-SB and FO			within 1 month from withdrawal from BOC	SWDA/NGO
14. Mobilizes utilization of donated goods & submits report to CO-WMDFD-AS			within 10 working days after the visit	DSWD FO
15. Receives & acknowledges Distribution and Utilization Report from FO			10 Minutes	DSWD SB

19. Freedom of Information

Service Information

Office or Division:	Social Marketing Unit/ Records Management Section			
Classification:	Complex			
Type of Transaction:				
Who May Avail:				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Accomplished FOI Manual request form				
2. 2 Government Issued ID				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receipt of FOI Request by the Focal Person		none	15 working days to grant or deny simple requests and another 20 working days for complex requests	FOI Focal Person; FOI Decision Maker; Concerned Division/Section /Unit
2. Determine if FOI request is denied or granted				
3. Transmit request to the FOI Decision Maker				

4. If granted, forward request to concerned Division/Section/Unit; If denied, prepare letter informing the requestor of its denial 4. Transmit info/data to the FRO				
5. Transmit info data/to the Requesting party				

20. Provision of Financial Assistance to Trafficked Persons

Service Information

Office or Division:	Protective Services Division/ Community-Based Section-Recovery and reintegration Program for Trafficked persons (RRPTP)			
Classification:	Complex & Highly Technical			
Type of Transaction:				
Who May Avail:	Trafficking in Persons victim-survivors and their families			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Referral Letter;				
2. intake using Recovery and reintegration Form;				
3. Barangay Indigency;				
4. Project Proposal (livelihood assistance);				
5. Assessment Form, School ID and Certificate of				
6. Enrolment (Educational);				
7. Medical Certificate, laboratory request, hospital bill				
8. (medical);				
9. Copy of subpoena (auxiliary assistance);				
10. Police blotter (balik-probinsya);				
11. Photo copy of ID of Trafficking in Person victim-survivor;				
12. Duly accomplished certificate of eligibility form				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Field office receives referral letter from the referring agency (LGU, International Social Services Office-ISSO, and other partner agencies);			one (1) month	RRPTP SWO II

2. RRPTP SWO II will conduct home visit, intake and assessment to Trafficking in Persons (TIP) victim-survivor;				
3. TIP victim-survivor will comply with all the requirements and submit it either to their respective MSWDOs, POO or directly to the field office;				
4. RRPTP SWO II will check the requirements and prepare Disbursement Vouchers and Obligation Request and submit it for approval of the concerned personnel;				
5. If check is ready, RRPTP SWO II personally release it to the cash unit.				

21. Issuance of Certification Declaring a Child as Legally Free for Adoption

Service Information

Office or Division:	Protective Services Division/ Community-Based Section-Recovery and reintegration Program for Trafficked persons (RRPTP)		
Classification:	Complex &Highly Technical		
Type of Transaction:			
Who May Avail:	Surrendered, Abandoned, Neglected and Foundling Children		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
For Surrendered Children			
1. Letter of Recommendation			
2. Letter of Application (Copy of the letter from CCA/LSWDO requesting issuance of CDCLAA			
3. Child Study Report (updated within the last 6 months)			
4. Notarized Deed of Voluntary Commitment			
5. Original Birth Certificate (LCR/SECPA Copy)			
6. Recent whole-body photograph			
7. Photograph of the child upon relinquishment/admission to agency			
8. Certificate of Notarial Act (if necessary)			
For Abandoned/Foundling/Neglected Children			

1. Letter of Recommendation				
2. Letter of Application (Copy of the letter from CCA/LSWDO requesting issuance of CDCLAA)				
3. Notarized Petition				
4. Written Certificate from radio/TV (aired in 3 different occasions)				
5. 1 newspaper publication				
6. Either of the following- police blotter/barangay certificate/certified true copy of tracing report issued by the Philippine National Red Cross (PNRC)				
7. Returned registered mail or copy of letter with registry receipt				
8. Birth certificate (if applicable)				
9. Recent whole-body photograph				
10. Photograph of the child upon relinquishment/admission to agency				
11. 11. Notice of Petition				
12. Certificate of Posting				
13. Child's Profile				
For foundling children with no Foundling Certificate) Additional Requirements				
1. Death Certificate of Birthparents (if deceased)				
2. Psychiatric/Psychological Evaluation Report (if birthparent/s is/are reported or diagnosed to be intellectually challenged)				
3. DVC of husband (if child is born out of extra-marital affair)				
4. Copy of Marriage contract or CENOR (if necessary)				
For Involuntary Committed Children (IVC)				
1. Certified true copies of all the documents previously submitted to court together with the Court Decision				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For Surrendered Cases				
1. Submission of the application for Adoption				PSD/ARRS
2. Review of Documents at ARRS Level				

3. If the documents are complete and sufficient a letter of recommendation will be prepared (if incomplete a memo letter will be given to CCA/LSWD for compliance)				
4. Transmittal of the child's dossier to Central Office				
For Abandoned/Foundling/Neglected Cases				
1. Submission of the application for Adoption				
2. Review of Documents at ARRS Level				
3. Preparation of the Notice of Petition				
4. Coordinate with the LSWDO where the child was found/abandoned for the posting of the Notice of Petition				
5. Secure Notice of petition from the LSWDO				
6. If the documents are complete and sufficient a letter of recommendation will be prepared (if incomplete a memo letter will be given to CCA/LSWD for compliance)				
7. Transmittal of the child's dossier to Central Office				

22. Eligibility Assessment of Prospective Foster Parent for Licensing And Issuance Of Foster Placement Authority

Service Information

Office or Division:	Protective Services Division/ Community-Based Section
Classification:	Complex & Highly Technical
Type of Transaction:	
Who May Avail:	1. Must be of legal age 2. Must be at least 16 years older than the Foster Child unless the applicant is a relative of the foster child

		3. Must have genuine interest, capacity and commitment in parenting the foster child and able to provide the foster child with familial atmosphere 4. Must have a healthy and harmonious relationship with each family member living with him/her 5. Must be of good moral character 6. Must be physically and mentally capable and emotionally mature 7. Must have sufficient resources to be able to provide for the family's needs; and 8. Must be willing to be trained or receive advice for the purpose of increasing or improving his/her knowledge, attitudes and skills in caring for a child		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. PROSPECTIVE FOSTER PARENT				
2. Home Study Report (prepared by a Licensed Social Worker with the following documents:				
3. Authenticated Birth Certificate (LCR/SECPA Copy);				
4. Marriage Certificate/ CENOMAR (LCR/SECPA Copy);				
5. Physical and Medical Evaluation (Medical Certificate) by a duly licensed physician;				
6. Barangay/Police Clearance;				
7. Proof of Income (if necessary)				
8. Three (3) Character References from non-relatives who have known the applicant's for at least 3 years;				
9. 3x5 sized photos of the applicants and his/her immediately family members (taken within 3 months); and				
10. Certificate of Attendance in Foster Care Forum				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Attendance to Adoption Forum			1 to 2 months	ARRS and COMMUNITY BASED SOCIAL WORKERS
2. File an application as Prospective Foster Parent & Submit all the				

documentary requirements				
3. Conduct of Eligibility Assessment to foster and preparation of home study report				
4. Issuance of Foster Care License				
5. Matching Conference				
6. Issuance of Foster Placement Authority				
7. Discharge Conference				

23. Eligibility Assessment on Adoption Of Court Referrals

Service Information

Office or Division:	Protective Services Division/ Community-Based Section
Classification:	Complex & Highly Technical
Type of Transaction:	
Who May Avail:	<ol style="list-style-type: none"> Any Filipino citizen of legal age, in possession of full civil capacity and legal rights; Of good moral character, has not been convicted of any crime involving moral turpitude; Emotionally and psychologically capable of caring for children; At least 16 years older than the adoptee, who is in a position to support and care for his/her children in keeping within the means of the family In addition to these qualifications required for Filipino Nationals, an Alien may adopt if: <ol style="list-style-type: none"> S/he is a citizen of a State which has diplomatic relations with the Philippines; Has been certified by his/her diplomatic or consular office or any appropriate agency that s/he is qualified to adopt in his country, and that his/her government will allow the adoptee to enter the adopter's country and reside there permanently as an adopted child; and Has submitted the necessary clearance and other certifications as may be required by the Department.
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
A. PROSPECTIVE ADOPTIVE PARENT A.1. Home Study Report (prepared by a Licensed Social Worker with the following documents:	

a. Authenticated Birth Certificate (SECPA Copy);				
b. Marriage Certificate/ CENOMAR (SECPA Copy);				
c. Written Consent to the Adoption by legitimate and adopted children if living with the applicant, who are at least 10 years old;				
d. Physical and Medical Evaluation (Medical Certificate) by a duly licensed physician;				
e. Psychological Evaluation Report;				
f. NBI Clearance;				
g. Proof of Income (including Proof of Savings) or any other documents show financial capability;				
h. Three (3) Character References from non-relatives who have known the applicant's for at least 3 years;				
i. 3x5 sized photos of the applicants and his/her immediately family members (taken within 3 months); and				
j. Affidavit of Guardianship.				
A.2. Certificate of Attendance in Pre-Adoption Forum/Seminar.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Attendance to Adoption Forum 2. File an application as Prospective Adoptive Parent & Submit all the documentary requirements 3. Conduct of Eligibility Assessment to Adopt 4. Preparation of home study report and Approval of Home Study Report. 5. Submission to Court per Court Order			3-6 MONTHS	ARRS and COMMUNITY BASED SOCIAL WORKERS

24. Eligibility Assessment of Prospective Adoptive Parents Applicants

Service Information

Office or Division:	Protective Services Division/ Community-Based Section
Classification:	Complex & Highly Technical
Type of Transaction:	1. Any Filipino citizen of legal age, in possession of full civil capacity and legal rights; 2. Of good moral character, has not been convicted of any crime involving moral turpitude; 3. Emotionally and psychologically capable of caring for children; 4. At least 16 years older than the adoptee, who is in a position to support and care for his/her children in keeping within the means of the family;
Who May Avail:	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Home Study Report (prepared by a Licensed Social Worker with the following documents:	
a. Authenticated Birth Certificate (SECPA Copy);	
b. Marriage Certificate/ CENOMAR (SECPA Copy);	
c. Written Consent to the Adoption by legitimate and adopted children if living with the applicant, who are at least 10 years old;	
d. Physical and Medical Evaluation (Medical Certificate) by a duly licensed physician;	
e. Psychological Evaluation Report;	
f. NBI Clearance;	
g. Proof of Income (including Proof of Savings) or any other documents show financial capability;	
h. Three (3) Character References from non-relatives who have known the applicant's for at least 3 years;	
i. 3x5 sized photos of the applicants and his/her immediately family members (taken within 3 months); and	

j. Affidavit of Guardianship.				
2. Certificate of Attendance in Pre-Adoption Forum/Seminar.				
3. Adoptive Family Profile.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Attendance to Adoption Forum			3 to 6 months	ARRS and COMMUNITY BASED SOCIAL WORKERS
2. File an application as Prospective Adoptive Parent & Submit all the documentary requirements				
3. Conduct of Eligibility Assessment to adopt and preparation of home study report				
4. Matching Conference				
5. Placement				
6. Filing of Petition for Adoption				
7. Court Proceedings				
8. Render of Judgement				
9. Finalization of Adoption and Issuance of Adoption Decree				
10. Issuance of Amended birth certificate				

25. Provision of Financial Assistance and Other Interventions to Distressed and Repatriated Overseas Filipino Workers

Service Information

Office or Division:	Protective Services Division/ Community-Based Section
Classification:	Complex & Highly Technical
Type of Transaction:	Distressed/Repatriated and Undocumented Overseas Filipinos and their families
Who May Avail:	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Travel Documents/ Passport	

2. Referral Letter from POLO-OWWA/ Embassy signed by the SWATT				
AICS				
a. Medical Assistance: Photocopy of Medical Certificate/ Clinical Abstract, Photocopy of prescription, Photocopy of Laboratory Requests, Original Hospital Bill, Original Copy of Certificate of Indigency/Residency, 2 Photocopies of Valid ID				
b. Educational Assistance: Certificate of Enrollment/Assessment form, Photocopy of School ID, Original Copy of Certificate of Residency/Indigency, Photocopy of Valid ID				
c. Burial Assistance: Photocopy of Registered Death Certificate, Original Funeral Contract, Photocopy of Permit to Transfer/Health Permit, Original Copy of Certificate of Residency/Indigency, Photocopy of Valid ID				
d. Transportation Assistance: Original Copy of Certificate of Residency/Indigency, Valid ID, Police Blotter				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client will present to security guard his/her documents then the guard will refer to ISSO Focal/ Alternate Focal			5 minutes	ARRS and COMMUNITY BASED SOCIAL WORKERS
2. Client will be oriented by the ISSO Focal/ Alternate Focal about the programs and services of the department which he/she can avail and its documentary requirements.			5-10 minutes	
3. Client will present his/her documents to ISSO Focal/ Alternate Focal and he/she will be interviewed thru the use of General Intake Sheet form and he/she will sign the form after. If the client does not have the complete documents, he/she will be given a schedule where he/she shall comply the			20-30 minutes	

complete documentary requirements.			5 minutes	
4. Client will sign to the Certificate of Eligibility which will be filled out by the interviewer.				
5. Client's documents will be approved to the head of AICS.			5 minutes	
6. Client will proceed to Cash Unit to claim his/her cash.			5 minutes	
7. The ISSO Alternate Focal will conduct Home Visit for monitoring services and will be referred to his/her respective C/MSWDO for other support and aftercare services.			45 minutes - 1 hour	

26. Provision of Assistive Devices and Other Interventions to Persons with Disability

Service Information

Office or Division:	Protective Services Division/ Community-Based Section			
Classification:	Complex & Highly Technical			
Type of Transaction:				
Who May Avail:	Persons with Disability			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
1. Social Case Study from C/MSWDO				
2. Barangay Indigency				
3. Medical Certificate				
4. Photocopy of PWD ID				
5. Whole body picture of the client				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of the complete requirements		none	maximum of 5 days	
2. Review of the submitted documentary requirements by the PWD Focal Person				
3. If there is incomplete document, the beneficiary/representative will be notified to comply				

4. Preparation and approval of the Requisition and Issue Slip (RIS)				
5. Release of the assistive device				

27. Resolution of Presidential 8888 Complaints

Service Information

Office or Division:		Administrative Division/ Records Management Section In Close Coordination With Concerned Division/Unit/Program		
Classification:		Complex		
Type of Transaction:				
Who May Avail:		Anyone with valid complaint		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter and 8888 Hotline Ticket endorsed by the OSEC Grievance Desk (DSWD Central Office)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receipt of 8888 Hotline Ticket and letter forwarded by OSEC Grievance Desk (DSWD Central Office)			72 hours	8888 Hotline Ticket Focal Person/ ORD/ Concerned Division/Section/ Unit
2. Forward to the ORD				
3. Forward letter to concerned Division/ Section/Unit				
4. Concerned office to prepared response addresses to the OSEC Grievance Desk/ 8888 Focal Person and the concerned citizen				

28. Admission to RRCY

Service Information

Office or Division:		Administrative Division/ Records Management Section in Close Coordination with Concerned Division/Unit/Program
Classification:		Complex and Highly Technical
Type of Transaction:		
Who May Avail:		Male, CICL Convicted and placed on suspended sentence, no addiction related concerns.

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter and 8888 Hotline Ticket endorsed by the OSEC Grievance Desk (DSWD Central Office)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive and review of documents.			72 hours	8888 Hotline Ticket Focal Person/ ORD/ Concerned Division/Section/ Unit
2. Conduct admission conference (Orientation, Discussion of disposition on the case, identifying task of each team member)				
3. Body Inspection				
4. Intake interview				
5. Endorsement to House parent for orientation of house rules and room assignment.				
6. Preparation of Social Case Study Report (Formulation of SCSR)				
7. Implementation of Intervention Plan				
8. Evaluation/Assessment of rehabilitation				
9. Discharge Planning				
10. Termination of the case/Discharge Conference				
11. After Care service				

29. Admission to RSCC

Service Information

Office or Division:	Administrative Division/ Records Management Section in Close Coordination with Concerned Division/Unit/Program
Classification:	Complex and Highly Technical
Type of Transaction:	
Who May Avail:	Male/Female; 0-6 yrs. old (no issue of severe special needs like hydrocephalus, downs)

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
1. Referral letter, Social case study reports					
2. Court order if applicable					
3. Police blotter					
4. Medical clearance/certificate					
5. Laboratory results					
6. Newborn screening results					
7. Expanded NBS for those with previous NICU concerns					
8. Birth certificate/certificate of foundling if applicable					
9. Public Service Announcements for foundlings/abandoned;					
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Pre-admission conference (review of submitted documents and assessment of illegibility for admission);			6 months to 1 year for reunification to family;	RSCC staff	
2. Admission conference (Identification of roles and responsibility of every intervention team);			1 year to 3 years if for adoption		
3. Nurse on duty conduct physical check and vital signs;					
4. Supervising Houseparent identify room assignment, provide basic needs of the child;					
5. Center Head assign the case to specific case manager;					
6. Case Manager conduct home visit, collateral interviews and prepare Social Case Study Report with Intervention Plan;					

7. Implementation of intervention plan (If for reunification, request Parenting Capability Assessment of identified family, if for adoption follow the process for issuance of CDCLAA, local adoption and intercountry adoption, Provision of stimulating activities and medical/health needs of the child);				
8. Assessment of intervention provided; Social preparation of the child for eventual reintegration to his/her family or reintegration to his/her adoptive family; 9. Preparation of discharge documents 10. Actual entrustment of the child to the family or adoptive family.				

30. Admission to Haven

Service Information

Office or Division:		Administrative Division/ Records Management Section in Close Coordination With Concerned Division/Unit/Program		
Classification:		Complex and Highly Technical		
Type of Transaction:				
Who May Avail:		Women and Girls victim-survivors of gender-based violence (no issues on mental illness such as psychosis, schizophrenia etc. needing psychiatric treatment)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Referral letter, Social case study report				
2. Court order (if needed),				
3. Medical clearance/certificate				
4. Pregnancy test				
5. School records				
6. Birth certificate				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive and review of documents for assessment of eligibility for admission to the center.				

2. Admission conference (orientation of programmed services along medical, social, legal, psychological, educational; identified tasks of intervention team players; introduction to all staff and clients in care to establish rapport and trusting environment.				
3. Nurse on duty conduct physical check and vital signs, social worker conduct intake interview endorsed to houseparent for provision of clothing and personal care items for hygienic purposes, orientation of house rules and bed assignment.				
4. Preparation of social case study report within 5 days upon admission and comprehensive social case study after 1 month stay (update intervention plans as needed during implementation.				
5. Evaluation as basis for discharge plan (coordinate with partner LGU to request Parenting Capability Assessment report (PCAR)				
6. Preparation of discharge documents (submit client for medical check-up for medical clearance)				
7. Discharge contract as basis for after care services duly signed by all concerned party				
8. Discharge program/ceremony				
9. Follow-up quarterly progress report for a period of 1 year.				
10. Termination of case management.				

31. Request for Technical Assistance for Program Development & Sectoral Concerns and for Completed Social Technologies

The Social Technology Unit provides technical assistance on program development and sectoral concerns and completed social technologies as requested.

Office or Division:	Social Technology Unit (STU)			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizens G2G – Government to Government			
Who may avail:	National Government Agencies, Local Government Units, Civil Society Organizations, Non-Government Organizations, Office/Division/Section/Units in the Field Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly-signed letter request 2. Evaluation Form for Technical Assistance Provided		1. Requesting party may draft their own letter request as per their preferred template 2. Evaluation Form shall be secured from STU		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requesting party shall write an official request for technical assistance (TA) to the Regional Director, attention to the STU Head and provide the details of the TA being requested from the STU and have it received by the Records Section of the Field Office.	1.1. Receive and record in the e-DTMS the official request and forward the document to the Office of the Director for appropriate action.	None	15 minutes	Records Officer
	1.2 Receive, record, and forward to the Regional Director or his/her alternate the official request for review and notation as to action required from ODSUs.	None	1 day	Office of the Regional Director Staff
	1.3 Receive, record, and forward the official request with notation from the ORD to STU Head for appropriate action.	None	5 minutes	STU admin staff
	1.4 STU Head to assess the TA request and conduct initial coordination with the requesting party as to the details of the request. The form/s of TA (i.e. training,	None	15 days	STU Head and STU Focals

	coaching, mentoring) to be provided shall also be agreed upon, including the schedules of the provision of TA. Actual technical assistance provision shall follow. Continuation or supplement sessions, as necessary, shall also be provided.			
2. Requesting party shall fill-up the Evaluation Form for TA provided	Provide a copy of the Evaluation Form and retrieve from the client the accomplished form	None	3 days	STU Admin Staff
TOTAL			19 days & 20 minutes	

32. Provision of Data, Information and Social Technology Materials

The Social Technology Unit provides data, information and materials that the Bureau has developed and/or generated, i.e., based on the result of the pilot implementation of ST projects or completed social technologies. Data and materials may include reports, disaggregated data for identified sector, status of social technologies, copies of manuals, IEC materials, researches, project portfolio and other ST-produced knowledge products.

Office or Division:	Social Technology Unit			
Classification:	Highly Technical			
Type of Transaction:	G2C-Government to Citizen G2G-Government to Government			
Who may avail:	National Government Agencies, Local Government Units, Non-Government Organizations, Civil Society Organizations, People's Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Official letter request 2. Template for the data requirement (if any)		From the requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requesting party shall write an official request for technical assistance (TA) to the Regional Director, attention to the STU Head and provide the details of the TA being requested from the STU and have it received by the Records Section of the Field Office.	1.1. Receive and record in the e-DTMS the official request and forward the document to the Office of the Director for appropriate action.	None	15 minutes	Records Officer
	1.2 Receive, record, and forward to the Regional Director or his/her alternate the official request for review and notation as to action required from ODSUs.	None	1 day	Office of the Regional Director Staff

	1.3 Receive, record, and forward the official request with notation from the ORD to STU Head for appropriate action.	None	5 minutes	STU Admin Staff
	1.4 STU Head to assess the TA request and conduct initial coordination with the requesting party as to the details of the request.	None	1 hour	STU Head
	1.5 STU Head prepares the data as requested based on the template provided and forwards the document to the STU Admin staff for official transmittal preparation.	None	3 days	STU Head
	1.6 STU Admin staff prepares the transmittal, record in the e-DTMS and forward the document to ORD for signature.	None	30 minutes	STU Admin Staff
	1.7 The ORD facilitates the signing of the document and record it in the e-DTMS prior to its return to the STU.	None	1 day	Office of the Regional Director Staff
	1.8 The STU Admin staff receives the signed document from the ORD and sends the data request to the requesting party.	None	30 minutes	STU Admin Staff

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Ang mga feedback ay maipapaabot sa pamamagitan ng mga client satisfaction feedback forms na naibibigay sa mga kliente ng ahensya sa araw araw.
How feedbacks are processed	Ang lahat ng mga feedbacks ay naipapaabot sa manehamyento ng ahensya tuwing lunes sa pamamagitan ng presentasyon ng mga ito sa Peptalk na isinasagawa tuwing araw ng Lunes.
How to file a complaint	Maaring tumawag sa mga sumusunod na contact numbers: 0908-8816565 o sa landline 1-6565 o mag-log-in sa http://www.contactcenterngbayan.gov.ph
How complaints are processed	<p>Collection the following information from client's complaint, request for assistance, query, suggestion or commendation thru a portal in the internet:</p> <ul style="list-style-type: none"> • Full Name • Gender • Contact Information (mobile, telephone number or email address) • City/Location • Incident Details <p>All collected information will be utilized for documentation and processing purposes. As a matter of procedure, these will be forwarded as verbatim details of feedbacks as reported thru internet portal to the concerned government agency/office for appropriate action and response.</p> <p>CCB shall provide the agency with the client's information, such as name and contact details, except anonymity is requested. Client may also be contacted for additional details on feedbacks or provide updates on the action taken by the concerned government agency/office.</p>
Contact Information of CCB, PCC, ARTA	Maaring tumawag sa mga sumusunod na contact numbers: 0908-8816565 o sa landline 1-6565 o mag-log-in sa http://www.contactcenterngbayan.gov.ph

Office	Address	Contact Information
DSWD FOV	PBN, Magnolia Street, Buraguis, Legazpi City	820-1309

Field Office V

Internal Services

1. Acceptance of Employment Application Requirements

For posted job vacancies, job application requirements are being submitted by interested applicants to the Agency via walk-in or email as the first step for possible job placement in the future.

Office or Division:	Human Resource Management and Development Division			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All interested applicants for the vacant positions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application letter indicating the position applied for and addressed to the Regional Director		Applicant		
2. Updated and properly accomplished Personal Data Sheet (PDS) with recent passport size picture (CSC Form 212, revised 2017)		Form downloadable at www.csc.gov.ph		
3. Updated and properly accomplished Work Experience Sheet (CSC Form 212 Attachment)		Form downloadable at www.csc.gov.ph		
4. Photocopy of Transcript of Records and Diploma		School last attended		
5. Certificate of Employment (duly certified by the Human Resource Management Officer or authorized official of the previous employers; and		Previous and present employers		
6. Duly signed Individual Performance Contract Review (IPCR) for internal applicants or its equivalent for external applicants for two (2) consecutive rating period		Human Resource Office of the present employer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. For walk-in applicants, submit directly to HRMDD the requirements of the position applying for (stated in the Job Posting) and for application online, scan all the documents and send to DSWD official email at hrdu.dswdfo5@gmail.com with subject "APPLICATION FOR _____"	1.1 For walk-in application, receive the application letter and the receiving copy (if there is any) and check the completeness of the supporting documents; for application online, an automated reply acknowledging the email will receive by the applicants; check the attached documents and if there is lacking, immediately inform the applicant to send the lacking document.	None	10 minutes	AA II/Human Resource Planning and Performance Management Section
TOTAL		None	10 minutes	

2. Issuance of Certification of Rating

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

Office or Division:	Human Resource Management and Development Division			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Former and current employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of request from the employee indicating the covered rating period		Requesting party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present to HRMDD the letter of request	1.1 Check the employee record and prepare the request using the prescribed template	None	10 minutes	AO II/Human Resource Planning and Performance Management Section
	1.2 Let the highest Human Resource Management Officer or authorized representative review and sign the Certification of Rating	None	2 minutes	AO V/HRMDD OIC, Chief; HRPPMS Section Head
2. Claim the requested document	2.1 Hand the Certification rating to the	None	1 minute	HRPPMS Staff

Serbisyong Oragon sa Lahat ng Panahon

	requesting party or individual			
TOTAL		None	13 minutes	

3. Issuance of Special Order/Memorandum Order

Regional Special Order gives authority to all employees concerning to actions such as but not limited to designation and movement of officials and employees, overtime payment for the services rendered on weekends, holidays and beyond office hours, Compensatory Day-Off/Time-Off, attendance to meetings and trainings, special reinforcement/augmentation and other activities of the office (official travel).

Office or Division:	Human Resource Management and Development Division			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All officials and employees of the Department			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of request from the end-user or requesting office duly approved by the immediate supervisor/Division Chief		End-user/requesting Division, Section, Unit or Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit to HRMDD the request for Special Order/Memorandum Order	1.1 Check and review the request as to accuracy and completeness of data	None	5 minutes	HRPPMS Staff
	1.2 Prepare the Special Order/Memo Order using the prescribed template	None	10 minutes	HRPPMS Staff
	1.3 Let the highest Human Resource Management Officer or authorized representative	None	2 minutes	AO V/HRMDD OIC, Chief; HRPPMS Section Head

	e review and initial the document			
	1.4 Record and transmit the document to the Office of the Regional Director or OIC for signature	None	5 minutes	HRPPMS Staff
	1.5 Office of the Regional Director to forward the signed SO/MO to the Record Section for assigning of SO/MO No.	None	15 minutes	ORD Staff
2. Claim the copy of the SO/MO	2.1 Record Section to assign number in the SO/MO and furnish one (1) copy to HRMDD and route the copies to the concerned employees/end-user/requesting party	None	15 minutes	Record Section Staff
TOTAL		None	52 minutes	

4. Acknowledgment for Letter of Resignation, Transfer and Retirement

Acknowledgment letter from HRMDD is required to proceed and secure clearance from the Agency.

Office or Division:	Human Resource Management and Development Division			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Outgoing officials and employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of resignation/letter of transfer to other agency/intent letter of retirement duly signed by the requesting individual and approved by the Regional Director		Requesting parties		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit to the HRMDD request letter	1.1 Check and review the request	None	5 minutes	HRPPMS Staff
	1.2 Prepare the Acknowledgment Letter	None	5 minutes	HRPPMS Staff
	1.3 Let the highest Human Resource Management Officer or authorized representative review and initial the document	None	2 minutes	AO V/HRMDD OIC, Chief; HRPPMS Section Head
	1.4 Record and transmit the document	None	5 minutes	HRPPMS Staff

	to the Office of the Regional Director or OIC for signature			
	1.5 Office of the Regional Director to return the approved document to HRMDD	None	15 minutes	ORD Staff
	1.6 HRMDD to receive and record the approved document	None	15 minutes	Record Section Staff
2. Claim the copy of the document	2.1 Let the end-user/requesting part/individual sign in the logbook as a proof of receiving the document and hand directly the document.	None	5 minutes	HRPPMS Staff
TOTAL		None	52 minutes	

5. Conduct of In-House Trainings

Proposed trainings are based on the submitted Individual Development Plan (IDP) of all employees to L&D Section and the Competency/Learning Needs Assessment which is based on the Individual assessment of the employee and assessment of the Training Specialist in relation to the results of the conducted LNA/CNA.

Office or Division:	Human Resource Management and Development Division			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Instructional Design, Implementation Matrix, and Training Activity Plan		form downloadable at bit.ly/ldsforms		
2. Copy of Proposal		End-User & L&D Implementer		
3. Program Flow		End-User & L&D Implementer		
4. List of Learners, Training Team, Learning Service Provider's Profile		End-User & L&D Implementer		
5. List of Materials needed		End-User & L&D Implementer		
6. Pre and Post Test Questions		from the Learning Service Provider		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. L&D Implementers will have to ensure that trainings to be conducted are included in the Work and Financial Plan and Project Procurement and Management Plan (PPMP)		None	2 minutes	End-User / L&D Implementer

2. Submit all the needed requirements directly to the Learning and Development Section	2.1 Assess the necessity of the training to the recommended participants based on their Individual Development Plans (IDPs) and on their job descriptions. It should be directly in relation to the discharge of their duties.	None	30 minutes	Training Specialist I / Head of the Learning and Development Section
	2.2 Prepare the needed documents and materials for the conduct of the training (Prepare google forms for pre & post-test, training evaluation, printing of certificates, attendance sheet)	None	1 day	AA I / Learning and Development Section
	2.3 Ensures that the detailed activity plan is followed during the conduct of the training. Conduct of at least 1st level evaluation	None	Whole duration of the activity	Training Specialist I / Head of the Learning and Development Section

	2.4 Conduct of at least 1st level evaluation	None	15 minutes	Training Specialist I / Head of the Learning and Development Section
	2.5 Awarding of Certificates to Participants and Learning Service Provider	None	15 minutes	Training Specialist I / Head of the Learning and Development Section
	2.6 Prepare Honorarium Voucher payment for the Learning Service Provider (if not a DSWD Employee)	None	15 minutes	AA I / Learning and Development Section
TOTAL		None	1 day, 1 hour and 17 minutes	

6. Facilitate Request to Attend to Specialized Trainings

The office provides appropriate opportunities for specialized trainings to enable employees to function more effectively and be kept abreast with recent developments in specific areas affecting their jobs and career.

Note: Employees who are under Contract of Service and Job Order are allowed to attend to in-house trainings or specialized training offered for free only.

Office or Division:	Human Resource Management and Development Division
Classification:	Simple
Type of Transaction:	G2C
Who may avail?	Permanent, Casual, Coterminous, Contractual employees of the Department

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished L&D Nomination form duly signed by the Division Chief/nominating Officer		form downloadable at bit.ly/ldsforms		
2. Copy of invitation letter from the inviting agency or center		Website of the Training Agency or Center		
3. Feedback Report, Learning Application Plan (LAP) to be submitted within 15 days after the activity		form downloadable at bit.ly/ldsforms		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Employee accomplishes the L&D Nomination Form duly signed by the Division Chief and Certified by Budget Officer on the availability of funds	1.1 Receives application	None	1 minute	RPDC Secretariat
	1.2 Convenes RPDC	None	4 hours	RPDC Secretariat
	1.3 Prepare Special Order	None	2 minutes	RPDC Secretariat
	1.4 Confirm nominated employee to the inviting agency/center	None	10 minutes	RPDC Secretariat
	1.5 Prepare Voucher for payment of Registration	None	15 minutes	RPDC Secretariat

	1.6 Sends validated copy of LDDAP-ADA to the inviting agency or if in cheque, the nominee shall receive it from the Cash Section	None	1 minute	RPDC Secretariat
2. Participant to secure receipt of payment from the inviting agency/center to be submitted to the LDS	2.1 LDS will forward the receipt to the Cash Section	None	1 minute	RPDC Secretariat
3. If nominee is not available on the scheduled date and replacement is allowed, a replacement should be recommended as soon as possible or not later than one (1) week, if still applicable, before the scheduled date of the training.	3.1 Amend Special Order for the change of participant and updates the LDS Database	None	2 minutes	RPDC Secretariat
4. If substitution is not allowed, and a replacement	4.1 RPDC will convene and conduct assessment on the	None	4 hours	RPDC Secretariat

has not been timely made, a justification should be submitted to RPDC.	justification submitted.			
TOTAL		None	8 hours and 32 minutes	

7. Application for Educational Support Program for DSWD Employees (Scholarship, Study Leave, Official Time, Fund Augmentation)

Provision of Educational scholarships and other short-term courses/training programs offered by established universities and/or other foreign institutions is part of the staff development program to all Permanent, Casual, Coterminous and Contractual employees to ensure employee's professional growth.

Office or Division:	Human Resource Management and Development Division		
Classification:	Simple		
Type of Transaction:	G2C		
Who may avail:	All Permanent, Casual, Coterminous and Contractual employees who have rendered 2 years in service and must have assumed and performed current function for at least one (1) year at the time of application; With at least Very Satisfactory Performance rating for the last two (2) consecutive rating periods; without pending administrative and or criminal case at the time of application; without current service obligation from previous scholarship or other educational assistance availed of except for those who will be taking professional examinations for the first time; Without pending local or foreign scholarship / training applications;		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Educational Program Application Form		can be downloaded at bit.ly/ldsforms	
2. Letter of intent addressed to the RPDC recommended by the Immediate supervisor, approved by the Regional Director		Applicant	

3. Other forms required by the inviting agency	official website of the inviting agency/center			
4. Proposed workplan indicating the arrangements to be made duly conformed by the applicant, identified successor or personnel that would take on the workload, and the Head of OBS <i>(For applications on programs that the applicant will not be able to report to office during the duration of the program course)</i>	Applicant			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Seeks approval from the immediate supervisor with concurrence of the Regional Director along with the other needed documents required	1.1 RPDC Secretariat receives all applications and prepares matrix	None	20 minutes	RPDC Secretariat
	1.2 RPDC Chair and Members convene, deliberate and screens all applications	None	4 hours	RPDC Members
	1.3 Prepares resolution (If approved)	None	30 minutes	RPDC Secretariat
	1.4 Prepares regret letter to applicants (if disapproved)	None	15 minutes	RPDC Secretariat
	1.5 Submit documents to PDC in Central Office	None	15 minutes	RPDC Secretariat

	through records Section			
	1.6 Provides Copy to PDC Central Office (for Rank-and-File applicants on Study Leave only)	None	15 minutes	RPDC Secretariat
	1.7 PDC shall deliberate and prepare resolution	None	30 minutes	RPDC Secretariat
	1.8 Prepare regret letter to disapproved request	None	15 minutes	RPDC Secretariat
2. Sign Scholarship Contract once accepted in the program	2.1 Facilitate signing of Contract and notarization	None	30 minutes	RPDC Secretariat
TOTAL		None	6 hours and 50 minutes	

8. Issuance of Certificate of Employment (COE)/Service Record/Certificate of Remaining Leave Credits

Certificate of Employment is being issued upon request of the former or current employees for reference, loan, employment purposes, etc.

Office or Division:	Human Resource Management and Development Division - Personnel Administration Section
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Former and current employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE

1. Letter of request from the employee		Requesting party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present to HRMDD the letter of request	1.1 Check the employee record and prepare the request using the prescribed template	None	10 minutes	PAS staff assigned/program
	1.2 Let the highest Human Resource Management Officer or authorized representative review and sign the Certificate of Employment/Service Record/Certificate of Remaining Leave Credits	None	2 minutes	AO V/HRMDD OIC, Chief; PAS Section Head
2. Claim the requested document	2.1 Hand the Certificate of Employment/Service Record/Certificate of Remaining Leave Credits to the requesting party/individual	None	1 minute	PAS staff assigned/program
TOTAL		None	13 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Accomplish the Client Satisfaction Feedback form available in the front desk and submit it to Officer of the Day assigned.
How feedback is processed	<p>HRMDD will review the feedback and forward this to appropriate Unit/Section of the Office.</p> <p>Feedback received from the public will be used as reference for process and service improvements.</p>
How to file a complaint	Accomplish the Client Satisfaction Feedback form available in the front desk and submit it to Officer of the Day assigned.
How complaints are processed	<p>HRMDD will review the complaint and start the investigation and forward the complaint to the concerned Unit/Section for their explanation.</p> <p>HRMDD will create a report after the investigation and shall submit it to the Regional Director for appropriate action.</p>
Contact information of CCB, PCC, ARTA	<p>Contact Center ng Bayan 0908-8816565</p> <p>Anti-Red Tape Authority 8478-5091 / 8478-5093 / 8478-5099</p>