



CITIZEN'S CHARTER HANDBOOK (EXTERNAL)

CY 2020

I. Mandate:

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

II. Vision:

The Department of Social Welfare and Development envisions all Filipinos free from hunger and poverty, have equal access to opportunities, enabled by a 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:

We are committed to provide quality, prompt, and courteous service from Mondays to Fridays, 8:00 A.M. to 5:00 P.M., without noon breaks and thereby ensure that all applicants or requesting parties who are within the DSWD premises prior to the end of the official working hours and during lunch break shall be attended to. In view of this, we shall ensure availability of Officers-in-Charge of our frontline services at all times for consultation and advice. Furthermore, we shall endeavor to complete transactions within the day and in the event that we are unable to do so, we shall inform you promptly of our actions taken so far and clearly explain the reason/s for such delay. We shall appreciate any positive or negative feedback regarding our services, facilities, and personnel. All these we pledge for the best interest of the clients/customers we serve.

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DSWD Field Office IV-A

Frontline Services – Promotive Services Division

1. Grievance Resolution

Office or Division:	4Ps – Grievance Redress System			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Grievance / Request and Inquiry Form		Grievance Redress System – 1 st floor, Mahusay Bldg. DSWD Field Office CALABARZON		
Pantawid Pamilya ID				
Evidence/s, if applicable				
CLIENT STEPS	AGENCY ACTIONS	FEE S TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBL E
1. Sign in the client logbook in the office lobby 1.1 Give ID Card to Guard on Duty	1. Give the logbook to the client with pen 1.1 Secure the client's ID	None	2 Minutes	<i>Guard on duty</i>
2. Get a grievance form	2.1 Give the grievance form/request and inquiry form	None	1 Minute	<i>Regional Grievance Officer / Project Development Officer I - ICTA</i>
3. Accomplish the grievance	3. Ensure that grievance form/request and inquiry form is complete and properly filled out	None	2 Minutes	<i>Regional Grievance Officer / Project Development Officer I - ICTA</i>
4. Provide additional and complete details of the complaint	4.1 Check the status of the beneficiary who is being complained in the Pantawid Pamilya Information System	None	30 Minutes	<i>Regional Grievance Officer / Project Development Officer I - ICTA</i>

	4.2 Interview the client and write down other pertinent details in the grievance form			
5. None	5.1 Explain to the client the process of resolving complaints.	None	10 Minutes	<i>Regional Grievance Officer / Project Development Officer I - ICTA</i>
6. None	6.1 Inform the client of the documentary requirements needed, if any, to resolve their complaint.	None	3 Minutes	<i>Regional Grievance Officer / Project Development Officer I - ICTA</i>
7. Secure the acknowledgment / follow up slip *Client may contact the number provided in the slip for follow-up	7.1 Detach the acknowledgment/ follow up slip from the grievance form and give it to the client. 7.2 Advise the client that they will be contacted on the number provided in the form should there be additional information needed and/or to provide feedback/update on the case.	None	2 Minutes	<i>Regional Grievance Officer / Project Development Officer I - ICTA</i>
8. None	8.1 The worker to record the filed grievance in the	None	5 Minutes	<i>Regional Grievance Officer / Project Development Officer I - ICTA</i>

	GRS Monitoring Matrix.			
9. None	9.1 The worker to craft an endorsement email to the assigned Provincial Operations Office with an attached copy of the accomplished Grievance/Request and Inquiry form.	None	5 Minutes	<i>Regional Grievance Officer / Project Development Officer I - ICTA</i>
TOTAL		None	60 Minutes	

DSWD Field Office IV-A

Frontline Services – Protective Services Division

2. Assistance to Individuals in Crisis Situation

Serves as a social safety net or a stop-gap mechanism to support the recovery of individuals and families from unexpected crisis such as illness or death of a family member, natural and human-made disasters, and other crisis situation

Office or Division:	Crisis Intervention Section, Protective Services Division
Classification:	G2C – Government to Citizen G2G – Government to Government
Type of Transaction:	Assistance to Individuals in Crisis Situation (AICS)
Who may avail:	The beneficiaries of the program shall be any constituent of a congressional district of any local government who sought assistance directly or are referred to the Crisis Intervention Section of DSWD Central Office, Field Offices and/or DSWD Satellite offices. Priority shall be given to families who are indigent, vulnerable and disadvantaged or those in the informal sector, and others who are in the crisis situation based on assessment of Social Workers.
<div>CHECKLIST OF REQUIREMENTS</div> <div>WHERE TO SECURE</div>	
<div>1. TRANSPORTATION ASSISTANCE</div> <div>- Any valid identification card of the client/person to be interviewed; and</div> <div>- Police blotter or certification; or</div> <div>- Other supporting documents such as but not limited to justification of the social worker, medical cert., death cert., court order/subpoena</div>	<div>Police Station</div> <div>Social Worker</div> <div>Hospital</div> <div>Local Civil Registrar</div> <div>Regional/Municipal Trial Court</div>
<div>2. MEDICAL ASSISTANCE</div> <div>- Any valid ID of the client/person to be interviewed; and</div> <div>- SCSR that the client is in crisis situation issued by DSWD and LSWD or Case Summary issued by Medical SW for availment of services more than P5,000</div> <div>- Medical Certificate or Abstract with date of issuance, complete name, signature and license number of the attending physician (issued w/in 3mos); and</div> <div>- If payment of hospital bill = Hospital bill/ statement of account with complete name and signature of Billing Clerk</div> <div>- If for medicines/assistive devices = Prescription w/date of issuance,</div>	<div>City/Municipal Social Welfare and Development Office (C/MSWDO)</div> <div>Hospital/Dialysis Center</div> <div>Hospital/Clinic</div> <div>Hospital/Clinic</div>

complete name, signature and license number of attending physician - If for medical procedures = Laboratory requests w/date of issuance, complete name, signature and license number of attending physician		Hospital/Clinic		
3. BURIAL ASSISTANCE - Any valid ID of the client/person to be interviewed; and - Death certificate or certification from the Tribal Chieftain/ Imam/ Doctor/ authorized medical practitioner in the absence of death certificate; and - Funeral contract (except for Muslim & IPs performing customary practices) - Transfer permit (for transfer of cadaver)		Local Registrar Funeral Homes/Services City/Municipal Health Office		
4. EDUCATIONAL ASSISTANCE - Any valid ID of client/person to be interviewed; and - Enrollment assessment form or certificate of enrollment or registration; and - Validated school ID of the student/ beneficiary; and - Statement of account for college students		School/University/Colleges School/University/Colleges School/University/Colleges		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client logbook in the guard house	The security guard facilitates client's registration in the logbook and issue number to the client.	None	2 minutes	Security Guard
2. Client submit the required documents to the social worker for verification.	The social worker review the necessary documents for the requested assistance and match the basic information of the client in the Crisis	None	3 minutes	Social Worker

	Intervention Monitoring System (CrIMS), online database used to verify the previous assistance provided to client			
3. Client provide necessary information on the requested assistance supported by the submitted requirements to the social worker.	The social worker conduct interview and assessment supported by the necessary documents submitted by the client and shall be the basis of provision of assistance. Counseling and referrals to concerned office/agency are given if necessary.	None	15-20 minutes	Social Worker
4. Release of assistance of the client by the SDO/social worker.	<p>a. Minimal Outright Assistance -The Special Disbursing Officer (SDO) facilitate the signing of payroll and acknowledgement receipt (AR) of the client and release the cash assistance.</p> <p>b. Guarantee Letter (GL) -The social worker prepares the GL and facilitates signing and release of approved GL.</p>	None	<p>As scheduled based on the availability of cash</p> <p>30 minutes to 1 hour</p>	Special Disbursing Officer (SDO)/Social Worker

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback?	Clients may send their feedback by accomplishing the client satisfaction survey form
How feedbacks are processed	Client satisfaction survey forms are reviewed quarterly and are included in the client satisfaction survey report presented to the Good Governance Committee every quarter and is reported every Semester.
How to file a complaint	For online submission of complaints, the complainant may send a formal letter to the Office of the Regional Director via the records section or email to dswdfo4a_mrecords@yahoo.com. For walk-in clients, complainants may discuss the complaint to the staff assigned at the Public Assistance and Complaint Desk (PACD) located at the Mahusay Building.
How complaints are processed	
Contact Information of ARTA, PCC, and CCB	ARTA: complaints@arta.gov.ph 1-ARTA (2782) PCC: 8888 CCB: 0908-881-6565 (SMS)

3. Minors Traveling Abroad

Travel Clearance is issued only to Filipino minors travelling abroad unaccompanied by their parent/s exercising parental authority and those minors accompanied by a person other than minor's parent/s. No minor below 13 years of age shall be allowed to travel alone.

Office of Division:	Protective Services Division		
Classification:	G2C – Government to Citizen		
Type of Transaction:	Simple		
Who may avail:	1. The minor's parent/ legal guardian; the minor's traveling companion; a duly authorized representative of the parent/s within the 4th degree of consanguinity or affinity, legal guardian supported by an authorization letter with valid ID		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1 Duly Accomplished n			
1 Photocopy of birth certificate of minor (SECPA); if late registered, 1 Baptismal Certificate or Form 137		Philippine Statistics Authority Church where the minor was baptized and school attended	
1 Photocopy of passport of minor (if available)		Department of Foreign Affairs	

1 Photocopy of Marriage Certificate of minor's parents	Philippine Statistics Authority
2 Original colored (white, red, or blue background) passport size photos of the minor taken within the last six (6) months. No scanned pictures will be accepted	Photo studio
1 Photocopy of valid identification card (ID) of both parents with specimen signature; if parents are working abroad, a copy of valid passport and valid visa with specimen signature	Any government office
1 Notarized affidavit or written consent of both parents or solo parent or legal guardian	Notary public in the Philippines/Philippine Embassy for parents working abroad (for Notarized affidavit)
1 Photocopy of the valid passport of travelling companion	Department of Foreign Affairs
<i>Additional requirements for minors under special circumstances:</i>	
For minor who is illegitimate 1 Certificate of No Marriage of mother or; 1 Valid solo parent identification card or a certification of being solo parent (assessment report of the LSWDO as attachment)	Philippine Statistics Authority Local Social Welfare and Development Office
For minor migrating to another country 1 Visa petition approval	From the respective Embassy
For minor who will visit relative/s 1 Invitation letter with signature from the relative/s living abroad and; 1 copy of valid passport of relative/s to visit 1 copy of valid visa or resident ID of relative/s to visit	Relative/s who living abroad Department of Foreign Affairs Respective Embassy
For a minor who will study abroad 1 Acceptance letter or 1 Certification of Enrollment or 1 Registration Form	School where minor is enrolled
For a minor who will attend conference, study tours, competition, student exchange program, summer camp, pilgrimage, world youth day and other related activities 1 Certificate from sponsoring organization 1 Affidavit of undertaking of companion indicating the safety measures undertaken by the sports agency (for sports competition)	School or community-based organization Notary Public Sponsor organization or agency abroad

1 Signed invitation from sponsoring agency/organization abroad with itinerary of travel and list of participants and duration of the activity/travel	
For minor going abroad for medical purposes 1 Medical abstract of the minor 1 Recommendation from the attending physician that such medical procedure is not available in the country 1 letter from the sponsor	Hospital where the minor underwent check-up and diagnosis Sponsoring person abroad
For minor going abroad for inter-country adoption 1 Placement authority issued by ICAB 1 Authority to escort issued by ICAB	Inter-country Adoption Board
For minor under Foster Care 1 Notarized affidavit of undertaking by the Foster Parents indicating purpose of travel, destination, duration of travel and a provision stating the commitment of the Foster Parent on the personal appearance of the child and foster parents to the Regional Director or his/her duly authorize representative, within 5 days upon return to the country; 1 Notarized affidavit of consent from the Regional Director of authorized representative 1 Photocopy of foster placement authority 1 Photocopy of foster license of the family 1 DSWD Certification of Child Legally Available for Adoption (CDCLAA), EXCEPT those under kinship care wherein their parents did not relinquish the minor for adoption 1 return ticket/s	Notary public c/o Foster parents DSWD Field Office
For minor under legal guardianship 1 Certified True Copy of Court Order on Legal Guardianship	Regional Trial Court
For minor/s whose parent/s are seafarers 1 Certification from the manning agency attesting to the parent's employment 1 Photocopy of seaman's book	Manning agency
For minor/s raveling alone to a foreign country	Employment of sponsor

<p>1 Affidavit of support and certified copy of any evidence to show financial capability of sponsor (parents/legal guardian or other person/agency shouldering expenses) such as</p> <ul style="list-style-type: none"> 1 Certificate of Employment 1 Latest Income Tax Return <p>1 Unaccompanied minor certificate from the airlines</p> <p>1 waiver from the parents releasing DSWD from any liability/responsibility in case of untoward incident during the travel of the child</p>	<p>Airline Company where the ticket is obtained</p> <p>Notary public or written by both parents</p>
<p>For minor/s whose parent/s deceased</p> <ul style="list-style-type: none"> 1 Certified true copy of the Death Certificate/s of the parent/s (SECPA) 1 Written consent from maternal and paternal grandparents (For legitimate minor/s), 1 Written consent from maternal grandparents (for illegitimate minor) 	<p>Philippine Statistics Authority</p>
<p>For abandoned minor with alleged missing parent; if parents are married</p> <ul style="list-style-type: none"> 1 Social Case Study Report executed by a licensed social worker of the Local Government Unit 1 Blotter report from either local police or barangay certification from the last known address of the alleged missing; and 1 returned registered mail to the last known address of the alleged missing parent(s) or known relatives 	<p>Local Social Welfare and Development Office</p> <p>Local police or barangay</p> <p>Philippine Postal Corporation</p>
<p><i>Requirements for subsequent travels or Renewal of travel clearance of minor</i></p>	
<p>1 Original copy of the travel clearance previously issued by the DSWD Field Office</p>	<p>DSWD Field Office</p>
<p>1 Notarized affidavit or written consent of both parents or solo parent or legal guardian</p>	<p>Notary public in the Philippines/Philippine Embassy for parents working abroad (for Notarized affidavit)</p>
<p>1 Photocopy of valid identification card (i.d.) of both parents with specimen signature; if parents are working abroad, a copy of valid passport and valid visa with specimen signature</p>	<p>Any government office</p>
<p>1 Photocopy of the valid passport of travelling companion</p>	<p>Department of Foreign Affairs</p>

2 Original colored (white, red, or blue background) passport size photos of the minor taken within the last six (6) months. No scanned pictures will be accepted	Photo studio
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Additional requirements may be required from the applicants based on the assessment of the Social worker.

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback?	Clients may send their feedback by accomplishing the client satisfaction survey form
How feedbacks are processed	Client satisfaction survey forms are reviewed quarterly and are included in the client satisfaction survey report presented to the Good Governance Committee every quarter and is reported every Semester.
How to file a complaint	<p>For online submission of complaints, the complainant may send a formal letter to the Office of the Regional Director via the records section or email to dswdfo4a_mrecords@yahoo.com.</p> <p>For walk-in clients, complainants may discuss the complaint to the staff assigned at the Public Assistance and Complaint Desk (PACD) located at the Mahusay Building.</p>
How complaints are processed	
Contact Information of ARTA, PCC, and CCB	<p>ARTA: complaints@arta.gov.ph 1-ARTA (2782) PCC: 8888 CCB: 0908-881-6565 (SMS)</p>

4. Alternative Family Care Program – Adoption

The facilitation of DSWD of the provision of immediate and permanent placement of a child legally available for adoption, needing an adoptive family.

Office or Division:	Protective Services Division		
Classification:	G2C – Government to Citizen		
Type of Transaction:	Highly Technical		
Who may avail:	Qualified Adoptive Parents		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Authenticated Birth Certificate of the applicant/s (1 copy)		Philippine Statistics Authority (PSA)- Civil Registration Services	
2. Authenticated Marriage Certificate (if applicable) or CENOMAR (if single) or divorce papers, annulment decree with Certificate of Finality, Declaration of Nullity of Legal Separation documents (1 copy)		Philippine Statistics Authority (PSA)- Civil Registration Services	
3. NBI/Police Clearance (1 original copy)		National Bureau of Investigation (NBI) or Police Station where the applicant/s reside	
4. Physical and Medical Evaluation by a duly Licensed Physician with laboratory results (1 original copy)		Any licensed public/private Hospital or Clinic	
5. Psychological Evaluation Report for single applicants and for married couple, if necessary (1 original copy)		Any hospital/clinic of a Licensed Psychologist	
6. Proof of Financial Resources/Capability (Latest ITR, Certificate of Employment, Bank Certificate or SALN)- 1 original copy		Bureau of Internal Revenue (BIR), Bank, Employer,	
7. Notarized Affidavit of Temporary Custody (1 copy)		Notary Public Law Office	
8. Certificate of Attendance to the Adoption Forum (1 original copy)		DSWD Field Office IV-A (CALABARZON) or other Field Offices- Adoption Resource and Referral Section (ARRS)	
9. Three (3) Letters of Character References (original copy)		Parish Priest/Church Minister, Employer, and a non-relative member of the immediate community who have known the applicant (s) for at least three (3) years	

10. 3x5 size pictures of the applicants and his/her immediate family taken within the last three (3) months		Any Photo Studio		
11. Written consent to the adoption by the legitimate and adopted sons/daughters and illegitimate sons/daughters if living with the applicant, who are at least ten (10) years old and above		Children of the applicant/s, if applicable		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquiry (phone, email or walk-in)	1. Advise client to attend adoption forum	None	1-5 minutes (depends on the case presented)	<i>Licensed Social Worker/Social Welfare Officer II or SWO III (Assigned Officer of the Day)</i> <i>Adoption Resource and Referral Section (ARRS)</i>
2. Attendance to Adoption Forum	2. Facilitate the Forum which is scheduled every First Thursday of the Month	None	3 hours (9:00 AM-12:00 NN)	<i>Licensed Social Worker/Assigned Social Welfare Officer II/III</i> <i>Adoption Resource and Referral Section (ARRS)</i>
3. Application - Submit application form with the attached requirements	3. Receives the application for data banking	None	20 minutes	<i>Social Welfare Assistant or Administrative Assistant</i> <i>Adoption Resource and Referral Section</i>
4. Confirmation on the Schedule of Home Visit	4. Conduct of Home Visits 4.1 The Social Worker will assess the capability and motivation of the applicants to adopt.	None	3-4 hours	<i>Licensed Social Worker</i> <i>Adoption Resource and Referral Section</i>

	-This is also an opportunity to further discuss the implications of adoption together with other family members.			
	4.2. Preparation of Adoption Home Study Report, if assessed qualified	None	2 to 3 days (upon receipt of complete documents)	<i>Licensed Social Worker</i> <i>Adoption Resource and Referral Section</i>
5. Matching Conference	<p>5. Matching Conference</p> <p>5.1. It is conducted to assess the compatibility of the applicants and eligible child for adoption</p> <p>5.2 Result of the matching is shared to the approved adoptive parents</p>	None	2-3 hours	<p><i>Local Matching Secretariat</i></p> <p><i>Assigned Social Worker</i></p> <p><i>Regional Child Welfare Specialist Group (RCWSG)</i></p>
6. Acceptance	6. Acceptance	None	30 minutes to 1 hour	<i>Licensed Social Worker</i> <i>Regional Director</i>
Review the personal documents of the child and submit an acceptance letter to the Social Worker	Facilitate the issuance of Pre-Adoption Placement Authority (PAPA) and Notarized Affidavit of Consent to Adoption (ACA)			
7. Placement of the Child to Prospective Adoptive Parents (PAPs)	7. Placement of the Child to Prospective Adoptive Parents (PAPs)	None	1 to 3 days after the issuance of PAPA/ACA	<i>Assigned Social Worker</i> <i>Child Caring Agency Social Worker</i>
Adoptive parent/s will visit the child at the child caring agency in preparation of placement under the care of adoptive family	Social Worker coordinates the physical transfer of the child from the Child Caring Agency to the home of the PAPs			

<p>8. Finalization of the Adoption in Court</p> <p>8.1. Filing the Petition for Adoption in Court through a legal counsel.</p> <p>8.2. Appear and testify in Court upon receipt of Order</p>	<p>8. Finalization of the Adoption in Court</p> <p>8.1. Monitor the status of the child/case</p> <p>8.2. Testify in Court as expert witness</p>	<p>Depends on the lawyer's professional fee</p>	<p>8 months to one year or more depending on the Regional Trial Court</p> <p><i>(Petition for Adoption shall be filed not later than 30 days from receipt of PAPA/ACA)</i></p>	<p><i>PAPs Lawyer</i></p> <p><i>Assigned Social Worker</i></p>
<p>9. Issuance of Amended Birth Certificate</p> <p>Ensure the registration of the child's Certificate of Live Birth (CoLB) carrying the family name of the adoptive parents after the issuance of Court Decree and Finality</p>	<p>9. Issuance of Amended Birth Certificate</p> <p>Update databank upon receipt of the CoLB</p>	<p>Fees at the Local Civil Registrar</p>	<p>1 month</p> <p>(depending on Local Civil Registry and Philippine</p>	<p><i>Local Civil Registry and PAPs</i></p>

5. Alternative Family Care Program - Foster Care

RA 10165 otherwise known as the Foster Care Act of 201, is an act that strengthen and propagate foster care for abused, abandoned, neglected and other children with special needs providing appropriations therefore, and for other purposes.

Office or Division:	Protective Services Division	
Classification:	G2C – Government to Citizen G2G – Government to Government	
Type of Transaction:	Highly Technical	
Who may avail:	Qualified Foster Parents	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Authenticated Birth Certificate of the applicant/s (1 copy)		Philippine Statistics Authority (PSA)- Civil Registration Services
2. Authenticated Marriage Certificate (if applicable) or CENOMAR (if single) or divorce papers, annulment decree		Philippine Statistics Authority (PSA)- Civil Registration Services

with Certificate of Finality, Declaration of Nullity of Legal Separation documents (1 copy)				
3. NBI/Police Clearance (1 original copy)		National Bureau of Investigation (NBI) or Police Station where the applicant/s reside		
4. Barangay Certificate stating that the applicant is a resident of the barangay, length of stay in the residence and good moral character		Office of the Barangay Captain		
5. Physical and Medical Evaluation by a duly Licensed Physician with laboratory results (1 original copy)		Any licensed public/private Hospital or Clinic		
6. Psychological Evaluation Report for single applicants and for married couple, if necessary (1 original copy)		Any hospital/clinic of a Licensed Psychologist		
7. Proof of Financial Resources/Capability (Latest ITR, Certificate of Employment, Bank Certificate or SALN)- 1 original copy		Bureau of Internal Revenue (BIR), Bank, Employer,		
8. Certificate of Attendance to the Adoption Forum (1 original copy)		DSWD Field Office IV-A (CALABARZON) or other Field Offices- Adoption Resource and Referral Section (ARRS)		
9. Three (3) Letters of Character References (original copy)		Parish Priest/Church Minister, Employer, and a non-relative member of the immediate community who have known the applicant (s) for at least three (3) years		
10. Recent Photos or Family pictures		Any Photo Studio		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Inquiry (phone, email or walk-in)	1.Advise client to attend foster care forum	None	1-5 minutes (depends on the case presented)	Licensed Social Worker/Social Welfare Officer II or SWO III (Assigned Officer of the Day) Adoption Resource and Referral Section (ARRS)
2.Attendance to Foster Care Forum	2.Facilitate the Forum which is scheduled every First Thursday of the Month	None	3 hours (9:00 AM-12:00 NN)	Licensed Social Worker/Assigned Social Welfare Officer II/III

				Adoption Resource and Referral Section (ARRS)
3.Application -Submit application form with the attached requirements	3. Receives the application for data banking	None	20 minutes	Social Welfare Assistant or Administrative Assistant Adoption Resource and Referral Section
4.Confirmation on the Schedule of Home Visit	4.Conduct of Home Visits 4.1 The Social Worker will assess the capability and motivation of the applicants to foster. -This is also an opportunity to further discuss the implications of fostering together with other family members.	None	3-4 hours	Licensed Social Worker Adoption Resource and Referral Section
	4.2. Preparation of Foster Care Home Study Report	None	2 to 3 days (upon receipt of complete documents)	Licensed Social Worker Adoption Resource and Referral Section
	4.3. Issuance of Foster Care License (valid for three years)	None	5 working days from receipt of Home Study Report/ dossier	Licensed Social Worker Adoption Resource and Referral Section
5. Matching Conference	5.Matching Conference 5.1. It is conducted to assess the compatibility of the applicants and	None	2-3 hours	Local Matching Secretariat Assigned Social Worker

	<p>eligible child for adoption</p> <p>5.2 Result of the matching is shared to Licensed Foster Family</p>			Regional Child Welfare Specialist Group (RCWSG)
<p>6. Acceptance</p> <p>Review the personal documents of the child and submit an acceptance letter to the Social Worker</p>	<p>6. Acceptance</p> <p>Facilitate the issuance of Foster Care Placement Authority (FPA) (FPA is valid for one year)</p>	None	30 minutes to 1 hour	<p>Licensed Social Worker</p> <p>Regional Director</p>
<p>7. Placement of the Child to Foster Home</p> <p>Adoptive parent/s will visit the child at the child caring agency in preparation of placement to their care</p>	<p>7. Placement of the Child to Foster Home</p> <p>Social Worker coordinates the physical transfer of the child from the Child Caring Agency to the foster family</p>	None	1 to 3 days after the issuance of Foster Placement Authority (FPA)	<p>Assigned Social Worker</p> <p>Child Caring Agency Social Worker</p>
<p>8. Placement Supervision</p> <p>Foster family will share the status of the foster child</p>	<p>8. Placement Supervision</p> <p>Assigned Social Worker will monitor the adjustment of the child and provide updates on the status of the child's case with the foster family</p>	None	1-3 hours (Monthly)	<p>Assigned Social Worker</p> <p>Foster Family</p>
<p>9. Termination of Placement</p>	<p>9. Termination of Placement</p> <p>-once the child is matched to adoptive family or family reunification</p>	None	1-3 hours	<p>Assigned Social Worker</p> <p>Child Caring/Placing Agency</p> <p>Foster Family</p>

	(depend on the child's case)			
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FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback?	Clients may send their feedback by accomplishing the client satisfaction survey form
How feedbacks are processed	Client satisfaction survey forms are reviewed quarterly and are included in the client satisfaction survey report presented to the Good Governance Committee every quarter and is reported every Semester.
How to file a complaint	Complainants may send a formal letter to the Office of the Regional Director via the records section or email to dswdfo4a_mrecords@yahoo.com or discuss the complaint to the staff assigned at the Public Assistance and Complaint Desk (PACD) located at the Mahusay Building.
How complaints are processed	
Contact Information of ARTA, PCC, and CCB	ARTA: complaints@arta.gov.ph 1-ARTA (2782) PCC: 8888 CCB: 0908-881-6565 (SMS)

6. Social Pension for Indigent Senior Citizens (SPISC)

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

Office or Division:	Protective Services Division - SPPMO
Classification:	Complex
Type of Transaction:	G2G- Government to Government ; G2C- Government to Citizen
Who may avail:	Indigent senior citizens who are: <ul style="list-style-type: none"> a) 60 years old and above indigent senior citizens who are frail, sickly, bedridden or with disability; b) No permanent source of income c) No regular support from family or relatives d) No pension from GSIS, SSS, PVAO and other insurance agencies

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
OSCA ID		Local Social Welfare and Development Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Go to the Office for Senior Citizens Affairs (OSCA) or Local Social Welfare and Development Office (LSWDO) and ask for a Social Pension Application Form	Provide a copy of the Social Pension Application Form to the senior citizen	None	5 minutes	Senior Citizen OSCA Head LSWDO Barangay Senior Citizens Associations (BSCA)
Fill-up the Social Pension Application Form	Assist the senior citizens in filling-up of the Social Pension Application Form	None	5 minutes	Senior Citizen OSCA Head LSWDO
Submit the filled-out Social Pension Application Form along with a photocopy of the OSCA ID or any other valid ID indicating the age of the senior citizens to the OSCA or LSWDO	Accepts the filled-out Social Pension Application Form and photocopy of the valid ID	None	5 minutes	OSCA Head
	Consolidate the list of potential beneficiaries along with the filled-out Social Pension Application Form with the to the LSWDO	None	1 month after receipt of documents from the senior citizen	OSCA Head
	Certify the consolidated list of potential beneficiaries submitted by the OSCA Head and endorse to DSWD Field Office for assessment	None	1 month after receipt of the document from the OSCA Head	LSWDO
	Conduct validation and assessment of list of potential beneficiaries using the Social Pension Beneficiary Update Format	None	Within 5 days upon receipt of the list of potential beneficiaries	DSWD Field Office

	(GIS)Validation and assessment of submitted potential beneficiaries to FO			
	Encode the final list of beneficiaries in the Social Pension Information System (SPIS)	None	Within one month	DSWD Office Field
	Cross-match the consolidated list submitted by the OSCA Head with the available data from SSS, GSIS, PVAO, among others and include in the Social Pension Information System	None	Within one month	DSWD Office Central
	Endorse the approved and generated names of the beneficiaries to the City/Municipal Mayor through the OSCA Head and LSWDO for reference	None	Semestral for replacement Yearly for additional	DSWD Office Field
	Notify the qualified senior citizens thru a written notification of their inclusion as beneficiary of the Social Pension Program	None	1 month before the scheduled payout	OSCA Head LSWDO
	Conduct of brief orientation to the qualified senior citizens about the Social Pension Program	None		DSWD Office Field
	Inform the City/Municipal Mayor through the OSCA Head and LSWDO of the schedule of payout	None		DSWD Office Field
	Inform the beneficiaries of the date and venue of payout	None		OSCA Head LSWDO Barangay Senior Citizens Associations (BSCA)

DSWD Field Office IV-A

Frontline Services – Disaster Response and Management Division

7. Emergency Shelter Assistance

This service refers to the provision of Emergency Shelter Assistance to Local Government Unit affected by disaster/calamities for the repair or construction of partially and totally damaged shelter units.

damaged checker unit.

Office or Division	Disaster Response Management Division			
Classification	Highly Technical			
Type of Transaction	G2G - Government to Government			
Who may avail	Local Government Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Disaster Report using the prescribed DROMIC forms and Rapid Damage and Need Analysis (RDNA) report from LGU indicating the number of damaged houses		Requesting party/ claimant / client		
2. Report on Post Disaster Needs Assessment Result (PDNA)				
3. LGU Rehabilitation and Recovery Plan signed by LCE or any authorized representative				
4. Project Proposal signed by the LCE or any authorized representative				
5. Validated final report on damaged houses signed by the LCE or any authorized representative				
6. Certificate of Eligibility/ Masterlist of qualified beneficiaries signed by the LCE or any authorized representative				
7. ESA Application form duly filled up by the beneficiaries				
1. Photo documentation of damaged houses				
2. Photocopy of Valid ID or Original Barangay Certificate of the beneficiaries with picture				
<u>Note:</u> This request only applies when the Work is Financial Plan (WFP) submitted by the Field Office has already been approved by the Central Office for funding				
CLIENT STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
The Requesting Party will endorse their letter and submission of required documents to the	1.1 The Administrative Division receives and records the request in the DocuTrack (DSWD Document Tracking System). The request is	None	5 minutes	Admin. Assistant

Field Office (via mail or email)	forwarded to the Director for TA of required action.			
	1.3. The Administrative Assistant of the division will receive and record the request in the logbook and DocuTrack (DSWD Document Tracking System).	None	5 minutes	Admin. Assistant
	The request will be forwarded to the Division Chief with assessment and instruction for appropriate action	None	5 minutes	Admin. Assistant/Admin. Aide IV
	1.4. The Division Chief will assess and instruct the Section Head to act on the request	None	5 minutes	Division Chief
	1.5 The Section Head and PDO assigned will conduct technical Review and assessment of the request	None	1day	Section Head/ PDO
	1.6. If the submitted requirements is complete, the PDO will prepare an endorsement letter to the LGU indicating the date of cash distribution to be reviewed by the Section Head	None	1-2 days	Section Head/ PDO
	1.7. If the submitted document is incomplete, the PDO will prepare a letter of endorsement the LGU indicating the observations and recommendations to complete the required data within the set timeline	None	5days	Section Head/ PDO

	1.8. The Section Head will review the endorsement letter and forward to the Division Chief for countersign	None	5 minutes	Section Head /Division Chief
	1.9. The Admin. Assistant/Admin Aide IV will receive and log the document to be forwarded to the Regional Director for approval and signature of the document	None	5 minutes	Admin. Assistant/Admin Aide IV
	1.10. The Regional Director will sign the document	None	1 hour	Regional Director
	1.11. The Administrative Assistant III/ Admin Aide IV will email the signed copy of the document to the requesting party and forward the hardcopy to the Admin Division/ Record Section for the mailing of document	None	5 minutes	Administrative Assistant III/ Admin Aide IV
	1.12. Preparation of the Cash Assistance Payroll (CAP), Disbursement Vouchers (DV), Cash Advance (CA) and Attendance Sheet	None	1 hour	PDO/Administrative Assistant III/ Admin Aide IV
	1.13. Approval of ORS, DV, CA to the Finance Management Division and the Regional Director/Approving Officer	None	1 hour	Accounting Section Budget Section Cash Section FMD,CAO
2. Distribution of cash assistance to the beneficiaries	2.1. Identify SDOs and paymaster through coordination to Finance Management Division or other division	None	1 hour	Division Chief/ Section Head

	1.2. Conduct of cash distribution to the beneficiaries	None	2-5 days	Section/Head
	TOTAL		8 days 4 hours and 40minutes	

8. Facilitate DSWD Disaster Data Request Processing

The generation of data on *affected populations* and relief assistance during *an emergency* and other related disaster data sets *is requested* to the Disaster Response Management Division (DRMD) through the Disaster Response Information Monitoring System (DRIMS). The DRIMS will provide disaster statistical data and maps on affected and displaced *population*, *which* can be used for academic research, other valid and relevant purposes as per the division's review and assessment which may be obtained through request. The data request from partners maybe received either through snail mail, email and hand-carried documents.

Office or Division	Disaster Response Management Division			
Classification	Complex			
Type of Transaction	G2G - Government to Government G2C - Government to Citizen			
Who may avail	Students, Researchers, Non-Government Organizations, Other Government Agencies, LGUs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
2. Request letter from the LGU indicating the purpose of required data		Requesting party/ claimant		
3. For request made through email, a scanned copy of the request letter and proof of identification must be attached				
CLIENT STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
The Requesting Party will endorse their letter of request to the Field Office (via mail or email)	1.1 The Administrative Division receives and records the request in the DocuTrack (<i>DSWD Document Tracking System</i>). The request is forwarded to the Director for TA of required action.	None	5 minutes	Administrative Assistant
	1.2. The Administrative Assistant from ORD will record the letter and	None	5 minutes	Administrative Assistant

	endorse to the Admin. Staff of the division			
	1.3. The Administrative Assistant of the division will receive and record the request in the logbook and DocuTrack (DSWD Document Tracking System).	None	5 minutes	Administrative Assistant
	The request will be forwarded to the Division Chief with assessment and instruction for appropriate action	None	5 minutes	
	1.4. The Division Chief will assess and instruct the Section Head to act on the request	None	5 minutes	Division Chief
	1.5. The Section Head will assess what type of data required indicated in the request. The request will be endorse to the PDOIII or GIS	None	5 minutes	Section Head
	1.6. The PDOIII / GIS will assess the document and process the request	None	5 minutes	PDOIII/GIS
	1.7. If the data, is being requested is readily available, generate data and send a reply letter providing the client with the data being requested	None	1-2 days	PDOIII/GIS
	1.8. If the data being requested is not readily available, send a reply letter informing the client of the time required in processing the request	None	2-3 days	PDOIII/GIS
	1.9. The PDOIII/GIS will draft reply letter to the LGU. The PDOIII/GIS will forward the letter to the Section	None	1 minutes	PDOIII/GIS

	Head for review and countersign			
	The Section Head will forward the draft letter attached the required processed data to the Division Chief and countersign the document	None	2 minutes	Section Head /Division Chief
	1.10. The Admin. Assistant/Admin Aide IV will receive and log the document to be forwarded to the Regional Director for approval and signature of the document	None	5 minutes	Admin. Assistant/Admin Aide IV
	1.11. The Regional Director will sign the document	None	1 hour	Regional Director
	1.12. The Administrative Assistant III/ Admin Aide IV will track and scan the document before releasing the result to the requesting Party.	None	10 minutes	Administrative Assistant III/Admin Aide IV
	1.13. The Administrative Assistant III/ Admin Aide IV will email the signed copy of the document to the requesting party and forward the hardcopy to the Admin Division/ Record Section for the mailing of document	None	10 minutes	Administrative Assistant III/ Admin Aide IV
	TOTAL	None	3 days 2 hours	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback?	Clients may send their feedback by accomplishing the client satisfaction survey form
How feedbacks are processed	Client satisfaction survey forms are reviewed quarterly and are included in the client satisfaction survey report presented to the Good Governance Committee every quarter and is reported every Semester.
How to file a complaint	Complainants may send a formal letter to the Office of the Regional Director via the records section or email to dswdfo4a_mrecords@yahoo.com or discuss the complaint to the staff assigned at the Public Assistance and Complaint Desk (PACD) located at the Mahusay Building.
How complaints are processed	
Contact Information of ARTA, PCC, and CCB	ARTA: complaints@arta.gov.ph 1-ARTA (2782) PCC: 8888 CCB: 0908-881-6565 (SMS)

DSWD Field Office IV-A

Frontline Services – Policy and Plans Division

9. Registration of Social Welfare and Development Agencies (SWDA)

Office or Division:	Policy and Planning Division- Standards Section			
Classification:	Complex			
Type of Transaction:	G2B - Government to Business G2C – Government to Citizen			
Who may avail:	Social Welfare and Development Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly Accomplished Application Form		DSWD FO-IV-A / Website		
2. Updated copy of SEC Certificate of Registration and latest Articles of Inc. and by-laws indicating that the organization's primary purpose is w/in 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 Phil.		SEC		
3. Any of the ff.: 3.1. Handbook or Manual Operations of its programs policies and procedures to attain its purposes 3.2. Brochure 3.3. Duly signed Work and Financial Plan for at least 2 years signed by the Head of the agency		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secures application form thru the DSWD Website/Field Office	Provides client application form and checklist of requirements	None	30 minutes	Standards Section Admin staff/Technical staff
2. Submit/file application and supporting documents	1. Review and assess documentary requirements submitted a) If application and documentary requirements are not complete, the same are returned to applicant with	None	30-45 minutes	Standards Section Admin. Staff/Technical staff

	list of requirements not complete with b) If application and documentary requirements are complete, the Admin staff/Technical staff prepares/issues a billing statement and instructs applicant to proceed to the Financial Management Service			
Presents the Billing Statement at Accounting and to the Cashier and settles the required fee	Accountant approves the Billing Statement and Cashier receives the payment and issues Official Receipt	Php1,000-	30 minutes	Accountant/Cashier
Submits the filled-up Application Form, requirements and photocopy of the Official Receipt at the Record Section	Records Section encodes and/or forwards documents to Standards Section	None	30 minutes	Records Section
	Records Section forwards the filled-up application form with complete documents to Standards Section for action	None	30 minutes	Records Section Standards Section
	SS Head initially reviews the application	None	30 minutes	Standards Section Head
	Technical Staff reviews the submitted	None	2 working days	Technical Staff

	requirements of application as to compliance to the requirements and prepare Confirmation Report with the recommendation of issuance of Registration Certificate			
	Review and approval of the confirmation Report; Preparation and endorsement for approval of the Registration Certificate	None	2 working days	Standards Section Head/Division Chief
	Approval and signing of Registration Certificate	None	1 working day	Regional Director
	Send the Confirmation Report and notify the availability of the Certificate of Registration for release through various means (direct pick-up or courier)	None	1 working day	Admin Staff

10. Licensing of SWDA to Operate

Office or Division:	Policy and Planning Division- Standards Section
Classification:	Highly Technical
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen
Who may avail:	Social Welfare and Development Agencies
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
FOR APPLICANTS INTENDING TO OPERATE:	

<p>A. BASIC DOCUMENTS</p> <ol style="list-style-type: none"> 1. Duly Accomplished Application Form 2. A certification of plan to hire the required Registered Social Worker or staff complement w/in the duration of the probationary period of the certificate to be issued by the DSWD or Profile of Employees and volunteers, whichever is applicable 3. Manual of Operation containing the SWDAs program and administrative policies, procedures and strategies to attain its purpose/s among others 4. Profile of Board of Trustees 	<p>DSWD FO-IV-A/Website Applicant</p> <p>Applicant</p>
<p>B. Documents Establishing Corporate Existence and Regulatory Compliance:</p> <ol style="list-style-type: none"> 5. Certified true copy of Gen. Intake Sheet issued by SEC 	<p>SEC</p>
<p>C. Documents Establishing Track Record and Good Standing from SEC</p> <ol style="list-style-type: none"> 6. Notarized certification from the Board of Trustees and/or the funding agency to financially support the organizations to operate for at least 2 years 7. Work and Financial Plan for the 2 succeeding years 	<p>Applicant</p>
<p>FOR APPLICANT ALREADY IMPLEMENTING PRIOR ITS APPLICATION:</p>	
<p>A. BASIC DOCUMENTS</p> <ol style="list-style-type: none"> 1. Accomplished Application Form 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 	<p>DWSD FO-IV-A/Website Applicant</p> <p>Applicant Applicant</p>

<p>a. For Social Work Agency, to consider the ff. staff requirement:</p> <p>a.1. At least one RSW to supervise and take charge of its social work functions for residential care agencies and community based agencies that caters to beneficiaries that requires social case management</p> <p>a.2. For Center Based (Residential Based), to observe the caseload requirement of client ratio of the social worker and houseparent</p> <p>a.3. For Center Based (Non-Residential Based), to observe at least one full-time social worker for drop in center, processing center and vocational rehabilitation center while for senior citizen's center and the like, a part-time social worker is considered</p> <p>a.4. For Community Based, implementing community development or community organizing, any of the ff. shall be hired in full/part time basis per region:</p> <p>a.4.1. Graduate of Bachelor Degree in Social Work or Community Development; or</p> <p>a.4.2. Other professionals who have at least 3-year work experiences in the field of social welfare and development</p> <p>b. For Auxiliary SWDA, at least one full time staff who will manage its operations</p>	
<p>B. Documents Establishing Corporate Existence and Regulatory Compliance</p> <p>5. Certified true copy of Gen. Intake Sheet issued by SEC</p> <p>6. Certification of no derogatory information issued by SEC (for those operating more than 6 months upon filing of the application)</p> <p>7. For renewal, ABSNET Membership-Certification from the Regional ABSNET (RAB) President or Chairperson of the Cluster ABSNET (CAB) or the</p>	<p>SEC</p> <p>SEC</p> <p>ABSNET</p>

<p>authorized ABSNET Officer attesting the active ABSNET membership of the applicant SWDA</p> <p>8. Declaration of Commitment from the applicant SWDA of no support to tobacco in compliance with provisions of E. O. 26 of 2017 (Providing for the Establishment of Smoke-Free Environments in Public and Enclosed Places) and RA 9211 (Tobacco Regulation Act of 2003)</p>	
<p>C. Documents Establishing Track Record and Good Standing</p> <p>9. Duly signed Work and Financial Plan for the 2 succeeding years</p> <p>10. Notarized certification from the Board of Trustees and/or the funding agency to financially support the organization's to operate for at least 2 years</p> <p>11. Annual Accomplishment Report of the previous year</p> <p>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 500,000.00, an audited financial statement prepared by the Financial Officer and concurred by the Head of Agency may suffice</p> <p>13. Profile of clients/community being served for the preceding and current year</p> <p>OPTIONAL/ADDITIONAL REQUIREMENTS (BOTH FOR INTENDING AND ALREADY OPERATING)</p>	<p>Applicant</p> <p>Applicant</p> <p>Applicant</p> <p>Applicant</p> <p>Applicant</p>
<p>A. Basic Documents:</p> <p>1. For those operating in more than one region</p>	<p>Applicant</p>

<p>a. List of main and satellite/branch offices, if any</p> <p>b. 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</p> <p>2. 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</p>	<p>Applicant</p>
<p>B. Documents Establishing Corporate Existence and Regulatory Compliance</p> <p>3. 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</p> <p>4. For Center Based (Residential Based and Non-Residential Based)</p> <p>Copy of the valid safety certificates namely:</p> <p>a. Occupancy permit (only for new buildings) or Annual Building Inspection/Structural Safety Certificate (for old buildings)</p> <p>b. Fire Safety Inspection Certificate</p> <p>c. Water Potability Certificate or Sanitary Permit</p> <p>5. For applicants that are identified that would be serving Indigenous People (IP), appropriate additional documentary requirement will be required in order to ensure that the rights of the IP sectors are protected as per RA 8371 (The Indigenous Peoples' Rights Act of 1997)</p>	<p>Applicant/DSWD FO-IV-A</p> <p>Applicant</p> <p>Applicant</p>

<p>C. Documents Establishing Track Record and Good Standing</p> <p>6. For applicant with past and current partnership with the DSWD that involved transfer of funds, Certification from DSWD Office and/or other concerned government agencies that the applicant is free from any financial liability/obligation</p> <p>Notes: For purposes of compliance with RA 11032, The Ease of Doing Business Act, those documentary requirements earlier submitted during the registration process that are also required for licensing and no changes was made as attested by the applicant organization, shall be deemed acceptable during the licensing application process. Similarly, during the renewal process of licensing, on top of the basic documents and those documents that are valid only for one year, and those needed to be updated shall be required. Details of these shall be stated in the manual of operation.</p>					Applicant				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE					
1. Secures application form thru the DSWD Website/FO	Provides client application form and checklist of requirements	None	30 minutes	DSWD/Standards Section					
2. Submit/file application and supporting documents at Standards Section	Review and assess documentary requirements submitted a) If application and documentary	None	45 minutes-1 hour	SS Admin staff					

	<p>requirements are not complete, the same are returned to applicant with list of requirements not complied with</p> <p>b) If application and documentary requirements are complete, SS Admin staff refers the applicant to Accounting and Cashier for the issuance of billing statement</p>			
	Prepares Billing Statement and instructs applicant to proceed to the Financial Management Service (Accounting and Cashier)	None	20 minutes	SS Admin Staff
Presents the Billing Statement at Accounting and to the Cashier and settles the required fee	Approves and control process payment and issues O.R.	Php1,000-	30 minutes	Accountant/Cashier
Submits the application with complete documents and O.R. to the Records	Records Section receives the application with complete documents and O.R.	None	30 minutes	Records Section
	Records Section forwards the application with complete documents and O.R. to Standards Section	None	30 minutes	Records Section Standards Section

	Initial review of application	None	30 minutes	Section Head
	Assessment of submitted application, acknowledgment as to compliance to the requirements and indicates the schedule of visit	None	3 working days	Technical Staff/Section Head/Division Chief
	Onsite assessment visit based on the Agreed Schedule between SWDA and SS Technical Staff	None	1 working day	SS Technical Staff
	Prepares Confirmation Report a) Recommendation on issuance of License Certificate b) Areas for compliance together with SWDA's Action Plan	None	3 working days	SS Technical Staff
	Review and endorsement of the Confirmation Report to Regional Director	None	5 working days	SS Section Head/Division Chief
	Review and approval of the Confirmation Report	None	3 working days	Regional Director
	Send the Confirmation Report and notify the availability of License Certificate	None	1 working day	SS Admin Staff/ Technical Staff

	for release thru direct pick-up or courier			
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11. Pre-assessment of SWDAs Program/ Services for Accreditation (First-Time Applicant)

Office or Division:	Policy and Planning Division- Standards Section			
Classification:	Highly Technical			
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen			
Who may avail:	Social Welfare and Development Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter from SWDA for pre-assessment		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Requests for pre-assessment visit either thru mail, internet or personal delivery	Records Section receives request letter from SWDA for accreditation pre-assessment		30 minutes	Records Section
	Records Section forwards the request to Standards Section		30 minutes	Records Section Staff
	Reviews the letter of request		30 minutes	SS Section Head
	Technical Staff contacts the SWAD and agreed with the schedule for visit		1 working day	Technical
Applicant accommodates the SS staff during the validation visit	SS technical staff conducts on-site pre-assessment visit		1 working day	Standards Section Technical Staff
	Prepares pre-assessment report a)Recommendation for final assessment by Standards Bureau		3 working days	Standards Technical Staff

	b) Areas for compliance together with SWDA's Action Plan			
	Review and endorsement of the Pre-Assessment Report		5 working days	SS Section Head/Division Chief
Applicant awaits for the updates from SS	Division Chief reviews the final report and recommends for approval		30 minutes	Division Chief
Applicant awaits for the updates from SS	SS admin. Staff. receives the report from Division Chief and forward to RD for approval		5 minutes	Standards Section Admin. Staff
Applicant awaits for the updates from SS	RD approves and signs the pre-assessment report		1-2 days	Regional Director
Applicant awaits for the updates from SS	SS admin. staff receives the approved report from ORD admin. staff and encode in the logbook		5 minutes	Standards Section Admin. Staff
Applicant agrees with the SS staff for the schedule of picking up the report or thru mail	SS admin. staff informs SWDA on the availability of the pre-assessment report for pick-up or thru' mail		5 minutes	Standards Section Admin. Staff
Applicant receives the pre-assessment report	SS admin. staff endorses pre-assessment report to SWDA thru courier or personal pick-up		10 minutes	Standards Section Admin. Staff and SWDA

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback?	Clients may send their feedback by accomplishing the client satisfaction survey form
How feedbacks are processed	Client satisfaction survey forms are reviewed quarterly and are included in the client satisfaction survey report presented to the Good Governance Committee every quarter and is reported every Semester.
How to file a complaint	Complainants may send a formal letter to the Office of the Regional Director via the records section or email to dswdfo4a_mrecords@yahoo.com or discuss the complaint to the staff assigned at the Public Assistance and Complaint Desk (PACD) located at the Mahusay Building.
How complaints are processed	
Contact Information of ARTA, PCC, and CCB	ARTA: complaints@arta.gov.ph 1-ARTA (2782) PCC: 8888 CCB: 0908-881-6565 (SMS)

12. Issuance of Certificate of Authority to Conduct Regional Fund Raising Campaign to Individual, Corporation, Organization or Association

The process of assessing the applicant person/ individual, corporation, organization or association eligibility to conduct fund raising campaign.

Office or Division:	Standards Section - Policy and Plans Division		
Classification:	Complex		
Type of Transaction:	Government to Citizen (G2C)		
Who may avail:	All eligible person/ individual, corporation, organization or association desiring to solicit funds for charitable and public welfare purposes with in one (1) region		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
A. For Corporation, Organization or Association desiring to solicit funds for charitable and public welfare purposes			
1. One (1) Duly Accomplished Application Form for Authority to Conduct Fund Campaign signed by the Agency Head or his/ her authorized representative.		<ul style="list-style-type: none">Standards Section- Policy and Plans Division, DSWD Field Office IV-ADSWD Website: www.dswd.gov.ph	

(DSWD-SB- PS-F-001: Application Form)	
<p>2. One (1) 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 *Not applicable to Government Agencies</p>	<ul style="list-style-type: none"> • Security and Exchange Commission (SEC)- Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307
<p>3. One (1) Photocopy of Updated Certificate of Good Standing or updated Certificate of Corporate Filing/ Accomplished General Information Sheet (GIS) from SEC or any government regulatory agencies that has jurisdiction to regulate the applicant organization or agency. Required if the date of Registration with the concerned regulatory agency is more than five (5) years prior to application. *Not applicable to Government Agencies.</p>	<ul style="list-style-type: none"> • Security and Exchange Commission (SEC)-Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307
<p>4. One (1) Original Copy of Project Proposal approved by the Head of Agency on the intended public solicitation activity including the work and financial plan (WFP) on the activity to be undertaken. (DSWD-SB- PS-F-002: Project Proposal)</p>	<ul style="list-style-type: none"> • Standards Section- Policy and Plans Division, DSWD Field Office IV-A • DSWD Website: www.dswd.gov.ph
<p>5. One (1) Original Copy of Profile of current Governing Board Members or its equivalent in the corporation, certified by the Corporate Secretary or any equivalent officer. (DSWD-SB- PS-F-003: Profile of Governing Board) *Not applicable to Government Agencies.</p>	<ul style="list-style-type: none"> • Standards Section- Policy and Plans Division, DSWD Field Office IV-A • DSWD Website: www.dswd.gov.ph
<p>6. One (1) Original Copy of Notarized Written Agreement or any similar document signifying the intended</p>	<ul style="list-style-type: none"> • With intended beneficiary/recipients

beneficiary concurrence as recipient of the fundraising activities.	
<p>7. One (1) Original Copy of Endorsement or Certification from any but not limited to the following agencies that allow/s applicant to undertake solicitation activities in their agency's jurisdiction, as applicable:</p> <p>7.1. Director of Private Schools</p> <p>7.2. Schools Superintendent of Public School</p> <p>7.3. Head or authorized representative of National Government Agencies (NGAs)</p> <p>7.4. Head or authorized representative of Local Government Unit (LGU)</p> <p>7.5. Bishop/Parish Priest/Minister or Head of Sector Denomination</p> <p>7.6. Others</p>	<ul style="list-style-type: none"> With the agency that allows applicant to undertake solicitation activities in their jurisdiction
<p>8. One (1) Original Copy of Fund Utilization Report of proceeds and expenditures duly certified by the agency's auditor/bookkeeper (DSWD-SB- PS-F-007: Fund Utilization Report) *if applying for renewal of permit/authority</p>	<ul style="list-style-type: none"> Standards Section- Policy and Plans Division, DSWD Field Office IV-A DSWD Website: www.dswd.gov.ph
B. For individual soliciting funds for child/relative suffering from chronic diseases that requires long-term and/or expensive medication	
1. One (1) Original Copy of Endorsement or Certification from Licensed and Accredited SWDA allowing an individual to solicit funds under their name or responsibility	<ul style="list-style-type: none"> DSWD Licensed or Accredited Special Welfare and Development Agency (SWDA)
2. One (1) Original Copy of Applicant's Social Case Study Report from his/her	<ul style="list-style-type: none"> Office of the City/Municipal Social Welfare and Development in the

locality duly signed by the Head of the City/Municipal Social Welfare and Development Office (C/MSWDO)		City/Municipal Local Government Unit of applicant's current residence		
3. One (1) Copy of Original/Certified True Copy of Medical Certificate/Abstract and/or Treatment Protocol certified by the attending physician or by the Hospital Records Section		<ul style="list-style-type: none"> Hospital's Records Section or Attending Physician or Treatment Protocol 		
4. One (1) Original Copy of Fund Utilization Report of proceeds and expenditures duly certified by the agency's auditor/bookkeeper, *if applying for renewal of permit/authority		<ul style="list-style-type: none"> Applicant 		
CLIENT STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. For Corporation, Organization or Association desiring to solicit funds for charitable and public welfare purposes				
1. Secure application form thru the DSWD Website or from the DSWD Field Office	Client secures or provided with application form and checklist of requirements	None	*5 Minutes	Support Staff - Standards Section – DSWD Field Office
2. Payment of Processing Fee	Receive payment for the required processing fee and issue official receipt (OR)	₱500.00	*10 minutes	Receiving Staff – Cash Division Finance Service Unit - DSWD Field Office
3. Submit/file application documents	If Complete and Compliant: 3.1 Receive the documentary requirements including copy of Official Receipt (OR) for payment of processing fee;	None	*15 minutes	Focal Person/ - Standards Section - DSWD Field Office

	<p>If found incomplete or non-compliant:</p> <p>3.2 Return application documents to person/ individual, corporation, organization or association together with the Checklist of Requirements.</p> <p>3.3 Provide necessary technical assistance to the applicant to qualify for the issuance of permit.</p>			
4. Wait for the result of the assessment	<p>4.1 Review and evaluate application documents for completeness and compliance to requirements;</p> <p>4.2 Conduct agency visit, if necessary.</p>	None	3 days	Focal Person - Standards Section - DSWD Field Office
5. Wait for the result of the assessment	<p>If applicant is compliant to requirements:</p> <p>5.1 Forward application form together with the assessment report and the Certificate of Authority to</p>	None	3 days	Focal Person - Standards Section/Section Head/Division Chief/Regional Director - DSWD Field Office

	<p>Conduct Regional Fund Raising Campaign to the Regional Director or his/her authorized representative for approval and signature.</p> <p>If found incomplete or non-compliant:</p> <p>5.2 Return application documents to the person/individual, corporation, organization or association with an acknowledgement letter citing reasons for disapproval;</p> <p>5.3 Provide necessary technical assistance to the applicant to qualify for the issuance of permit. <i>As needed</i></p>			
6. Issuance of Permit	<p>6.1 Notify the Applicant Organization on the availability of the Certificate</p> <p>6.2 Issues the Certificate of</p>	None	7 hours	Focal Person - Standards Section - DSWD Field Office

	Accreditation or the Denial Letter			
	6.3 Provide orientation conforming to the standard operating procedures in the inventory, monitoring and utilization of solicited funds			
TOTAL:		₱500.00	6 days 7 hours, 30 minutes	

13. Endorsement of Duty-Exempt Importation of Donations to SWDAs

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

Office or Division:	Standards Section- Policy and Plans Division, DSWD Field Office IV-A		
Classification:	Highly Technical		
Type of Transaction:	Government to Citizen (G2C) Government to Government (G2G)		
Who may avail:	Licensed and/or accredited Social Welfare and Development Agencies (SWDAs) who wish to exempt from customs dues the foreign donations consigned to them.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Application form (DSWD DFE Form 1)		<ul style="list-style-type: none"> Standards Section- Policy and Plans Division, DSWD Field Office IV-A DSWD Website: www.dswd.gov.ph (DSWD DFE Form 1) 	
2. Authenticated Deed of Donation from the Philippine Consular Office of the country of origin		<ul style="list-style-type: none"> Philippine Consular Office (i.e. embassy or consulate) of the country of origin 	
3. Notarized Deed of Acceptance		<ul style="list-style-type: none"> Notary public 	
4. Copy of valid DSWD Registration, License and/or Accreditation Certificate		<ul style="list-style-type: none"> Issued by the DSWD to the licensed and/or accredited SWDA 	

5. Bill of Lading or Airway Bill	<ul style="list-style-type: none"> Carrier (or agent) to acknowledge receipt of cargo for shipment, usually provided by the donor to the donee
6. Packing List	<ul style="list-style-type: none"> Carrier (or agent) to acknowledge receipt of cargo for shipment, usually provided by the donor to the donee
7. Plan of Distribution	<ul style="list-style-type: none"> DSWD Website: www.dswd.gov.ph (DSWD DFE Form 2)

Optional Requirements

1. Certification from Food and Drug Administration (FDA), in case of medicines	<ul style="list-style-type: none"> Food and Drug Administration – Civic Drive, Filinvest Corporate City, Alabang, Muntinlupa City 1781
2. Notarized distribution report on latest shipment, if not the first time to import foreign donations.	<ul style="list-style-type: none"> DSWD Website: www.dswd.gov.ph (DSWD DFE Form 3)
3. Proof of prior agreements or approved arrangements, in case In case of relief items other than food and medicines	<ul style="list-style-type: none"> Appropriate government agencies

CLIENT STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The representative of the SWDA files the application form, together with the supporting documents and other requirements at DSWD-Field Office IV-A where the intended distribution of goods shall take place.	1.1 Receives the application and provides technical assistance, if necessary.	None	*30 minutes	Technical Staff/ Focal Person (Standards Section) – DSWD Field Office IV-A
2. The applicant shall pay the required processing fee at the Cash Section; provides a copy to the Standards Section	2.1 Issues an official receipt.	Php1,000.00	*10 minutes	Cashier (Cash Section) – DSWD Field Office IV-A
3. Awaits results of the assessment.	3.1 Reviews and assesses the submitted requirements.	None	3 working days	Technical Staff/ Focal Person (Standards Section) –

	<p>If complete, to determine the necessity of conducting a validation visit.</p> <p>If incomplete, to return all submitted documents to the applicant.</p>			DSWD Field Office IV-A
4. Validation Visit	4.1 Conducts area visit, obtains in-depth information concerning administrative and operational aspects of the program. (Optional)	None	2 working days (per agreed schedule)	Technical Staff/ Focal Person (Standards Section) – DSWD Field Office IV-A
5. Awaits endorsement to DSWD Central Office for Approval	5.1 Secures endorsement of the application by the DSWD Regional Director	None	1 working day	Technical Staff/ Focal Person (Standards Section) – DSWD Field Office IV-A
	5.2 Approval of Endorsement of the application to the Standards Bureau at the Central Office			Section Head/ Division Chief/ Regional Director (Standards Section) – DSWD Field Office IV-A
	5.3 If deficient, to return the application to the applicant and provide the necessary technical assistance to comply with the requirement.			

6. Awaits endorsement to DSWD Central Office for Approval	6.1 Send the endorsement to DSWD Central Office.	None	1 working day (Depends on the Courier)	Support Staff (Standards Section) DSWD Field Office IV-A
TOTAL:		₱1,000.00	Seven (7) Working Days	

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

This pertains to the process of accreditation of Social Workers for them to manage Court Cases.

Office or Division:	Standards Section – Policy and Plans Division		
Classification:	Highly Technical		
Type of Transaction:	G2C - Government to Government G2C – Government to Citizen		
Who may avail:	Social Workers and Supervisors who are direct practitioners from DSWD Field Offices, residential and center-based facilities, Local Government Units, other National Government Agencies, Court Social Workers, Non-Government Organizations, and individual practitioners managing court cases of the disadvantaged groups.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
A. New Applicants:			
A.1. For Social Workers			
1. Two (2) copies of application form for Accreditation of Social Workers Managing Court Cases (Annex A)		• Applicant may proceed to the Field Office IV-A – Standards Section or access the form through: www.dswd.gov.ph/issuances/AOs/AO_2008-001.pdf	
2. Two (2) copies of valid Professional Regulations Commission Registration ID card		• Professional Regulations Commission	
3. Two (2) copies of Certificate of Attendance to basic course training (at least 32 hours) on the management of court cases from DSWD or its recognized training institution <i>*In case of lost certificate, a certified true copy from the training provider may be presented</i>		• Training provider	

4. Summary documentation of Four (4) cases managed (Annex B)	<ul style="list-style-type: none"> Refer to DSWD website: www.dswd.gov.ph/issuances/AOs/AO_2008-001.pdf
5. Letter of Recommendation attesting to the competence of the Social Worker	<p>Any of the Following:</p> <ul style="list-style-type: none"> Supervisor of the Applicant Philippine Association of Social Workers, Inc. (PASWI) If Court Social Worker, from the Philippine Association of Court Social Workers, Inc. (PACSWI)
<p>6. The following cases handled must be made available during onsite assessment:</p> <ul style="list-style-type: none"> Case Study Report Progress/ Running Notes Case Summaries Case Conference proceedings/ notes 	<ul style="list-style-type: none"> To be secured by the applicant
A.2. For Supervisors	
1. First three (3) requirements stated under new applicants for Social Workers	<ul style="list-style-type: none"> Refer to above sources
2. Technical Supervisory Notes of two supervisees as proof of providing technical assistance	<ul style="list-style-type: none"> To be secured by applicant
<p>3. The following documents on cases handled must be made available during on-site assessment:</p> <ul style="list-style-type: none"> Case Study reports Progress/ running notes Case summaries Case conference proceedings/ notes 	<ul style="list-style-type: none"> To be secured by applicant
B. Renewal:	
B.1. For Social Workers:	
1. Certificate of attendance to relevant trainings attended or refresher courses of at least 24 hours	<ul style="list-style-type: none"> From DSWD or recognized training institutions

2. Summary of documentation (Annex B) of cases managed for the last six months		<ul style="list-style-type: none">Refer to DSWD website: www.dswd.gov.ph/issuances/AOs/AO_2008-001.pdf		
3. Recommendation from the Supervisor attesting to the competence of the Social Worker in Managing Court Cases		<ul style="list-style-type: none">To be secured by applicant		
4. The following documents on cases handles must be made available during on-site assessment: <ul style="list-style-type: none">Case Study ReportsProgress/ running notes; andOther relevant documentations pertaining to the cases		<ul style="list-style-type: none">To be secured by applicant		
B.2. For Supervisors				
1. First three (3) requirements stated under new applicants for Social Workers		<ul style="list-style-type: none">Refer to the above sources		
2. Technical Supervisory Notes of two supervisees as proof of providing technical assistance		<ul style="list-style-type: none">To be secured by applicant		
3. The following documents on cases handled must be made available during on-site assessment: <ul style="list-style-type: none">Case Study reportsProgress/ running notesCase summariesCase conference proceedings/ notes		<ul style="list-style-type: none">To be secured by applicant		
CLIENT STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applicant shall file application (Annex A) to DSWD Field Office IV-A	1.1 Review the completeness and accuracy of the submitted requirements/ documents If found complete, documents shall be forwarded to	None	1 day	Support Staff – Standards Section

	assigned Technical Staff			
	1.2 Conduct of Pre-Assessment by verifying the submitted documents and the original copies of the document	None	1 day	Technical Staff Assigned
2. Endorsement of the Candidate's Application Form and requirements to the DSWD Central Office-Standards Bureau	2.1 If requirements are complete, one copy of the application and requirements shall be forwarded to DSWD Central Office - Standards Bureau for further assessment. Second copy of the application and requirements shall remain at the Field Office for file and reference.	None	5 to 7 days	Technical Staff Standards Section head/ Division Chief Regional Director
3. Receipt of Confirmation Report from DSWD Central Office- Standards Bureau	3.1 Receive approved confirmation report indicating results of on-site assessment conducted by DSWD Central Office-Standards Bureau Technical Staff <i>*If the applicant falls below the standards, the said applicant</i>	None	1 day	Technical Staff – Standards Section

	<i>shall be given appropriate technical assistance on the areas needing improvement. A re-assessment shall be conducted after six months</i>			
4. Receipt of Accreditation Certificate of Qualified Applicant	4.1 Notify qualified applicant on the availability of the Certificate of Accreditation	None	1 day	Support Staff – Standards Section
	4.2 Issuance of Certificate of Accreditation	None	1 day	
TOTAL		None	12 days	

15. Accreditation of CSOs to Implement DSWD Projects and/or Programs Using DSWD Funds

This pertains to the processes of accreditation of Civil Service Organizations (CSOs) to implement projects and programs using the funds of DSWD.

Projects and programs using the funds of DSWD:			
Office or Division:	Standards Section – Policy and Plans Division		
Classification:	Highly Technical		
Type of Transaction:	Government to Client (G2C)		
Who may avail:	Civil Society Organization (CSO) DSWD-Organized Group		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. For DSWD Organized Beneficiary:			
1.1. Certificate of Compliance issued by the regional head of the applicable DSWD Program or Project attesting that the CSO applicant has met all the requirements and in accordance with the minimum accreditation requirements that are applicable under Rule 65 of the 2017 GAA		<ul style="list-style-type: none">Requesting party may proceed to DSWD Field Office (ARDO or RPC)	

2. For Other CSO Applicants				
2.1. Accomplished and Notarized Application Form (DSWD-SB-CSOA-001A)		<ul style="list-style-type: none"> • Requesting party may proceed to DSWD Field Office IV-A – Standards Section (2nd Floor Mahusay Building DSWD Field Office IV-A Muntinlupa City) 		
2.2. Proof of existence or presence of the CSO in its stated address and area of operation or organization: <ul style="list-style-type: none"> • Pictures of the Office and direction sketch; and • at least one of the following documents: <ul style="list-style-type: none"> ○ Barangay Certification ○ Certification or endorsement from at least two publicly known individuals in the community other documents showing proof of existence 		<ul style="list-style-type: none"> • To be secured by the applicant 		
2.3. Proof of Organization, namely: <ul style="list-style-type: none"> • organizational chart or governance structure; and • date of organization, list of officers and members with complete named, date of birth (if known or registered), complete address, and contact numbers, if available 		<ul style="list-style-type: none"> • To be secured by the applicant 		
2.4. Certificate of good standing from the government agency or agencies from which it has received such public funds, specifically stating liquidation in accordance with COA regulations, all fund transfers due for liquidation		<ul style="list-style-type: none"> • To be secured by the applicant 		
2.5. Proof of having undergone Social Preparation by the designated Project Officer of the DSWD Program where the CSO is seeking fund		<ul style="list-style-type: none"> • To be secured by the applicant 		
CLIENT STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. DSWD-Organized Beneficiary				
1. CSO Applicant shall submit Certificate of Compliance to FO-AC Secretariat	1.1. Endorse the Applicant's Certificate of Compliance to FOAC	None	1 day	FOAC Secretariat
	1.2. Review and endorsement of Certificate of	None	5 days	FOAC Secretariat

	Compliance and supporting documents			
	1.3. Issuance of Certificate of Accreditation	None	1 day	FOAC Secretariat
TOTAL:		None	7 days	
2. Non-DSWD Organized Beneficiary				
1. CSO Applicant shall file duly notarized Application	1.1 Receipt of the Application Form and other supporting documents	None	1 hour	FOAC Secretariat
	1.2 Desk Review of the documentary requirements to ensure its authenticity and determine completeness in form and substance <i>*If found incomplete, CSO applicant shall be immediately informed of the deficiency in its documents and be provided with technical assistance as needed.</i> <i>*If irregularity, falsehood, fabrication, or forgery is noted or found in the documents, the CSO Applicants shall be required to explain the same not later than three (3) working days from the receipt of notice issued by the Regional Director. Failure to provide satisfactory explanation shall be</i>	None	1 to 2 days	FOAC Secretariat

	<i>sufficient ground for the immediate denial of the application, without prejudice to subsequent administrative actions, including blacklisting or filing of complaint to proper authorities</i>			
2. Posting of Notice and Validation	<p>Notice of the application shall be posted in a publicly conspicuous place within the DSWD FO Compound, FO website, DSWD Website for a period of five (5) consecutive days, with invitation to interested parties to submit sworn reports of any derogatory record involving CSO Applicant or any of its officers.</p> <p><i>*If a Derogatory Report is received, CSO Applicant shall be notified within three (3) working days from receipt thereof and require for an explanation or comment within five (5) working days from notice. The Derogatory Report and CSO Applicants written explanation shall form part of the application documents.</i></p>	None	5-7 days	FOAC Secretariat
	Conduct of validation and ocular inspection to verify the existence and/or	None	1 day	Identified Personnel / Staff from Standards Section

	operation of the Beneficiary CSO Applicant and validate the information in the application documents.			
4. Assessment and examination of complete documents and validation report	Prepare an Abstract Report containing the findings and assessment as basis for FOAC deliberation		3 days	FOAC Secretariat
5. Evaluation and deliberation	<p>Deliberation of the CSO Application and supporting documents</p> <p><i>*FOAC may hold hearings, and/ or require the CSO Applicant to submit additional clarifications, information, and/ or documents as may deem necessary.</i></p> <p><i>*FOAC shall, by at least majority vote recommend to the Regional Director the grant or denial of the application, or blacklisting of the CSO.</i></p>		5 days	FOAC
6. Final Action	<p>Issuance of Certificate of Accreditation as CSO Beneficiary.</p> <p><i>*Should the applicant failed to satisfy the requirements or was found fraudulent, the Regional Director</i></p>		10 minutes	FOAC Secretariat

	<i>shall deny the application indicating the grounds for denial.</i>			
TOTAL:		None	17 days, 1 hour, 10 minutes	

16. Accreditation of Local Government Unit's for Senior Citizens Center

This process pertains to the accreditation of Centers for Senior Citizens of Local Government Units.

Office or Division:	Standards Section – Policy and Plans Division		
Classification:	Highly Technical		
Type of Transaction:	Government to Government		
Who may avail:	All Public Senior Citizens Center		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. One (1) duly accomplished and notarized Application Form		The applicant may proceed to the following: <ul style="list-style-type: none"> Standards Section- Policy and Plans Division 2nd Flr Mahusay Building DSWD Field Office IV-A Muntinlupa City DSWD website: https://www.dswd.gov.ph/downloads-2/Annex 3. DSWD-RLA-F003 Application Form for Accreditation 	
2. Pre-Accreditation Assessment <ul style="list-style-type: none"> For New Applicant, Pre-Accreditation Assessment shall be conducted by the Field Office- Standards Section Technical Staff For Renewal, self-assessment using the pre-accreditation tool shall be administered by the SWA Applicant and duly signed by the Head of the Agency 		<ul style="list-style-type: none"> Standards Section- Policy and Plans Division 2nd Flr Mahusay Building DSWD Field Office IV-A Muntinlupa City 	
3. Constitution and By-Laws/ Local Ordinance or Resolution		<ul style="list-style-type: none"> City/ Municipal Sangguniang Bayan Office or the City/ Municipal Social Welfare and Development Office of the Local Government Unit 	

<p>One (1) copy of the following documents establishing Track Record and Good Standing:</p> <p>4. Duly signed Work and Financial Plan (WFP) for two (2) succeeding years</p> <p>5. Annual Accomplishment Report of the previous year</p> <p>6. Financial Report of the previous year signed by the Provincial/ City/ Municipal Accountant of DSWD Regional Accountant</p> <p>*In the absence of the Certified Public Accountant from the LGU or DSWD, financial report from the Commission on Audit (COA) will suffice</p>		<ul style="list-style-type: none"> • Applicant (using the DSWD Template) https://www.dswd.gov.ph/downloads-2/Annex 9 DSWD-RLA-F009 Work and Financial Plan • Applicant (using the DSWD Template on Annual Accomplishment Report) https://www.dswd.gov.ph/downloads2/Annex 6 DSWD-RLA-F006 Accomplishment Report • Applicant (using DSWD Template) https://www.dswd.gov.ph/downloads-2/Annex 8 DSWD-RLA-F008 Audited Financial Report 		
<p>One (1) copy of the following documents establishing Track Record and Good Standing:</p> <p>7. Center Based (Residential Based and Non-Residential Based, copy of valid safety certificates:</p> <ul style="list-style-type: none"> • Occupancy Permit (only for new buildings) or Annual Building Inspection/ Structural Safety Certificate (for old buildings) • Fire Safety Inspection Certificate • Water Potability Certificate or Sanitary Permit 		<ul style="list-style-type: none"> • City/Municipal Engineering's Office in the Local Government Unit • Office of the Fire Protection Bureau in the Local Government Unit • City/ Municipal Health Office in the Local Government Unit or Private Service Provider 		
<p>8. For applicant serving within the Ancestral Domains of Indigenous People (IP) – Photocopy of NGO Accreditation from NCIP</p>		<ul style="list-style-type: none"> • National Commission of Indigenous People (NCIP) Region IV 3rd Floor Argo Building 514 EDSA corner P. Tuazon Ave., Quezon City, 1100 		
CLIENT STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Secure application form thru DSWD Field Office or DSWD website	Issue client application form and checklist of requirements	None		Support Staff – Standards Section
2. Pre- Accreditation Assessment *For first-time application, written request shall be forwarded to the Field Office for the conduct of Pre-Accreditation Assessment *For renewal of accreditation, applicant shall conduct self-assessment to determine their readiness for the actual assessment	Using the prescribed accreditation tool, Technical Staff of Standards Section shall administer pre-assessment prior to the actual assessment to determine the readiness of the SWDA to meet the set standards on SWD Programs and Services being delivered to the clients Provide Pre-assessment tool to SWDA Applicant	None		Technical Staff – Standards Section
3. Submission of requirements and application for registration to DSWD Central Office thru Standards Bureau *Only application for accreditation with complete prescribed requirements shall be officially received by the Standards Bureau	If submission shall be endorsed by the Field Office, Technical Staff shall ensure completeness of documentary requirements. However, the SWDA Applicant may directly submit the application for accreditation to the Standards Bureau, DSWD Central Office Batasan Hill, Quezon City	None		Technical Staff – Standards Section
TOTAL:		None		

17. Obtaining Social Welfare and Development (SWD) Data and Information (FO) for Walk-in Clients.

The SWD data and information is provided to internal and external researchers who are requesting current and secondary SWD data and statistics from the Department. Request for the following need not go through the protocol and may be approved and provided by submitting a letter of request addressed to the head of the concerned office:

- Secondary data (Statistics, reference materials, etc.) from any of the offices, bureaus, services and units within the Department. Secondary data refers to data that has already been consolidated and/or published by DSWD and readily available as public document.
- Observations and/or photo/video/audio shoots at DSWD premises, except those involving DSWD's clients or beneficiaries. If a photo, audio or video of client or beneficiary is essential for the study, researcher shall secure the consent of the Center Head/Client/Beneficiary.
- Briefing/interview/orientation sessions with key focal persons in the Field Office on general information about DSWD programs, policies and projects. The Department however, discourages requests for "practice interviews" of DSWD personnel for the sole purpose of student's acquisition of interview skills, in consideration of the valuable time taken away from the personnel when accommodating student researchers.
- Conduct of surveys with DSWD employees about subject matters that do not directly concern the Department or not related to the Department's program operations.
- Studies conducted by consultants/researchers under the Technical Assistance Facility (TAF) grant portfolio. The researchers, however shall adhere on the policies in undertaking research and evaluation studies as stipulated in the Guidelines for the Conduct of Research and Evaluation in the DSWD.

Office or Division	Policy Development and Planning Section - Policy and Plans Division (PPD)	
Classification	Complex	
Type of Transaction	G2C – Government to Citizen G2G – Government to Government	
Who may avail	DSWD personnel conducting research for the purpose of pursuing higher academic education and external researchers such as students, academe, other government agencies including members of other branches of government, local and international organizations or research institutions and other independent researchers who are requesting current and secondary SWD data and statistics from the Department.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Letter of request		Provided by the requesting party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Approach the Security Guard on Duty and fill in all the fields on the logbook located at the FO's main entrance gate.	Give the logbook to researcher.	None	2 Minutes	<i>Security Guard on Duty</i>
2. Wait for the concerned PDPS staff at the waiting area	Inform concerned office of the client at the waiting area.	None	3 Minutes	<i>Security Guard on Duty</i>
3. Briefly discuss the background of the request to the PDPS technical staff and submit formal request letter.	<p>Review and assess the request.</p> <p>Provide technical assistance necessary to complete the documentary requirements as stipulated in MC 10, s. 2019.</p> <p>Provide a copy of the Research Request Form with the contact number of the PDPS Technical Staff and get the contact number and email address of the client.</p>	None	15 minutes	<i>PDPS Technical Staff</i>
	Email the summary of the discussion during the visit and send the electronic copies of the requirements as part of their orientation on MC 10, s. 2019 including the links for the available data online.	None	10 minutes	<i>PDPS Technical Staff</i>

4. Wait for the endorsement from the PDPS Technical Staff via email.	Coordinate with the concerned office regarding the details of the request. Prepare the endorsement for the PPD Chief and RD's signature. Send the endorsement, if approved, to the client. If not, a regret letter explaining the disapproval of the request will be provided.	None	5 working days	<i>PDPS Technical Staff</i>
5. Fill-out the online <i>Researcher's Feedback Form</i> via <i>Google Form</i> .	Provide the link for the <i>Researcher's Feedback Form</i> .	None	5 minutes	<i>PDPS Technical Staff</i>
Total Processing Time			30 minutes if data is available online 5 days and 35 minutes	

18. Obtaining Social Welfare and Development (SWD) Data and Information (FO) for Online requests / FOI.

The SWD data and information is provided to internal and external researchers who are requesting current and secondary SWD data and statistics from the Department. Request for the following need not go through the protocol and may be approved and provided by submitting a letter of request addressed to the head of the concerned office:

- Secondary data (Statistics, reference materials, etc.) from any of the offices, bureaus, services and units within the Department. Secondary data refers to data that has already been consolidated and/or published by DSWD and readily available as public document.
- Observations and/or photo/video/audio shoots at DSWD premises, except those involving DSWD's clients or beneficiaries. If a photo, audio or video of client or beneficiary is essential for the study, researcher shall secure the consent of the Center Head/Client/Beneficiary.
- Briefing/interview/orientation sessions with key focal persons in the Field Office on general information about DSWD programs, policies and projects. The

Department however, discourages requests for “practice interviews” of DSWD personnel for the sole purpose of student’s acquisition of interview skills, in consideration of the valuable time taken away from the personnel when accommodating student researchers.

- Conduct of surveys with DSWD employees about subject matters that do not directly concern the Department or not related to the Department’s program operations.
- Studies conducted by consultants/researchers under the Technical Assistance Facility (TAF) grant portfolio. The researchers, however shall adhere on the policies in undertaking research and evaluation studies as stipulated in the Guidelines for the Conduct of Research and Evaluation in the DSWD.

Office or Division	Policy Development and Planning Section - Policy and Plans Division (PPD)			
Classification	Complex			
Type of Transaction	G2C – Government to Citizen G2G – Government to Government			
Who may avail	DSWD personnel conducting research for the purpose of pursuing higher academic education and external researchers such as students, academe, other government agencies including members of other branches of government, local and international organizations or research institutions and other independent researchers who are requesting current and secondary SWD data and statistics from the Department.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter of request or FOI endorsement			Provided by the requesting party	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Send an email to FO’s account.	Acknowledge the email, forward to concerned office/ officer for proper action / response.	None	2 Minutes	<i>Records Section / Office of the Regional Director / PPD</i>
2. Wait for the response of the PDPS Technical Staff regarding the query / request.	Once the email is forwarded to the concerned PDPS Technical Staff, it will be reviewed and assessed.	None	5 minutes upon receipt of the email	<i>PDPS Technical Staff</i>

	Provide technical assistance if necessary and share links to available data online. Indicate on the email response the details of MC 10, s. 2019 by including the research process.			
3. Wait for the endorsement from the PDPS Technical Staff via email.	<p>Coordinate with the concerned office regarding the details of the request. Prepare the endorsement for the PPD Chief and RD's signature.</p> <p>Send the endorsement, if approved, to the client. If not, a regret letter explaining the disapproval of the request will be provided.</p>	None	5 working days	<i>PDPS Technical Staff</i>
4. Fill-out the online <i>Researcher's Feedback Form</i> via <i>Google Form</i> .	Provide the link for the <i>Researcher's Feedback Form</i> .	None	5 minutes	<i>PDPS Technical Staff</i>
Total Processing Time			7 minutes if data is available online 5 days and 12 minutes	

19. Accreditation of Pre-Marriage Counselors

This pertains to the accreditation process for Pre-Marriage Counselors.

Office or Division:	Standards Section – Policy and Plans Division	
Classification:	Highly Technical	
Type of Transaction:	Government to Citizen (G2C)	
Who may avail:	All Social Workers and other professional; Service providers both at the private and public sectors who have met the required qualifications	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
A. New Applicant		
1. One (1) duly accomplished and notarized Application Form <i>*Exempted from the DSWD Accreditation:</i> 1. Priest 2. Imam or Minister authorized to solemnize marriage	The applicant may proceed to: <ul style="list-style-type: none"> Standards Section- Policy and Plans Division, 2nd Flr Mahusay Building DSWD Field Office IV-A, Muntinlupa City 	
2. Any of the following as proof that the applicant is a graduate of four (4) year course: <ul style="list-style-type: none"> Certificate of graduation/ college diploma or transcript of record Certified photocopy of valid PRC ID 	To be secured by the Applicant from: <ul style="list-style-type: none"> Last school attended Professional Regulations Commission 	
3. Photocopy of Training Certificate from Seminars, conferences, training and other related activities on basic counseling service for at least 24 hours. <i>*If Original copy is unavailable, a certified true copy of the Certificate of Participation/ Attendance is accepted.</i>	<ul style="list-style-type: none"> Service/ training Provider 	
4. Any of the following proof that the applicant is tasked to assist/conduct PMC sessions and/or part of the local PMC Team:	<ul style="list-style-type: none"> Immediate Supervisor 	

<ul style="list-style-type: none"> • Certification from Immediate Supervisor • An approved resolution 	<ul style="list-style-type: none"> • SB Secretary
5. Documentation of at least six (6) PMC sessions, which captures the role performed by the applicant as proof that he/she has assisted the PM Counseling session.	<ul style="list-style-type: none"> • To be secured by the Applicant
6. Other documents to be made available during the assessment visit: <ul style="list-style-type: none"> • Accomplished Marriage Expectation Inventory Form of would-be-married couples present during the validation visit. 	
B. For Renewal	
1. One (1) duly accomplished and notarized Application Form <i>*Exempted from the DSWD Accreditation:</i> <ol style="list-style-type: none"> 1. Priest 2. Imam or Minister authorized to solemnize marriage 	The applicant may proceed to: <ul style="list-style-type: none"> • Standards Section- Policy and Plans Division, 2nd Flr Mahusay Building DSWD Field Office IV-A, Muntinlupa City
2. Certificate of training, seminars, orientation and other related or similar activities on pre-marriage counseling for at least 24 hours within the validity period of the preceding certificate: <ol style="list-style-type: none"> a. Human Maturity b. Value Clarification c. Authentic Love d. Responsible Parenting e. Gender and Development 	<ul style="list-style-type: none"> • Service/ Training Provider
3. Accomplishment reports for the past year with at least a minimum of ten (10) PMC sessions conducted preceding the application	<ul style="list-style-type: none"> • To be secured by the Applicant -<i>must use DSWD Template (Annex D – Accomplishment Report)</i>
4. Summary of documentation of PMC sessions conducted for the past year	<ul style="list-style-type: none"> • To be secured by the Applicant -<i>must use DSWD Template (Annex C – Document Report for Counseling)</i>

<p>5. Other documents to be made available during validation visit:</p> <ul style="list-style-type: none"> a. Accomplished marriage expectations inventory form of would-be-married couple/s present during the validation visit b. Accomplished and consolidated result of client feedback/satisfaction survey of about 50% of the total number of counselled couple for the past year; c. A summary/ record on the number of Certificate of Marriage Counseling issued 		<ul style="list-style-type: none"> • To be secured by the Applicant – <i>must use DSWD Template (Annex F – Feedback Survey Template and Form)</i> 		
CLIENT STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pre-Validation – Applicant shall submit the duly accomplished application form and requirements to DSWD	a. Review the veracity of the submitted documents;	None	1 day	Technical Staff – Standards Section
	<p>b. Coordinate and acknowledge the application conformed with the following circumstances: and supporting documents</p> <p>*Should the submitted documents suffice and qualify for accreditation, the acknowledgement shall specify the date of the on-site</p>	None	5 days	Section Head/ DC/ Regional Director

	<p>accreditation visit in coordination with the applicant;</p> <p>*Should there be lacking documents however, the applicant has met the minimum qualification, the acknowledgement should indicate the date of the on-site accreditation visit and the list of requirements to be submitted during the said visit;</p> <p>*Should the documents found to be insufficient and the applicant was unable to meet the set qualifications, the acknowledgement shall contain regrets and thereby inform the applicant with the needed qualifications and requirements for accreditation.</p>			
<p>2. Validation Proper</p> <p><i>*In cases where the applicant has not met set standards per assessment of the accreditor, the said applicant shall be provided with technical assistance on areas needing</i></p>	<p>a. Courtesy call to the Local Chief Executive (LCE) or his/her designated representative;</p> <p>b. Conduct brief orientation to the PM Counselor applicant relative to the guidelines and</p>	None	1 day	Technical Staff – Standards Section

<p><i>improvement and shall be re-assessed after three (3) months for accreditation.</i></p> <p><i>*Should the applicant still not qualify, he/she shall be advised to submit new application for accreditation assessment after six (6) months from the date of the re-assessment.</i></p>	provide mechanics for the accreditation assessment;			
	c. Review other documents such as logbook and MEI during the on-site assessment and/or additional submitted requirements;			
	d. Observation assessment during the actual conduct of PMC session;			
	e. Conduct a post assessment session with the PMC applicant to discuss observations, if any, or to come-up with an action plan to comply with the remaining requirements for submission, if necessary or to provide technical assistance on areas needing improvement, if applicable;			
	f. Conduct an exit conference with the PMC Applicants and LCE or his/her designated representative or supervisor.			
3. Post-Validation	a. Prepare a confirmation report on the assessment	None	7 days	Technical Staff Section Head/DC

	result of the PM Counselor.			Regional Director
	b. If the result of the assessment is favorable, the preparation and approval of the certificate shall be facilitated <i>*Accreditation Certificate for newly accredited PM Counselors shall be valid for a period of three (3) years.</i> <i>**Accreditation Certificate for renewed application shall be valid for a period of five (5) years.</i>	None	5 days	Technical Staff Section Head/DC Regional Director
	c. Update the Directory of Accredited PM Counselors at the Regional Website.	None	10 minutes	Technical Staff Section
TOTAL:		None	19 days, 10 minutes	

20. Approval for the Conduct of Research Study and Acquiring Primary Data from DSWD Officials/Personnel, Beneficiaries and Clients at the FO for Walk-in Clients

Approval is issued to internal and external researchers who intend to conduct research studies related to or involving the Department. Primary data refers to data obtained through first hand investigation. These are collected through face-to-face interview, survey questionnaires, focused group discussion, case study among others. Request to conduct such activities need to undergo research protocol. Research whose target respondents are in Region IV-A shall seek for the approval of the Regional Director. Research request must be submitted to the Field Office at least two (2) weeks before the projected start of data gathering activity.

Office or Division	Policy and Plans Division			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Citizen G2G – Government to Government			
Who may avail	DSWD personnel conducting research for the purpose of pursuing higher academic education and external researchers such as students, academe, other government agencies including members of other branches of government, local and international organizations or research institutions and other independent researchers who intend to conduct research studies related to or involving the Department.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Letter of request Research Request Form (Annex C) Research Brief (Annex D) and Research Instruments 		Provided by the requesting party PPD PPD Provided by the requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Approach the Security Guard on duty and fill in all the fields in the logbook located at the FO's main entrance gate.	Give the logbook to researcher	None	2 Minutes	<i>Security Guard on Duty</i>
2. Wait for the concerned PDPS staff at the waiting area	Inform concerned office of the client at the waiting area.	None	3 Minutes	<i>Security Guard on Duty</i>

3. Briefly discuss the background of the research of request to the PDPS technical staff and provide available requirements.	<p>Review and assess the research request if it will require secondary data or shall undergo the research protocol.</p> <p>Provide technical assistance necessary to complete the documentary requirements as stipulated in MC 10, s. 2019.</p> <p>Provide a copy of the Research Request Form with the contact number of the PDPS Technical Staff and get the contact number and email address of the client.</p>	None	15 minutes	<i>PDPS Technical Staff</i>
	Email the summary of the discussion during the visit and send the electronic copies of the requirements including the links for the available data online.	None	10 minutes	<i>PDPS Technical Staff</i>
4. If initially submitted requirements are insufficient, submit the following to the email address provided by the PDPS staff if applicable: 4.1. Filled-out <i>Research</i>	<p>Receive, review, and assess the submitted documents. Acknowledge receipt of submitted documents.</p> <p>Coordinate with the researcher in cases where relevant revisions need to be made. Two (2) days</p>	None	15 minutes	<i>PDPS Technical Staff</i>

4.2. <i>Request form; and Research Brief via Google Form</i>	will be given to researchers to respond.			
5. Wait for the endorsement and final instructions in conducting the data gathering from the PDPS Technical Staff via email.	<p>Coordinate with the concerned office regarding the details of the research, data gathering procedure and timeframe. Prepare the endorsement for the PPD Chief and RD's signature.</p> <p>Send the endorsement, if approved, to the client with details of the visit / data gathering via email. If not, a regret letter explaining the disapproval of the request will be provided.</p>	None	5 working days	<i>PDPS Technical Staff</i>
6. Conduct the research following the Agency's Research Protocols.	<p>Assist the researcher, whenever needed, in matters related to the conduct of data-gathering activities.</p> <p>Coordinate with the concerned office if the researcher is following the protocols on data gathering.</p>	None	Depending on the researcher's timeframe	<i>PDPS Technical Staff and concerned FO ODS</i>
7. Present the initial results of the data gathering through	Coordinate with the researcher and the concerned office on	None	1 day	<i>PDPS Technical Staff and concerned FO ODS</i>

an exit conference.	the schedule of the exit conference. Attend the exit conference and ensure that the researcher's evaluation form is provided to attendees. Prepare a Certificate of Completion for the RD's signature.			
8. Submit the final research report, with its electronic copy saved in a CD attached, and fill-out the online <i>Researcher's Feedback Form via Google Form.</i>	Accept the submitted report and check if complete. Provide the signed certificate of completion and link for the <i>Researcher's Feedback Form.</i>	None	5 minutes	<i>PDPS Technical Staff</i>
Total Processing Time			6 days and 50 minutes	

21. Approval for the Conduct of Research Study and Acquiring Primary Data from DSWD Officials/Personnel, Beneficiaries and Clients at the FO for Online Queries

Approval is issued to internal and external researchers who intend to conduct research studies related to or involving the Department. Primary data refers to data obtained through first hand investigation. These are collected through face-to-face interview, survey questionnaires, focused group discussion, case study among others. Request to conduct such activities need to undergo research protocol. Research whose target respondents are in Region IV-A shall seek for the approval of the Regional Director. Research request must be submitted to the Field Office at least two (2) weeks before the projected start of data gathering activity.

Office or Division	Policy and Plans Division
Classification	Highly Technical
Type of Transaction	G2C – Government to Citizen G2G – Government to Government

Who may avail	DSWD personnel conducting research for the purpose of pursuing higher academic education and external researchers such as students, academe, other government agencies including members of other branches of government, local and international organizations or research institutions and other independent researchers who intend to conduct research studies related to or involving the Department.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Letter of request • Research Request Form (Annex C) • Research Brief (Annex D) and • Research Instruments 		Provided by the requesting party PPD PPD Provided by the requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
22. Send an email to FO's account.	Acknowledge the email, forward to concerned office/officer for proper action / response.	None	2 Minutes	<i>Records Section / Office of the Regional Director / PPD</i>
23. Wait for the response of the PDPS Technical Staff regarding the query / request.	<p>Once the email is forwarded to the concerned PDPS Technical Staff, it will be reviewed and assessed if the research request shall require secondary data or shall undergo the research protocol using the <i>Checklist for Reviewing Research Request</i>.</p> <p>Provide technical assistance necessary to complete the documentary requirements as stipulated in MC 10, s. 2019 by including the research process on</p>	None	5 minutes	<i>PDPS Technical Staff</i>

	<p>the email response to the client.</p> <p>Provide a copy of the Research Request Form with the contact number of the PDPS Technical Staff and get the contact number and email address of the client.</p>			
<p>24. If initially submitted requirements are insufficient, submit the following to the email address provided by the PDPS staff if applicable:</p> <p>3.1. Filled-out <i>Research Request form</i>; and</p> <p>3.2. <i>Research Brief via Google Form</i></p>	<p>Receive, review, and assess the submitted documents. Acknowledge receipt of submitted documents.</p> <p>Coordinate with the researcher in cases where relevant revisions need to be made. Two (2) days will be given to researchers to respond.</p>	None	15 minutes	<i>PDPS Technical Staff</i>
<p>25. Wait for the endorsement and final instructions in conducting the data gathering from the PDPS Technical Staff via email.</p>	<p>Coordinate with the concerned office regarding the details of the research, data gathering procedure and timeframe. Prepare the endorsement for the PPD Chief and RD's signature.</p> <p>Send the endorsement, if approved, to the client with details of the visit</p>	None	5 working days	<i>PDPS Technical Staff</i>

	/ data gathering via email. If not, a regret letter explaining the disapproval of the request will be provided.			
26. Conduct the research following the Agency's Research Protocols.	<p>Assist the researcher, whenever needed, in matters related to the conduct of data-gathering activities.</p> <p>Coordinate with the concerned office if the researcher is following the protocols on data gathering.</p>	None	Depending on the researcher's timeframe	<i>PDPS Technical Staff and concerned FO ODS</i>
27. Present the initial results of the data gathering through an exit conference.	<p>Coordinate with the researcher and the concerned office on the schedule of the exit conference.</p> <p>Attend the exit conference and ensure that the researcher's evaluation form is provided to attendees.</p> <p>Prepare a Certificate of Completion for the RD's signature.</p>	None	1 day	<i>PDPS Technical Staff and concerned FO ODS</i>
28. Submit the final research report, with its electronic copy saved in a CD attached, and fill-out the online Researcher's	Accept the submitted report and check if complete. Provide the signed certificate of completion and link for the <i>Researcher's Feedback Form</i> .	None	5 minutes	<i>PDPS Technical Staff</i>

<i>Feedback Form via Google Form.</i>				
Total Processing Time			6 days and 27 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback?	<p>Researchers may send their feedback by accomplishing the google form for all research-related request provide every after transaction</p> <p>bit.ly/IV-AResearchFeedback</p> <p>for walk-in clients, they may give their feedback by accomplishing the client satisfaction survey form</p>
How feedbacks are processed	<p>They are reviewed whenever a response is recorded and are included in the quarterly report of the Policy Development and Planning Section.</p> <p>Client satisfaction survey forms are reviewed quarterly and are included in the client satisfaction survey report presented to the Good Governance Committee every quarter and is reported every Semester to Central Office.</p>
How to file a complaint	<p>Researchers may send a formal letter of complaint to the Office of the Regional Director via the records section or email to dswdfo4a_mrecords@yahoo.com.</p> <p>For walk-in clients, they may discuss the complaint to the staff assigned at the Public Assistance and Complaint Desk (PACD) located at the Mahusay Building.</p>
How complaints are processed	
Contact Information of ARTA, PCC, and CCB	<p>ARTA: complaints@arta.gov.ph 1-ARTA (2782) PCC: 8888 CCB: 0908-881-6565 (SMS)</p>

22. Walk-in Name Matching

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

Office or Division:	National Household Targeting Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Walk-in Name Matching Form		Requesting party may visit DSWD Regional Office IV-A		
2. Valid Identification Card/Proof of Identity				
CLIENT STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Requesting Party will fill out the Walk-in Name Matching Form.	The Administrative Assistant III receives and records the request in the DocuTrack (DSWD Document Tracking System). The request is forwarded to the Project Development Officer IV (PDO IV/RFC) of the NHTS for remarks.	None	5 minutes	Administrative Assistant III
	The PDO IV/RFC of the NHTS will interview the client to assess if the request is valid or necessary.	None	10 minutes	Project Development Officer IV

	The IT-Officer II/RITO will process the request .	None	5 minutes	IT-Officer II/RITO
	The CSV results file from the Manual Verification will review, archiving, and endorsement to the PDO IV/RFC of the NHTS.	None	5 minutes	IT-Officer II/RITO
2. Receive Name Matching Result	The result of name matching will be presented by the PDO IV/RFC of the NHTS.	None	5 minutes	Project Development Officer IV
TOTAL:		None	30 inutes	

23. Data Sharing – Name Matching Process

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

Office or Division:	National Household Targeting Section		
Classification:	Highly Technical		
Type of Transaction:	Government to Government (G2G), Government to Business (G2B), Government to Citizen (G2C)		
Who may avail:	All NGAs, GOCCs. NGOs, CSOs, and Private Foundations for the purpose of utilizing the data for social protection programs.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Letter of Request (indicating reasons for name-matching)		Requesting party may visit DSWD Regional Office IV-A	
2. Original Copy of the Resolution of Governing Board authorizing of agency to enter into data sharing MOA with DSWD (for NGOs, CSOs, Private Foundations)			
3. Electronic copy of the names to be matched			
4. Memorandum of Agreement			

5. Physical Setup Certification and Organizational, Technical, and Security Setup Certification				
6. Designated Data Protection Officer (DPO) Valid Proof of Identities of the agency and DPO				
CLIENT STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Requesting Party will endorse their letter of request with attached e-copy of names for name matching to NHTS.	<p>The Administrative Division receives and records the request in the DocuTrack (<i>DSWD Document Tracking System</i>). The request is forwarded to the Director for approval.</p> <p>The Administrative Assistant III will advise the requesting party that they will receive an email or call after 1 working day on the approval of their request and the expected schedule of release of the results.</p>	None	5 minutes	Administrative Assistant III
	The Director will decide if the request is for processing or not. The request is forwarded to the PPD, Division Chief.	None	2 hours	Office of the Director
	PPD, Division Chief will endorse the request to the National Household Targeting Section.	None	10 minutes	PPD, Division Chief
	National Household Targeting Section will inform the requesting party on the approval/disapproval of the data request. They shall contact the requesting party on the schedule of the orientation.	None	10 minutes	Project Development Officer IV - NHTS

2. Requesting Party will attend the scheduled orientation with the NHTS.	National Household Targeting Section will orient the requesting party on Listahanan, Data Privacy Act, data sharing policy and requirements.	None	2 hours	National Household Targeting Section
3. Submission of signed Memorandum of Agreement and documentary requirements to the National Household Targeting Section	Scheduling of Inspection Meeting	None	4 hours	Inspection Team
4. Requesting party will present their IT facilities to the NHTS Inspection Team.	Inspection of IT facilities of the requesting party and issuance of Certifications (Physical Setup Certification and Organizational, Technical and Security Setup Certification)	None	1 day	Inspection Team
	Certifications will be attached to the MOA and endorsed to the Department's Data Protection Officer.	None	35 minutes	Director
	Data Protection Officer will assess the MOA, its purpose, and attachments. The MOA will be endorsed for the Department Regional Director's signature.	None	1 day	DSWD Data Protection Officer
	Office of the Regional Director will review and sign the MOA. The MOA will be endorsed to the NHTS for data processing.		3 days	DSWD Office of the Regional Director
	The approved request is endorsed to the IT-Officer II/RITO to assess if the attached electronic copy of	None	1 hour	IT-Officer II/RITO

	names is in accordance with the template required. The IT-Officer II/RITO shall inform the Administrative Assistant III of the schedule of release of the results.			
	Depending on the volume or number of names to be matched, the IT-Officer II/RITO will process the request on set deadline.	None	30 days (maximum 500,000 names)	IT-Officer II/RITO
	The IT-OFFICER II/RITO will secure the data by adding password protection to the file. After securing the data, the IT-OFFICER II/RITO will prepare Data Release Form (DRF), draft memo reply and burn results in a compact disc(CD). The IT-OFFICER II/RITO will counter sign in the DRF, then forward the documents to the Project Development Officer IV/RFC. The Project Development Officer IV/RFC will finalize the memo attached with the DRF and secured data (CD), then forward it to the Administrative Assistant III.	None	1 hour	IT-Officer II/RITO
	The Director will sign the endorsement.	None	1 hour	Office of the Director
	The Administrative Assistant III will track and scan the document before	None	5 minutes	Administrative Assistant III

	releasing the result to the requesting Party.			
5. Call NHTS Office	Upon receiving the result from NHTS, the requesting party will contact (thru phone) IT-Officer II/RITO for the password of the file.	None	5 minutes	IT-Officer II/RITO
TOTAL		None	37 days (with justification and possible extension on the actual data processing - depends on the volume of data and names required	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback?	Clients may send their feedback by accomplishing the client satisfaction survey form
How feedbacks are processed	Client satisfaction survey forms are reviewed quarterly and are included in the client satisfaction survey report presented to the Good Governance Committee every quarter and is reported every Semester.
How to file a complaint	Complainants may send a formal letter to the Office of the Regional Director via the records section or email to dswdfo4a_mrecords@yahoo.com or discuss the complaint to the staff assigned at the Public Assistance and Complaint Desk (PACD) located at the Mahusay Building.
How complaints are processed	
Contact Information of ARTA, PCC, and CCB	ARTA: complaints@arta.gov.ph 1-ARTA (2782) PCC: 8888 CCB: 0908-881-6565 (SMS)

24. Data Sharing - List of Data Subjects

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

Office or Division:	National Household Targeting Section
Classification:	Highly Technical

Type of Transaction:	Government to Government (G2G), Government to Citizen (G2C)			
Who may avail:	All NGAs, GOCCs, NGOs, CSOs, and Private Foundations for the purpose of utilizing the data for social protection programs.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Request (indicating reasons for name-matching)		Requesting party may visit DSWD Regional Office IV-A		
2. Original Copy of the Resolution of Governing Board authorizing of agency to enter into data sharing MOA with DSWD (for NGOs, CSOs, Private Foundations)				
3. Electronic copy of the names to be matched				
4. Memorandum of Agreement				
5. Physical Setup Certification and Organizational, Technical, and Security Setup Certification				
6. Designated Data Protection Officer (DPO)				
7. Valid Proof of Identities of the agency and DPO				
CLIENT STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Endorse the letter of request with attached e-copy of names for name matching to NHTS.	Administrative Division receives and records the request in the DocuTrack (<i>DSWD Document Tracking System</i>). The request is forwarded to the Director for approval.	None	5 minutes	Administrative Assistant III

	Administrative Assistant III will advise the requesting party that they will receive an email or call after 1 working day on the approval of their request and the expected schedule of release of the results.			
	Director will decide if the request is for processing or not. The request is forwarded to the PPD, Division Chief.	None	4 hours	Office of the Director
	The PPD, Division Chief will endorse the request to the National Household Targeting Section.	None	10 minutes	PPD, Division Chief
	Inform the client on the approval or disapproval of the data request. If approved, the orientation will be scheduled.	None	30 minutes	PDO IV/RFC - and National Household Targeting Section
2. Requesting Party will attend the scheduled orientation with the NHTS.	National Household Targeting Section will orient the requesting party on Listahanan, Data Privacy Act, data sharing policy and requirements.	None	2 hours	National Household Targeting Section

3. Submission of signed Memorandum of Agreement and documentary requirements to the National Household Targeting Section	Scheduling of Inspection Meeting	None	4 hours	Inspection Team
4. Requesting party will present their IT facilities to the NHTS Inspection Team.	Inspection of IT facilities of the requesting party and issuance of Certifications (Physical Setup Certification and Organizational, Technical and Security Setup Certification)	None	1 day	Inspection Team
	Certifications will be attached to the MOA and endorsed by the NHTS Director to the Department's Data Protection Officer.	None	2 hours	Director
	Data Protection Officer will assess the MOA, its purpose, and attachments. Once approved, the DPO will endorse the MOA for the Department Regional Director's signature.	None	1 day	DSWD DPO
	Office of the Regional Director will review the MOA. Once signed, the MOA will be		3 days	Office of the Regional Director

	endorsed to the NHTS for data processing.			
	IT-Officer II/RITO will process the request.	None	3 day 3 days	IT-Officer II/RITO
	The IT-OFFICER II/RITO will secure the data by adding password protection to the file. After securing the data, the IT-OFFICER II/RITO will prepare data release form, draft memo reply and burn results in a compact disc (CD). The IT-OFFICER II/RITO will counter sign in the DRF, then forward the documents to the PDO IV/RFC.	None	1 day	IT-Officer II/RITO
	The Administrative Assistant III will track and scan the document before releasing the result to the requesting Party.	None	5 minutes	Administrative Assistant III
5. Call NHTS for retrieval of password.	Upon receiving the result from NHTS, the requesting party will contact (thru phone) IT-OFFICER II/RITO for the password of the file.	None	5 minutes	IT-Officer II/RITO

TOTAL:	None	9 days, 5 hours, 5 minutes	
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25. Data Sharing – Statistics / Raw Data Request

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

Office or Division:	National Household Targeting Section – Operations Division			
Classification:	Complex			
Type of Transaction:	Government to Government (G2G), Government to Citizen (G2C), Government to Business (G2B)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request (specify purpose and data requested)		No prescribed template		
CLIENT STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The requesting party (NGAs, CSOs / NGOs, LGUs, academe etc.) sends a communication letter addressed to the NHTS Director for request of statistical data/ raw data generated from <i>Listahanan</i> .	The Administrative Division receives and records the request in the DocuTrack (<i>DSWD Document Tracking System</i>). The request is forwarded to the Office of the Director.	None	10 minutes	Administrative Assistant III
	The Office of the Director receives the letter of request and shall endorse the letter to the Statistics section.	None	4 hours	Office of the Director
	The Regional Associate Statistician (RAS) shall review the request, if the request is:	None	4 hours	Regional Associate Statistician (RAS)

	<p>a. <i>Not clear</i> – In case of vague data request, the Regional Associate Statistician (RAS) will coordinate with the data users to clarify the data requirements. He/ She shall provide recommendations on other possible data that can be requested if the requested data is not available in the <i>Listahanan</i> database.</p> <p>b. <i>Clear</i> – Endorse to the Associates Regional Associate Statistician (RAS) for data generation.</p>			
	<p>The Associate Regional Associate Statistician (RAS) shall generate the requested data from the <i>Listahanan</i> database. The generated statistical/ raw data can be in <i>excel</i> or in any format available.</p>	None	1 day	Associate Regional Associate Statistician (RAS)

	<p>he generated statistical/ raw data shall be submitted to the Regional Associate Statistician (RAS) for review. If the statistical/ raw data is:</p> <p>a. <i>Not accurate</i> – The generated statistical/ raw data will be submitted back to the Associate Regional Associate Statistician (RAS) for revisions.</p> <p>b. <i>Accurate</i> – The generated data statistical/ raw will be submitted to the PPD, Division Chief.</p>	None	4 hours	Regional Associate Statistician (RAS)
	The PPD, Division Chief shall endorse the facilitated data request to the NHTS Director for approval and release.	None	4 hours	Division Chief of Policy and Plans Division
	The Regional Director shall further review the facilitated data request for	None	4 hours	Office of the Regional Director

	<p>approval to release. If the generated statistics/ raw data is:</p> <p>a. <i>Not accurate and acceptable</i> – The facilitated data request will be submitted back to the Statistics section for revisions.</p> <p>b. <i>Accurate and acceptable</i> – The facilitated data request will be approved for release.</p>			
2. Receive the data requested	Administrative Assistant III will facilitate the release of the <i>approved</i> data request to the requesting party.	None	10 minutes	Administrative Assistant III
TOTAL:		None	3 days, 4 hours, 20 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback?	Clients may send their feedback by accomplishing the client satisfaction survey form
How feedbacks are processed	Client satisfaction survey forms are reviewed quarterly and are included in the client satisfaction survey report presented to the Good Governance Committee every quarter and is reported every Semester.
How to file a complaint	Complainants may send a formal letter to the Office of the Regional Director via the records section or email to dswdfo4a_mrecords@yahoo.com or discuss the complaint to the staff assigned at the Public Assistance

	and Complaint Desk (PACD) located at the Mahusay Building.
How complaints are processed	
Contact Information of ARTA, PCC, and CCB	ARTA: complaints@arta.gov.ph 1-ARTA (2782) PCC: 8888 CCB: 0908-881-6565 (SMS)

DSWD Field Office IV-A

Frontline Services – Financial Management Division

26. Issuance of Receipt

Classification:	Simple			
Type of Transaction:	G2B - Government to Businesses G2C – Government to Citizen G2G – Government to Government			
Who may avail:	<ul style="list-style-type: none"> - Social Welfare and Development Agencies (SWDAs) and Service Providers (SPs) - Bidders - Donors - DSWD Officials and Employees (refund of overpayment of salaries, traveling expenses, etc.) - Others (reproduction, etc.) 			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1) Order of Payment (2 copies)		Accounting Section		
2) Cash/check		Payor/donor		
3) Registration, Licensing or Accreditation		Standards Section		
4) Notice of Award (1 photocopy)		Bids and Awards Committee Secretariat		
5) Invitation to Bid (1 photocopy)		Bids and Awards Committee Secretariat		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Accounting Section and present required documents to secure Order of Payment	1.1 Receive the required documents and review for completeness and appropriateness 1.2 Prepare Order of Payment, if document/s is/are in order.	None	6 minutes	FMD-Accounting Section
2. Proceed to Cash Section and present Order of Payment and cash/check for the issuance of Official Receipt	2.1 Receive Order of Payment (OP) and cash/check from the payor or donor 2.2 Issue Official Receipt (OR) to acknowledge receipt of collection	Please see table below	6 minutes	Collecting Officer FMD-Cash Section
Total			12 minutes	

27. Releasing of Payment thru Check/ LLDAP-ADA to Creditors/ Suppliers

Office or Division:	Financial Management Division – Cash Section			
Classification:	Simple			
Type of Transaction:	G2B - Government to Businesses G2C – Government to Citizen G2G – Government to Government			
Who may avail:	All creditors/suppliers and service providers with money claims			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Principal 1) Any valid ID of the claimant/payee (original)		Claimant/Payee		
Representative For Individual Claims: 2) Notarized Special Power of Attorney (original) 3) Authorization Letter and valid ID of the person being represented (1 original and 1 photocopy)		Person being represented Person being represented		
For supplier/service provider claims: 4) Official Receipt (original) 5) Authority to Collect from Head of Office or his/her authorized representative (original) 6) Company ID of the person who signed the Authority to Collect with signature appearing on the ID (1 photocopy) 7) Company ID of the collector (1 original and 1 photocopy)		Bureau of Internal Revenue Head of Office of the Company being Represented Company being represented Company being represented		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Cash Section and present required documents or before going to DSWD, the creditor/supplier may inquire/confirm payment thru phone	1.1 Receive the required documents and review for completeness and appropriateness	None	5 minutes	Disbursing/Releasing Officer FMD-Cash Section
2. Issue Official Receipt (OR), sign at the Box E of the original/duplicate	2.1 Assist the client to sign in the Box E of the original/ duplicate	None	5 minutes	Disbursing/Releasing Officer FMD-Cash Section

copy of Disbursement Voucher (DV) and warrant Registry Book to acknowledge receipt of payment	copy of DV and Warrant Registry Book 2.2 Provide copy Certificate of Tax Withheld (BIR Form 2307), Release the check			
Total			10 minutes	

V. LIST OF OFFICES

Office	Address	Contact Information
Office of the Regional Director	DSWD Field Office IV-A, Alabang Zapote Rd. Alabang, Muntinlupa City	Trunk Line: 807-1518 Local: 80424 Tel. No. 807-7102
Office of the Assistant Regional Director for Operations	DSWD Field Office IV-A, Alabang Zapote Rd. Alabang, Muntinlupa City	Trunk Line: 807-1518 Local: 80425
Office of the Regional Director for Administrations	DSWD Field Office IV-A, Alabang Zapote Rd. Alabang, Muntinlupa City	Trunk Line: 807-1518 Local: 80408
Social Marketing Unit	DSWD Field Office IV-A, Alabang Zapote Rd. Alabang, Muntinlupa City	Trunk Line: 807-1518 Local: 80426
Internal Audit Unit	DSWD Field Office IV-A, Alabang Zapote Rd. Alabang, Muntinlupa City	Trunk Line: 807-1518 Local: 80435
Social Technology Unit	DSWD Field Office IV-A, Alabang Zapote Rd. Alabang, Muntinlupa City	Trunk Line: 807-1518 Local: 80437
Promotive Services Division	DSWD Field Office IV-A, Alabang Zapote Rd. Alabang, Muntinlupa City	Trunk Line: 807-1518 Local: 80429
KALAHI CIDSS NDCCP	DSWD Field Office IV-A, Alabang Zapote Rd. Alabang, Muntinlupa City	Trunk Line: 807-1518 Local: 80427
Pantawid Pamilyang Pilipino Program	DSWD Field Office IV-A, Alabang Zapote Rd. Alabang, Muntinlupa City	Trunk Line: 807-1518 Local: 80428
Sustainable Livelihood Program	DSWD Field Office IV-A, Alabang Zapote Rd. Alabang, Muntinlupa City	Trunk Line: 807-1518 Local: 80430
Disaster Response Management Division	DSWD Field Office IV-A, Alabang Zapote Rd. Alabang, Muntinlupa City	Trunk Line: 807-1518 Local: 80457

Office	Address	Contact Information
Protective Services Division	DSWD Field Office IV-A, Alabang Zapote Rd. Alabang, Muntinlupa City	Trunk Line: 807-1518 Local: 80420
Community-Based Services Section	DSWD Field Office IV-A, Alabang Zapote Rd. Alabang, Muntinlupa City	Trunk Line: 807-1518 Local: 80422
Center-Based Services Section	DSWD Field Office IV-A, Alabang Zapote Rd. Alabang, Muntinlupa City	Trunk Line: 807-1518 Local: 80436
Crisis Intervention Section	DSWD Field Office IV-A, Alabang Zapote Rd. Alabang, Muntinlupa City	Trunk Line: 807-1518 Local: 80415
Capacity Building Section	DSWD Field Office IV-A, Alabang Zapote Rd. Alabang, Muntinlupa City	Trunk Line: 807-1518 Local: 80416
Policy and Plans Division	DSWD Field Office IV-A, Alabang Zapote Rd. Alabang, Muntinlupa City	Trunk Line: 807-1518 Local: 80419
Human Resource Management and Development Division	DSWD Field Office IV-A, Alabang Zapote Rd. Alabang, Muntinlupa City	Trunk Line: 807-1518 Local: 80407
Administrative Services Division	DSWD Field Office IV-A, Alabang Zapote Rd. Alabang, Muntinlupa City	Trunk Line: 807-1518 Local: 80411
Financial Management Division	DSWD Field Office IV-A, Alabang Zapote Rd. Alabang, Muntinlupa City	Trunk Line: 807-1518 Local: 80403