



# **DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT**

## **CITIZEN'S CHARTER** 2019 (1st Edition)



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## **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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**Field Office I**

**External Services**

# 1. Accreditation of CSO's to Implement DSWD Projects and/or Programs Using DSWD Funds

The process of assessing the applicant to determine whether a Civil Society Organization is eligible to implement programs using DSWD funds.

<b>Office or Division:</b>	Policy and Plans Division – Standards Section
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C - Government to Client
<b>Who may avail:</b>	Social Work Agencies w/ at least one (1) year valid license to operate
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished and Notarized Application Form (DSWD-SB-CSOA-001A)	<ul style="list-style-type: none"> <li>DSWD Central Office – Standards Bureau (SB) IBP Road, Constitution Hills, Batasan Pambansa Complex, Quezon City</li> <li>Field Office I – Standards Section</li> <li>DSWD Website: <a href="https://www.dswd.gov.ph/download/Documents-related-to-CSO-Accreditation/list%20of%20forms%20for%20the%20accreditation%20of%20csos%20as%20implementing%20entities%20of%20government%20or%20public%20funds/edited-3.12.19DSWD-SB-CSOA-001A-Application-Form-Implementing-CSO.doc">https://www.dswd.gov.ph/download/Documents-related-to-CSO-Accreditation/list of forms for the accreditation of csos as implementing entities of government or public funds/edited-3.12.19DSWD-SB-CSOA-001A-Application-Form-Implementing-CSO.doc</a></li> </ul>
2. Photocopy of the Audited Financial Statements as received by the BIR/Authorized collecting bank for the past three (3) years	Applicant
3. Data Sheet of the Directors, Trustees, Officers, and Key Personnel of the applicant CSO. (DSWD-SB-CSOA-003A)	<ul style="list-style-type: none"> <li>DSWD Website <a href="https://www.dswd.gov.ph/download/Documents-related-to-CSO-Accreditation/list%20of%20forms%20for%20the%20accreditation%20of%20csos%20as%20implementing%20entities%20of%20government%20or%20public%20funds/edited-3.12.19DSWD-SB-CSOA-003A-CSO-Data-Sheet-Implementing-CSO-1.doc">https://www.dswd.gov.ph/download/Documents-related-to-CSO-Accreditation/list of forms for the accreditation of csos as implementing entities of government or public funds/edited-3.12.19DSWD-SB-CSOA-003A-CSO-Data-Sheet-Implementing-CSO-1.doc</a></li> </ul>
4. Location sketches (spot/ satellite map) and photographs (façade and interior) of the principal office and/or satellite Offices	Applicant
5. Certificate of Good Standing or Certificate of No Derogatory Information issued by SEC	<ul style="list-style-type: none"> <li><b>Securities Exchange Commission (SEC)</b> - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307</li> </ul>

		<ul style="list-style-type: none"> <li>• <b>Any SEC Extension Office</b> (Baguio City, Tarlac City, Legazpi City, Cebu City, Iloilo City, Cagayan De Oro City, Davao City, Zamboanga City)</li> </ul>		
6. Declaration of Commitment pursuant to AO no. 11 series of 2019		<ul style="list-style-type: none"> <li>• DSWD Website  <a href="https://www.dswd.gov.ph/download/Documents-related-to-CSO-Accreditation/list_of_forms_for_the_accreditation_of_csos_as_implementing_entities_of_government_or_public_funds/Declaration-of-Commitment-Pursuant-to-AO-no.-11-s-2019.pdf">https://www.dswd.gov.ph/download/Documents-related-to-CSO-Accreditation/list_of_forms_for_the_accreditation_of_csos_as_implementing_entities_of_government_or_public_funds/Declaration-of-Commitment-Pursuant-to-AO-no.-11-s-2019.pdf</a> </li> </ul>		
7. List of Projects and Programs funded by DSWD or any government agency. If applicable. (DSWD-SB-CSOA-002A)		<ul style="list-style-type: none"> <li>• DSWD Website  <a href="https://www.dswd.gov.ph/download/Documents-related-to-CSO-Accreditation/list_of_forms_for_the_accreditation_of_csos_as_implementing_entities_of_government_or_public_funds/edited-3.12.19DSWD-SB-CSOA-002A-List-of-Projects-Programs-Implementing-CSO.docx">https://www.dswd.gov.ph/download/Documents-related-to-CSO-Accreditation/list_of_forms_for_the_accreditation_of_csos_as_implementing_entities_of_government_or_public_funds/edited-3.12.19DSWD-SB-CSOA-002A-List-of-Projects-Programs-Implementing-CSO.docx</a> </li> </ul>		
8. Certificate of No Default or Delay in Liquidating Funds signed by the DSWD Field Office Head and countersigned by the Finance Management Service or by the concerned government official of the other Government Agencies, if applicable. (DSWD-SB-CSOA-004A)		<ul style="list-style-type: none"> <li>• DSWD Website  <a href="https://www.dswd.gov.ph/download/Documents-related-to-CSO-Accreditation/list_of_forms_for_the_accreditation_of_csos_as_implementing_entities_of_government_or_public_funds/edited-3.12.19DSWD-SB-CSOA-004A-Certification-of-No-Unliquidated-Funds-Implementing-CSO.docx">https://www.dswd.gov.ph/download/Documents-related-to-CSO-Accreditation/list_of_forms_for_the_accreditation_of_csos_as_implementing_entities_of_government_or_public_funds/edited-3.12.19DSWD-SB-CSOA-004A-Certification-of-No-Unliquidated-Funds-Implementing-CSO.docx</a> </li> </ul>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The CSO representative files the Application Form together with other documentary requirements to the Sustainable Livelihood Program (SLP) Regional Program Management Office (RPMO).	1. Receive and record the application at Document Tracking System (DTS).	None	30 Minutes	<i>Administrative Assistant II (Sustainable Livelihood Program – SLP)</i>
	1.1 Initial review the submitted application.	None	1 Hour	<i>Private Sector Partnership Officer (SLP)</i>
	1.2 Forward the application and requirements to Standards Section.	None	30 Minutes	<i>Administrative Assistant II (SLP)</i>
2. Wait for notification relative to the application.	2. Conduct Individual Desk Review. Review completeness, accuracy and	None	30 Minutes	<i>Project Development Officer I/III (Standards Section)</i>



	consistency of the documents and entries in all the documents.			
	2.a If incomplete or inconsistent, return application with the IDR to SLP RPMO and record in the DTS.	None	5 Minutes	<i>Administrative Aide IV (Standards Section)</i>
	2.b If complete and consistent, schedule to convene Field Office Accreditation Committee (FOAC).	None	20 Minutes	<i>Project Development Officer I/III or Administrative Assistant II (Standards Section)</i>
	2.1 Wait for the conduct of deliberation of applicant CSO's for accreditation.	None	5 Days <sup>1</sup>	<i>Staff, Members (Standards Section, Field Office Accreditation Committee)</i>
	2.2 Conduct deliberation.	None	2 Hours	<i>Staff, Members (Standards Section, Field Office Accreditation Committee)</i>
	2.3 Prepare Resolution and submit for the Regional Director's approval.	None	1 Day	<i>Administrative Officer I (Standards Section)</i>
	2.4 Approve Resolution.	None	1 Day	<i>Regional Director (Office of the Regional Director)</i>
	2.5 Prepare Certificate of Accreditation and endorse same together with the Client Satisfaction	None	1 Day	<i>Head (Standards Section)</i>

<sup>1</sup> Maximum

	Feedback form to SLP RPMO.  2.6 Issue the Certificate of Accreditation and request client to fill up the Client Satisfaction Feedback Form.	None	5 Minutes	<i>Implementing Project Development Officer (SLP)</i>
3. Fill-up and submit the completed Client Satisfaction Feedback Form.	3. Receive the completed Client Satisfaction Feedback Form.	None	5 Minutes	<i>Implementing Project Development Officer (SLP)</i>
	3.1 Forward the completed Client Satisfaction Feedback Form to Standards Section.	None	5 Minutes	<i>Administrative Assistant II (SLP)</i>
<b>TOTAL Complete Requirements</b>		None	8 Days, 5 Hours and 5 Minutes	
<b>Incomplete Requirements</b>		None	2 Hours and 35 Minutes	

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback?	Through client satisfaction measurement mechanism.
How feedbacks are processed?	Consolidate and analyze monthly, quarterly, semi-annually and annually to identify root cause analysis or other known quality management techniques and identify plans and actions that must be recommended for execution to resolve the issues and improve the situation.
How to file a complaint?	<p>A complaint may be filed through any of the established modalities:</p> <ul style="list-style-type: none"> <li>- a telephone call (072-687-8000 loc. 221)</li> <li>- electronic mail (standards.fo1@dswd.gov.ph)</li> <li>- posts, comments and chat messages via DSWD FO1 Official Facebook Page: "DSWD Field Office 1"</li> <li>- personal appearance (walk-in clients)</li> <li>- letters addressed to the Regional Director, Mr. Marcelo Nicomedes J. Castillo</li> <li>- Official website at fo1.dswd.gov.ph</li> <li>- through 8888 Citizen's Complaint Center</li> </ul>
How complaints are processed?	<p>Complaints received through Official FB Page, the Office of the Regional Director, Official website and 8888 will be forwarded to Policy and Plans Division for action and resolution.</p> <p>The resolution of all complaint consists of:</p> <ol style="list-style-type: none"> <li>1. Submission/Receipt of a complaint</li> <li>2. Recording of complaint</li> <li>3. Data Gathering and Investigation</li> <li>4. Resolution</li> <li>5. Final Feedback</li> </ol>
Contact Information	Mr. Melecio C. Ubilas Jr. Chief, Policy and Plans Division (072) 687-8000 loc. 244
Contact Information of CCB, PCC, ARTA	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478 5093</p> <p>PCC: 8888</p> <p>CCB: 0908-881-6565 (SMS)</p>

## 2. Accreditation of Local Government Units for Senior Citizens Center

Refers to the process of pre-assessing and assessing the Senior Citizen Center if they are compliant to set standards.

<b>Office or Division:</b>	Policy and Plans Division – Standards Section
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2G - Government to Government
<b>Who may avail:</b>	All public Senior Citizens Center
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. One (1) Duly Accomplished and Notarized Application Form	<ul style="list-style-type: none"> <li>DSWD Central Office – Standards Bureau (SB) IBP Road, Constitution Hills, Batasan Pambansa Complex, Quezon City</li> <li>Field Office I – Standards Section</li> <li>DSWD Website: <a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> Annex 3. DSWD-RLA-F003 Application Form for Accreditation</li> </ul>
2. Constitution and By-Laws/Local Ordinance or Resolution	<ul style="list-style-type: none"> <li>City/Municipal Sangguniang Bayan Office or at the City/Municipal Social Welfare and Development Office of Local Government Unit of Local Government Unit</li> </ul>
3. One (1) Copy of the following Documents Establishing Track Record and Good Standing <ul style="list-style-type: none"> <li>Duly signed Work and Financial Plan for the two (2) succeeding years/ Local Government Unit Approved Budget for the year</li> <li>Annual Accomplishment Report of the previous year</li> <li>Financial Report of the previous year signed by the Provincial/City/Municipal Accountant or the DSWD Regional Accountant.</li> </ul> <p>In the absence of the Certified Public Accountant from the LGU or DSWD, financial report from the Commission on Audit (COA) Representatives</p>	DSWD Website <ul style="list-style-type: none"> <li><a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> Annex 9. DSWD-RLA-F009 Work and Financial Plan</li> <li><a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> Annex 6. DSWD-RLA-F006 Accomplishment Report</li> <li><a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> Annex 8. DSWD-RLA-F008 Audited Financial Statement</li> </ul>

<p>4. One (1) Copy of the following Documents Establishing Corporate Existence and Regulatory Compliance:</p> <p><b>For Center-based (Residential and Non-Residential Based)</b></p> <ul style="list-style-type: none"> <li>• Copy of the valid safety certificates namely: <ul style="list-style-type: none"> <li>a. Occupancy permit (only for new buildings) or Annual Building Inspection/Structural Safety Certificate (for old buildings)</li> <li>b. Fire Safety Inspection Certificate</li> <li>c. Water Potability Certificate or Sanitary Permit</li> </ul> </li> </ul> <p><b>For applicant serving within the Ancestral Domains of Indigenous People (IP)</b></p> <ul style="list-style-type: none"> <li>• Photocopy of NGO Accreditation from National Commission on Indigenous People (NCIP)</li> </ul>		<ul style="list-style-type: none"> <li>• City/Municipal Engineering Office of Local Government Unit covering the SWDAs area of operation or Private Engineer</li> <li>• Office of the Bureau of Fire Protection in the City/Municipal Local Government Unit covering the SWDAs area of operation</li> <li>• City/Municipal Health Office of Local Government Unit covering the SWDAs area of operation or Private Service Provider</li> <li>• NCIP Regional Office where the NGO operates</li> </ul>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>A. Assessment Procedures for Walk-in Applicants</b>				
1. Secure application form through the DSWD Website/Standards Section.	1. Provide client application form, and checklist of requirements.	None	30 Minutes	Administrative Officer I/Administrative Aide IV (Standards Section)
2. Submit/file application and supporting documents at Standards Section.	2. Receive the documentary requirements and provide the Public SWDA with an application reference number for easy tracking and reference.	None	30 Minutes	Administrative Officer I/Administrative Aide IV (Standards Section)
	2.1 Determine whether the submitted documents are complete.	None	15 Minutes	Administrative Officer I/Administrative Aide IV (Standards Section)

	<p>2.1.a If complete, provide the organization an acknowledgement receipt and log the receipt of application documents into the Document Tracking System (DTS).</p> <p>2.1.b If incomplete, return all documents submitted accompanied by a checklist of requirements for Public SWDA's compliance.</p>	<p>None</p> <p>None</p>	<p>15 Minutes</p> <p>15 Minutes</p>	<p>Administrative Officer I/Administrative Aide IV (Standards Section)</p> <p>Administrative Officer I/Administrative Aide IV (Standards Section)</p>
<p><b>Note: The DSWD will implement 4:00pm cut-off on the submitted complete documents. Applications received after 4:00pm shall be considered as a next working day transaction.</b></p>				
3.a If complete, receive Acknowledgement Receipt and wait for the result of the documents review and notice of pre-accreditation assessment visit.	<p>3. Review the submitted documents as to compliance.</p> <p>3.a If compliant, prepare an Acknowledgement Letter notifying the conduct of 2-day Pre-Accreditation Assessment Visit.</p> <p>3.b If non-compliant, send Acknowledgement Letter to the Public SWDA and the list of non-compliance.</p>	<p>None</p> <p>None</p>	<p>2 Days</p> <p>2 Days</p>	<p>Project Development Officer I/III or Social Welfare Officer I or Social Welfare Assistant or Section Head or Division Chief or Regional Director (Standards Section or Policy and Plans Division or Office of the Regional Director)</p> <p>Project Development Officer I/III or Social Welfare Officer I or Social Welfare Assistant</p>

				(Standards Section)
4. Confirm the Availability on the proposed Pre-Accreditation Assessment Visit.	4. Confirm Pre-Accreditation Assessment Visit.	None	30 Minutes	Project Development Officer I/III or Social Welfare Officer I or Social Welfare Assistant (Standards Section)
5. Prepare and make available if necessary the Client and Staff. Assist the Assessor during the conduct of Accreditation Assessment visit.	5. Conduct Pre-Accreditation Assessment which includes the conduct of Document Review, Focused Group Discussion, Collateral Interview, among others.	None	1 Day	Project Development Officer I/III or Social Welfare Officer I or Social Welfare Assistant (Standards Section)
	5.1 Provide the applicant Organization the Client Satisfaction Feedback form.	None	2 Minutes	Administrative Officer I/Administrative Aide IV (Standards Section)
6. Accomplish and submit the completed Client Satisfaction Feedback form.	6. Receive the completed Client Satisfaction Feedback form.	None	5 Minutes	Administrative Officer I/Administrative Aide IV (Standards Section)
7. Wait for the conduct of Accreditation Assessment Visit of Central Office.	7. Prepare and endorse the results of the findings of Pre-Accreditation Assessment to Central Office.	None	1 Day	Project Development Officer I/III or Social Welfare Officer I or Social Welfare Assistant (Standards Section)
	7.1 Conduct Accreditation Assessment Visit.	None	1 Day	Technical Staff (Standards Bureau)
	7.2 Prepare Confirmation Report and Certificate of Accreditation.			

	7.2.a If favorable, draft Confirmation Report together with Certificate of Accreditation.	None	2 Days	<i>Technical Staff (Standards Bureau)</i>
	7.2.b If unfavorable, detail the Assessors Findings to which the Public SWDA is expected to take action and comply with.	None	2 Days	<i>Technical Staff (Standards Bureau)</i>
	7.3 Review and endorse the Confirmation Report together with Certificate of Accreditation.	None	1 Day	<i>Technical Staff (Standards Bureau)</i>
	7.4.a If favorable, review and approve the Confirmation Report and the Draft Certificate of Accreditation.	None	1 Day	<i>Technical Staff (Standards Bureau)</i>
	7.4.b If unfavorable, review the provided findings or reason for disapproval of accreditation.	None	1 Day	<i>Head/Chief/ Director (Standard Bureau)</i>
	7.4.b.1 Approve Confirmation Report.	None	1 Day	<i>Head/Chief/ Director (Standard Bureau)</i>
	7.5.a If favorable, approve and sign Confirmation Report and Certificate of Accreditation.	None	9 Days	<i>Undersecretary (Standards Bureau)</i>
	7.6.a.1 Inform the applicant and Standards Section on the approval and endorse the hard copy of Confirmation of Report and Certificate of	None	*10 Minutes	<i>Support Staff (Standards Bureau)</i>



	<p>Accreditation to Standards Section for awarding.</p> <p>7.6.a.2 Upon receipt of Confirmation of Report and Certificate of Accreditation, notify the applicant and ask availability for awarding.</p> <p>7.5.b If unfavorable, send the Confirmation Report through email or courier.</p>	<p>None</p> <p>None</p>	<p>30 Minutes</p> <p>2 Days</p>	<p><i>Administrative Officer I / Administrative Aide IV (Standards Section)</i></p> <p><i>Support Staff (Standards Bureau)</i></p>
8. Notify Standards Section on the availability for awarding.	8. Award the Confirmation of Report and Certificate of Accreditation	None	1 Day (Depending on the preference of applicant)	<i>Administrative Officer I / Administrative Aide IV (Standards Section)</i>
<b>TOTAL Complete and Compliant:</b>		None	19 Days, 2 Hours and 47 Minutes	
<b>Complete Requirements with Areas for Compliance:</b>		None	11 Days, 2 Hours and 7 Minutes	
<b>B. Processing Procedures of Applications submitted through Mail/Courier</b>				
<p>1. Send the Application Form together with the prescribed documentary requirements for Accreditation through Mail or Courier to:</p> <p><b>Standards Section</b> DSWD Field Office 1 Quezon Avenue, City of San Fernando, La Union 2500</p>	1. Log receipt into the Document Tracking System (DTS) for Standards Section. This shall be route to the Assigned Technical Staff.	None	15 Minutes	<i>Administrative Officer I / Administrative Aide IV (Standards Section)</i>
	1.1 Determine whether the submitted documents are complete.	None	15 Minutes	<i>Administrative Officer I / Administrative Aide IV (Standards Section)</i>
	1.1.a If complete, inform the organization on the receipt of	None	15 Minutes	<i>Administrative Officer I / Administrative Aide IV</i>

	<p>application and completeness of requirements. Log the receipt of application documents into the Document Tracking System (DTS).</p> <p>1.1.b If incomplete, return all documents submitted accompanied by a checklist of requirements for Public SWDA's compliance.</p>	None	15 Minutes	<p>(Standards Section)</p> <p>Administrative Officer I / Administrative Aide IV (Standards Section)</p>
<p><b>Note: The DSWD will implement 4:00pm cut-off on the submitted complete documents. Applications received after 4:00pm shall be considered as a next working day transaction.</b></p>				
2.a If complete, receive Acknowledgement Receipt and wait for the result of the documents review and notice of pre-accreditation assessment visit.	<p>2. Review the submitted documents as to compliance.</p> <p>2.a If compliant, prepare an Acknowledgement Letter notifying the conduct of 2-day Pre-Accreditation Assessment Visit.</p> <p>2.b If non-compliant, send Acknowledgement Letter to the Public SWDA and the list of non-compliance.</p>	<p>None</p> <p>None</p> <p>None</p>	<p>1 Day</p> <p>1 Day</p> <p>1 Day</p>	<p>Project Development Officer I/III or Social Welfare Officer I or Social Welfare Assistant or Section Head or Division Chief or Regional Director (Standards Section or Policy and Plans Division or Office of the Regional Director)</p> <p>Project Development Officer I/III or Social Welfare Officer I or Social Welfare Assistant (Standards Section)</p> <p>Project Development Officer I/III or Social Welfare Officer I or Social Welfare</p>

				<i>Assistant (Standards Section)</i>
3. Confirm the Availability on the proposed Pre-Accreditation Assessment Visit.	3. Confirm Pre-Accreditation Assessment Visit.	None	30 Minutes	<i>Project Development Officer I/III or Social Welfare Officer I or Social Welfare Assistant (Standards Section)</i>
4. Prepare and make available if necessary the Client and Staff. Assist the Assessor during the conduct of Accreditation Assessment visit.	4. Conduct Pre-Accreditation Assessment which includes the conduct of Document Review, Focused Group Discussion, Collateral Interview, among others.	None	1 Day	<i>Project Development Officer I/III or Social Welfare Officer I or Social Welfare Assistant (Standards Section)</i>
	4.1 Provide the applicant Organization the Client Satisfaction Feedback form.	None	2 Minutes	<i>Project Development Officer I/III or Social Welfare Officer I or Social Welfare Assistant (Standards Section)</i>
5. Accomplish and submit the completed Client Satisfaction Feedback form.	5. Receive the completed Client Satisfaction Feedback form.	None	5 Minutes	<i>Project Development Officer I/III or Social Welfare Officer I or Social Welfare Assistant (Standards Section)</i>
6. Wait for the conduct of Accreditation Assessment Visit of Central Office.	6. Prepare and endorse the results of the findings of Pre-Accreditation Assessment to Central Office.	None	1 Day	<i>Project Development Officer I/III or Social Welfare Officer I or Social Welfare Assistant (Standards Section)</i>
	6.1 Conduct Accreditation Assessment Visit.	None	1 Day	<i>Project Development Officer III /</i>

				<i>Social Welfare Officer III (Standards Bureau)</i>
	6.2 Prepare Confirmation Report and Certificate of Accreditation.	None	1 Day	<i>Project Development Officer III / Social Welfare Officer III (Standards Bureau)</i>
	6.2.a If favorable, draft Confirmation Report together with Certificate of Accreditation.	None	1 Day	<i>Project Development Officer III / Social Welfare Officer III (Standards Bureau)</i>
	6.2.b If unfavorable, detail the Assessors Findings to which the Public SWDA is expected to take action and comply with.	None	1 Day	<i>Project Development Officer III / Social Welfare Officer III (Standards Bureau)</i>
	6.3 Review and endorse the Confirmation Report together with Certificate of Accreditation.	None	1 Day	<i>Project Development Officer III / Social Welfare Officer III (Standards Bureau)</i>
	6.3.a If favorable, review and approve the Confirmation Report and the Draft Certificate of Accreditation.	None	9 Days	<i>Section Head/ Division Chief/ Bureau Director (Standards Bureau)</i>
	6.3.b If unfavorable, review the provided findings or reason for disapproval of accreditation.	None	5 Days	<i>Section Head/ Division Chief/ Bureau Director (Standards Bureau)</i>

	6.3.b.1 Approve Confirmation Report.	None	2 Days	Section Head/ Division Chief/ Bureau Director (Standards Bureau)
	6.4.a If favorable, approve and sign Confirmation Report and Certificate of Accreditation.	None	3 Days	Undersecretary (Standards Bureau)
	6.4.a.1 Inform the applicant and Standards Section on the approval and endorse the hard copy of Confirmation of Report and Certificate of Accreditation to Standards Section for awarding.	None	*10 Minutes	Support Staff (Standards Bureau)
	6.4.a.2 Upon receipt of Confirmation of Report and Certificate of Accreditation, notify the applicant and ask availability for awarding.	None	30 Minutes	Administrative Officer I / Administrative Aide IV (Standards Section)
	6.4.b If unfavorable, send the Confirmation Report through email or courier.	None	2 Days	Administrative Officer I / Administrative Aide IV (Standards Section)
7. Notify Standards Section on the availability for awarding.	7. Award the Confirmation of Report and Certificate of Accreditation	None	1 Day (Depending on the preference of applicant)	Project Development Officer I/III or Social Welfare Officer I or Social Welfare Assistant (Standards Section)

<b>TOTAL Complete and Compliant:</b>	None	21 Days, 2 Hours and 2 Minutes	
<b>Complete Requirements with Areas for Compliance:</b>	None	17 Days, 1 Hours and 22 Minutes	

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

*\*\* Accreditation of Local Government Units for Senior Citizens Center is covered under MC 17 series of 2018*

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback?	Through client satisfaction measurement mechanism.
How feedbacks are processed?	Consolidate and analyze monthly, quarterly, semi-annually and annually to identify root cause analysis or other known quality management techniques and identify plans and actions that must be recommended for execution to resolve the issues and improve the situation.
How to file a complaint?	A complaint may be filed through any of the established modalities: - a telephone call (072-687-8000 loc. 221) - electronic mail (standards.fo1@dswd.gov.ph) - posts, comments and chat messages via DSWD FO1 Official Facebook Page: "DSWD Field Office 1" - personal appearance (walk-in clients) - letters addressed to the Regional Director, Mr. Marcelo Nicomedes J. Castillo - Official website at fo1.dswd.gov.ph - through 8888 Citizen's Complaint Center
How complaints are processed?	Complaints received through Official FB Page, the Office of the Regional Director, Official website and 8888 will be forwarded to Policy and Plans Division for action and resolution. The resolution of all complaint consists of: 1. Submission/Receipt of a complaint 2. Recording of complaint 3. Data Gathering and Investigation 4. Resolution 5. Final Feedback
Contact Information	Mr. Melecio C. Ubilas Jr. Chief, Policy and Plans Division (072) 687-8000 loc. 244
Contact Information of CCB, PCC, ARTA	ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478 5093 PCC: 8888 CCB: 0908-881-6565 (SMS)

### 3. Accreditation of Private Social Welfare and Development Programs and Services

Refers to the process of assessing the Licensed Social Work Agency (SWA) if their Programs and Services are compliant to set standards.

<b>Office or Division:</b>	Policy and Plans Division – Standards Section		
<b>Classification:</b>	Highly Technical		
<b>Type of Transaction:</b>	G2C - Government to Citizens		
<b>Who may avail:</b>	All Private Licensed SWA with Social Welfare and Development Programs and Services		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. One (1) Duly Accomplished and Notarized Application Form		<ul style="list-style-type: none"><li>• DSWD Central Office – Standards Bureau (SB) IBP Road, Constitution Hills, Batasan Pambansa Complex, Quezon City</li><li>• Field Office I – Standards Section</li><li>• <a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> Annex 3. DSWD-RLA-F003 Application Form for Accreditation</li></ul>	
2. Pre-accreditation assessment <ul style="list-style-type: none"><li>• For New Applicant, conducted by the concerned Field Office covering the Area of Operation</li><li>• For Renewal, assessment tool signed by the SWA’s Head</li></ul>		<ul style="list-style-type: none"><li>• <a href="https://www.dswd.gov.ph/issuances/#MCs">https://www.dswd.gov.ph/issuances/#MCs</a></li><li>• <b>For Residential</b> Amended Administrative Order No. 11, s.2007 Entitled Revised Standards on Residential Care Service</li><li>• <b>For Community Based</b> Revisions on Administrative Order No. 1 s.2010 (Amended Standards for Community Based Services)</li></ul>	
3. One (1) Copy of the following Documents Establishing Corporate Existence and Regulatory Compliance <ul style="list-style-type: none"><li>a. Certification of no derogatory information issued by SEC (for those operating more than six (6) months upon filing of the application)</li><li>b. ABSNET Membership Certification from the Regional ABSNET President or Chairperson of the Cluster ABSNET or the authorized ABSNET Officer attesting the active ABSNET membership of the applicant SWDA.</li></ul>		<ul style="list-style-type: none"><li>• <b>Securities Exchange Commission (SEC)</b> - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307</li><li>• <b>Any SEC Extension Office</b> (Baguio City, Tarlac City, Legazpi City, Cebu City, Iloilo City, Cagayan De Oro City, Davao City, Zamboanga City)</li><li>• <a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> Annex 23. DSWD-RLA-F023 ABSNET Active Membership</li></ul>	

For Regional ABSNET President, the Standards Section shall be the one to issue the required certification.	
<p>4. One (1) Copy of the following Documents Establishing Track Record and Good Standing:</p> <ol style="list-style-type: none"> <li>1. Duly signed Work and Financial Plan for the two (2) succeeding years.</li> <li>2. Notarized Updated Certification from the Board of Trustees and/or funding agency to financially support the organizations to operate for at least two (2) years.</li> <li>3. Annual Accomplishment Report previous year.</li> <li>4. Audited Financial Report of the previous year.</li> <li>5. Profile of Clients served for the preceding and current year</li> </ol>	<ul style="list-style-type: none"> <li>• <a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> Annex 9. DSWD-RLA-F009 Work and Financial Plan</li> <li>• Board Resolution by the Organization</li> <li>• <a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> Annex 6. DSWD-RLA-F006 Accomplishment Report</li> <li>• <a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> Annex 8. DSWD-RLA-F008 Audited Financial Statement</li> <li>• <a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> Annex 20. DSWD-RLA-F020 Profile of Clients/Beneficiaries Served</li> </ul>
<p>5. One (1) Copy of the following Documents Establishing Corporate Existence and Regulatory Compliance</p> <ul style="list-style-type: none"> <li>• Declaration of Commitment from the applicant of no support to tobacco in compliance to the provisions of EO 26 series of 2017(Providing for the establishment of smoke-free Environments in Public and Enclosed Places) and RA 9211 (Tobacco Regulation Act of 2003)</li> </ul>	<ul style="list-style-type: none"> <li>• <a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> AO 11 s2019 Annex A Declaration of Commitment</li> </ul>
6. One (1) Copy of the following Basic Documents:	



<p>1. Manual of Operation containing the SWDAs program and administrative policies, procedures and strategies to attain its purpose/s among others.</p> <p>2. Profile of Board Trustees</p> <p>3. Profile of Employees and Volunteers: At least one (1) full time staff who will manage its operations</p> <p>4. Certified True Copy of General Information Sheet issued by SEC</p> <p><b>(Note: The first 4 Basic Documents are needed if only there is an update or amendment on documents recently submitted to DSWD Standards Bureau)</b></p> <p>5. For those operating in more than one region:</p> <ul style="list-style-type: none"> <li>List of main and satellite/branch offices with contact details, if any.</li> </ul> <p>6. For Applicant SWA's implementing Child Placement Services</p> <ul style="list-style-type: none"> <li>Certification from DSWD or photocopy of the certificate of training attended by the hired Registered Social Worker (RSW) related to child placement service.</li> </ul>	<ul style="list-style-type: none"> <li><a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> Annex 4. DSWD-RLA-F004 Manual of Operation</li> <li><a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> Annex 21. DSWD-RLA-F021 Profile of Governing Board</li> <li><a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> Annex 22. DSWD-RLA-F022 Profile of Employees</li> <li><b>Securities Exchange Commission (SEC)</b> - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307</li> <li><b>Any SEC Extension Office</b> (Baguio City, Tarlac City, Legazpi City, Cebu City, Iloilo City, Cagayan De Oro City, Davao City, Zamboanga City)</li> <li><a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> Annex 7. DSWD-RLA-F007 List of Main and Satellite Office</li> <li><a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> Annex 22. DSWD-RLA-F022 Profile of Employees</li> </ul>
<p>7. One (1) Copy of the following Documents Establishing Corporate Existence and Regulatory Compliance:</p> <ul style="list-style-type: none"> <li>Certified true copy of General Information Sheet (GIS) issued by SEC or any regulatory agencies.</li> </ul>	<ul style="list-style-type: none"> <li><b>Securities Exchange Commission (SEC)</b> - Company Registration and Monitoring Department Secretariat</li> </ul>

<ul style="list-style-type: none"> <li>• <b>For Center-Based (Residential and Non-Residential Based)</b> – Copy of the valid safety certificates namely: <ul style="list-style-type: none"> <li>1. Occupancy permit (only for new buildings) or Annual Building Inspection/Structural Safety Certificate (for old buildings).</li> <li>2. Fire Safety Inspection Certificate</li> <li>3. Water Potability Certificate or Sanitary Permit.</li> </ul> </li> <li>• <b>For applicant serving within the Ancestral Domains of Indigenous People (IP)</b> - Photocopy of Non-Governmental Organization (NGO) Accreditation from National Commission on Indigenous People (NCIP)</li> <li>• For applicant with past and current partnership with the DSWD that involved transfer of funds.</li> </ul>		<p>Building, PICC Complex, Roxas Boulevard, Pasay City, 1307</p> <ul style="list-style-type: none"> <li>• <b>Any SEC Extension Office</b> (Baguio City, Tarlac City, Legazpi City, Cebu City, Iloilo City, Cagayan De Oro City, Davao City, Zamboanga City)</li> <li>• City/Municipal Engineering Office of Local Government Unit covering the SWDAs area of operation or Private Engineer</li> <li>• Office of the Bureau of Fire Protection in the City/Municipal Local Government Unit covering the SWDAs area of operation</li> <li>• City/Municipal Health Office of Local Government Unit covering the SWDAs area of operation or Private Service Provider</li> <li>• NCIP Regional Office where the NGO operates</li> <li>• Government Agency where the Organization implemented or implements projects and programs.</li> </ul>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure application form through the DSWD website/Field Office Standards Section	1. Provide client application form and checklist of requirements.	None	30 Minutes	Administrative Officer I / Administrative Aide IV (Standards Section)
2. Submit/file application and supporting documents.	2. Receive the documentary requirements and provide the applicant SWDA with the Document Tracking System (DTS) number of	None	10 Minutes	Administrative Officer I / Administrative Aide IV (Standards Section)

	the application for easy tracking and reference.			
	2.1 Determine whether the submitted documents are complete.	None	30 Minutes	<i>Administrative Officer I / Administrative Aide IV (Standards Section)</i>
	2.1.1 If complete, provide the organization an acknowledgement receipt and log the receipt of application documents into the Document Tracking System (DTS) for Standards Section.	None	20 Minutes	<i>Administrative Officer I / Administrative Aide IV (Standards Section)</i>
	2.1.1.1 Transmit/forward the application documents to the Standards Bureau.	None	2 Days	<i>Administrative Officer I / Administrative Aide IV (Standards Section)</i>
	2.1.2 If incomplete, return all documents submitted accompanied by a checklist of requirements for applicant Organization's compliance.	None	20 Minutes	<i>Administrative Officer I / Administrative Aide IV (Standards Section)</i>
3. For applicant SWDA with complete requirements, receive the acknowledgement receipt of the submitted requirements.	3. Request client to fill up the Client Satisfaction Feedback Form.	None	10 Minutes	<i>Administrative Officer I / Administrative Aide IV (Standards Section)</i>
4. Submit the completed Client Satisfaction Feedback Form.	4. Receive the completed Client Satisfaction Feedback Form.	None	10 Minutes	<i>Administrative Officer I / Administrative Aide IV (Standards Section)</i>

<b>TOTAL</b>	None	2 Days, 1 Hour and 50 Minutes	
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<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback?	Through client satisfaction measurement mechanism.
How feedbacks are processed?	Consolidate and analyze monthly, quarterly, semi-annually and annually to identify root cause analysis or other known quality management techniques and identify plans and actions that must be recommended for execution to resolve the issues and improve the situation.
How to file a complaint?	<p>A complaint may be filed through any of the established modalities:</p> <ul style="list-style-type: none"> <li>- a telephone call (072-687-8000 loc. 221)</li> <li>- electronic mail (standards.fo1@dswd.gov.ph)</li> <li>- posts, comments and chat messages via DSWD FO1 Official Facebook Page: "DSWD Field Office 1"</li> <li>- personal appearance (walk-in clients)</li> <li>- letters addressed to the Regional Director, Mr. Marcelo Nicomedes J. Castillo</li> <li>- Official website at fo1.dswd.gov.ph</li> <li>- through 8888 Citizen's Complaint Center</li> </ul>
How complaints are processed?	<p>Complaints received through Official FB Page, the Office of the Regional Director, Official website and 8888 will be forwarded to Policy and Plans Division for action and resolution.</p> <p>The resolution of all complaint consists of:</p> <ol style="list-style-type: none"> <li>1. Submission/Receipt of a complaint</li> <li>2. Recording of complaint</li> <li>3. Data Gathering and Investigation</li> <li>4. Resolution</li> <li>5. Final Feedback</li> </ol>
Contact Information	Mr. Melecio C. Ubilas Jr. Chief, Policy and Plans Division (072) 687-8000 loc. 244
Contact Information of CCB, PCC, ARTA	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478 5093</p> <p>PCC: 8888</p> <p>CCB: 0908-881-6565 (SMS)</p>

#### 4. Accreditation of Public Social Work Agencies with Center-Based Programs and Services

Refers to the process of assessing the Public Social Work Agency (SWA) if their Programs and Services are compliant to set standards.

<b>Office or Division:</b>	Policy and Plans Division – Standards Section
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C - Government to Government
<b>Who may avail:</b>	All Public SWA's with Center-based Programs and Services (Residential and Non-Residential)
<b>CHECKLIST OF REQUIREMENTS</b>	
1. One (1) Duly Accomplished and Notarized Application Form	<ul style="list-style-type: none"> <li>• DSWD Central Office – Standards Bureau (SB) IBP Road, Constitution Hills, Batasan Pambansa Complex, Quezon City</li> <li>• Field Office I – Standards Section</li> <li>• <a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> Annex 3. DSWD-RLA-F003 Application Form for Accreditation</li> </ul>
2. Pre-accreditation assessment <ul style="list-style-type: none"> <li>• For New Applicant, conducted by the concerned Field Office covering the Area of Operation</li> <li>• For Renewal, assessment tool signed by the SWA's Head</li> </ul>	<ul style="list-style-type: none"> <li>• <a href="https://www.dswd.gov.ph/issuances/#MCs">https://www.dswd.gov.ph/issuances/#MCs</a></li> <li>• <b>For Residential</b> Amended Administrative Order No. 11, s.2007 Entitled Revised Standards on Residential Care Service</li> <li>• <b>For Community Based</b> Revisions on Administrative Order No. 1 s.2010 (Amended Standards for Community Based Services)</li> </ul>
3. One (1) Copy of the following Documents Establishing Corporate Existence and Regulatory Compliance  a. ABSNET Membership Certification from the Regional or Cluster ABSNET (RAB) President or Chairperson or the authorized ABSNET Officer attesting the active ABSNET membership of the applicant SWDA.  For Regional ABSNET Chairperson, the Standards Section shall be the one to issue the required certification.	<ul style="list-style-type: none"> <li>• <a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> Annex 23. DSWD-RLA-F023 ABSNET Active Membership</li> </ul>

<p>4. One (1) Copy of the following Documents Establishing Track Record and Good Standing:</p> <ol style="list-style-type: none"> <li>1. Duly signed Work and Financial Plan for the two (2) succeeding years.</li> <li>2. Annual Accomplishment Report previous year.</li> <li>3. Financial Report of the previous year signed by the Provincial/City/Municipal Accountant or the DSWD Regional Accountant.</li> <li>4. Profile of Clients served for the preceding and current year</li> </ol>	<ul style="list-style-type: none"> <li>• <a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> Annex 9. DSWD-RLA-F009 Work and Financial Plan</li> <li>• <a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> Annex 6. DSWD-RLA-F006 Accomplishment Report</li> <li>• <a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> Annex 8. DSWD-RLA-F008 Audited Financial Statement</li> <li>• <a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> Annex 20. DSWD-RLA-F020 Profile of Clients/Beneficiaries Served</li> </ul>
<p>5. One (1) Copy of the following Documents Establishing Corporate Existence and Regulatory Compliance</p> <ul style="list-style-type: none"> <li>• Certification from the applicant of no support to tobacco in compliance to the provisions of EO 26 series of 2017 (Providing for the establishment of smoke-free Environments in Public and Enclosed Places) and RA 9211 (Tobacco Regulation Act of 2003)</li> </ul>	<ul style="list-style-type: none"> <li>• <a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> AO 11 s2019 Annex A Declaration of Commitment</li> </ul>
<p>6. One (1) Copy of the following Basic Documents:</p> <ol style="list-style-type: none"> <li>1. Manual of Operation containing the SWDAs program and administrative policies, procedures and strategies to attain its purpose/s among others.</li> <li>2. Profile of Board Trustees or its equivalent</li> </ol>	<ul style="list-style-type: none"> <li>• <a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> Annex 4. DSWD-RLA-F004 Manual of Operation</li> <li>• <a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> Annex 21. DSWD-RLA-F021 Profile of Governing Board</li> </ul>

<p>3. Profile of Employees and Volunteers: Staff requirement shall be based on Staff Client ratio per standards on accreditation of specific programs and services.</p> <p><b>(Note: The first 3 Basic Documents are needed if only there is an update or amendment on documents recently submitted to DSWD Standards Bureau)</b></p> <p>4. For Applicant SWA's implementing Child Placement Services:</p> <ul style="list-style-type: none"> <li>• Certification from DSWD or photocopy of the certificate of training attended by the hired Registered Social Worker (RSW) related to child placement service.</li> </ul>	<ul style="list-style-type: none"> <li>• <a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> Annex 22. DSWD-RLA-F022 Profile of Employees</li> <li>• <a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> Annex 22. DSWD-RLA-F022 Profile of Employees</li> </ul>
<p>7. One (1) Copy of the following Documents Establishing Corporate Existence and Regulatory Compliance:</p> <p><b>A. For Center Based (Residential and Non-Residential Based) – copy of the valid certificates namely:</b></p> <ol style="list-style-type: none"> <li>1. Occupancy permit (only for new buildings) or Annual Building Inspection/Structural Safety Certificate (for old buildings).</li> <li>2. Fire Safety Inspection Certificate</li> <li>3. Water Potability Certificate or Sanitary Permit.</li> </ol> <p><b>B. For applicant serving within the Ancestral Domains of Indigenous People (IP) - Photocopy of Non-Governmental Organization (NGO)</b></p>	<ul style="list-style-type: none"> <li>• City/Municipal Engineering Office of Local Government Unit covering the SWDAs area of operation or Private Engineer</li> <li>• Office of the Bureau of Fire Protection in the City/Municipal Local Government Unit covering the SWDAs area of operation</li> <li>• City/Municipal Health Office of Local Government Unit covering the SWDAs area of operation or Private Service Provider</li> <li>• NCIP Regional Office where the NGO operates</li> </ul>

Accreditation from National Commission on Indigenous People (NCIP)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure application form through the DSWD website/Field Office Standards Section	1. Provide client application form and checklist of requirements.	None	30 Minutes	Administrative Officer I / Administrative Aide IV (Standards Section)
2. Submit/file application and supporting documents.	2. Receive the documentary requirements and provide the applicant SWDA with the Document Tracking System (DTS) number of the application for easy tracking and reference.	None	10 Minutes	Administrative Officer I / Administrative Aide IV (Standards Section)
	2.1 Determine whether the submitted documents are complete.	None	30 Minutes	Administrative Officer I / Administrative Aide IV (Standards Section)
	2.1.1 If complete, provide the organization an acknowledgement receipt and log the receipt of application documents into the Document Tracking System (DTS) for Standards Section.	None	20 Minutes	Administrative Officer I / Administrative Aide IV (Standards Section)
	2.1.1.1 Transmit/forward the application documents to the Standards Bureau.	None	2 Days	Administrative Officer I / Administrative Aide IV (Standards Section)
	2.1.2 If incomplete, return all documents	None	20 Minutes	Administrative Officer I / Administrative



	submitted accompanied by a checklist of requirements for applicant Organization's compliance.			<i>Aide IV (Standards Section)</i>
3. For applicant SWDA with complete requirements, receive the acknowledgement receipt of the submitted requirements.	3. Request client to fill up the Client Satisfaction Feedback Form.	None	10 Minutes	<i>Administrative Officer I / Administrative Aide IV (Standards Section)</i>
4. Submit the completed Client Satisfaction Feedback Form.	4. Receive the completed Client Satisfaction Feedback Form.	None	10 Minutes	<i>Administrative Officer I / Administrative Aide IV (Standards Section)</i>
<b>TOTAL</b>		None	2 Days, 1 Hour and 50 Minutes	

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback?	Through client satisfaction measurement mechanism.
How feedbacks are processed?	Consolidate and analyze monthly, quarterly, semi-annually and annually to identify root cause analysis or other known quality management techniques and identify plans and actions that must be recommended for execution to resolve the issues and improve the situation.
How to file a complaint?	<p>A complaint may be filed through any of the established modalities:</p> <ul style="list-style-type: none"> <li>- a telephone call (072-687-8000 loc. 221)</li> <li>- electronic mail (standards.fo1@dswd.gov.ph)</li> <li>- posts, comments and chat messages via DSWD FO1 Official Facebook Page: "DSWD Field Office 1"</li> <li>- personal appearance (walk-in clients)</li> <li>- letters addressed to the Regional Director, Mr. Marcelo Nicomedes J. Castillo</li> <li>- Official website at fo1.dswd.gov.ph</li> <li>- through 8888 Citizen's Complaint Center</li> </ul>
How complaints are processed?	<p>Complaints received through Official FB Page, the Office of the Regional Director, Official website and 8888 will be forwarded to Policy and Plans Division for action and resolution.</p> <p>The resolution of all complaint consists of:</p> <ol style="list-style-type: none"> <li>1. Submission/Receipt of a complaint</li> <li>2. Recording of complaint</li> <li>3. Data Gathering and Investigation</li> <li>4. Resolution</li> <li>5. Final Feedback</li> </ol>
Contact Information	Mr. Melecio C. Ubilas Jr. Chief, Policy and Plans Division (072) 687-8000 loc. 244
Contact Information of CCB, PCC, ARTA	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478 5093</p> <p>PCC: 8888</p> <p>CCB: 0908-881-6565 (SMS)</p>

## 5. Accreditation of Social Workers Managing Court Cases (SWMCCs)

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

<b>Office or Division:</b>	Policy and Plans Division – Standards Section
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2B – Government to Business G2C - Government to Client G2G – Government to Government
<b>Who may avail:</b>	All Social Workers who are direct practitioners including supervisors from the DSWD Field Offices, residential, and center-based facilities, Local Government Units, other National Government Agencies, Court Social Workers, Non-Government Organizations, and individual practitioners managing court cases of the disadvantaged groups.
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
<b>For New Applicants</b>	
<b>A. For Social Workers</b>	
1. 2 copies of Application Form for Accreditation of Social Workers Managing Court Cases (Annex A)	<ul style="list-style-type: none"><li>• DSWD Central Office – Standards Bureau (SB) IBP Road, Constitution Hills, Batasan Pambansa Complex, Quezon City</li><li>• Field Office I – Standards Section</li><li>• Refer to DSWD Website - Administrative Order No. 1 series of 2008 for the form</li></ul>
2. 2 copies and original Valid Professional Regulations Commission Registration ID Card	Professional Regulations Commission
3. 2 copies of Certificate of attendance to basic course training (at least 32 hours) on the management of court cases from DSWD or its recognized training institutions;  <i>*In case of lost certificate, a certified true copy from the training provider may be presented</i>	Training Provider
4. Summary documentation of four (4) cases managed (Annex B)	Refer to DSWD Website – Administrative Order No. 1 series of 2008 for the template
5. Letter of Recommendation attesting to the competence of the social worker	Any of the following: <ul style="list-style-type: none"><li>• Supervisor of the applicant;</li><li>• Philippine Association of Social Workers, Inc. (PASWI);</li><li>• If court social worker, from the Philippine Association of Court Social Workers, Inc. (PACSWI)</li></ul>

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

3. The following documents on cases handled must be made available during on-site assessment: <ul style="list-style-type: none"> <li>• Case study reports;</li> <li>• Progress/running notes/marginal notes;</li> <li>• Case summaries;</li> <li>• Case conference proceedings/notes</li> </ul>		Applicant/Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File application (Annex A) together with the requirements stated above.	1. Receive and review the submitted documents as to completeness and accuracy with the original copies of the documents.	None	10 Minutes	<i>Administrative Officer I / Administrative Aide IV (Standards Section)</i>
	If found to be complete, Receiving Officer shall forward the documents to the Technical Staff.			
	1.1 Conduct pre-assessment by verifying the documents submitted by the Applicant with the original copies of the documents.	None	2 Days	<i>Social Welfare Officer I / Head (Standards Section)</i>
	1.2 If requirements are complete, endorse one copy of the application requirements to DSWD- Standards Bureau, and file the other copy.	None	2 Days	<i>Section Head (Standards Section)</i>
	1.3 Receive the endorsed application and will endorse to Standards Compliance Monitoring Division.	None	20 Minutes	<i>Support Staff (Standards Bureau)</i>
	1.4 Review the application and documents submitted	None	2 Days	<i>Technical Staff (Standards Bureau)</i>

	by the Applicant through Field Office.  1.5 If the submitted documents found to be complete, the technical staff shall coordinate with the Applicant through the Field Office on the schedule of the on-site assessment.	None	1 Day	<i>Technical Staff (Standards Bureau)</i>
2. Coordinate with Standards Bureau through the Field Office on the schedule of the on-site assessment.	2. Conduct on-site assessment through review of case records, interview of the applicant and client/s, and conduct of other relevant activities.  2.1 Send Confirmation Report approved by the Standards Bureau Director to the concerned Field Office after on-site assessment.  <i>*If the applicant/s falls below the set standards, the said applicant/s shall be given appropriate technical assistance on the areas needing improving. A re-assessment shall be conducted after six months.</i>	None  None	1 Day (Per agreed schedule)  3 Days (After conduct of on-site assessment)	<i>Technical Staff (Standards Bureau)</i>  <i>Technical Staff, Bureau Director (Standards Bureau)</i>
<b>Issuance of Accreditation Certificate.</b> This shall be issued by the Department Secretary or his/her duly authorized representative if the applicant has qualified the accreditation standards.				
	2.2 Approve and endorse the Accreditation Certificate to the Cluster Head.	None	1 Day	<i>Director (Standards Bureau)</i>
	2.3 Approve and endorse the Accreditation Certificate to the Secretary.	None	3 Days	<i>Undersecretary/ Cluster Head (Standards Bureau and Capacity Building Group)</i>

	2.4 Approve and issue the Accreditation Certificate for the qualified Social Worker.	None	3 Days	Secretary or his/her duly authorized representative (Standards Bureau)
	2.5 Endorse the approved Accreditation Certificate to the qualified Social Worker through the Field Office.	None	2 Days	Director (Standards Bureau)
	2.6 Notify the Applicant Organization on the availability of the Certificate.	None	10 Minutes	Administrative Officer I / Administrative Aide IV (Standards Section)
3. Receive/pick-up the Accreditation Certificate from the Field Office where the application was filed.	3. Issue the Certificate of Accreditation	None	5 Minutes	Administrative Officer I / Administrative Aide IV (Standards Section)
	3.1 Request client to fill-up Client Satisfaction Feedback form.	None	5 Minutes	Administrative Officer I / Administrative Aide IV (Standards Section)
4. Fill-up and submit completed Client Satisfaction Feedback form.	4. Receive completed Client Satisfaction Feedback form.	None	5 Minutes	Administrative Officer I / Administrative Aide IV (Standards Section)
<b>TOTAL</b>		None	20 Days and 55 Minutes	

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback?	Through client satisfaction measurement mechanism.
How feedbacks are processed?	Consolidate and analyze monthly, quarterly, semi-annually and annually to identify root cause analysis or other known quality management techniques and identify plans and actions that must be recommended for execution to resolve the issues and improve the situation.
How to file a complaint?	<p>A complaint may be filed through any of the established modalities:</p> <ul style="list-style-type: none"> <li>- a telephone call (072-687-8000 loc. 221)</li> <li>- electronic mail (standards.fo1@dswd.gov.ph)</li> <li>- posts, comments and chat messages via DSWD FO1 Official Facebook Page: "DSWD Field Office 1"</li> <li>- personal appearance (walk-in clients)</li> <li>- letters addressed to the Regional Director, Mr. Marcelo Nicomedes J. Castillo</li> <li>- Official website at fo1.dswd.gov.ph</li> <li>- through 8888 Citizen's Complaint Center</li> </ul>
How complaints are processed?	<p>Complaints received through Official FB Page, the Office of the Regional Director, Official website and 8888 will be forwarded to Policy and Plans Division for action and resolution.</p> <p>The resolution of all complaint consists of:</p> <ol style="list-style-type: none"> <li>1. Submission/Receipt of a complaint</li> <li>2. Recording of complaint</li> <li>3. Data Gathering and Investigation</li> <li>4. Resolution</li> <li>5. Final Feedback</li> </ol>
Contact Information	Mr. Melecio C. Ubilas Jr. Chief, Policy and Plans Division (072) 687-8000 loc. 244
Contact Information of CCB, PCC, ARTA	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478 5093</p> <p>PCC: 8888</p> <p>CCB: 0908-881-6565 (SMS)</p>

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



## 6. Administration of Republic Act 11222 also known as the Simulated Birth Rectification

The law provides for a simpler and less costly adoption proceeding for children whose birth records were simulated but were treated by the prospective adoptive parents as own child. It affords opportunity for these prospective adoptive parents to come out in the open and correct the birth records of the child under their care without fear of being prosecuted either criminally, civilly or administratively as the law grants amnesty, provided they will file the necessary application.

<b>Office or Division:</b>	Statutory Programs Division (StPD) - Adoption Resource and Referral Section (ARRS)		
<b>Classification:</b>	Highly Technical		
<b>Type of Transaction:</b>	G2C – Government to Citizen G2G – Government to Government		
<b>Who may avail:</b>	Petitioner(s) who simulated a child’s birth record on or before March 28, 2019, consistently considered and treated child as his or her or their own daughter or son, provided that the child has been under his or her or their care and custody for at least three (3) years prior to the effectivity of the Act.		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
<b><i>Adoptee/ Child’s Dossier</i></b>			
1. Social Case Study Report		DSWD FO 1	
2. Copy of Authenticated Simulated Birth Record		Philippine Statistics Authority (PSA)	
3. Authenticated Copy of Negative Certification of Birth		PSA	
4. Original Copy of CDCLAA issued by DSWD <i>(for minor/non-relative child)</i>		DSWD FO1	
5. Oldest and Recent Photographs of the child/adoptee with the petitioner taken within the last three (3) months prior to the filling of the petition		Applicant	
6. Affidavit of Consent by Adult Adoptee		Applicant	
7. Barangay Certification <i>(stating that the child/adoptee is living with the petitioner for at least 3 years prior to 29 March 2019)</i>		Barangay where the child/adult adoptee currently resides	
8. Consent from appropriate person/s		Applicant	
<b><i>Applicant’s Dossier</i></b>			
1. Social Case Study Report		DSWD FO 1	
2. Petition for Administrative Adoption		Applicant	
3. Copy of Adopters Authenticated Birth Certificate		PSA	
4. As applicable, Marriage Contract, Decree of Annulment, Declaration of Nullity of Marriage or Decree of Legal Separation		Applicant, PSA	
5. Affidavit of Admission <i>(if simulation was done by a 3<sup>rd</sup> person)</i>		Applicant	
6. Barangay Certification stating the petitioner is a bonafide resident, the		Barangay where the Applicants resides	

child/adoptee is living with the petitioner for at least 3 years prior to 29 March 2019, and the petitioner is indigent (if applicable)				
7. Notarized Affidavits of at least two (2) disinterested persons ( <i>who reside in the same barangay where the child/adoptee resides</i> )	Applicant			
8. Oldest and Recent Photographs of the petitioner with the adoptee taken within the last 3 months prior to the filling of the petition	Applicant			
9. Latest Medical Evaluation of the Applicants/adopters	Licensed Physician			
10. Psychological Evaluation ( <i>when appropriate</i> )	Licensed Psychologist			
11. Latest NBI or Police Clearance	National Bureau of Investigation (NBI) or Police Station where the Foster Family Applicant resides			
12. Income Tax Return or Certificate of Employment	Bureau of Internal Revenue (BIR) / Employer			
13. Consent of each child 10 years and above ( <i>adopters legitimate, illegitimate, and adopted children</i> )	Applicant's Children			
14. Certificate of Attendance in Pre-Adoption Fora and Seminar	DSWD FO 1			
15. Certified True Copy of the receipts as proof of payment of the socialized fees in SWDO and DSWD Field Office	LGU, DSWD FO 1			
<b>For Alien/Foreign Nationals Applicants</b>				
1. Residence in the Philippines for at least three (3) CONTINUOUS years prior to the filling of the petition and maintain such residence until the Order of Adoption is issued.	Bureau of Immigration (BI) or the Department of Foreign Affairs (DFA)			
2. Certification by his/her diplomatic or consular office or any appropriate government agency that he/she has the legal capacity to adopt and his/her government allows the adoptee to enter his/her country as his/her adopted son or daughter.	Bureau of Immigration (BI) or the Department of Foreign Affairs (DFA)			
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Applicant file Petition together with the complete supporting documents in the Social Welfare and Development Office (SWDO) of the city/	1. Receive petition and supporting documents.	None	20 Days (From the receipt of the petition until the issuance of Order of	<i>Social Welfare Officer II (ARRS) Section – ARRS)</i>

<p>municipality where the child resides.</p> <p>1.1 SWDO's examine/assess the Petition and Supporting Documents and submit to the Field Office once sufficient in form and substance.</p>	<p>1.1 Determine document's sufficiency and substance.</p>	None	Adoption/Denial)	<i>Social Welfare Officer II (ARRS)</i>
	<p>1.2.a If there are discrepancies/inconsistencies, return documents to the SWDO and request to comply.</p>	None		<i>Social Welfare Officer II (ARRS)</i>
	<p>1.2.b If there are no discrepancy/inconsistency, conduct Home Visit to the petitioner and the child/adoptee.</p>	None		<i>Social Welfare Officer II (ARRS)</i>
	<p>1.3 Prepare Social Case Study Report (SCSR) and conduct assessment of the petitioner and the child/adoptee.</p>	None		<i>Social Welfare Officer II (ARRS)</i>
	<p>1.4 Evaluate the SCSR.</p>	None		<i>Head (ARRS), Chief (Statutory Programs Division – StPD)</i>
	<p>1.5 Request applicant for a personal appearance through the SWDO for review and interview.</p>	None		<i>Social Welfare Officer II (ARRS)</i>
	<p>1.6 Endorse to the Regional Director for review and recommendation.</p>	None		<i>Social Welfare Officer II (ARRS)</i>
<p>2. Proceed to the Field Office for interview.</p>	<p>2. Review petition and interview applicant. In the course of the review and interview, additional information or documents may be</p>	None		<i>Regional Director (Office of the Regional Director - ORD)</i>

	required from the petitioner to substantiate and support the petition.			
	2.1 Prepare recommendation on the petition.	None		<i>Regional Director (ORD)</i>
	2.2 Endorse and transmit dossier with the recommendation of the Social Worker and Regional Director to the DSWD Secretary in Central Office.	None		<i>Social Welfare Officer II (ARRS)</i>
	2.3 Review dossier for the issuance of either an Order of Adoption or Order of Denial.	None		<i>Secretary (DSWD)</i>
<b>TOTAL</b>		None	20 Days	

\* Rectification of Simulated Birth is covered by RA 11222

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback?	Through client satisfaction measurement mechanism.
How feedbacks are processed?	Consolidate and analyze monthly, quarterly, semi-annually and annually to identify root cause analysis or other known quality management techniques and identify plans and actions that must be recommended for execution to resolve the issues and improve the situation.
How to file a complaint?	<p>A complaint may be filed through any of the established modalities:</p> <ul style="list-style-type: none"> <li>- a telephone call (072-687-8000 loc. 212)</li> <li>- electronic mail (arru.fo1@dswd.gov.ph)</li> <li>- posts, comments and chat messages via DSWD FO1 Official Facebook Page: "DSWD Field Office 1"</li> <li>- personal appearance (walk-in clients)</li> <li>- letters addressed to the Regional Director, Mr. Marcelo Nicomedes J. Castillo</li> <li>- Official website at fo1.dswd.gov.ph</li> <li>- through 8888 Citizen's Complaint Center</li> </ul>
How complaints are processed?	<p>Complaints received through Official FB Page, the Office of the Regional Director, Official website and 8888 will be forwarded to Policy and Plans Division for action and resolution.</p> <p>The resolution of all complaint consists of:</p> <ol style="list-style-type: none"> <li>1. Submission/Receipt of a complaint</li> <li>2. Recording of complaint</li> <li>3. Data Gathering and Investigation</li> <li>4. Resolution</li> <li>5. Final Feedback</li> </ol>
Contact Information	<p>Ms. Helen O. Nerona  Chief, Statutory Programs Division  (072) 687-8000 loc. 244</p>
Contact Information of CCB, PCC, ARTA	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a>  8478 5093  PCC: 8888  CCB: 0908-881-6565 (SMS)</p>

## 7. Application for Foster Care Family Care License

Foster Care License is the document issued by the DSWD authorizing the foster parent(s) to provide Foster Care.

<b>Office or Division:</b>	Statutory Programs Division - Adoption Resource and Referral Section	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2C – Government to Citizen G2G – Government to Government	
<b>Who may avail:</b>	Individuals, Families, Child Caring Agencies (CCA), DSWD Residential Care Facility (DSWD RCF), Local Government Units (LGU)	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b><i>Foster Child's Dossier</i></b>		
1. Case Study Report	DSWD FO 1, Child Caring Agencies (CCA), Local Government Units (LGU)	
2. Police Clearance/Barangay Certification	Police Station/Barangay where the child was found/abandoned	
3. Birth/Foundling Certificate	Philippine Statistics Authority (PSA)	
4. Child's Profile	DSWD FO 1, CCA, LGU	
5. Recent Photograph	DSWD FO 1, CCA, LGU	
6. Photograph of the Child upon Admission/Abandonment	DSWD FO 1, CCA, LGU	
<b><i>Foster Care Applicant's Dossier</i></b>		
1. Foster Home Study Report	DSWD FO 1, LGU	
2. Application Form	DSWD FO 1, LGU	
3. Birth Certificate	Philippine Statistics Authority	
4. Medical Certificate (issued at least six (6) months)	Licensed Physician	
5. Income Tax Return or Certificate of Employment	Bureau of Internal Revenue / Employer	
6. NBI or Police Clearance (issued at least one (1) year)	National Bureau of Investigation (NBI) or Police Station where the Foster Family Applicant resides	
7. Barangay Certificate stating the applicant is a resident of the barangay, the length of his/her residence and he/she is of good moral character	Barangay where the Foster Family Applicant resides	
8. Three (3) Character References	Character Reference (Possible Sources: Employer, Priest, Barangay Official)	
9. 3x5 inch sized photo of the applicant and family	Applicant	
10. Consent of each child 10 years and above	Applicant's Children	
11. Certificate of Attendance at Foster Care Forum	DSWD FO 1	
12. Marriage Contract (If married)	Philippine Statistics Authority (PSA)	
<b><i>For Alien/Foreign Nationals Applicants</i></b>		

1. Certificate of Residence in the Philippines issued by the Bureau of Immigration or the Department of Foreign Affairs		Bureau of Immigration (BI) or the Department of Foreign Affairs (DFA)		
2. Two (2) character references from non-relatives who knows the applicant(s) in the country of which he/she is a citizen		Character Reference		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File filled-out application form with complete requirements at the Field Office or LGU.	1. Determine if the applicant/s is/are qualified for the program.	None	5 Days	Social Welfare Officer - SWO II/III (Adoption Resource and Referral Section – ARRS or Social Welfare and Development Team – SWAD Team) or Social Worker (Local Government Unit - LGU)
	1.1.a If not qualified, discuss to the client the reason for disqualification.	None	20 Days	SWO II/III (ARRS or SWAD Team) or Social Worker (LGU)
	1.1.b If qualified, assign Social Worker to commence the Home Study.	None		Head (ARRS)
	1.2 Assess and conduct a home study of the applicant.	None		SWO II/III (ARRS or SWAD Team) or Social Worker (LGU)
	1.3 Prepare a comprehensive Home Study Report based on assessment.	None		Social Welfare Officer II/III (ARRS or SWAD Team) or Social Worker (LGU)
	1.4 Evaluate the Home Study Report and supporting documents to determine	None		SWO III - Foster Care Focal Person or ARRS Focal Person (ARRS)

	<p>motivation, capacities, and potentials as basis for issuance of Foster Care License.</p> <p>1.5 Review Home Study Report.</p> <p>1.6 Review Home Study Report.</p> <p>1.7 Review and recommend Home Study Report for approval.</p> <p>1.8 Approve Home Study Report.</p> <p>1.9 Issue Foster Family Care License and Identification Card to the Foster Parents.</p>	<p>None</p> <p>None</p> <p>None</p> <p>None</p> <p>None</p>	<p></p> <p></p> <p></p> <p></p> <p></p>	<p><i>Head (ARRS)</i></p> <p><i>Chief (Statutory Programs Division – StPD)</i></p> <p><i>Assistant Regional Director for Operations (Office of the Assistant Regional Director for Operations)</i></p> <p><i>Regional Director (Office of the Regional Director – ORD)</i></p> <p><i>SWO III – Foster Care Focal Person (ARRS)</i></p>
2. Affix signature on the license.	<p>2. Affix signature on the license.</p> <p>2.1 Affix signature on the license.</p> <p>2.2 Prepare the Foster Home Study Report for the Regional Matching Conference.</p> <p>2.3 Deliberate the case of child/ren and foster parents for placement</p>	<p>None</p> <p>None</p> <p>None</p> <p>None</p>	<p></p> <p></p> <p></p> <p>1 Day (Based on the scheduled Matching Conference)</p>	<p><i>Chief (StPD)</i></p> <p><i>Regional Director (ORD)</i></p> <p><i>Matching Secretariat (ARRS)</i></p> <p><i>Social Worker (Regional Child Welfare Specialist Group - RCWSG/Foster Care Committee - FCC),</i></p>



	2.4 Issue Resolution declaring the match and sign Certificate of Matching.	None	1 Day	Matching Secretariat (ARRS)  Social Worker (RCWSG/FCC), Matching Secretariat (ARRS)
	2.5 Inform the Foster Parents of the match through the Case Worker, the CCA, DSWD RCF or the LGU.	None	1 Day (Upon the approval of the Certificate of Matching)	Matching Secretariat (ARRS)
3. Prepare and submit Acceptance Letter to the Field Office.	3. Prepare and facilitate the signing of the Foster Placement Authority.	None	1 Day (Based on the scheduled Matching Conference)	SWO II/III (ARRS or SWAD Team), Matching Secretariat (ARRS)
	3.1 Conduct Discharge Conference and turn over custody of the foster child to the foster family.	None	1 Day	SWO II/III (ARRS or SWAD Team), Social Worker (CCA, RCF or LGU)
<b>TOTAL</b>		None	30 Days	

\* Foster Care Program is covered by RA 10165

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback?	Through client satisfaction measurement mechanism.
How feedbacks are processed?	Consolidate and analyze monthly, quarterly, semi-annually and annually to identify root cause analysis or other known quality management techniques and identify plans and actions that must be recommended for execution to resolve the issues and improve the situation.
How to file a complaint?	<p>A complaint may be filed through any of the established modalities:</p> <ul style="list-style-type: none"> <li>- a telephone call (072-687-8000 loc. 212)</li> <li>- electronic mail (fostercare.fo1@dswd.gov.ph)</li> <li>- posts, comments and chat messages via DSWD FO1 Official Facebook Page: "DSWD Field Office 1"</li> <li>- personal appearance (walk-in clients)</li> <li>- letters addressed to the Regional Director, Mr. Marcelo Nicomedes J. Castillo</li> <li>- website at fo1.dswd.gov.ph</li> </ul>
How complaints are processed?	<p>Complaints received through Official FB Page, the Office of the Regional Director, Official website and 8888 will be forwarded to the Office of the Regional Director for action and resolution. The resolution of all complaint consists of:</p> <ol style="list-style-type: none"> <li>1. Submission/Receipt of a complaint</li> <li>2. Recording of complaint</li> <li>3. Data Gathering and Investigation</li> <li>4. Resolution</li> <li>5. Final Feedback</li> </ol>
Contact Information	<p>Ms. Helen O. Nerona  Chief, Statutory Programs Division  (072) 687-8000 loc. 219</p>
Contact Information of CCB, PCC, ARTA	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a>  8478 5093  PCC: 8888  CCB: 0908-881-6565 (SMS)</p>

## 8. Approval for the Conduct of Research Study & Acquiring Primary Data from DSWD Officials/Personnel, Beneficiaries and 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 covering one (1) region shall seek for the approval of the Regional Director. Research request must be submitted to Regional Director at least two (2) weeks before the projected start of data gathering activity.

<b>Office or Division:</b>	Policy and Plans Division – Policy Development and Planning Section			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Citizen G2G – Government to Government			
<b>Who may avail:</b>	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.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter of Request		From the requesting party		
2. Research Request Form (Annex B); Terms and Conditions, Research Brief (Annex C), and Non-Disclosure Agreement		Policy Development and Planning Section (PDPS)		
3. Chapters 1 and 2 of the Research including the Research Brief and Research Instrument		Requesting Party		
4. Contact number and Email Address of the researcher		Requesting Party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit letter of request addressed to the Office of the Regional Director - ORD (With no requirements attached)	1. Receive letter of Researcher and endorse to ORD for action.	None	10 Minutes	<i>Administrative Aide IV/VI – AAide IV/VI (Records and Archives Management Section - RAMS)</i>
	1.1 Review the request and forward to the Policy and Plans Division (PPD) for action of the PPD Chief.	None	10 Minutes	<i>Regional Director (ORD)</i>

	1.2 Receive the request and endorse to the PPD Chief for action.	None	3 Minutes	<i>Administrative Aide IV (Policy and Plans Division – PPD)</i>
	1.3 Review Request and provide instruction to the Research Focal Person through the PDPS Head.	None	10 Minutes	<i>Chief (PPD)</i>
	1.4 Endorse to the Policy Development and Planning Section (PDPS) for action of PDPS Head.	None	2 Minutes	<i>Administrative Aide IV (PPD)</i>
	1.5 Receive the request and endorse to the PDPS Head for action.	None	2 Minutes	<i>Administrative Assistant II (Policy Development and Planning Section – PDPS)</i>
	1.6 Review Request and provide instruction to the Research Focal Person.	None	10 Minutes	<i>Head (PDPS)</i>
	1.7 Endorse to the Research Focal of the Policy Development and Planning Section (PDPS).	None	1 Minute	<i>Administrative Assistant II (PDPS)</i>
	1.8 Review research request and send letter to the Researcher with attached research requirements (advance coordination through cellphone or landline and send requirements through email) and provide orientation on research protocol.	None	20 Minutes	<i>Research Focal Person (PDPS)</i>

	1.9 Endorse letter for signature of PDPS Head.	None	5 Seconds	<i>Research Focal Person (PDPS)</i>
	1.10 Receive letter for researcher and endorse to the PDPS Head for signature.	None	1 Minute	<i>Administrative Assistant II (PDPS)</i>
	1.11 Endorse letter to the PPD Chief for signature.	None	1 Minute	<i>Administrative Assistant II (PDPS)</i>
	1.12 Receive letter for researcher and endorse to the PPD Chief for signature.	None	1 Minute	<i>Administrative Aide IV (PPD)</i>
	1.13 Review and sign letter for the Researcher.	None	2 Minutes	<i>Chief (PPD)</i>
	1.14 Endorse letter to the RDs Office for signature.	None	10 Seconds	<i>Administrative Aide IV (PPD)</i>
	1.15 Receive letter and endorse to RD for signature.	None	10 Seconds	<i>Administrative Assistant I (ORD)</i>
	1.16 Review and sign letter for the Researcher.	None	2 Minutes	<i>Regional Director (ORD)</i>
	1.17 Endorse signed letter to the PPD.	None	1 Minute	<i>Administrative Assistant I (ORD)</i>
	1.18 Receive signed letter from the ORD and endorse to the PDPS.	None	1 Minute	<i>Administrative Aide IV (PPD)</i>
	1.19 Receive letter and endorse to the Research Focal.	None	1 Minute	<i>Administrative Assistant II (PDPS)</i>
	1.20 Receive letter and send to the Researcher through email.	None	2 Minutes	<i>Research Focal Person (PDPS)</i>

2. Submit requirements.	2. Receive requirements and review completeness.	None	5 Minutes	<i>Research Focal Person (PDPS)</i>
	2.1 Review the research request in coordination with the concerned division/section/center/institution and units.	None	5 Days	<i>Research Focal Person (PDPS)</i>
	2.2 Provide and coordinate recommendation to the researcher on the research request, copy furnish the Research Focal Person. This includes additional requirements depending on the nature of the request. Two (2) days will be given for the researcher to respond.	None	1 Day	<i>Technical Staff (Concerned Division/Section/Center/Institution/Unit)</i>
	2.3 Receive and review enhanced research.	None	1 Day	<i>Research Focal Person (PDPS)</i>
	2.4 Endorse to PDPS Head for signature.	None	5 Minutes	<i>Head (PDPS)</i>
	2.5 Endorse to PDPS Clerk for signature of PPD Chief	None	1 Minute	<i>Administrative Assistant II (PDPS)</i>
	2.6 Endorse to PPD Clerk for signature of PPD Chief.	None	1 Minute	<i>Administrative Aide IV (PPD)</i>
	2.7 Review Research Requirements and sign Research Forms.	None	5 Minutes	<i>Chief (PPD)</i>

	2.8 Endorse to RDs Office for approval.	None	2 Minutes	<i>Administrative Aide IV (PPD)</i>
	2.9 Receive Research Requirements for RDs approval.	None	2 Minutes	<i>Administrative Assistant I (ORD)</i>
	2.10 Review and sign Research Request.	None	5 Minutes	<i>Regional Director (ORD)</i>
	2.11 Endorse signed research to PPD.	None	2 Minutes	<i>Administrative Assistant I (ORD)</i>
	2.12 Receive signed research and endorse to PDPS Clerk.	None	2 Minutes	<i>Administrative Aide IV (PPD)</i>
	2.13 Receive signed research and endorse to Research Focal.	None	2 Minutes	<i>Administrative Assistant II (PDPS)</i>
	2.14 Receive signed Research, inform and email the researcher and provide instructions.	None	5 Minutes	<i>Research Focal Person (PDPS)</i>
3. Receive recommendation and submit/send additional requirements if necessary.	3. Acknowledge the receipt of additional requirements.	None	2 Days	<i>Technical Staff (Concerned Division/Section/Center/Institution/Unit)</i>
	3.1 Inform Research Focal Person if the recommendations are done and additional requirements are complete.	None	5 Minutes	<i>Technical Staff (Concerned Division/Section/Center/Institution/Unit)</i>
	3.2 Draft a copy of the Approval of Research Request.	None	15 Minutes	<i>Research Focal Person (PDPS)</i>
	3.2 Approve /disapprove Research Request.	None	15 Minutes	<i>Regional Director (ORD)</i>

	3.3 Inform the researcher whether the Research Request is approved or not, copy furnish the concerned Division/Section/Center/Institution/Unit. If not approved, explain to the researcher the reason of disapproval.	None	20 Minutes	<i>Research Focal Person (PDPS)</i>
4. Coordinate with the Research Focal Person for the conduct of research.	4. Endorse researcher to the concerned Division/Section/Center/Institution/Unit where the research/data gathering activity is to be conducted.	None	1 Day	<i>Research Focal Person (PDPS)</i>
	4.1 Request researcher to fill-up Client Satisfaction Feedback form.	None	5 Minutes	<i>Research Focal Person (PDPS)</i>
5. Fill-up and submit completed Client Satisfaction Feedback form.	5. Receive completed Client Satisfaction Feedback form.	None	5 Minutes	<i>Research Focal Person (PDPS)</i>
<b>TOTAL</b>		None	10 Days, 3 Hours, 2 Minutes and 25 Seconds	



<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback?	Through client satisfaction measurement mechanism.
How feedbacks are processed?	Consolidate and analyze monthly, quarterly, semi-annually and annually to identify root cause analysis or other known quality management techniques and identify plans and actions that must be recommended for execution to resolve the issues and improve the situation.
How to file a complaint?	<p>A complaint may be filed through any of the established modalities:</p> <ul style="list-style-type: none"> <li>- a telephone call (072-687-8000 loc. 221)</li> <li>- electronic mail (standards.fo1@dswd.gov.ph)</li> <li>- posts, comments and chat messages via DSWD FO1 Official Facebook Page: "DSWD Field Office 1"</li> <li>- personal appearance (walk-in clients)</li> <li>- letters addressed to the Regional Director, Mr. Marcelo Nicomedes J. Castillo</li> <li>- Official website at fo1.dswd.gov.ph</li> <li>- through 8888 Citizen's Complaint Center</li> </ul>
How complaints are processed?	<p>Complaints received through Official FB Page, the Office of the Regional Director, Official website and 8888 will be forwarded to Policy and Plans Division for action and resolution.</p> <p>The resolution of all complaint consists of:</p> <ol style="list-style-type: none"> <li>6. Submission/Receipt of a complaint</li> <li>7. Recording of complaint</li> <li>8. Data Gathering and Investigation</li> <li>9. Resolution</li> <li>10. Final Feedback</li> </ol>
Contact Information	Mr. Melecio C. Ubilas Jr. Chief, Policy and Plans Division (072) 687-8000 loc. 244
Contact Information of CCB, PCC, ARTA	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478 5093</p> <p>PCC: 8888</p> <p>CCB: 0908-881-6565 (SMS)</p>

## 9. Assistance to Individuals In-Crisis Situation (AICS)

The provision of counseling, referral for psychological and legal service, as well as financial assistance to disadvantaged and marginalized sectors is part of the social protection services of the Field Office 1. These protective services aim to help individuals and families to cope with the difficult situation they are presently experiencing, such as illness, death, loss of job or source of income.

<b>Office or Division:</b>	Statutory Programs Division – Crisis Intervention Section		
<b>Classification:</b>	Complex		
<b>Type of Transaction:</b>	G2C - Government to Citizens		
<b>Who may avail:</b>	Individuals and/or families who are indigent, vulnerable disadvantaged or are otherwise in crisis situation based on the assessment of the Social Worker.		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
<b>Medical Assistance for Hospital Bill</b>			
1. Medical Certificate/Clinical Abstract complete with name, license number, and signature of the Physician		Attending Physician from a hospital/clinic or from Medical Records	
2. Hospital bill (With name and Signature)		Billing clerk of the hospital	
3. Barangay certificate of Indigency/ Certificate of Residency		From the Barangay where the client is presently residing.	
4. Any valid Government Issued I.D		Government agencies issuing an identification card(SSS, Philhealth, LTO, PAG-IBIG, Comelec, NBI, DFA and among others)	
5. Social Case Study Report (if required)		Licensed Social Worker from any government/ non- government welfare agencies.	
<b>Medical Assistance for Medicine/ Assistive Device</b>			
1. Medical Certificate/Clinical Abstract complete with name, license number, and signature of the Physician		Attending Physician from a hospital/clinic or from Medical Records	
2. Prescription complete with name, license number, and signature of the Physician		Attending Physician from a hospital/clinic	
3. Barangay Certificate of Indigency/ Certificate of Residency		From the Barangay where the client is presently residing.	
4. Social Case Study Report (if required)		Licensed Social Worker from any government/ non- government welfare agencies.	
5. Any valid Government Issued I.D		Government agencies issuing an identification card(SSS, Philhealth, LTO, PAG-IBIG, Comelec NBI, DFA and among others)	
<b>Medical Assistance for Laboratory Requests</b>			
1. Medical Certificate/Clinical Abstract complete with name, license number, and signature of the Physician		Attending Physician from a hospital/clinic or from Medical Records	
2. Laboratory Requests with name, license number, and signature of the Physician		Attending Physician from a hospital/clinic	
3. Barangay Certificate of Indigency/ Certificate of Residency		From the Barangay where the client is presently residing	

4. Social Case Study Report (if required)	Licensed Social Worker from any government/ non- government welfare agencies
<b>Burial Assistance for Funeral Bill</b>	
1. Registered Death Certificate/ Certification from the tribal chieftain	City/Municipal Hall, hospital, funeral Parlor or Tribal chieftain
2. Funeral Contract	Authorized staff of the Funeral parlor/ Memorial Chapel
3. Transfer Permit	City/Municipal Hall, hospital, funeral Parlor or Tribal chieftain
4. Embalming Certificate	Authorized staff of the Funeral parlor/ Memorial Chapel
5. Barangay Certificate of Indigency/ Certificate of Residency	From the Barangay where the client is presently residing
6. Any valid Government Issued I.D	Government agencies issuing an identification card(SSS, Philhealth, LTO, PAG-IBIG, Comelec, NBI, DFA and among others)
7. Social Case Study Report (if required)	Licensed Social Worker from any government/ non- government welfare agencies
<b>Burial Assistance for Transfer of Cadaver</b>	
1. Registered Death Certificate/ Certification from the tribal chieftain	City/Municipal Hall, hospital, funeral Parlor or Tribal chieftain
2. Funeral Contract	Authorized staff of the Funeral parlor/ Memorial Chapel
3. Transfer Permit	City/Municipal Hall, hospital, funeral Parlor or Tribal chieftain
4. Embalming Certificate	Authorized staff of the Funeral parlor/ Memorial Chapel
5. Barangay Certificate of Indigency/ Certificate of Residency	From the Barangay where the client is presently residing
6. Any valid Government Issued I.D	Government agencies issuing an identification card(SSS, Philhealth, LTO, PAG-IBIG, Comelec, NBI, DFA and among others)
<b>Educational Assistance</b>	
1. Enrolment Assessment Form or Certificate of Enrolment or Registration	Registrar, Authorized staff from the school
2. Validated School ID/ Valid I.D of the Parent/guardian	Registrar, Authorized staff from the school, Government agencies issuing an identification card(SSS, Philhealth, LTO, PAG-IBIG, Comelec, NBI, DFA and among others)
3. Barangay Certificate of Indigency/ Certificate of Residency	From the Barangay where the client is presently residing
4. Statement of Account for college students	Registrar, Authorized staff from the school
<b>For Food Assistance</b>	
1. Any valid Government Issued I.D	Government agencies issuing an identification card(SSS, Philhealth, LTO, PAG-IBIG, NBI, DFA and among others)
2. Project proposal and Food distribution List(CRCF client)	Head of the Residential
3. Barangay Certificate of Indigency/ Certificate of Residency	From the Barangay where the client is presently residing
<b>For Cash Assistance for Other Support Services</b>	

1. Any valid Government Issued I.D	Government agencies issuing an identification card (SSS, Philhealth, LTO, PAG-IBIG, Comelec, NBI, DFA and among others)			
1. Depending on the circumstances: - Police Report/Fire incident report from the Bureau of Fire - Passport/Travel Document, certification from OWWA - Certification from Caseworker from rescued clients - Blotter and social worker's certification for the victims of online sexual exploitation of children	Police Station, Barangay, Bureau of Fire, Philippine Embassy/Consulate, Social Worker from welfare agencies.			
Within the day transaction				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get queue number	1. Issue queue number.	None	5 Minutes	Field Office Guard on Duty (Outsourced Agency)
	1.1 Encode the client's information in online Spreadsheet.	None	3 Minutes	Social Welfare Officer II (Crisis Intervention Section – CIS)
	1.2 Check the presented requirements if complete and interview and assess the client. If the documents are not complete the client will be asked to comply.	None	42 Minutes	Social Welfare Officer II (CIS)
	1.3 Check the completion of documents as well as the assessment and recommendation of the worker.	None	5 Minutes	Head (CIS)
	1.4 Release assistance.	None	5 Minutes	Social Welfare Officer II / Administrative Aide IV (CIS)
TOTAL		None	1 Hour	
Guarantee Letter Transactions within 3 to 5 Working Days				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Get queue number	1. Issue queue number.	None	5 Minutes	<i>Field Office Guard on Duty (Outsourced Agency)</i>
	1.1 Encode the client's information in online Spreadsheet.	None	3 Minutes	<i>Social Welfare Officer II (Crisis Intervention Section – CIS)</i>
	1.2 Check the presented requirements if complete and interview and assess the client. If the documents are not complete the client will be asked to comply.	None	42 Minutes	<i>Social Welfare Officer II (CIS)</i>
	1.3 Check the completion of documents as well as the assessment and recommendation of the worker.	None	5 Minutes	<i>Head (CIS)</i>
	1.4 Approve Guarantee Letter depending on the amount:			
	a. Php 25, 001 – Php 50, 000	None	1 Day	<i>Chief (Statutory Programs Division)</i>
	b. Php 50, 001 – Php 75, 000	None	1 Day	<i>Assistant Regional Director for Operations - ARDO/Administration - ARDA (Office of the ARDO/ARDA)</i>
	c. Php 75, 001 – Php 150, 000	None	3 Days	<i>Regional Director (Office of the Regional Director)</i>
	1.5 Release guarantee Letter.	None	5 Minutes	<i>Social Welfare Officer II /</i>

				<i>Administrative Aide IV (CIS)</i>
<b>TOTAL</b>		None	3 Days and 1 Hour	

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback?	Through client satisfaction measurement mechanism.
How feedbacks are processed?	Consolidate and analyze monthly, quarterly, semi-annually and annually to identify root cause analysis or other known quality management techniques and identify plans and actions that must be recommended for execution to resolve the issues and improve the situation.
How to file a complaint?	<p>A complaint may be filed through any of the established modalities:</p> <ul style="list-style-type: none"> <li>- a telephone call (072-687-8000 loc. 209)</li> <li>- electronic mail (cispsp.fo1@dswd.gov.ph)</li> <li>- posts, comments and chat messages via DSWD FO1 Official Facebook Page: "DSWD Field Office 1"</li> <li>- personal appearance (walk-in clients)</li> <li>- letters addressed to the Regional Director, Mr. Marcelo Nicomedes J. Castillo</li> <li>- Official website at fo1.dswd.gov.ph</li> <li>- through 8888 Citizen's Complaint Center</li> </ul>
How complaints are processed?	<p>Complaints received through Official FB Page, the Office of the Regional Director, Official website and 8888 will be forwarded to Statutory Programs Division for action and resolution.</p> <p>The resolution consists of:</p> <ol style="list-style-type: none"> <li>1. Submission/Receipt of a complaint</li> <li>2. Recording of complaint</li> <li>3. Data Gathering and Investigation</li> <li>4. Resolution</li> <li>5. Final Feedback</li> </ol>
Contact Information	<p>Helen O. Nerona  Chief, Statutory Programs Division  (072) 687-8000 loc. 219</p>
Contact Information of CCB, PCC, ARTA	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a>  8478 5093  PCC: 8888  CCB: 0908-881-6565 (SMS)</p>

## 10. Community Empowerment Activity Cycle

The KC-NCDDP is implemented through community driven development approach through the CEAC where local communities are provided with grants which they take control in the planning, budget management and execution of the sub-project implementation.

<b>Office or Division:</b>	Specialized Programs Division – KC-NCDDP			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Citizens G2G – Government to Government			
<b>Who may avail:</b>	Eligible Local Government Units (Municipalities)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Municipal Memorandum of Agreement on NCDDP		Municipal Local Government Unit		
2. Municipal Resolution expressing official acceptance of the implementation of the NCDDP.		Municipal Local Government Unit		
3. Executive Order creating or reactivating the MIAC and MCT		Municipal Local Government Unit		
4. Special Order installing the ACT and MCT as special projects unit within the MLGU.		Municipal Local Government Unit		
5. Special Order designating an LGU staff as the NCDDP focal person.		Municipal Local Government Unit		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>Social Preparation Stage</b>				
1. Participate in the Municipal Orientation.	1. Conducts the Municipal Orientation.  1.1 Prepare enrollment documents such as Municipal Memorandum of Agreement (MOA), Resolution, Executive Order (EO), Special Order (SO).	None	1 Day	<i>Regional Program Management Office</i>
2. Provide information requested during the Social Investigation	2. Conduct Social Investigation.	None	20 Days	<i>Regional Program Management Office</i>
3. Participate in the 1 <sup>st</sup> barangay assembly (Community Consultation)	3. Orient community members on the program design, implementation process and arrangement.	None	15 Days	<i>Regional Program Management Office</i>

	<p>3.1 Facilitate criteria-based and task-informed identification and selection of volunteers for the Participatory Situation Analysis (PSA).</p> <p>3.2 Facilitate formation of the Barangay Grievance Committee.</p>			
4. Participate in the Participatory Situation Analysis (PSA).	<p>4. Conduct planning and meeting with the MLGU to ensure participation.</p> <p>4.1 Conduct the municipal meeting.</p> <p>4.2 Conduct the barangay PSA workshop.</p> <p>4.3 Present PSA results to the barangay assembly.</p> <p>4.4 Facilitate approval of the PSA results, criteria for selecting the barangay representation team (BRT) and the project preparation team (PPT).</p> <p>4.5 Conduct meeting with the BRT and PRT to prepare them for the Criteria Setting Workshop and Project Development Workshop (PDW).</p>	None	40-45 Days	<i>Area Coordinating Team</i>
<b>Community Planning and Project Proposal Development Stage</b>				
5. Participate in the criteria-setting workshop.	5. Facilitate discussion among community	None	5 Days	<i>Area Coordinating Team</i>



	<p>volunteers of local and broad municipal-level poverty conditions and their causes, informed by community discussions of local poverty conditions and potential solutions, based on the PSA activities.</p> <p>5.1 Facilitate agreement on a list of critical poverty issues that need to be addressed at the community level, based on the results of the PSA problem analysis and informed by existing development plans and available local resources.</p> <p>5.2 Facilitate consensus on the broad development vision and/or key directions that will guide development investment.</p> <p>5.3 Facilitate agreement on (i) a set of development criteria for selecting the most appropriate and responsive development interventions to address identified poverty issues in the MIBF for prioritization, and; (ii) the process, procedures, and rules of decorum on the conduct of the MIBF.</p>			
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6. Participate in the 3rd barangay assembly.	6. Provide feedback on the discussion and agreements from the CSW.  6.1 Facilitate agreement on the final community subproject to be proposed for support under the NCDDP.	None	15 Days	<i>Area Coordinating Team</i>
7. Participate in the project proposal development.	7. Facilitate preparation of detailed proposals for priority subprojects to address identified priority problems and needs, for barangay assembly approval and submission to RPMO.	None	15-40 Days	<i>Area Coordinating Team</i>
8. Participate in the Municipal Inter Agency Committee (MIAC) Review.	8. Facilitate review by MIAC members of final subproject proposals, designs and cost estimates, and other RFR documents, for endorsement to the MIBF for prioritization.	None	3 Days	<i>Area Coordinating Team</i>
9. Participate in the 4th Barangay Assembly.	9. Facilitate approval and endorsement by the BA of the Project Proposal to the MIBF for participatory resource allocation.	None	15 Days	<i>Area Coordinating Team</i>
10. Participate in the Participatory Resource Allocation at the municipal level (MIBF).	10. Facilitate prioritization of subprojects for support by the NCDDP, identification of municipal local counterpart project, and programming of interventions proposed to be supported by the	None	5 Days	<i>Area Coordinating Team</i>

	NCDDP and other NGAs, to address problems and raised during the PSA (LGU-NGA matrix of PPAs), for succeeding cycles.			
<b>Community-managed Implementation and Organization Formation and Development (Stage 3)</b>				
11. Participate in meetings called regarding sub-project implementation.	11. Prepare the community for subproject implementation.	None	5 Days	<i>Area Coordinating Team</i>
12. Complete community sub-projects on time and within specified quality and cost.	12. Monitor completion of the sub-project implementation and provide technical assistance.	None	120-180 Days	<i>Area Coordinating Team</i>
13. Participate in activities of the community organization for operation and maintenance.	13. Establish community associations for Operations and Maintenance, and Sustainability of completed sub-projects.  13.1 Undertake Sustainability Evaluation Test (SET) for completed sub-projects.	None	40-60 Days	<i>Area Coordinating Team</i>
<b>Community Monitoring (Stage 4)</b>				
14. Participate in accountability reporting.	14. Inform the community members on the status of the sub-project and for public disclosure of all aspects of the implementation including synthesis from GRS and actions taken.  14.1 Review and assessment of commitments made and delivered by the MLGU and other stakeholders.	None	2 Days	<i>Area Coordinating Team</i>

15. Prepare action plan to resolve the adverse findings during the functionality audit and sustainability evaluation testing.	15. Assess functionality and utilization of completed sub-project, and quality of community sustainability activities including organizational effectiveness, financial management, physical-technical conditions, and benefits of sub-projects.	None	3 Days	Area Coordinating Team
<b>TOTAL</b>		None	18 Months and 18 Days	

\*Note that client refers to community partner beneficiaries

\*Citizen's Charter is applicable only to FO1 when there is a regular implementation.

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback?	Through client satisfaction measurement mechanism.
How feedbacks are processed?	Consolidate and analyze monthly, quarterly, semi-annually and annually to identify root cause analysis or other known quality management techniques and identify plans and actions that must be recommended for execution to resolve the issues and improve the situation.
How to file a complaint?	<p>A complaint may be filed through any of the established modalities:</p> <ul style="list-style-type: none"> <li>- a telephone call (072-687-8000 loc. 232)</li> <li>- electronic mail (kalahi.fo1@dswd.gov.ph)</li> <li>- posts, comments and chat messages via DSWD FO1 Official Facebook Page: "DSWD Field Office 1"</li> <li>- personal appearance (walk-in clients)</li> <li>- letters addressed to the Regional Director, Mr. Marcelo Nicomedes J. Castillo</li> <li>- Official website at fo1.dswd.gov.ph</li> <li>- through 8888 Citizen's Complaint Center</li> </ul>
How complaints are processed?	<p>Complaints received through Official FB Page, the Office of the Regional Director, Official website and 8888 will be forwarded to Statutory Programs Division for action and resolution.</p> <p>The resolution consists of:</p> <ol style="list-style-type: none"> <li>1. Submission/Receipt of a complaint</li> <li>2. Recording of complaint</li> <li>3. Data Gathering and Investigation</li> <li>4. Resolution</li> <li>5. Final Feedback</li> </ol>
Contact Information	Virginia P. Sesay OIC-Chief, Specialized Programs Division (072) 687-8000 loc. 232
Contact Information of CCB, PCC, ARTA	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478 5093</p> <p>PCC: 8888</p> <p>CCB: 0908-881-6565 (SMS)</p>

## 11. 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).

<b>Office or Division:</b>	Policy and Plans Division – National Household Targeting Section			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Citizens G2G – Government to Government			
<b>Who may avail:</b>	All NGA's, GOCCs, NGOs, CSOs, and Private Foundations for the purpose of utilizing the data for social protection programs.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter of Request (indicating reasons for name-matching)		Stakeholders/Requesting Party		
2. Original Copy of the Resolution of Governing Board authorizing head of agency to enter into data sharing MOA with DSWD (for NGOs, CSOs, Private Foundations)		Stakeholders/Requesting Party		
3. Memorandum of Agreement		National Household Targeting Section		
4. Data Requirements		Stakeholders/Requesting Party		
5. Certificate of Orientation on the Data Privacy Act, Acknowledgement Receipt of the copy of law, IRR and its issuances, Physical Setup Certification and Organizational, Technical, and Security Setup Certification		National Household Targeting Section		
6. Designated Data Protection Officer (DPO) registered to National Privacy Commission (NPC)		Stakeholders/Requesting Party		
7. Valid Proof of Identities of the agency head and DPO		Stakeholders/Requesting Party		
8. Data utilization feedback template		National Household Targeting Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Endorse the letter of request for Data Sharing to NHTS.	1. Receive and record the request in the DocuTrack (DSWD Document Tracking System). The request is forwarded to the Director for approval.	None	3 Minutes	<i>Administrative Assistant III (National Household Targeting Section - NHTS)</i>
	1.1 Advise the requesting party that they will receive an email or call after 1 working day on the approval of their request and the	None	20 Minutes	<i>Project Development Officer IV (NHTS)</i>

	<p>expected schedule of release of the results.</p> <p>1.2 Decide if the request is for processing or not. The request is forwarded to the Policy and Plans Division Chief.</p> <p>1.3 Endorse the request to the National Household Targeting Section.</p> <p>1.5 Inform the requesting party on the approval or disapproval of the data request. They shall contact the requesting party on the schedule of the orientation.</p>	<p>None</p> <p>None</p> <p>None</p>	<p>1 Hour</p> <p>5 Minutes</p> <p>20 Minutes</p>	<p><i>Regional Director (Office of the Regional Director)</i></p> <p><i>Administrative Aide IV (Office of the Regional Director)</i></p> <p><i>Project Development Officer IV (NHTS)</i></p>
2. Attend the scheduled orientation with the NHTS.	2. Orient the requesting party on Listahanan, Data Privacy Act, data sharing policy and requirements.	None	2 Hours	<i>Inspection Team (NHTS)</i>
3. Submit signed Memorandum of Agreement and documentary requirements to the NHTS.	3. Schedule Inspection Meeting	None	4 Hours	<i>Project Development Officer IV (NHTS)</i>
4. Present IT facilities to the NHTS Inspection Team.	<p>4. Inspect IT facilities and issue Certifications (Physical Setup Certification and Organizational, Technical and Security Setup Certification).</p> <p>4.1 Certifications will be attached to the MOA and endorsed to the Field Office (FO)</p>	<p>None</p> <p>None</p>	<p>3 Hours</p> <p>35 Minutes</p>	<p><i>Information Technology Officer II (NHTS)</i></p> <p><i>Project Development Officer IV (NHTS)</i></p>

	Data Protection Officer.			
	4.2 Assess the MOA, its purpose, and attachments. The MOA will be endorsed for the Regional Director signature.	None	1 Day	<i>FO Data Protection Officer (Office of the Assistant Regional Director for Operations)</i>
	4.3 Review and sign the MOA. The MOA will be endorsed to the NHTS for data processing.	None	3 Days	<i>Regional Director (Office of the Regional Director)</i>
	4.4 The approved request is endorsed to the IT Officer to generate data in database or CSV format in accordance with Data Sharing guidelines depending on the data requirement.	None	3 Days (Regional data); 2 Days (Provincial Data); 1 Day (Municipal and Barangay Data)	<i>Information Technology Officer II (NHTS)</i>
	4.5 Inform the Project Development Officer of the schedule of release of the results.	None	3 Minutes	<i>Information Technology Officer II (NHTS)</i>
	4.6 Review result of Data generation.	None	1 Day	<i>Information Technology Officer II (NHTS)</i>
	4.7 Secure the data by adding password protection to the file. After securing the data, prepare Data Release Form (DRF), draft memo reply and burn results in a compact disc(CD). The IT Officer will counter sign in the DRF, then forward the documents to the PDO. The PDO will	None	1 Hour	<i>Information Technology Officer II, Project Development Officer IV (NHTS)</i>

	<p>finalize the memo attached with the DRF and secured data (CD), then forward it to the Administrative Assistant.</p> <p>4.8 Sign the endorsement.</p> <p>4.9 Track and scan the document before releasing the result to the requesting Party.</p>	<p>None</p> <p>None</p>	<p>1 Hour</p> <p>5 Minutes</p>	<p><i>Regional Director (Office of the Regional Director)</i></p> <p><i>Administrative Assistant III (NHTS)</i></p>
5. Call NHTS Office	5. Upon receiving the result from NHTS, the requesting party will contact (thru phone) IT Officer for the password of the file.	None	5 Minutes	<i>Information Technology Officer II (NHTS)</i>
<b>TOTAL</b>		None	8 Days, 14 Hours and 5 Minutes	



<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback?	Through client satisfaction measurement mechanism.
How feedbacks are processed?	Consolidate and analyze monthly, quarterly, semi-annually and annually to identify root cause analysis or other known quality management techniques and identify plans and actions that must be recommended for execution to resolve the issues and improve the situation.
How to file a complaint?	<p>A complaint may be filed through any of the established modalities:</p> <ul style="list-style-type: none"> <li>- a telephone call (072-687-8000 loc. 221)</li> <li>- a text message via the Listahanan Text Hotline (LTH)/WiServe: Listahanan&lt;space&gt;Pangalan&lt;space&gt;Lokasyon&lt;space&gt;Tanong o Reklamo</li> <li>- electronic mail (nhts.fo1@dswd.gov.ph)</li> <li>- posts, comments and chat messages via Listahanan's Official Facebook Page: "DSWD Listahanan" and DSWD FO1 Official Facebook Page: "DSWD Field Office 1"</li> <li>- personal appearance (walk-in clients)</li> <li>- letters addressed to the Regional Director, Mr. Marcelo Nicomedes J. Castillo</li> <li>- website at fo1.dswd.gov.ph</li> </ul>
How complaints are processed?	<p>The Listahanan Grievance Redress System (GRS) consist of a five-step procedure commencing on the receipt of grievance and ending on the grievance final resolution. These steps are:</p> <ol style="list-style-type: none"> <li>1. Submission/Receipt of a Grievance</li> <li>2. Recording of Grievance</li> <li>3. Data Gathering and Investigation</li> <li>4. Resolution</li> <li>5. Final Feedback</li> </ol>
Contact Information	Mr. Melecio C. Ubilas Jr. Chief, Policy and Plans Division (072) 687-8000 loc. 244
Contact Information of CCB, PCC, ARTA	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478 5093</p> <p>PCC: 8888</p> <p>CCB: 0908-881-6565 (SMS)</p>

## 12. 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.

<b>Office or Division:</b>	Policy and Plans Division – National Household Targeting Section			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Citizens G2G – Government to Government G2B – Government to Business			
<b>Who may avail:</b>	All NGAs, GOCCs, NGOs, CSOs, and Private Foundations for the purpose of utilizing the data for social protection programs.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter of Request (indicating reasons for name-matching)		Stakeholders/Requesting Party		
2. Original Copy of the Resolution of Governing Board authorizing head of agency to enter into data sharing MOA with DSWD (for NGOs, CSOs, Private Foundations)		Stakeholders/Requesting Party		
3. Flatfile template/CSV file for names to be matched		National Housing Targeting Section		
4. Electronic copy of the names to be matched		Stakeholders/Requesting Party		
5. Memorandum of Agreement		National Housing Targeting Section		
6. Certificate of Orientation on the Data Privacy Act, Acknowledgement Receipt of the copy of law, IRR and its issuances, Physical Setup Certification and Organizational, Technical, and Security Setup Certification		National Housing Targeting Section		
7. Designated Data Protection Officer (DPO) registered to National Privacy Commission (NPC)		Stakeholders/Requesting Party		
8. Valid Proof of Identities of the agency head and DPO		Stakeholders/Requesting Party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The Requesting Party will endorse their letter of request with attached e-copy of names for name matching to NHTS.	1. Receives and records the request in the DocuTrack (DSWD Document Tracking System). The request is forwarded to the Director for approval.	None	5 Minutes	<i>Administrative Assistant III (NHTS)</i>
	1.1 Advise the requesting party that they will receive an email or call after	None	20 Minutes	<i>Project Development Officer IV (NHTS)</i>

	<p>1 working day on the approval of their request and the expected schedule of release of the results.</p> <p>1.2 The Director will decide if the request is for processing or not. The request is forwarded to the Policy and Plans Division Chief.</p> <p>1.3 Endorse the request to the National Household Targeting Section (NHTS).</p> <p>1.4 Inform the requesting party on the approval/disapproval of the data request. They shall contact the requesting party on the schedule of the orientation.</p>	<p>None</p> <p>None</p> <p>None</p>	<p>1 Hour</p> <p>5 Minutes</p> <p>20 Minutes</p>	<p><i>Regional Director (Office of the Regional Director)</i></p> <p><i>Administrative Aide IV (Office of the Regional Director)</i></p> <p><i>Project Development Officer IV (NHTS)</i></p>
2. Attend the scheduled orientation with the NHTS	2. Orient the requesting party on Listahanan, Data Privacy Act, data sharing policy and requirements.	None	2 Hours	<i>Inspection Team (NHTS)</i>
3. Submit signed Memorandum of Agreement and documentary requirements to the NHTS.	3. Schedule Inspection Meeting	None	4 Hours	<i>Project Development Officer IV (NHTS)</i>
4. Present IT facilities to the NHTS Inspection Team.	<p>4. Inspect IT facilities and issue Certifications (Physical Setup Certification and Organizational, Technical and Security Setup Certification)</p> <p>4.1 Certifications will be attached to</p>	<p>None</p> <p>None</p>	<p>3 Hours</p> <p>35 Minutes</p>	<p><i>Information Technology Officer II (NHTS)</i></p> <p><i>Project Development</i></p>

	the MOA and endorsed to the Field Office (FO) Data Protection Officer.			Officer IV (NHTS)
	4.2 Assess the MOA, its purpose, and attachments. The MOA will be endorsed for the Regional Director signature.	None	1 Day	FO Data Protection Officer (Office of the Assistant Regional Director for Operations)
	4.3 Review and sign the MOA. The MOA will be endorsed to the NHTS for data processing.	None	3 Days	Regional Director (Office of the Regional Director)
	4.4 The approved request is endorsed to the IT Officer to assess if the attached electronic copy of names is in accordance with the template required.	None	30 Minutes	Information Technology Officer II (NHTS)
	4.5 Inform the Project Development Officer of the schedule of release of the results.	None	30 Minutes	Information Technology Officer II (NHTS)
	4.6 Depending on the volume or number of names to be matched, the request will be processed on set deadline.	None	30 Days (maximum 500,000 names)	Information Technology Officer II (NHTS)
	4.7 Review the result of name matching.	None	3 Days	Information Technology Officer II (NHTS)
	4.8 Secure the data by adding password protection to the file. After securing the data, prepare Data Release Form (DRF), draft memo	None	1 Hour	Information Technology Officer II, Project Development Officer IV (NHTS)

	<p>reply and burn results in a compact disc(CD). The IT Officer will counter sign in the DRF, then forward the documents to the PDO. The PDO will finalize the memo attached with the DRF and secured data (CD), then forward it to the Administrative Assistant.</p> <p>4.9 Sign the endorsement.</p> <p>4.10 Track and scan the document before releasing the result to the requesting Party.</p>	<p>None</p> <p>None</p>	<p>1 Hour</p> <p>5 Minutes</p>	<p><i>Regional Director (Office of the Regional Director)</i></p> <p><i>Administrative Assistant III (NHTS)</i></p>
5. Call NHTS Office	5. Upon receiving the result from NHTS, the requesting party will contact (thru phone) IT Officer for the password of the file.	None	5 Minutes	<i>Information Technology Officer II (NHTS)</i>
<b>TOTAL</b>		None	38 Days, 6 Hours and 35 Minutes	

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback?	Through client satisfaction measurement mechanism.
How feedbacks are processed?	Consolidate and analyze monthly, quarterly, semi-annually and annually to identify root cause analysis or other known quality management techniques and identify plans and actions that must be recommended for execution to resolve the issues and improve the situation.
How to file a complaint?	<p>A complaint may be filed through any of the established modalities:</p> <ul style="list-style-type: none"> <li>- a telephone call (072-687-8000 loc. 221)</li> <li>- a text message via the Listahanan Text Hotline (LTH)/WiServe: Listahanan&lt;space&gt;Pangalan&lt;space&gt;Lokasyon&lt;space&gt;Tanong o Reklamo</li> <li>- electronic mail (nhts.fo1@dswd.gov.ph)</li> <li>- posts, comments and chat messages via Listahanan's Official Facebook Page: "DSWD Listahanan" and DSWD FO1 Official Facebook Page: "DSWD Field Office 1"</li> <li>- personal appearance (walk-in clients)</li> <li>- letters addressed to the Regional Director, Mr. Marcelo Nicomedes J. Castillo</li> <li>- website at fo1.dswd.gov.ph</li> <li>- through 8888 Citizen's Complaint Center</li> </ul>
How complaints are processed?	<p>The Listahanan Grievance Redress System (GRS) consist of a five-step procedure commencing on the receipt of grievance and ending on the grievance final resolution. These steps are:</p> <ol style="list-style-type: none"> <li>1. Submission/Receipt of a Grievance</li> <li>2. Recording of Grievance</li> <li>3. Data Gathering and Investigation</li> <li>4. Resolution</li> <li>5. Final Feedback</li> </ol>
Contact Information	Mr. Melecio C. Ubilas Jr. Chief, Policy and Plans Division (072) 687-8000 loc. 244
Contact Information of CCB, PCC, ARTA	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478 5093</p> <p>PCC: 8888</p> <p>CCB: 0908-881-6565 (SMS)</p>

### 13. Data Sharing - Statistics/Raw Data Request

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

<b>Office or Division:</b>	Policy and Plans Division – National Household Targeting System			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C - Government to Citizens G2G – Government to Government G2B – Government to Business			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>For Outsiders / External Clients:</b>				
1. Letter of Request (specify purpose and data requested)		Applicant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Send a communication letter addressed to the Regional Director for request of statistical data/ raw data generated from <i>Listahanan</i> .	1. Receive and record the request in the DocuTrack ( <i>DSWD Document Tracking System</i> ). The request is forwarded to the Office of the Director.	None	10 Minutes	<i>Administrative Aide IV/VI – AAide IV/VI (Records and Archives Management Section - RAMS)</i>
	1.1 Receive the letter of request and endorse the letter to the Policy and Plans Division Chief.	None	4 Hours	<i>Administrative Aide IV (Office of the Regional Director)</i>
	1.2 Forward request to NHTS/Statistician II	None	5 Minutes	<i>Administrative Aide IV (Policy and Plans Division)</i>
	1.3 Review the request, if the request is: a. <i>Not clear</i> – In case of vague data request, the Statistician 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	None	4 Hours	<i>Regional Associate Statistician (NHTS)</i>

	requested data is not available in the <i>Listahanan</i> database.			
	b. <i>Clear</i> – Statistician generates statistics/ data requested.	None	1 Day	<i>Regional Associate Statistician (NHTS)</i>
	1.4 The generated statistical/raw data shall be submitted to the NHTS Head for review. If the statistical/ raw data is: a. <i>Not accurate</i> – The generated statistical/ raw data will be submitted back to the Statistician for revisions. b. <i>Accurate</i> – The generated data statistical/ raw will be submitted to the Division Chief.	None	4 Hours	<i>Project Development Officer IV (NHTS)</i>
	1.5 Endorse the facilitated data request to the Regional Director for approval and release.	None	4 Hours	<i>Administrative Aide IV (Policy and Plans Division)</i>
	1.6 Review the facilitated data request for approval to release. If the generated statistics/ raw data is: a. <i>Not accurate and acceptable</i> – The facilitated data request will be submitted back to the Statistician for revisions. b. <i>Accurate and acceptable</i> – The facilitated data request will be approved for release.	None	4 Hours	<i>Regional Director (Office of the Regional Director)</i>



2. Receive the data requested	2. Release the approved data request to the requesting party.	None	10 Minutes	<i>Administrative Aide IV/VI – AAide IV/VI (Records and Archives Management Section - RAMS)</i>
<b>TOTAL</b>		None	3 Days, 4 Hours and 25 Minutes	

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback?	Through client satisfaction measurement mechanism.
How feedbacks are processed?	Consolidate and analyze monthly, quarterly, semi-annually and annually to identify root cause analysis or other known quality management techniques and identify plans and actions that must be recommended for execution to resolve the issues and improve the situation.
How to file a complaint?	<p>A complaint may be filed through any of the established modalities:</p> <ul style="list-style-type: none"> <li>- a telephone call (072-687-8000 loc. 221)</li> <li>- a text message via the Listahanan Text Hotline (LTH)/WiServe: Listahanan&lt;space&gt;Pangalan&lt;space&gt;Lokasyon&lt;space&gt;Tanong o Reklamo</li> <li>- electronic mail (nhts.fo1@dswd.gov.ph)</li> <li>- posts, comments and chat messages via Listahanan's Official Facebook Page: "DSWD Listahanan" and DSWD FO1 Official Facebook Page: "DSWD Field Office 1"</li> <li>- personal appearance (walk-in clients)</li> <li>- letters addressed to the Regional Director, Mr. Marcelo Nicomedes J. Castillo</li> <li>- website at fo1.dswd.gov.ph</li> <li>- through 8888 Citizen's Complaint Center</li> </ul>
How complaints are processed?	<p>The Listahanan Grievance Redress System (GRS) consist of a five-step procedure commencing on the receipt of grievance and ending on the grievance final resolution. These steps are:</p> <ol style="list-style-type: none"> <li>1. Submission/Receipt of a Grievance</li> <li>2. Recording of Grievance</li> <li>3. Data Gathering and Investigation</li> <li>4. Resolution</li> <li>5. Final Feedback</li> </ol>
Contact Information	Mr. Melecio C. Ubilas Jr. Chief, Policy and Plans Division (072) 687-8000 loc. 244
Contact Information of CCB, PCC, ARTA	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478 5093</p> <p>PCC: 8888</p> <p>CCB: 0908-881-6565 (SMS)</p>

## 14. DSWD Disaster Data Request Processing

Request for data relative to the mandate of the Agency in Disaster Response shall be processed by the Disaster Response Management Division (DRMD) through Disaster Response Information and Management Section (DRIMS). The Division provides disaster statistical data on affected and displaced population which can be used for academic and research purposes, and other valid and relevant purposes as per the Division's review and assessment, and can only be obtained through formal request. This service only includes request for data directly to the Field Office through email, snail mail and hand-carried document.

<b>Office or Division:</b>	Disaster Response Management Division - Disaster Response Information and Management Section			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C - Government to Citizens G2G – Government to Government			
<b>Who may avail:</b>	Local Government Units, NGOs and other National Government Agencies			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Written and signed request letter with complete contact details (name and contact information) of the requesting party, description of information requested and the purpose of the request must be indicated for information		Applicant		
2. One (1) valid proof of identification		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-ibig, School/University		
3. For request made through email, a scanned copy of the request letter and a proof of identification must be attached.		Applicant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit request letter with complete details and information together with one (1) valid proof of identification	1. Receive and record document submitted by the requesting party.	None	5 Minutes	<i>Administrative Aide IV/VI – AAide IV/VI (Records and Archives Management Section - RAMS)</i>
	1.1 Endorse document to DRMD for appropriate action.	None	5 Minutes	<i>Regional Director (Office of the Regional Director)</i>
	1.2 Forward document to DRIMS for review and appropriate actions.	None	5 Minutes	<i>Chief (Disaster Response Management Division)</i>

	1.3 Review and assess request for information	None	1 Hour	Social Welfare Officer I or Project Development Officer II/III or Administrative Assistant I/III (Disaster Response and Information Management Section - DRIMS)
	1.4 If the Division cannot provide the data being requested, a reply letter must be forwarded informing the client that the Division does not have the data being requested.	None	2 Days	Social Welfare Officer I or Project Development Officer II/III or Administrative Assistant I/III (DRIMS)
	1.5 If the data requested is readily available, generate the same data and transmit a reply letter providing the client with the data being requested.	None	4 Days	Social Welfare Officer I or Project Development Officer II/III or Administrative Assistant I/III (DRIMS)
	1.6 If longer time is needed to process request, send a reply letter informing the client on the length of time needed, and undertake necessary action to generate data.	None	6 Days	Social Welfare Officer I or Project Development Officer II/III or Administrative Assistant I/III (DRIMS)
	<b>TOTAL</b>	None	6 Days, 1 Hour and 15 Minutes	

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback?	Through client satisfaction measurement mechanism.
How feedbacks are processed?	Consolidate and analyze monthly, quarterly, semi-annually and annually to identify root cause analysis or other known quality management techniques and identify plans and actions that must be recommended for execution to resolve the issues and improve the situation.
How to file a complaint?	<p>A complaint may be filed through any of the established modalities:</p> <ul style="list-style-type: none"> <li>- a telephone call (072-687-8000 loc. 208)</li> <li>- electronic mail (drmd.fo1@dswd.gov.ph)</li> <li>- posts, comments and chat messages via DSWD FO1 Official Facebook Page: "DSWD Field Office 1"</li> <li>- personal appearance (walk-in clients)</li> <li>- letters addressed to the Regional Director, Mr. Marcelo Nicomedes J. Castillo</li> <li>- website at fo1.dswd.gov.ph</li> <li>- through 8888 Citizen's Complaint Center</li> </ul>
How complaints are processed?	<p>Complaints received through Official FB Page, the Office of the Regional Director, Official website and 8888 will be forwarded to Policy and Plans Division for action and resolution.</p> <p>The resolution of all complaint consists of:</p> <ol style="list-style-type: none"> <li>1. Submission/Receipt of a complaint</li> <li>2. Recording of complaint</li> <li>3. Data Gathering and Investigation</li> <li>4. Resolution</li> <li>5. Final Feedback</li> </ol>
Contact Information	<p>Maricel S. Caleja          OIC-Chief, Disaster Response Management Division          (072) 687-8000 loc. 208</p>
Contact Information of CCB, PCC, ARTA	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a>          8478 5093          PCC: 8888          CCB: 0908-881-6565 (SMS)</p>

## 15. 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.

<b>Office or Division:</b>	Policy and Plans Division – Standards Section	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2C - Government to Citizens	
<b>Who may avail:</b>	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"> <li>DSWD Central Office - Standards Bureau (SB) IBP Road, Constitution Hills, Batasan Pambansa Complex, Quezon City</li> <li>Field Office I – Standards Section</li> <li><a href="https://www.dswd.gov.ph/issuances/MCs/MC_2019-021.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2019-021.pdf</a> DSWD DFE Form 1</li> </ul>
2. Authenticated Deed of Donation from the Philippine Consular Office of the country of origin		Philippine Consular Office (i.e. embassy or consulate) of the country of origin
3. Notarized Deed of Acceptance		Notary public
4. Copy of valid DSWD Registration, License and/or Accreditation Certificate		Issued by the DSWD to the licensed and/or accredited SWDA
5. Bill of Lading or Airway Bill		Carrier (or agent) to acknowledge receipt of cargo for shipment, usually provided by the donor to the donee
6. Packing List		Carrier (or agent) to acknowledge receipt of cargo for shipment, usually provided by the donor to the donee
7. Plan of Distribution		<a href="https://www.dswd.gov.ph/issuances/MCs/MC_2019-021.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2019-021.pdf</a> DSWD DFE Form 2 <ul style="list-style-type: none"> <li>To be certified and endorsed by the DSWD Field Office(s) having jurisdiction over the target area for distribution</li> </ul>
<b>Optional Requirements:</b>		
1. Certification from Food and Drug Administration (FDA), in case of medicines		Food and Drug Administration – Civic Drive, Filinvest Corporate City, Alabang, Muntinlupa City 1781
2. Notarized distribution report on latest shipment, if not the first time to import foreign donations.		<a href="https://www.dswd.gov.ph/issuances/MCs/MC_2019-021.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2019-021.pdf</a> DSWD DFE Form 3

		<ul style="list-style-type: none"> <li>To be certified correct by the concerned DSWD Field Office</li> </ul>		
3. Proof of prior agreements or approved arrangements, in case In case of relief items other than food and medicines		Appropriate government agencies		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Files the application form, together with the supporting documents and other requirements at the respective DSWD-Field Office covering the region where the intended distribution of goods shall take place.	1. Receive the application and provides technical assistance, if necessary.	None	30 Minutes	<i>Administrative Officer I / Administrative Aide IV (Standards Section)</i>
2. Pay the required processing fee and provide a copy to the Standards Section.	2. Issue an Official Receipt (OR).	PHP 1,000	10 Minutes	<i>Administrative Officer II (Cash Section)</i>
3. Await result of the assessment.	3. Review and asses the submitted requirements.	None	2 Days	<i>Social Welfare Assistant / Head (Standards Section)</i>
	3.1.a If complete, determine the necessity of conducting a validation visit.	None	1 Day	<i>Social Welfare Assistant / Head (Standards Section)</i>
	3.1.b If incomplete, return all submitted documents to the applicant together with Checklist of Requirements and inform lacking requirements.	None	1 Day	<i>Social Welfare Assistant / Head (Standards Section)</i>
4. Validation Visit	4. Conduct area visit, obtains in-depth information concerning administrative and operational aspects of the program (Optional).	None	2 Days (per agreed schedule)	<i>Social Welfare Assistant / Head (Standards Section)</i>
	4.1 Secure endorsement of the application by the	None	4 Hours	<i>Social Welfare Assistant (Standards Section)</i>

	DSWD Regional Director.			
	4.2 Endorse the application to the Standards Bureau at the Central Office	None	4 Hours	<i>Regional Director (Office of the Regional Director)</i>
	4.3 If deficient, return the application to the applicant and provide the necessary technical assistance to comply with the requirement.	None	4 Hours	<i>Social Welfare Assistant (Standards Section)</i>
5. Await endorsement by DSWD Central Office	5.a If approved, prepare the following:	None	1 Day	<i>Social Welfare Assistant (Standards Section)</i>
	<ul style="list-style-type: none"> <li>• Endorsement letter to the DOF</li> <li>• Conformance letter to applicant that it should comply with post-facilitation requirements</li> <li>• Letter to concerned DSWD Field Office informing them of the endorsement.</li> </ul>			
	5.b If disapproved, send written communication to concerned DSWD Field Office, copy furnished the applicant, indicating reasons for disapproving the application.	None	1 Day	<i>Social Welfare Assistant (Standards Section)</i>
	5.1 Endorsement letter is endorsed to the Secretary. Affix initial to the endorsement letter to DOF.	None	2 Days	<i>Undersecretary (Standards Bureau)</i>
	5.2 Final approve and affix signature	None	3 Days	<i>Secretary (DSWD)</i>

	to the endorsement letter to DOF.			
	5.3 Inform the applicant and Field Office of the approval of endorsement.	None	5 Minutes	<i>Technical Staff (Standards Bureau: SCMD)</i>
	5.4 Prepare endorsement letter for pick-up of the applicant and the conforme letter for their signature.	None	5 Minutes	<i>Technical Staff (Standards Bureau: SCMD)</i>
6. Pick up Endorsement Letter	6. Hand over Endorsement Letter and request client to fill-up the Client Satisfaction Feedback form.	None	5 Minutes	<i>Administrative Officer I / Administrative Aide IV (Standards Section)</i>
7. Fill-up and submit completed Client Satisfaction Feedback form.	7. Receive Client Satisfaction Feedback form.	None	5 Minutes	<i>Administrative Officer I / Administrative Aide IV (Standards Section)</i>
<b>TOTAL Complete and Compliant:</b>		PHP 1,000	12 Days and 1 Hour	
<b>Disapproved</b>		PHP 1,000	7 Days and 40 Minutes	
<b>Incomplete Submission</b>		PHP 1,000	3 Days and 40 Minutes	



<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback?	Through client satisfaction measurement mechanism.
How feedbacks are processed?	Consolidate and analyze monthly, quarterly, semi-annually and annually to identify root cause analysis or other known quality management techniques and identify plans and actions that must be recommended for execution to resolve the issues and improve the situation.
How to file a complaint?	<p>A complaint may be filed through any of the established modalities:</p> <ul style="list-style-type: none"> <li>- a telephone call (072-687-8000 loc. 221)</li> <li>- electronic mail (standards.fo1@dswd.gov.ph)</li> <li>- posts, comments and chat messages via DSWD FO1 Official Facebook Page: "DSWD Field Office 1"</li> <li>- personal appearance (walk-in clients)</li> <li>- letters addressed to the Regional Director, Mr. Marcelo Nicomedes J. Castillo</li> <li>- Official website at fo1.dswd.gov.ph</li> <li>- through 8888 Citizen's Complaint Center</li> </ul>
How complaints are processed?	<p>Complaints received through Official FB Page, the Office of the Regional Director, Official website and 8888 will be forwarded to Policy and Plans Division for action and resolution.</p> <p>The resolution of all complaint consists of:</p> <ol style="list-style-type: none"> <li>1. Submission/Receipt of a complaint</li> <li>2. Recording of complaint</li> <li>3. Data Gathering and Investigation</li> <li>4. Resolution</li> <li>5. Final Feedback</li> </ol>
Contact Information	Mr. Melecio C. Ubilas Jr. Chief, Policy and Plans Division (072) 687-8000 loc. 244
Contact Information of CCB, PCC, ARTA	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478 5093</p> <p>PCC: 8888</p> <p>CCB: 0908-881-6565 (SMS)</p>

## 16. Filing of Complaint – Tanggapan ng Reklamo

Non-beneficiaries and beneficiaries of the program may visit the Tanggapan ng Reklamo to file their complaints or grievances about the implementation of the program.

<b>Office or Division:</b>	Office of the Assistant Regional Director for Operations – Pantawid Pamilya Regional Program Management Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizens			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Grievance Form		Tanggapan ng Reklamo Helpdesk, Regional Program Management Office (RPMO)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in the client logbook in the office lobby and give ID Card to Guard on Duty.	1. Give the logbook to the client with pen and secure the client's ID.	None	2 Minutes	<i>Security Guard (Pantawid Pamilya Regional Program Management Office – RPMO)</i>
2. Get a grievance form.	2. Give the grievance form/request and inquiry form.	None	1 Minute	<i>Regional Grievance Officer (Pantawid Pamilyang Pilipino Program – PPPP)</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 (PPPP)</i>
4. Provide complete details of the complaint.	4. Interview the client and write down other pertinent details in the grievance form.	None	10 Minutes	<i>Regional Grievance Officer (PPPP)</i>
	4.1 Verify in the Pantawid Pamilya Information System (PPIS) if the subject of complaint is a Beneficiary or Non-Beneficiary.	None	2 Minutes	<i>Regional Grievance Officer (PPPP)</i>
	a. Subject of Complaint (Beneficiary): Check the client status in the PPIS	None	4 Minutes	<i>Regional Grievance Officer (PPPP)</i>

	<p>and explain to the client the process of resolving complaints on Misbehavior of Beneficiary-Misuse of Grants and the sanctions that will be given if the subject of complaint has merit.</p> <p>b. Subject of Complaint (Non-beneficiary): Provide feedback to the complaint regarding non-inclusion of the subject of complain to the program and will be referred to the Local Government Unit (LGU) for appropriate action.</p> <p>4.2 Inform the client that he/she will be contacted through the contact information provided to the assigned Grievance Officer once a resolution is made.</p>	<p>None</p> <p>None</p>	<p>4 Minutes</p> <p>10 Minutes</p>	<p><i>Regional Grievance Officer (PPPP)</i></p> <p><i>Regional Grievance Officer (PPPP)</i></p>
<p>5. Secure the acknowledgement/ follow-up slip. *Client may contact the number provided in the slip for follow-up.</p>	<p>5. Detach the acknowledgement/ follow-up slip from the grievance form and give it to the client.</p> <p>5.1 Record the data from the grievance form in the Grievance Monitoring Matrix.</p> <p>5.2 Draft the endorsement letter to the Provincial Operations Office (POO) concerned.</p>	<p>None</p> <p>None</p> <p>None</p>	<p>2 Minutes</p> <p>10 Minutes</p> <p>25 Minutes</p>	<p><i>Regional Grievance Officer (PPPP)</i></p> <p><i>Regional Grievance Officer (PPPP)</i></p> <p><i>Regional Grievance Officer (PPPP)</i></p>

	*Supporting documents and grievance form submitted by the client must be attached.			
	5.3 Submit to the RPMO Administrative Staff for recording of document to the Daily Tracking System (DTS).	None	5 Minutes	<i>Regional Grievance Officer (PPPP)</i>
	5.4 Record the document in the DTS and forward to the Regional Program Coordinator (RPC) /Officer of the Day for review.	None	5 Minutes	<i>Administrative Assistant II (PPPP)</i>
	5.5 Review the draft letter and affix initials on the letter.	None	3 Minutes	<i>Regional Program Coordinator/Officer of the Day (PPPP)</i>
	5.6 Forward the reviewed draft letter to the RPMO Administrative Assistant.	None	2 Minutes	<i>Regional Program Coordinator/Officer of the Day (PPPP)</i>
	5.7 Update the record of the document in the DTS.	None	5 Minutes	<i>Administrative Assistant II (PPPP)</i>
	5.8 Forward the draft letter to the Office of the Division Chief/Officer of the Day.	None	5 Minutes	<i>Administrative Assistant II (PPPP)</i>
	5.9 Receive and record the document in the DTS and forward to the Office of the Division Chief/Officer of the Day for further review.	None	5 Minutes	<i>Administrative Assistant II (Specialized Programs Division - SpPD)</i>

	5.10 Review the draft letter and affix initials on the letter.	None	3 Minutes	Chief/Officer of the Day ((Specialized Programs Division - SpPD)
	5.11 Forward the reviewed draft letter to the SpPD Administrative Assistant.	None	2 Minutes	Chief/Officer of the Day (Specialized Programs Division - SpPD)
	5.12 Update the record of the document in the DTS.	None	5 Minutes	Administrative Assistant II (SpPD)
	5.13 Forward the draft letter to the Office of the Assistant Regional Director for Operations (OARDO).	None	5 Minutes	Administrative Assistant II (SpPD)
	5.14 Receive and record the document in the DTS and forward to the Assistant Regional Director for Operations (ARDO) for review of draft letter.	None	5 Minutes	Administrative Assistant I or Administrative Aide III/IV (Office of the Assistant Regional Director for Operations – OARDO)
	5.15 Review the draft letter and affix initials on the letter.	None	3 Minutes	Assistant Regional Director for Operations (OARDO)
	5.16 Forward the draft letter to the OARDO Administrative Assistant.	None	2 Minutes	Assistant Regional Director for Operations (OARDO)
	5.17 Update the record of the document in the DTS.	None	5 Minutes	Administrative Assistant I or Administrative Aide III/IV (OARDO)

	5.18 Forward the draft letter to the Office of the Regional Director (ORD).	None	2 Minutes	<i>Administrative Assistant I or Administrative Aide III/IV (OARDO)</i>
	5.19 Receive and record the document in the DTS and forward to the Regional Director (RD) for review of draft letter.	None	5 Minutes	<i>Administrative Assistant I or Administrative Aide III/IV (OARDO)</i>
	5.20 Review the draft letter and affix signature on the approved letter.	None	3 Minutes	<i>Regional Director (Office of the Regional Director – RD)</i>
	5.21 Forward the approved letter to the Administrative Assistant.	None	2 Minutes	<i>Regional Director (Office of the Regional Director – RD)</i>
	5.22 Update the record of the document in the DTS.	None	5 Minutes	<i>Administrative Aide IV (ORD)</i>
	5.23 Forward the approved letter to the RPMO Administrative Assistant.	None	5 Minutes	<i>Administrative Aide IV (ORD)</i>
	5.24 Receive the approved letter and update the record of the document in the DTS.	None	3 Minutes	<i>Administrative Assistant II (PPPP)</i>
	5.25 Forward the approved letter of feedback to Administrative Assistant in the concerned POO.	None	3 Minutes	<i>Administrative Assistant II (PPPP)</i>
	5.26 For National Program Management Office (NPMO) cases: Forward the approved letter of feedback to the	None	4 Minutes	<i>Administrative Assistant II (PPPP)</i>

	Records and Archives Management Section for transmittal to NPMO.			
<b>TOTAL</b>		None	2 Hours and 43 Minutes	

## 17. Foster Care Program

Foster care is the provision of planned temporary substitute parental care to a surrendered, abandoned, or neglected child by a Licensed Foster Parent or Family.

<b>Office or Division:</b>	Statutory Programs Division - Adoption Resource and Referral Section		
<b>Classification:</b>	Highly Technical		
<b>Type of Transaction:</b>	G2C – Government to Citizen G2G – Government to Government		
<b>Who may avail:</b>	Individuals, Families, Child Caring Agencies (CCA), DSWD Residential Care Facility (DSWD RCF), Local Government Units (LGU)		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
<b><i>Foster Child's Dossier</i></b>			
1. Case Study Report		DSWD FO 1, Child Caring Agencies (CCA), Local Government Units (LGU)	
2. Police Clearance/Barangay Certification		Police Station/Barangay where the child was found/abandoned	
3. Birth/Foundling Certificate		Philippine Statistics Authority (PSA)	
4. Child's Profile		DSWD FO 1, CCA, LGU	
5. Recent Photograph		DSWD FO 1, CCA, LGU	
6. Photograph of the Child upon Admission/Abandonment		DSWD FO 1, CCA, LGU	
<b><i>Foster Care Applicant's Dossier</i></b>			
1. Foster Home Study Report		DSWD FO 1, LGU	
2. Application Form		DSWD FO 1, LGU	
3. Birth Certificate		Philippine Statistics Authority	
4. Medical Certificate (issued at least six (6) months)		Licensed Physician	
5. Income Tax Return or Certificate of Employment		Bureau of Internal Revenue / Employer	
6. NBI or Police Clearance (issued at least one (1) year)		National Bureau of Investigation (NBI) or Police Station where the Foster Family Applicant resides	
7. Barangay Certificate stating the applicant is a resident of the barangay, the length of his/her residence and he/she is of good moral character		Barangay where the Foster Family Applicant resides	
8. Three (3) Character References		Character Reference (Possible Sources: Employer, Priest, Barangay Official)	
9. 3x5 inch sized photo of the applicant and family		Applicant	
10. Consent of each child 10 years and above		Applicant's Children	
11. Certificate of Attendance at Foster Care Forum		DSWD FO 1	
12. Marriage Contract (If married)		Philippine Statistics Authority (PSA)	
<b><i>For Alien/Foreign Nationals Applicants</i></b>			



1. Certificate of Residence in the Philippines issued by the Bureau of Immigration or the Department of Foreign Affairs		Bureau of Immigration (BI) or the Department of Foreign Affairs (DFA)		
2. Two (2) character references from non-relatives who knows the applicant(s) in the country of which he/she is a citizen		Character Reference		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. DSWD Case Worker, DSWD RCF, CCA or LGU prepares Child Study Report and submits the child's dossier to the Field Office.	1. Review the child's dossier and supporting documents.	None	15 Days	<i>Social Welfare Officer - SWO II/III (Adoption Resource and Referral Section – ARRS or Social Welfare and Development Team – SWAD Team)</i>
	1.1 Inform the Case Worker from DSWD FO, DSWD RCF, CCA or LGU in case there are noted discrepancies, inconsistencies or inputs in the Child Study Report.	None		<i>SWO II/III (ARRS or SWAD Team)</i>
	1.2 Approve the child study report for presentation in the matching conference.	None		<i>Regional Director</i>
	1.3 Deliberate the case of child/ren and foster parents for placement	None	1 Day (Based on the scheduled Matching Conference)	<i>Social Worker (Regional Child Welfare Specialist Group - RCWSG/Foster Care Committee - FCC), Matching Secretariat (ARRS)</i>
	1.4 Issue Resolution declaring the match	None	1 Day	<i>Social Worker (RCWSG/FCC), Matching</i>

	and sign Certificate of Matching.			<i>Secretariat (ARRS)</i>
	1.5 Inform the Foster Parents of the match through the Case Worker, the CCA, DSWD RCF or the LGU.	None	1 Day (Upon the approval of the Certificate of Matching)	<i>Matching Secretariat (ARRS)</i>
2. Prepare and submit Acceptance Letter to the Field Office.	2. Prepare and facilitate the signing of the Foster Placement Authority.	None	1 Day (Based on the scheduled Matching Conference)	<i>SWO II/III (ARRS or SWAD Team), Matching Secretariat (ARRS)</i>
	2.1 Conduct Discharge Conference and turn over custody of the foster child to the foster family.	None	1 Day	<i>SWO II/III (ARRS or SWAD Team), Social Worker (CCA, RCF or LGU)</i>
<b>TOTAL</b>		None	20 Days	

\* Foster Care Program is covered by RA 10165

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback?	Through client satisfaction measurement mechanism.
How feedbacks are processed?	Consolidate and analyze monthly, quarterly, semi-annually and annually to identify root cause analysis or other known quality management techniques and identify plans and actions that must be recommended for execution to resolve the issues and improve the situation.
How to file a complaint?	<p>A complaint may be filed through any of the established modalities:</p> <ul style="list-style-type: none"> <li>- a telephone call (072-687-8000 loc. 212)</li> <li>- electronic mail (fostercare.fo1@dswd.gov.ph)</li> <li>- posts, comments and chat messages via DSWD FO1 Official Facebook Page: "DSWD Field Office 1"</li> <li>- personal appearance (walk-in clients)</li> <li>- letters addressed to the Regional Director, Mr. Marcelo Nicomedes J. Castillo</li> <li>- website at fo1.dswd.gov.ph</li> </ul>
How complaints are processed?	<p>Complaints received through Official FB Page, the Office of the Regional Director, Official website and 8888 will be forwarded to the Office of the Regional Director for action and resolution. The resolution of all complaint consists of:</p> <ol style="list-style-type: none"> <li>1. Submission/Receipt of a complaint</li> <li>2. Recording of complaint</li> <li>3. Data Gathering and Investigation</li> <li>4. Resolution</li> <li>5. Final Feedback</li> </ol>
Contact Information	<p>Ms. Helen O. Nerona  Chief, Statutory Programs Division  (072) 687-8000 loc. 219</p>
Contact Information of CCB, PCC, ARTA	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a>  8478 5093  PCC: 8888  CCB: 0908-881-6565 (SMS)</p>

## 18. Handling 8888 Grievance and Redress

In accordance to Executive Order No. 6, series of 2016, "Institutionalizing the 8888 Citizen's Complaint Hotline and Establishing the Citizen's Complaint Center," the DSWD Complaint Action Team was formed to ensure prompt actions on concerns, complaints, and requests for assistance.

<b>Office or Division:</b>	Administrative Division – Records and Archives Management Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government G2C - Government to Citizens G2B - Government to Business			
<b>Who may avail:</b>	Offices, Bureaus, Services (OBS), Field Offices, Local Government Units, and other Stakeholders			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Not applicable		Not applicable		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Send concern, complaint and request for assistance.	1. Receive the concerns, complaints, and requests for assistance through email and identify concerned division.	None	5 Minutes	<i>Administrative Officer III (Records and Archives Management Section - RAMS)</i>
	1.1 Encode in the DTS the concerns, complaints, and requests for assistance and forward to concerned division.	None	10 Minutes	<i>Administrative Aide IV/VI – AAide IV/VI (RAMS)</i>
	1.2 Receive the concerns, complaints, and requests for assistance and forward to concerned Division Chief.	None	5 Minutes	<i>Clerk (Concerned Division)</i>
	1.3 Provide instructions to concerned sections/units.	None	5 Minutes	<i>Chief (Concerned Division)</i>
	1.4 Prepare response to the concerns, complaints, and requests for	None	16 Hours	<i>Head (Concerned Section/Unit)</i>

	assistance with concrete and specific action.			
	1.5 Recommend approval of the response.	None	30 Minutes	<i>Chief (Concerned Division)</i>
	1.6 Approves the response.	None	30 Minutes	<i>Regional Director (Office of the Regional Director)</i>
	1.7 Email the response to <i>grievance.osec@ds wd.gov.ph</i> copy furnish the Focal Person of the Department for onward submission to the Office of the President.	None	30 Minutes	<i>Head (Concerned Section/Unit)</i>
<b>TOTAL</b>		None	2 Days, 1 Hour and 55 Minutes	

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback?	Through client satisfaction measurement mechanism.
How feedbacks are processed?	Consolidate and analyze monthly, quarterly, semi-annually and annually to identify root cause analysis or other known quality management techniques and identify plans and actions that must be recommended for execution to resolve the issues and improve the situation.
How to file a complaint?	<p>A complaint may be filed through any of the established modalities:</p> <ul style="list-style-type: none"> <li>- a telephone call (072-687-8000 loc. 224)</li> <li>- electronic mail (rams.fo1@dswd.gov.ph)</li> <li>- posts, comments and chat messages via DSWD FO1 Official Facebook Page: "DSWD Field Office 1"</li> <li>- personal appearance (walk-in clients)</li> <li>- letters addressed to the Regional Director, Mr. Marcelo Nicomedes J. Castillo</li> <li>- Official website at fo1.dswd.gov.ph</li> <li>- through 8888 Citizen's Complaint Center</li> </ul>
How complaints are processed?	<p>Complaints received through Official FB Page, the Office of the Regional Director, Official website and 8888 will be forwarded to Policy and Plans Division for action and resolution.</p> <p>The resolution of all complaint consists of:</p> <ol style="list-style-type: none"> <li>1. Submission/Receipt of a complaint</li> <li>2. Recording of complaint</li> <li>3. Data Gathering and Investigation</li> <li>4. Resolution</li> <li>5. Final Feedback</li> </ol>
Contact Information	Anniely J. Ferrer Concurrent Chief, Administrative Division (072) 687-8000 loc. 202
Contact Information of CCB, PCC, ARTA	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478 5093</p> <p>PCC: 8888</p> <p>CCB: 0908-881-6565 (SMS)</p>

## 19. Handling of Administrative Complaints by Other Individuals

This process covers an administrative complaints initiated by any other persons other than DSWD employees.

<b>Office or Division:</b>	Office of the Regional Director – Legal Unit			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Citizens G2B - Government to Business			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Subscribe and sworn to complaint		Complainant and his appointed Lawyer		
Certification of Non-Forum Shopping		Complainant and his appointed Lawyer		
Certified True copies of documentary evidence and affidavits of his/her witnesses, if any. (Reiterate admissible evidence)		Complainant and his appointed Lawyer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submission of a complaint to the Regional Director (RD). The complaint shall contain the following <sup>1</sup> : a. Full name and address of the person complainant; office; b. Full name and address of the person complained of as well as his/her position and office; c. A narration of the relevant and material facts which shows the acts or omissions allegedly committed; d. Certified true copies of documentary evidence and affidavits of his/her witnesses, if any; and e. Certification or statement of	1. RD as disciplining authority endorse to Legal Unit the Complaint.	None	7 Days	<i>Regional Director (Office of the Regional Director)</i>

<p>non-forum shopping. The absence of any of the aforementioned requirements may cause the dismissal of the complaint without prejudice to its refiling upon compliance with the same. (For complaints without evidence but cause of action/s are evident, an investigation to address the concern is still conducted especially in the case of 8888.)</p>				
	1.1 Receive the complaint with cover memorandum.	None	1 Minute	<i>Legal Assistant II (Legal Unit)</i>
	1.1.1. Screen the completeness of the documents. <b>a. If the documents are complete:</b>	None	5 Minutes	<i>Legal Assistant II (Legal Unit)</i>
	1.1.2 Receive the request and stamp received with date, time and name of the receiving officer and receive in the Document Tracking System (DTS) <b>b. If the documents are incomplete:</b>	None	2 Minutes	<i>Legal Assistant II (Legal Unit)</i>
	1.1.2 Return the request to the sender and advice to submit the complete documents.	None	2 Minutes	<i>Legal Assistant II (Legal Unit)</i>
	1.2 Assign the complaint to the Lawyer for assessment and study.	None	5 Minutes	<i>Regional Director (Office of the Regional Director - ORD)</i>



	1.3 Study and conduct any review and investigation necessary to the complaint.	None	10 Days	Attorney (Legal Unit) IV
	1.3.1 Draft and submit a memorandum containing the recommendation on the complaint to the Director either for: (i) dismissal of the Incident Report, (ii) the conduct of the Fact Finding Investigation, (iii) endorsement to the Grievance Committee, or (iv) Show Cause Order.	None	10 Days	Attorney (Legal Unit) IV
	1.4 Finalize the memorandum.	None	40 Minutes	Regional Director (ORD)
	1.5 Record the Memorandum through DTS and release the recommendation on the complaint to the RD as disciplining authority.	None	10 Minutes	Legal Assistant II (Legal Unit)
	1.6 Approve or disapprove the recommendation of the Legal Unit:	None	10 Days	Regional Director (ORD)
	1.6.1 If the RD approves the recommendation, the Secretary shall sign the attached Memorandum, either for: (i) dismissal of the Incident Report, (1day); (ii) the conduct of the Fact Finding Investigation,	None	15 Days	Secretary (DSWD)

	<p>(30days as per AO 13 S. 2011);  (iii) endorsement to the Grievance Committee (30 days as per MC 04 S. 2011), or  (iv) Show Cause Order. (5days as per AO 13 S. 2011).</p> <p>1.6.2. Return the recommendation to the complaint together with his approval and disapproval to the Legal Unit.</p>	None	5 Days	<i>Support Staff (Office of the Secretary)</i>
	1.7 Receive the approved or disapproved recommendation from the disciplining authority.	None	5 Minutes	<i>Legal Assistant II (Legal Unit)</i>
	1.8 Record the memorandum through DTS.	None	5 Minutes	<i>Legal Assistant II (Legal Unit)</i>
	<p>1.8.1 Release of memorandum/ recommendation to the complainant or to the Records and Archive Management Section (RAMS) for mailing to the Complainant</p> <p>* As to the complainant a simple notice of judgment shall be drafted indicating that the same is already addressed The penalty shall be made confidential unless the complainant is a party to the decision made. In some instances, a</p>	None	5 Minutes	<i>Administrative Aide IV/VI – AAide IV/VI (Records and Archives Management Section)</i>

	general notice of penalty shall be forwarded for transparency purposes; however, the whole document of investigation shall not be made available unless and until approval from the Legal Unit Head and the Head of the Agency shall be secured or a court order shall be presented.			
2. Receive memorandum/ recommendation to the complaint.		None		
<b>TOTAL</b>		None	57 Days, 1 Hour and 20 Minutes	

**\*Processing Time are expressed in Working Days and exclusive of Holidays**

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback?	Through client satisfaction measurement mechanism.
How feedbacks are processed?	Consolidate and analyze monthly, quarterly, semi-annually and annually to identify root cause analysis or other known quality management techniques and identify plans and actions that must be recommended for execution to resolve the issues and improve the situation.
How to file a complaint?	<p>A complaint may be filed through any of the established modalities:</p> <ul style="list-style-type: none"> <li>- a telephone call (072-687-8000 loc. 223)</li> <li>- electronic mail (legal.fo1@dswd.gov.ph)</li> <li>- posts, comments and chat messages via DSWD FO1 Official Facebook Page: "DSWD Field Office 1"</li> <li>- personal appearance (walk-in clients)</li> <li>- letters addressed to the Regional Director, Mr. Marcelo Nicomedes J. Castillo</li> <li>- website at fo1.dswd.gov.ph</li> </ul>
How complaints are processed?	<p>Complaints received through Official FB Page, the Office of the Regional Director, Official website and 8888 will be forwarded to the Office of the Regional Director for action and resolution. The resolution of all complaint consists of:</p> <ol style="list-style-type: none"> <li>1. Submission/Receipt of a complaint</li> <li>2. Recording of complaint</li> <li>3. Data Gathering and Investigation</li> <li>4. Resolution</li> <li>5. Final Feedback</li> </ol>
Contact Information	<p>Atty. Glaiza Bernadeth P. Tadeo  Atty. IV, Legal Officer  (072) 687-8000 loc. 223</p>
Contact Information of CCB, PCC, ARTA	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a>  8478 5093  PCC: 8888  CCB: 0908-881-6565 (SMS)</p>

## 20. 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.

<b>Office or Division:</b>	Policy and Plans Division – Standards Section		
<b>Classification:</b>	Complex		
<b>Type of Transaction:</b>	G2C - Government to Citizens G2G – Government to Government		
<b>Who may avail:</b>	All eligible person/individual, corporation, organization or association desiring to solicit funds for charitable and public welfare purposes in more than one (1) region		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
<b>A. For Corporation, Organization or Association desiring to solicit funds for charitable and public welfare purposes</b>			
1. One (1) Duly Accomplished Application Form signed by the Agency Head or his/her authorized representative		<ul style="list-style-type: none"><li>• DSWD Central Office - Standards Bureau (SB) IBP Road, Constitution Hills, Batasan Pambansa Complex, Quezon City</li><li>• Field Office I – Standards Section</li><li>• <a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/</a> DSWD-SB- PS-F-001: Application Form</li></ul>	
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 <b><i>*Not applicable to Government Agencies.</i></b>		<ul style="list-style-type: none"><li>• <b>Securities Exchange Commission (SEC)</b> - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307</li><li>• <b>Any SEC Extension Office</b> (Baguio City, Tarlac City, Legazpi City, Cebu City, Iloilo City, Cagayan De Oro City, Davao City, Zamboanga City)</li></ul>	
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. <b><i>*Not applicable to Government Agencies.</i></b>		<ul style="list-style-type: none"><li>• <b>Securities Exchange Commission (SEC)</b> Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307</li><li>• <b>Any SEC Extension Office</b> (Baguio City, Tarlac City, Legazpi City, Cebu City, Iloilo City, Cagayan De Oro City, Davao City, Zamboanga City)</li></ul>	

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.	<ul style="list-style-type: none"> <li>• <a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/</a> DSWD-SB- PS-F-002: Project Proposal</li> </ul>
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. <b>*Not applicable to Government Agencies.</b>	<ul style="list-style-type: none"> <li>• <a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/</a> DSWD-SB- PS-F-003: Profile of Governing Board</li> </ul>
6. One (1) Original Copy of Notarized Written Agreement or any similar document signifying the intended beneficiary concurrence as recipient of the fundraising activities.	<ul style="list-style-type: none"> <li>• From intended beneficiary/recipients or its head/authorized representative</li> </ul>
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: 7.1. Director of Private Schools 7.2. Schools Superintendent of Public School 7.3. Head or authorized representative of National Government Agencies (NGAs) 7.4. Head or authorized representative of Local Government Unit (LGU) 7.5. Bishop/Parish Priest/Minister or Head of Sect or Denomination 7.6 Others	<ul style="list-style-type: none"> <li>• From the agency that allows applicant to undertake solicitation activities in their jurisdiction</li> </ul>
8. One (1) Original Copy of Fund Utilization Report (DSWD-SB-PSF-007), 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"> <li>• <a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/</a> DSWD-SB-PS-F-007: Fund Utilization Report</li> </ul>
<b>B. For individual soliciting funds for child/relative suffering from chronic diseases that requires long-term and/or expensive medication</b>	
1. One (1) Original Copy of Endorsement or Certification from Licensed and Accredited SWDA	<ul style="list-style-type: none"> <li>• DSWD Licensed or Accredited Social Welfare and Development Agency (SWDA)</li> </ul>

allowing an individual to solicit funds under their name or responsibility.				
2. One (1) Original Copy of Applicant's Social Case Study Report from his/her locality duly signed by the Head of the City/Municipal Social Welfare and Development Office (C/MSWDO)		<ul style="list-style-type: none"> <li>Office of the City/Municipal Social Welfare and Development in the City/Municipal Local Government Unit of applicant's current residence</li> </ul>		
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"> <li>Hospital's Records Section or Attending Physician or Treatment Protocol</li> </ul>		
4. One (1) Original Copy of Fund Utilization Report (DSWD-SB-PSF-007), of proceeds and expenditures duly certified by the agency's auditor/bookkeeper, <b><i>*if applying for renewal of permit/authority</i></b>		<ul style="list-style-type: none"> <li>Applicant</li> </ul>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure application form thru the DSWD Website or from the DSWD Field Office	1. Secure or provide the client with application form and checklist of requirements.	None	15 Minutes	Administrative Officer I / Administrative Aide IV (Standards Section)
2. Submit/file application documents	2.a If complete and compliant, receive the documentary requirements	None	10 Minutes	Social Welfare Assistant/ Administrative Officer I (Standards Section)
	2.b If incomplete or non-compliant, return application documents to person/ individual, corporation, organization or association together with the Checklist of Requirements.	None	15 Minutes	Social Welfare Assistant/ Administrative Officer I (Standards Section)
	2.1 Provide necessary technical assistance to the applicant to qualify for the issuance of permit.	None	15 Minutes	Social Welfare Assistant/ Administrative Officer I (Standards Section)

3. Pay Processing Fee	3. Receive payment for the required processing fee and issue official receipt (OR)	PHP 500	45 Minutes	<i>Administrative Officer II (Cash Section)</i>
4. Wait for the result of the assessment	4. Review and evaluate application documents for completeness and compliance to requirement. Conduct agency visit, if necessary.	None	2 Days	<i>Social Welfare Assistant / Administrative Officer I / Section Head/Division Chief/Regional Director (Standards Section/Policy and Plans Division/Office of the Regional Director)</i>
	4.1.a If compliant, forward application form together with the Assessment Report and Certificate of Authority to Conduct Regional Fund Raising Campaign to the Regional Director or his/her authorized representative for approval and signature.	None	3 Days	<i>Social Welfare Assistant / Administrative Officer I / Section Head/Division Chief/Regional Director (Standards Section/Policy and Plans Division/Office of the Regional Director)</i>
	4.1.b If not compliant, return application documents to the person/individual, corporation, organization or association with an acknowledgement letter citing reasons for disapproval.	None	3 Days	<i>Social Welfare Assistant / Administrative Officer I (Standards Section)</i>
	4.2 Notify the Applicant Organization on the availability of the Certificate or Letter of Disapproval.	None	1 Hour	<i>Social Welfare Assistant / Administrative Officer I (Standards Section)</i>



5. Proceed to the Field Office for the Issuance of Permit	5. Issue the Certificate or Letter of Disapproval.	None	1 Hour	<i>Social Welfare Assistant / Administrative Officer I (Standards Section)</i>
	5.1 Provide orientation conforming to the standard operating procedures in the inventory, monitoring and utilization of solicited funds.	None	1 Hour	<i>Social Welfare Assistant / Administrative Officer I (Standards Section)</i>
6. Fill-up and submit completed Client Satisfaction Feedback form.	6. Receive Client Satisfaction Feedback form.	None	30 Minutes	<i>Administrative Officer I / Administrative Aide IV (Standards Section)</i>
<b>TOTAL</b>				
<b>Complete and Compliant</b>		PHP 500	5 Days, 5 Hours and 30 Minutes	
<b>Incomplete and Non-compliant</b>		PHP 500	30 Minutes	

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

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback?	Through client satisfaction measurement mechanism.
How feedbacks are processed?	Consolidate and analyze monthly, quarterly, semi-annually and annually to identify root cause analysis or other known quality management techniques and identify plans and actions that must be recommended for execution to resolve the issues and improve the situation.
How to file a complaint?	<p>A complaint may be filed through any of the established modalities:</p> <ul style="list-style-type: none"> <li>- a telephone call (072-687-8000 loc. 221)</li> <li>- electronic mail (standards.fo1@dswd.gov.ph)</li> <li>- posts, comments and chat messages via DSWD FO1 Official Facebook Page: "DSWD Field Office 1"</li> <li>- personal appearance (walk-in clients)</li> <li>- letters addressed to the Regional Director, Mr. Marcelo Nicomedes J. Castillo</li> <li>- Official website at fo1.dswd.gov.ph</li> <li>- through 8888 Citizen's Complaint Center</li> </ul>
How complaints are processed?	<p>Complaints received through Official FB Page, the Office of the Regional Director, Official website and 8888 will be forwarded to Policy and Plans Division for action and resolution.</p> <p>The resolution of all complaint consists of:</p> <ol style="list-style-type: none"> <li>1. Submission/Receipt of a complaint</li> <li>2. Recording of complaint</li> <li>3. Data Gathering and Investigation</li> <li>4. Resolution</li> <li>5. Final Feedback</li> </ol>
Contact Information	Mr. Melecio C. Ubilas Jr. Chief, Policy and Plans Division (072) 687-8000 loc. 244
Contact Information of CCB, PCC, ARTA	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478 5093</p> <p>PCC: 8888</p> <p>CCB: 0908-881-6565 (SMS)</p>

## 21. Issuance of Official Receipt to Payor/Donor

This covers the issuance of official receipt to pay or/donor to acknowledge receipt of cash/check representing collection of fees, donation, etc.

<b>Office or Division:</b>	Finance and Management Division – Cash Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B – Government to Businesses G2C - Government to Citizens G2G – Government to Government			
<b>Who may avail:</b>	<ul style="list-style-type: none"> <li>- Social Welfare and Development Agencies (SWDAs) and Service Providers (SPs)</li> <li>- Bidders</li> <li>- Donors</li> <li>- DSWD Officials and Employees (refund of overpayment of salaries, traveling expenses, etc.)</li> <li>- Others (reproduction, etc.)</li> </ul>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Order of Payment ( 2 originals)		Accounting Section		
2. Cash/check (all originals)		Payor/Donor		
3. Billing Statement (1 original)		Standards Section		
4. Notice of Award (1 photocopy)		Procurement Section		
5. Invitation to Bid (1 photocopy)		Bids and Awards Committee Secretariat		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present required documents to secure Order of Payment.	1. Receive the required documents and review for completeness and appropriateness.	None	3 Minutes	<i>Any Staff on Duty (Accounting Section)</i>
	1.1 Prepare Order of Payment, if document/s is/are in order.	None	3 Minutes	<i>Any Staff on Duty (Accounting Section)</i>
2. Proceed to Cash Section and present Order of Payment and cash/check for the issuance of Official Receipt (OR).	2. Receive Order of Payment (OP) and cash/check from the pay or/donor.	Please see table below	6 Minutes	<i>Administrative Officer II (Cash Section)</i>
	2.1 Issue OR to acknowledge receipt of collection.	None	3 Minutes	<i>Administrative Officer II (Cash Section)</i>
<b>TOTAL</b>		Please see table below	15 Minutes	

### PROCESSING FEE

- |   |   |                        |
|---|---|------------------------|
| 1. Registration, Licensing or Accreditation Fee | - | PHP 1,000.00           |
| 2. Reproduction Fee                             | - | PHP 15.00 per page     |
| 3. Bid Document Fee                             | - | Please see table below |

Approved Budget for Contract	Cost of Bid Documents
a. 500,000 & Below	PHP 500.00
b. 500,000 up to 1 Million	1,000.00
c. More than 1M up to 2.5M	2,500.00
d. More than 2.5M up to 5M	5,000.00
e. More than 5M up to 7.5M	7,500.00
f. More than 7.5M up to 10M	10,000.00
g. More than 10M up to 30M	15,000.00
h. More than 30M up to 50M	25,000.00
i. More than 50 up to 500M	50,000.00
j. More than 500M	75, 000

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback?	Through client satisfaction measurement mechanism.
How feedbacks are processed?	Consolidate and analyze monthly, quarterly, semi-annually and annually to identify root cause analysis or other known quality management techniques and identify plans and actions that must be recommended for execution to resolve the issues and improve the situation.
How to file a complaint?	<p>A complaint may be filed through any of the established modalities:</p> <ul style="list-style-type: none"> <li>- a telephone call (072-687-8000 loc. 206)</li> <li>- electronic mail to cash.fo1@dswd.gov.ph</li> <li>- posts, comments and chat messages via DSWD FO1 Official Facebook Page: "DSWD Field Office 1"</li> <li>- personal appearance (walk-in clients)</li> <li>- letters addressed to the Regional Director, Mr. Marcelo Nicomedes J. Castillo</li> <li>- Official website at fo1.dswd.gov.ph</li> <li>- through 8888 Citizen's Complaint Center</li> </ul>
How complaints are processed?	<p>Complaints received through Official FB Page, the Office of the Regional Director, Official website and 8888 will be forwarded to Statutory Programs Division for action and resolution.</p> <p>The resolution of all complaint consists of:</p> <ol style="list-style-type: none"> <li>1. Submission/Receipt of a complaint</li> <li>2. Recording of complaint</li> <li>3. Data Gathering and Investigation</li> <li>4. Resolution</li> <li>5. Final Feedback</li> </ol>
Contact Information	Mr. Crisanto B. Mortera OIC-Chief, Finance and Management Division (072) 687-8000 loc. 251
Contact Information of CCB, PCC, ARTA	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478 5093</p> <p>PCC: 8888</p> <p>CCB: 0908-881-6565 (SMS)</p>

## 22. Issuance of Travel Clearance for Minors Travelling Abroad

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

<b>Office or Division:</b>	Statutory Programs Division – Community-Based Services Section – Minors Travelling Abroad		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2C - Government to Citizens		
<b>Who may avail:</b>	Filipino Minors Travelling Abroad		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
<b>For Minors Traveling Alone to a Foreign Country for the First Time</b>			
1. Duly accomplished Application Form		DSWD Field Offices or at download form at <a href="http://www.dswd.gov.ph">www.dswd.gov.ph</a>	
2. LSWDO/SWAD Social Worker's assessment, when necessary		Local Social Welfare and Development Office where the minor resides	
3. PSA issued Birth Certificate of Minor		Philippine Statistics Authority (PSA)	
4. Photocopy of PSA issued Marriage Contract of minor's parents/Copy of Court issued Legal Guardianship/ Tallaq or Fasakh Certification from the Shariah Court or any Muslim Bgy or religious leader. PSA issued CENOMAR of mother for illegitimate minors, Solo Parent ID, for Solo Parents, Court Decree of Separation, Annulment or Divorce		PSA; Court who handled the Legal Guardianship petition; Shariah Court or Religious Leader	
5. Notarized Affidavit of Consent of both parents/ legal guardian/solo parent with copy of valid ID with signature.		Law Office and Notarized at the place where the minor resides/ Philippine Embassy (if minors parent/s are abroad)	
6. 2 original colored passport size photos of the minor (in Red/Blue/White Background taken within 6 months)		Applicant	
7. Affidavit of Support and certified copy of evidence to show financial capability of sponsor e.g Certificate of Employment, Latest Income Tax Return, Bank Statement, etc)		Applicant	
8. Unaccompanied Minor Certificate from the Airlines		Airline Company where ticket is obtained	
9. Waiver from the parents releasing DSWD from any liability/responsibility in case of untoward incident during the travel of the child		Applicant	

10. Certified True Copy of the Death Certificate (for deceased parent/s) on SECPA	Philippines Statistics Authority (PSA)
<b>For Succeeding Travel of Unaccompanied minor or Traveling ALONE</b>	
1. Duly accomplished application form	DSWD Field Office/ DSWD website: <a href="http://www.dswd.gov.ph">www.dswd.gov.ph</a>
2. Notarized Affidavit or Written Consent of both parents, the Solo parent and the legal guardian, whichever is applicable, with copy of valid ID with signature	Law Office and Notarized at the applicants place of residence
3. Original copy of the previous Travel Clearance issued	Applicant
4. Unaccompanied Minor Certificate from the Airline	Airline Company
5. Waiver from the parents releasing DSWD from any liability in case of untoward incident during the travel of the child	Applicant
6. 2 original colored passport size photos of the minor (in Red/Blue/White Background taken within 6 months)	Applicant
<b>Minor Travelling for the FIRST TIME with persons other than the Parents or Legal Guardian</b>	
1. Duly accomplished Application Form	DSWD Field Office/ DSWD website: <a href="http://www.dswd.gov.ph">www.dswd.gov.ph</a>
2. Copy of the PSA issued birth certificate of the minor	Philippine Statistics Authority (PSA)
3. Notarized Affidavit of Consent or Written Consent from parents with copy of valid ID with signature.	Applicant
4. Copy of Marriage Certificate of minors parents (SECPA), Solo Parent ID, for Solo Parents, Court Decree of Separation, Annulment or Divorce, for illegitimate minors, CENOMAR from PSA; in case of deceased parent/s, copy of the Death Certificate	PSA, Local Social Welfare and Development Office (for the Solo Parents ID); Family Court
5. 2 original colored passport size photos of the minor (in Red/Blue/White Background taken within 6 months)	Applicant
6. Copy of Travel Companion Passport	Applicant
7. In case of deceased parent, a copy of Death Certificate on SECPA	Philippines Statistics Authority (PSA)
<b>For Succeeding Travel of Minors Accompanied Other Than the Parents or Legal Guardian</b>	

1. Duly accomplished Application Form	DSWD Field Office/ DSWD website: www.dswd.gov.ph
2. Original copy of the previous Travel Clearance issued	Applicant
3. Notarized Affidavit of Consent or Written Consent from parents with copy of valid ID with signature.	Applicant
4. Copy of Travel Companion Passport	Applicant
5. 2 original colored passport size photos of the minor (in Red/Blue/White Background taken within 6 months)	Applicant
<b><i>Additional Requirements for Minors Under Special Circumstances:</i></b>	
<b><i>For Filipino Minors Migrating to Another Country</i></b>	
1. Visa Petition Approval	Applicant
<b><i>For Minors Studying Abroad</i></b>	
1. Acceptance or Certificate of Enrollment or Registration from the School where the minor is to be enrolled	Applicant
<b><i>For Minors who will attend Conference, Study Tours, Competition, Student Exchange Program, Summer Camp, Pilgrimage, World Youth Day and Other Related Activities:</i></b>	
1. Certification from Sponsoring Organization	Sponsor Organization
2. Affidavit of Undertaking of Companion indicating safety measures undertaken by the Sports Agency	Sports Agency/Travelling Companion
3. Signed Invitation from the Sponsoring Agency/Organization abroad with itinerary of travel and list of participants and duration of the activity/travel	Sponsoring Organization
<b><i>Minors going Abroad for Medical Purposes</i></b>	
1. Medical Abstract of the Minor	Attending Physician
2. Recommendation from the Attending Physician that such medical procedure is not available in the country	
3. Letter from the Sponsor	Sponsor
<b><i>Minors going Abroad for Inter-Country Adoption</i></b>	
1. Placement Authority issued by ICAB	Inter-Country Adoption Board (ICAB)
2. Authority to Escort issued by ICAB	Inter-Country Adoption Board (ICAB)
<b><i>Minors under Foster Care</i></b>	
1. Notarized Affidavit of Undertaking by the Foster Parents	Foster Parent
2. Notarized Affidavit of Consent from the Regional Director or Authorized Representative	DSWD Regional Director

3. Photocopy of Foster Placement Authority	Applicant			
4. Photocopy of Foster Care License of the Family	Applicant			
5. DSWD Certification of the CDCLAA Except those under Kinship Care	DSWD			
6. Return Ticket	Applicant			
<i>Minors Under Legal Guardianship</i>				
2. Certified True Copy of the Court Order on Legal Guardianship	Court			
<i>For Minors whose parents are Seafarers</i>				
1. Certification from the Manning Agency attesting to the parents employment	Applicant			
2. Photocopy of Seaman's Book of Parent/s				
<i>For Minors with alleged missing parent/s</i>				
1. Social Case Study Report from the LSWDO where the alleged missing parent's last known address	Local Social Welfare and Development Office			
2. Blotter Report from either local police or Barangay Certification from the Locality of the last known address of the alleged missing parent	Local Police or Barangay of the alleged missing parent/s last known address			
3. One (1) returned registered mail to the last known address of the alleged missing parent/s known address	Applicant			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<i>For Walk-in FO1 Clients:</i>				
1. Proceed to Field Office 1	1. Issue Service Sequence Number	None	10 Minutes	Security Guard on Duty (Outsourced Agency)
2. Submit requirements	2. Check the presented requirements if the documents are complete. If the documents are not complete the client will be asked to comply.	None	20 Minutes	Social Welfare Assistant - SWA / Social Welfare Officer I – SWO I (Community-Based Services Section - CBSS)
	2.1 Interview and conduct assessment of the application.*	None	35 Minutes	SWA / SWO I (CBSS)



	<p>2.2 Encode/type the details of the applicant to the Travel Clearance Certificate.</p> <p><b>If approved:</b> 2.3.a Advise client to pay processing fee.</p> <p><b>If disapproved:</b> 2.3.b.1 Counsel and explain the reason for disapproval of application.</p> <p>2.3.b.2 Notify DSWD Central Office with the disapproval.</p> <p><b>If exempted:</b> 2.3.c Prepare Certificate of Exemption for Approval of the Regional Director.</p>	<p>None</p> <p>None</p> <p>None</p> <p>None</p> <p>None</p>	<p>10 Minutes</p> <p>5 Minutes</p> <p>10 Minutes</p> <p>10 Minutes</p> <p>20 Minutes</p>	<p>SWA / SWO / (CBSS)</p> <p>SWA / SWO / (CBSS)</p> <p>SWA / SWO / (CBSS)</p> <p>SWA / SWO / (CBSS)</p> <p>SWA / SWO / (CBSS)</p>
3. Pay processing fee.	<p>3. Receive payment and issue Order of Payment and Official Receipt (OR) to the applicant.</p> <p>3.1 Acknowledge the OR and print Travel Clearance Certificate.</p>	<p>PHP 300 - for 1 year validity; PHP 600 - for 2 years validity</p> <p>None</p>	<p>50 Minutes</p> <p>10 Minutes</p>	<p><i>Administrative Officer II (Cash Section)</i></p> <p>SWA / SWO / (CBSS)</p>
4. Wait for the review and approval of the Application.	<p>4. Review and recommend for the approval or disapproval of the application to the Signing Authority.</p> <p>4.1 Sign/approve the Travel Clearance Certificate or Certificate of Exemption for Exempted applicants.</p>	<p>None</p> <p>None</p>	<p>20 Minutes</p> <p>30 Minutes</p>	<p><i>Head (CBSS)</i></p> <p><i>Regional Director / Assistant Regional Director for Operations / Assistant Regional Director for</i></p>

				Administration / Chief / Head (Office of the Regional Director / Office of the Assistant Regional Director for Operations and Administration / Statutory Programs Division / Community-Based Services Section)
	4.2 Release Travel Clearance Certificate or Certificate of Exemption.	None	10 Minutes	SWA / SWO / (CBSS)
<b>TOTAL Approved</b>		PHP 300 - for 1-year validity; PHP 600 - for 2 years validity	3 Hours and 20 Minutes	
<b>Disapproved</b>		None	3 Hours and 35 Minutes	
<b>Exempted</b>		None	1 Hour and 35 Minutes	

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

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback?	Through client satisfaction measurement mechanism.
How feedbacks are processed?	Consolidate and analyze monthly, quarterly, semi-annually and annually to identify root cause analysis or other known quality management techniques and identify plans and actions that must be recommended for execution to resolve the issues and improve the situation.
How to file a complaint?	<p>A complaint may be filed through any of the established modalities:</p> <ul style="list-style-type: none"> <li>- a telephone call (072-687-8000 loc. 241)</li> <li>- electronic mail (mta.fo1@dswd.gov.ph)</li> <li>- posts, comments and chat messages via DSWD FO1 Official Facebook Page: "DSWD Field Office 1"</li> <li>- personal appearance (walk-in clients)</li> <li>- letters addressed to the Regional Director, Mr. Marcelo Nicomedes J. Castillo</li> <li>- Official website at fo1.dswd.gov.ph</li> <li>- through 8888 Citizen's Complaint Center</li> </ul>
How complaints are processed?	<p>Complaints received through Official FB Page, the Office of the Regional Director, Official website and 8888 will be forwarded to Statutory Programs Division for action and resolution.</p> <p>The resolution of all complaint consists of:</p> <ol style="list-style-type: none"> <li>1. Submission/Receipt of a complaint</li> <li>2. Recording of complaint</li> <li>3. Data Gathering and Investigation</li> <li>4. Resolution</li> <li>5. Final Feedback</li> </ol>
Contact Information	<p>Ms. Helen O. Nerona  Chief, Statutory Programs Division  (072) 687-8000 loc. 219</p>
Contact Information of CCB, PCC, ARTA	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a>  8478 5093  PCC: 8888  CCB: 0908-881-6565 (SMS)</p>

## 23. Licensing of Private Social Welfare and Development Agencies (SWDA's) 1) Auxiliary SWDA 2) Social Welfare Agency

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

<b>Office or Division:</b>	Policy and Plans Division – Standards Section
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C - Government to Client
<b>Who may avail:</b>	All private SWDAs intending to operate
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. One (1) Duly Accomplished and Notarized Application Form	<ul style="list-style-type: none"> <li>DSWD Central Office – Standards Bureau (SB) IBP Road, Constitution Hills, Batasan Pambansa Complex, Quezon City</li> <li>Field Office I – Standards Section</li> <li>DSWD Website: <a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> Annex 2. DSWD-RLA-F002 Application Form for Licensing</li> </ul>
2. One (1) Set of the following Basic Documents: <ul style="list-style-type: none"> <li>A certification of plan to hire the required Registered Social Worker (RSW) or staff complement; or (b) Profile of Employees and volunteers whichever is applicable</li> <li>Manual of Operation containing the SWDAs program and administrative policies, procedures and strategies to attain its purpose/s among others</li> <li>Profile of Board of Trustees</li> <li>Certified True Copy of General Information Sheet issued by SEC (One (1) copy)</li> <li>Notarized certification from the Board of Trustees and/or the funding agency to financially support the</li> </ul>	<ul style="list-style-type: none"> <li><a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> Annex 4. DSWD-RLA-F004 Manual of Operation</li> <li><a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> Annex 21. DSWD-RLA-F021 Profile of Governing Board</li> <li><b>Securities Exchange Commission (SEC)</b> - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307</li> <li><b>Any SEC Extension Office</b> (Baguio City, Tarlac City, Legazpi City, Cebu City, Iloilo City, Cagayan De Oro City, Davao City, Zamboanga City)</li> <li>Board Resolution by the Organization</li> </ul>

<p>organizations to operate for at least two (2) years</p> <ul style="list-style-type: none"> <li>• Work and Financial Plan for the two (2) succeeding years</li> </ul>	<ul style="list-style-type: none"> <li>• <a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> Annex 9. DSWD-RLA-F009 Work and Financial Plan</li> </ul>
<p>3. ADDITIONAL REQUIREMENTS</p> <ul style="list-style-type: none"> <li>• <b>Basic Documents</b> <b>For those operating in more than one region:</b> <ul style="list-style-type: none"> <li>a. List of main and satellite/branch offices with contact details, if any.</li> <li>b. Certified True Copy of the notarized written agreement of partnership or cooperation between the agency and its partner agency e.g. MOA, Contract of Partnership, among others</li> </ul> </li> <li>• For Applicant SWA's implementing Child Placement, Certification from DSWD or photocopy of the certificate of training attended by the hired RSW related to child placement service.</li> <li>• <b><i>Documents Establishing Corporate Existence and Regulatory Compliance</i></b> <ul style="list-style-type: none"> <li>a. <b>For those operating in more than 1 region:</b> <ul style="list-style-type: none"> <li>a.1 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.</li> <li>a.2. There is no need to get a validation report/certification of existence for the region where the main office of the applicant is located.</li> </ul> </li> <li>b. <b>For Center-based (Residential and Non-Residential Based)</b></li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• <a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> Annex 7. DSWD-RLA-F007 List of main and Satellite Office</li> <li>• Photocopy of the Memorandum of Agreement/Contract of Partnership and Certified by the Head of Applicant Organization</li> <li>• <a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> Annex 22. DSWD-RLA-F022 Profile of Employees</li> <li>• <a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> Annex 23. DSWD-RLA-F023 ABSNET Active Membership</li> </ul>

<ul style="list-style-type: none"> <li>• Copy of the valid safety certificates namely:               <ul style="list-style-type: none"> <li>a. Occupancy permit (only for new buildings) or Annual Building Inspection/Structural Safety Certificate (for old buildings)</li> <li>b. Fire Safety Inspection Certificate</li> <li>c. Water Potability Certificate or Sanitary Permit</li> </ul> </li> </ul> <p><b>c. For applicant serving within the Ancestral Domains of Indigenous People (IP)</b></p> <ul style="list-style-type: none"> <li>• Photocopy of NGO Accreditation from National Commission on Indigenous People (NCIP)</li> </ul> <p><b>d. For applicant with past and current partnership with the DSWD that involved transfer of funds</b></p> <ul style="list-style-type: none"> <li>• Certification from DSWD Office and/or other concerned government agencies that the applicant is free from any financial liability/obligation</li> </ul>				
<ul style="list-style-type: none"> <li>• City/Municipal Engineering Office of Local Government Unit covering the SWDAs area of operation or Private Engineer</li> <li>• Office of the Bureau of Fire Protection in the City/Municipal Local Government Unit covering the SWDAs area of operation</li> <li>• City/Municipal Health Office of Local Government Unit covering the SWDAs area of operation or Private Service Provider</li> <li>• NCIP Regional Office where the NGO operates</li> <li>• DSWD Central Office – Financial and Management Service IBP Road, Constitution Hills, Batasan Pambansa Complex, Quezon City Government Agency where the Organization implemented or implements projects and programs.</li> </ul>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure application form through the DSWD Website/Standards Section.	1. Provide client application form, and checklist of requirements.	None	10 Minutes	Administrative Officer I / Administrative Aide IV (Standards Section)
2. Submit/file application and supporting documents at Standards Section.	2. Receive the documentary requirements and provide the applicant organization with the Document Tracking System (DTS) for easy tracking and reference.	None	15 Minutes	Administrative Officer I / Administrative Aide IV (Standards Section)

	<p>2.1 Determine whether the submitted documents are complete.</p> <p>2.2.a If complete, provide the organization an acknowledgement receipt and log the receipt of application documents into the DTS.</p> <p>2.2.b If incomplete, return all documents submitted accompanied by a checklist of requirements for Public SWDA's compliance.</p>	<p>None</p> <p>None</p> <p>None</p>	<p>30 Minutes</p> <p>15 Minutes</p> <p>30 Minutes</p>	<p>Administrative Officer I / Administrative Aide IV (Standards Section)</p> <p>Administrative Officer I / Administrative Aide IV (Standards Section)</p> <p>Administrative Officer I / Administrative Aide IV (Standards Section)</p>
3. If complete, settle the required processing fee.	3. Process payment and issue Official Receipt (OR).	PHP 1,000	50 Minutes	Administrative Officer II (Cash Section)
4. Provide the Standards Section the photocopy of the OR.	4. Acknowledge the photocopy of OR from the applicant organization.	None	30 Minutes	Project Development Officer I/III or Social Worker I or Social Welfare Assistant or Administrative Aide IV (Standards Section)
<i>Note: The DSWD will implement 4:00pm cut-off on the submitted complete documents which includes the payment of processing fees. Applications received after 4:00pm shall be considered as a next working day transaction.</i>				
5. Wait for the result of the documents review and notice of validation assessment.	5. Review the submitted documents as to compliance, both in form and substance. The submitted complete documents must satisfy the following Criteria:	None	2 Days	Project Development Officer I/III or Social Worker I or Social Welfare Assistant (Standards Section)

	<p>i. Applicant must be engaged mainly or generally in Social Welfare and Development Activities.</p> <p>ii. In case a new applicant SWDA applying to operate a residential care facility, the applicant must establish the need for a residential facility serving a particular sector and the absence of related facility to cater them. e.g. Situationer</p> <p>iii. Applicant has employed a sufficient number of duly qualified staff and/or registered social workers to supervise and take charge of its social welfare and development activities and/or social work interventions in accordance with the set standards.</p> <p>iv. Applicant must submit a duly certified financial statement that at least seventy percent (70%) of its funds are disbursed for direct social work services while thirty percent (30%) of the funds are disbursed for</p>			
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	<p>administrative services.</p> <p>v. The SWDA must have a financial capacity to operate for at least two (2) years.</p> <p>vi. Applicant keeps record of all social development and/or welfare activities it implements.</p> <p><b>Note: Criteria iv and vi are only applicable for those SWDAs that are already in operation prior to application for License to Operate.</b></p> <p><b>If complete and compliant,</b> an Acknowledgment Letter and Notification on the proposed schedule on the conduct of Validation Visit shall be prepared.</p> <p><b>If found incomplete or non-compliant,</b> the Acknowledgement Letter prepared shall contain the checklist of requirements to be secured and complied. This will be sent to the applicant SWDA together with all the application documents submitted.</p>				
5.1	Review and approve of the	None	2 Days	Section Head/ Division Chief/ Regional	

	Acknowledgement Letter including its attachments.			<i>Director (Standards Section/Policy and Plans Division/Office of the Regional Director)</i>
6. Confirm the availability on the proposed Validation Visit.	6. For those with requirements that are complete and compliant, Confirmation of Validation Visit.	None	1 Hour	<i>Project Development Officer I/III or Social Worker I or Social Welfare Assistant (Standards Section)</i>
7. Assist the Assessor during the conduct of Validation visit.	7. Conduct of Validation visit.	None	2 Days (per agreed schedule)	<i>Project Development Officer I/III or Social Worker I or Social Welfare Assistant (Standards Section)</i>
8. Awaits the result of the licensing assessment.	<p>8. Prepare Confirmation Report.</p> <p>8.1.a If favorable, draft Confirmation Report and Draft Certificate of License to Operate.</p> <p>8.1.a.1 Review and approve Confirmation Report and the Draft Certificate.</p> <p>8.1.a.2 Approve and sign Certificate of License to Operate.</p>	<p>None</p> <p>None</p> <p>None</p>	10 Days	<p><i>Project Development Officer I/III or Social Worker I or Social Welfare Assistant (Standards Section)</i></p> <p><i>Section Head/ Division Chief (Standards Section/Policy and Plans Division)</i></p> <p><i>Regional Director (Office of the Regional Director)</i></p>

	8.1.b If not favorable, detail the Assessors Findings and the agreed compliance date of the Action Plan.	None	5 Days	<i>Project Development Officer I/III or Social Worker I or Social Welfare Assistant (Standards Section)</i>
	8.1.b.1 Review and approval of the Confirmation Report.	None		<i>Section Head/ Division Chief (Standards Section/Policy and Plans Division)</i>
	8.2 Send the Confirmation Report and notify the availability of the Certificate of License to Operate for release through various means per preference indicated in the application form. (direct pick-up or courier).	None	1 Day	<i>Administrative Aide IV (Standards Section)</i>
	8.3.a If pick-up, request applicant to fill-up Client Satisfaction Feedback form.	None	2 Hours	<i>Administrative Aide IV (Standards Section)</i>
	8.3.b If through courier, attach the Client Satisfaction Feedback form and request to applicant to send back the completed form.	None	2 Days	<i>Administrative Aide IV (Standards Section)</i>
9. If pick-up, accomplish and submit the completed Client Satisfaction Feedback form.	9. Receive the completed Client Satisfaction Feedback form.	None	15 Minutes	<i>Administrative Aide IV (Standards Section)</i>
<b>TOTAL Complete, Compliant and Favorable</b>		PHP 1,000	19 Days, 3 Hours and 45 Minutes	

<b>For not favorable</b>	PHP 1,000	11 Days, 3 Hours and 30 Minutes	
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<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback?	Through client satisfaction measurement mechanism.
How feedbacks are processed?	Consolidate and analyze monthly, quarterly, semi-annually and annually to identify root cause analysis or other known quality management techniques and identify plans and actions that must be recommended for execution to resolve the issues and improve the situation.
How to file a complaint?	<p>A complaint may be filed through any of the established modalities:</p> <ul style="list-style-type: none"> <li>- a telephone call (072-687-8000 loc. 221)</li> <li>- electronic mail (standards.fo1@dswd.gov.ph)</li> <li>- posts, comments and chat messages via DSWD FO1 Official Facebook Page: "DSWD Field Office 1"</li> <li>- personal appearance (walk-in clients)</li> <li>- letters addressed to the Regional Director, Mr. Marcelo Nicomedes J. Castillo</li> <li>- Official website at fo1.dswd.gov.ph</li> <li>- through 8888 Citizen's Complaint Center</li> </ul>
How complaints are processed?	<p>Complaints received through Official FB Page, the Office of the Regional Director, Official website and 8888 will be forwarded to Statutory Programs Division for action and resolution.</p> <p>The resolution of all complaint consists of:</p> <ol style="list-style-type: none"> <li>1. Submission/Receipt of a complaint</li> <li>2. Recording of complaint</li> <li>3. Data Gathering and Investigation</li> <li>4. Resolution</li> <li>5. Final Feedback</li> </ol>
Contact Information	Mr. Melecio C. Ubilas Jr. Chief, Policy and Plans Division (072) 687-8000 loc. 244
Contact Information of CCB, PCC, ARTA	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478 5093</p> <p>PCC: 8888</p> <p>CCB: 0908-881-6565 (SMS)</p>

## 24. Local In-Kind Donations Facilitation

The Field Office accepts in-kind donations intended for families or individuals affected by any type of disaster. Upon receipt of these donations, all are recorded and liquidated based on the purpose provided.

To safeguard the health of the beneficiaries to maintain the dignity and quality of the items to be provided to the affected families and/or individuals, NO RECEIPT policy of the following items is strictly implemented:

- a. Used Clothing (as per Republic Act 4653).
- b. Food Stuff with expiration date below 12 months from the date of acceptance.

<b>Office or Division</b>		Disaster Risk Management Division – Regional Resource Operations Section		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C- Government to Citizen		
<b>Who may avail</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Not applicable		Not applicable		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Give donation.	1. Inspect the donation.	None	5 – 30 Minutes (Depending on the volume of the donated items)	<i>Social Welfare Officer II – SWO II / Administrative Aide VI – AAide VI (Regional Resource Operations Section - RROS)</i>
	1.1.a If not accepted, return donation to donor.	None	5 Minutes	<i>SWO II / AAide VI (RROS)</i>
	1.1.b If accepted, issue Acknowledgment Receipt for Donations Received (ARDR).	None	5 Minutes	<i>SWO II / AAide VI (RROS)</i>
2. Write complete name and affix signature on the ARDR.	2. Receive ARDR and affix signature.	None	1 Minute	<i>Social Welfare Officer II / Administrative Aide VI (RROS)</i>
	<b>TOTAL</b>	None	41 Minutes	

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback?	Through client satisfaction measurement mechanism.
How feedbacks are processed?	Consolidate and analyze monthly, quarterly, semi-annually and annually to identify root cause analysis or other known quality management techniques and identify plans and actions that must be recommended for execution to resolve the issues and improve the situation.
How to file a complaint?	<p>A complaint may be filed through any of the established modalities:</p> <ul style="list-style-type: none"> <li>- a telephone call (072-687-8000 loc. 208)</li> <li>- electronic mail (<a href="mailto:drmd.fo1@dswd.gov.ph">drmd.fo1@dswd.gov.ph</a>; <a href="mailto:rros.fo1@dswd.gov.ph">rros.fo1@dswd.gov.ph</a>)</li> <li>- posts, comments and chat messages via DSWD FO1 Official Facebook Page: "DSWD Field Office 1"</li> <li>- personal appearance (walk-in clients)</li> <li>- letters addressed to the Regional Director, Mr. Marcelo Nicomedes J. Castillo</li> <li>- website at <a href="http://fo1.dswd.gov.ph">fo1.dswd.gov.ph</a></li> <li>- through 8888 Citizen's Complaint Center</li> </ul>
How complaints are processed?	<p>Complaints received through Official FB Page, the Office of the Regional Director, Official website and 8888 will be forwarded to Policy and Plans Division for action and resolution.</p> <p>The resolution of all complaint consists of:</p> <ol style="list-style-type: none"> <li>1. Submission/Receipt of a complaint</li> <li>2. Recording of complaint</li> <li>3. Data Gathering and Investigation</li> <li>4. Resolution</li> <li>5. Final Feedback</li> </ol>
Contact Information	Ms. Maricel S. Caleja OIC-Chief, Disaster Response Management Division (072) 687-8000 loc. 208
Contact Information of CCB, PCC, ARTA	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478 5093</p> <p>PCC: 8888</p> <p>CCB: 0908-881-6565 (SMS)</p>

## 25. Obtaining Social Welfare and Development (SWD) Data and Information

The SWD data and information is provided to internal and external researchers who are requesting current and secondary SWD data and statistics from the Field Office. 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 Central Office on general information about DSWD programs, policies and projects. The Department however, discourages requests for "practice interviews" of DSWD personnel for the sole purpose of student's acquisition of interview skills, in consideration of the valuable time taken away from the personnel when accommodating student researchers.
- Conduct of surveys with DSWD employees about subject matters that do not directly concern the Department or not related to the Department's program operations.
- Studies conducted by consultants/researchers under the Technical Assistance Facility (TAF) grant portfolio. The researchers, however shall adhere on the policies in undertaking research and evaluation studies as stipulated in the Guidelines for the Conduct of Research and Evaluation in the DSWD.

<b>Office or Division:</b>	Policy and Plans Division – Policy Development and Planning Section			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C - Government to Citizens G2G – Government to Government			
<b>Who may avail:</b>	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 Field Office.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter of Request		Requesting party		
2. Contact number and Email Address of the researcher		Requesting party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit letter of request.	1. Receive letter of request, check the needed information	None	10 Minutes	<i>Administrative Aide IV/VI – AAide IV/VI</i>

	such as contact number and email address of the researcher and endorse to the Office of the Regional Director.			<i>(Records and Archives Management Section - RAMS)</i>
	1.1 Endorse the request and forward to the Policy and Plans Division (PPD).	None	4 Hours	<i>Regional Director (Office of the Regional Director – ORD)</i>
	1.2 Receive the request and endorse to the Policy Development and Planning Section (PDPS).	None	10 Minutes	<i>Administrative Aide IV (Policy and Plans Division)</i>
	1.3 Review request and provide instruction to the Research Focal Person.	None	10 Minutes	<i>Head (Policy Development and Planning Section - PDPS)</i>
	<b>a. For Special Project Focused request:</b>			
	1.3.1 Forward to concerned technical staff.	None	10 Minutes	<i>Planning Officer I (PDPS)</i>
	1.3.2 Assess the request as to requirement and provide needed data/information. However, if the data/information is not available, the researcher shall be informed and recommended for other sources of data.	None	3 Days	<i>Technical Staff/Focal Person (Special Projects)</i>
	1.3.3 Forward report of the data requested to Research Focal Person.	None	10 Minutes	<i>Technical Staff/Focal Person (Special Projects)</i>



	<b>b. For Non-Special Project Focused request:</b> 1.3.1 Assess the request as to requirement and provide needed data/information. However, if the data/information is not available, the researcher shall be informed and recommended for other sources of data.	None	2 Days	<i>Planning Officer I (PDPS)</i>
	1.4 Prepare letter/notice for the grant of request and recommend the report of data/information requested for approval of the Regional Director.	None	15 Minutes	<i>Planning Officer I (PDPS)</i>
	1.5 Approve and sign the letter and report.	None	15 Minutes	<i>Regional Director (ORD)</i>
	1.6 Email the signed and approved letter and report to the requesting party, together with the Client Satisfaction Feedback form.	None	5 Minutes	<i>Planning Officer I (PDPS)</i>
2. Fill-up and send the completed Client Satisfaction Feedback form.	2. Acknowledge receipt of the completed Client Satisfaction Feedback form.	None	10 Minutes	<i>Planning Officer I (PDPS)</i>
<b>TOTAL Special Project Focused Request:</b>		None	5 Days, 5 Hours and 35 Minutes	
<b>Non- Special Project Focused Request:</b>		None	2 Days, 5 Hours and 15 Minutes	

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback?	Through client satisfaction measurement mechanism.
How feedbacks are processed?	Consolidate and analyze monthly, quarterly, semi-annually and annually to identify root cause analysis or other known quality management techniques and identify plans and actions that must be recommended for execution to resolve the issues and improve the situation.
How to file a complaint?	<p>A complaint may be filed through any of the established modalities:</p> <ul style="list-style-type: none"> <li>- a telephone call (072-687-8000 loc. 221)</li> <li>- electronic mail (planning.fo1@dswd.gov.ph)</li> <li>- posts, comments and chat messages via DSWD FO1 Official Facebook Page: "DSWD Field Office 1"</li> <li>- personal appearance (walk-in clients)</li> <li>- letters addressed to the Regional Director, Mr. Marcelo Nicomedes J. Castillo</li> <li>- Official website at fo1.dswd.gov.ph</li> <li>- through 8888 Citizen's Complaint Center</li> </ul>
How complaints are processed?	<p>Complaints received through Official FB Page, the Office of the Regional Director, Official website and 8888 will be forwarded to Statutory Programs Division for action and resolution.</p> <p>The resolution of all complaint consists of:</p> <ol style="list-style-type: none"> <li>1. Submission/Receipt of a complaint</li> <li>2. Recording of complaint</li> <li>3. Data Gathering and Investigation</li> <li>4. Resolution</li> <li>5. Final Feedback</li> </ol>
Contact Information	Mr. Melecio C. Ubilas Jr. Chief, Policy and Plans Division (072) 687-8000 loc. 244
Contact Information of CCB, PCC, ARTA	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478 5093</p> <p>PCC: 8888</p> <p>CCB: 0908-881-6565 (SMS)</p>

## 26. Provision of Data, Information and ST Materials

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

<b>Office or Division:</b>	Policy and Plans Division – Social Technology Section			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Citizens G2G – Government to Government			
<b>Who may avail:</b>	Local Government Units (LGU's), Civil Society Organizations (CSO's) and other National Government Agencies (NGA's)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter of Request, Template of Data Requirements		From the requesting LGU's, CSO's or NGA's		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Write an official request to STS requesting for data, information and/ or materials	1. Record in the DTS and forward the document to the Office of the Regional Director.	None	30 Minutes	<i>Administrative Aide IV/VI – AAide IV/VI (Records and Archives Management Section - RAMS)</i>
	1.1 Assess the requested data, information or materials if it is within the scope of the Field Office and if these are allowed to be shared based on the Data Privacy Act (DPA), or if there are existing data/ information/ material being requested. Identify the concerned division/section/unit staff who will take action on the request.	None	1 Day	<i>Regional Director (Office of the Regional Director - ORD)</i>
	1.2 Update document remarks in the DTS and forward the	None	30 Minutes	<i>Administrative Aide IV (ORD)</i>

	document to the concerned division.			
	1.3 Review the document, assign staff who will act on the request and provide instruction/s. Forward the document to the administrative staff for recording to DTS.	None	1 Day	<i>Chief (Concerned Division)</i>
	1.4 Update document remarks in the DTS and give the document to the assigned technical staff.	None	30 Minutes	<i>Clerk (Concerned Division)</i>
	1.5 Review the request for data/information/ materials and get materials. Prepare the documents and the official reply to the requesting office. Ensure that data/information being shared are compliant to the Data Privacy Act (DPA). Forward the document to the administrative staff.	None	5 Days	<i>Technical Staff (Concerned Division)</i>
	1.6 Record the document in the DTS and forward the document to the Division Chief for review/signature.	None	30 Minutes	<i>Clerk (Concerned Division)</i>
	1.7 Review and approve the official reply and its attachments. Forward the documents to the administrative staff.	None	1 Day	<i>Chief (Concerned Division)</i>

	1.8 Update document remarks in the DTS and forward it to the RD for review/signature.	None	30 Minutes	<i>Clerk (Concerned Division)</i>
	1.9 Review and sign the document prepared by the technical staff.	None	1 Day	<i>Regional Director (ORD)</i>
	1.10 Update document remarks in the DTS and send reply to the requesting office, either via email or courier, together with the Client Satisfaction Feedback form.	None	30 Minutes	<i>Social Welfare Assistant (Social Technology Section - STS)</i>
2. Receive the reply from STS, provide confirmation of receipt and forward the completed Client Satisfaction Feedback form.	2. Acknowledge receipt of the completed Client Satisfaction Feedback form.	None	5 Minutes	<i>Social Welfare Assistant (STS)</i>
<b>TOTAL</b>		None	9 Days, 3 Hours and 5 Minutes	

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback?	Through client satisfaction measurement mechanism.
How feedbacks are processed?	Consolidate and analyze monthly, quarterly, semi-annually and annually to identify root cause analysis or other known quality management techniques and identify plans and actions that must be recommended for execution to resolve the issues and improve the situation.
How to file a complaint?	<p>A complaint may be filed through any of the established modalities:</p> <ul style="list-style-type: none"> <li>- a telephone call (072-687-8000 loc. 221)</li> <li>- electronic mail (soctech.fo1@dswd.gov.ph)</li> <li>- posts, comments and chat messages via DSWD FO1 Official Facebook Page: "DSWD Field Office 1"</li> <li>- personal appearance (walk-in clients)</li> <li>- letters addressed to the Regional Director, Mr. Marcelo Nicomedes J. Castillo</li> <li>- Official website at fo1.dswd.gov.ph</li> <li>- through 8888 Citizen's Complaint Center</li> </ul>
How complaints are processed?	<p>Complaints received through Official FB Page, the Office of the Regional Director, Official website and 8888 will be forwarded to Policy and Plans Division for action and resolution.</p> <p>The resolution consists of:</p> <ol style="list-style-type: none"> <li>1. Submission/Receipt of a complaint</li> <li>2. Recording of complaint</li> <li>3. Data Gathering and Investigation</li> <li>4. Resolution</li> <li>5. Final Feedback</li> </ol>
Contact Information	Mr. Melecio C. Ubilas Jr. Chief, Policy and Plans Division (072) 687-8000 loc. 244
Contact Information of CCB, PCC, ARTA	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478 5093</p> <p>PCC: 8888</p> <p>CCB: 0908-881-6565 (SMS)</p>

## 27. Provision of Goods for Feeding

The Supplementary Program is responsible for all the allocation of goods for 120 days feeding to children enrolled in Child Development Centers.

<b>Office or Division:</b>	Statutory Programs Division – Community-based Services Section – Supplementary Feeding Program			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Citizens G2G – Government to Government			
<b>Who may avail:</b>	Children enrolled in Child Development Centers (CDC)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Project Proposal approved by the Local Chief Executive (LCE)		Requesting Party		
2. Complete Masterlist of Beneficiaries		Requesting Party		
3. Original signed Memorandum of Agreement		Requesting Party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit/send through courier the complete requirements.	1. Receive, log and review completeness of documents.	None	15 Minutes	<i>Administrative Assistant II (Supplementary Feeding Program - SFP)</i>
	1.1 Prepare mother project proposal	None	1 Day	<i>Nutritionist-Dietician III (SFP)</i>
	1.2 Prepare and facilitate MOA, prepare specifications of goods per Local Government Unit (LGU)/CDC	None	7 Days	<i>Administrative Assistant II, Nutritionist Dietician I/II/III, Project Development Officer I (SFP)</i>
	1.3 Review and affix signatures.	None	2 Days	<i>Head (Community-based Services Section), Chief (Statutory Programs Division)</i>
	1.4 Certify availability of funds.	None	1 Day	<i>Supervising Administrative Officer (Finance and Management Division - FMD)</i>

	1.5 Review completeness of signatories and no pending reports.	None	1 Day	<i>Administrative Officer II Mainstreamed in Accounting Section (SFP)</i>
	1.6 Approve project proposal and MOA.	None	1 Day	<i>Regional Director (Office of the Regional Director)</i>
	<b>a. For Small Value Procurement:</b>			
	1.7 Float Request for Quotations (RFQs)	None	2 Months	<i>Administrative Assistant II Mainstreamed in Procurement Section (SFP)</i>
	<b>b. For above 1 million:</b>			
	1.7 Prepare Bid Documents and PHILGEPS Posting.	None	2 Months	<i>Administrative Officer II (Procurement Section - PS)</i>
	1.8 Conduct Bid Conference, Bid Opening, Purchase Request (PR) and bid evaluation, awarding of winner (Notice of award, Notice to proceed).	None	1 Month	<i>Administrative Officer II/IV, Nutritionist-Dietician III, Members (PS, SFP, Bids and Awards Committee and Technical Working Group)</i>
	1.9 Notice of Award, Contract signing, and Notice to Proceed.	None	15 Days	<i>Administrative Officer II, Administrative Assistant II Mainstreamed in Procurement Section (PS, SFP)</i>
	1.10 Delivery of Goods; Submit Delivery Receipt and Charge Invoice.	None	1 Hour	<i>Suppliers</i>
	1.11 Process obligation.	None	1 Hour	<i>Supervising Administrative Officer (FMD)</i>



	1.12 Inspect and accept goods.	None	1 Day	Inspection Team Members (SFP, Property and Supplies Management Section - PSMS)
	1.13 Prepare inspection and acceptance report (IAR).	None	2 Days	Administrative Aide IV (PSMS)
2. Receive goods	2. Process payment to suppliers.	None	1 Day	Administrative Aide III (Accounting Section)
3. Implement feeding program.	3. Release payment to supplier.	None	1 Day	Any Staff on Duty (Cash Section)
	3.1 Receive payment and issue official receipt.	None	1 Day	Suppliers
<b>TOTAL</b>		None	98 Days, 2 Hours and 15 Minutes	

\* Provision of Goods for Feeding is covered by Memorandum Circular 10 Series of 2016 and Administrative Order No. 3 Series of 2017

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback?	Through client satisfaction measurement mechanism.
How feedbacks are processed?	Consolidate and analyze monthly, quarterly, semi-annually and annually to identify root cause analysis or other known quality management techniques and identify plans and actions that must be recommended for execution to resolve the issues and improve the situation.
How to file a complaint?	<p>A complaint may be filed through any of the established modalities:</p> <ul style="list-style-type: none"> <li>- a telephone call (072-687-8000 loc. 228)</li> <li>- electronic mail to <a href="mailto:sfp.fo1@dswd.gov.ph">sfp.fo1@dswd.gov.ph</a></li> <li>- posts, comments and chat messages via DSWD FO1 Official Facebook Page: "DSWD Field Office 1"</li> <li>- personal appearance (walk-in clients)</li> <li>- letters addressed to the Regional Director, Mr. Marcelo Nicomedes J. Castillo</li> <li>- Official website at <a href="http://fo1.dswd.gov.ph">fo1.dswd.gov.ph</a></li> <li>- through 8888 Citizen's Complaint Center</li> </ul>
How complaints are processed?	<p>Complaints received through Official FB Page, the Office of the Regional Director, Official website and 8888 will be forwarded to Statutory Programs Division for action and resolution.</p> <p>The resolution of all complaint consists of:</p> <ol style="list-style-type: none"> <li>1. Submission/Receipt of a complaint</li> <li>2. Recording of complaint</li> <li>3. Data Gathering and Investigation</li> <li>4. Resolution</li> <li>5. Final Feedback</li> </ol>
Contact Information	<p>Ms. Helen O. Nerona  Chief, Statutory Programs Division  (072) 687-8000 loc. 219</p>
Contact Information of CCB, PCC, ARTA	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a>  8478 5093  PCC: 8888  CCB: 0908-881-6565 (SMS)</p>

## 28. Public Request for Assistance and/or Information through Electronic Mail

This refers to citizen's request for assistance or information through the official email address: fo1@dswd.gov.ph.

<b>Office or Division:</b>	Administrative Division – Records and Archives Management Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizens			
<b>Who may avail:</b>	Public			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Not applicable		Not applicable		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client to send email to fo1@dswd.gov.ph	1. Receive the request.	None	5 Minutes	<i>Administrative Officer III (Records and Archives Management Section - RAMS)</i>
	1.1 Refer through email to concerned Division, copy furnished the Regional Executive Assistant.	None	10 Minutes	<i>Administrative Officer III (RAMS)</i>
	1.2 Receive and acknowledge mail.	None	5 Minutes	<i>Clerk (Concerned Division)</i>
	1.3 Process the request. a. For simple and complex request for information or inquiry: Reply to the email of the client and  b. For highly technical inquiry: (needs multiple offices/ agencies' actions) Refer through email to concerned Government Agencies and Local Government Units (LGU's).	None	20 Minutes          30 Minutes	<i>Staff (Concerned Division)</i>          <i>Staff (Concerned Division)</i>

	1.4 Email the response of Government Agencies or LGU's to the client together with the Feedback Form.	None	1 Hour	Staff (Concerned Division)
<b>TOTAL</b>		None	2 Hours and 10 Minutes	

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback?	Through client satisfaction measurement mechanism.
How feedbacks are processed?	Consolidate and analyze monthly, quarterly, semi-annually and annually to identify root cause analysis or other known quality management techniques and identify plans and actions that must be recommended for execution to resolve the issues and improve the situation.
How to file a complaint?	<p>A complaint may be filed through any of the established modalities:</p> <ul style="list-style-type: none"> <li>- a telephone call (072-687-8000 loc. 224)</li> <li>- electronic mail to <a href="mailto:rams.fo1@dswd.gov.ph">rams.fo1@dswd.gov.ph</a>; <a href="mailto:records.fo1@dswd.gov.ph">records.fo1@dswd.gov.ph</a></li> <li>- posts, comments and chat messages via DSWD FO1 Official Facebook Page: "DSWD Field Office 1"</li> <li>- personal appearance (walk-in clients)</li> <li>- letters addressed to the Regional Director, Mr. Marcelo Nicomedes J. Castillo</li> <li>- Official website at <a href="http://fo1.dswd.gov.ph">fo1.dswd.gov.ph</a></li> <li>- through 8888 Citizen's Complaint Center</li> </ul>
How complaints are processed?	<p>Complaints received through Official FB Page, the Office of the Regional Director, Official website and 8888 will be forwarded to Statutory Programs Division for action and resolution.</p> <p>The resolution of all complaint consists of:</p> <ol style="list-style-type: none"> <li>1. Submission/Receipt of a complaint</li> <li>2. Recording of complaint</li> <li>3. Data Gathering and Investigation</li> <li>4. Resolution</li> <li>5. Final Feedback</li> </ol>
Contact Information	Ms. Anniely J. Ferrer Concurrent Chief, Administrative Division (072) 687-8000 loc. 202
Contact Information of CCB, PCC, ARTA	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478 5093</p> <p>PCC: 8888</p> <p>CCB: 0908-881-6565 (SMS)</p>

## 29. Recovery and Reintegration Program for Trafficked Persons (RRPTP)

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

<b>Office or Division:</b>	Statutory Programs Division – Community-based Services Section	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2C - Government to Citizens G2G – Government to Government	
<b>Who may avail:</b>	1. Victim-survivor of trafficking 2. Families of the victim-survivor of trafficking 3. Witnesses of cases of human trafficking 4. Communities with incidence of human trafficking	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>Case Management</b>		
1. Travel Documents/Passport	DSWD Field Offices/Applicant	
2. Valid ID	Applicant	
3. Social Case Study Report	DSWD Field Offices	
4. Referral Letter	Attaché Offices/Agencies	
<b>Medical Assistance</b>		
1. Clinical Abstract/ Medical Certificate with signature and license number of the attending physician (issued within three months)	Hospital's Records Section or Attending Physician	
2. Hospital Bill (for payment of hospital bill) or Prescription (for medicines) or Laboratory requests (for procedures)	Hospital/Attending Physician	
3. Barangay Certificate of Indigency and Valid ID for the client	Barangay where the client is presently residing	
<b>Educational Assistance</b>		
1. School registration and/ or certificate of enrolment	School	
2. Statement of Account for tertiary education	School	
3. Valid school ID and Valid ID of the parent/ guardian	Applicant	
<b>Skills Training</b>		
1. Official receipt from the training school (TESDA/ CHED accredited training school	School	

2. Valid school ID/Enrollment Form	Applicant			
<b>Financial Assistance for Employment (e.g. driver's license, NBI and police clearance, Medical Certificate etc.)</b>				
1. Contract of Employment or any similar document which indicates that they are hired	Company where the applicant will work			
2. Valid ID	Applicant			
<b>Financial Assistance for Livelihood</b>				
1. Result of the Handa Ka Na Bang Magnegosyo? The client score's must be 75 and above in order to be eligible for the livelihood Program, to determine the preparedness of the client to start their business. Re-assessment will be conducted to clients who will have a score of 74 and below or they may be considered to avail financial assistance for employment	DSWD Field Office			
2. Project Proposal/Mungkahing Proyekto Form. They may write using their vernacular or local dialect. They may be assisted by the social worker in preparation of the said proposal	Applicant			
3. Valid ID	Applicant			
4. Social Case Study Report	DSWD Field Office			
<b>Logistical Support During and Post-Rescue Operation of Victim-survivors of Trafficking</b>				
1. Victim-survivors of trafficking during rescue operation. Social workers are highly needed to provide psycho-social counseling and assist victim-survivors of trafficking all throughout the process from recovery to reintegration.	DSWD Field Office			
<b>Provision of Temporary Shelter</b>				
1. Victim-survivors of trafficking may be placed in DSWD run/ registered, licensed and accredited residential care facilities for protective custody	DSWD Field Office			
<b>Support for Victim-survivors/ Witness and Transportation Assistance</b>				
1. Valid ID	Applicant			
2. Social Case Study Report	DSWD Field Office			
3. Official Receipt for the Client's Board and Lodging	Board and Lodging			
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>Walk- in Clients and Clients Referred from Other Agencies</b>				

1. The victim-survivors of trafficking may visit the DSWD Field Office.	1.a For walk-in clients, conduct Intake Interview.	None	1 Hour	Social Welfare Officer II (Recovery and Reintegration Program for Trafficked Persons – RRPTP)
	1.b For referred clients from other agencies, conduct home visit or contact client.	None	1 Day	Social Welfare Officer II (RRPTP)
	1.1.a If not qualified, refer to Crisis Intervention Section/ International Social Services Office.	None	1 Day	Social Welfare Officer II (RRPTP)
	1.1.b If qualified, conduct interview and assessment.	None	2 Hours	Social Welfare Officer II (RRPTP)
	1.2 Prepare documents.	None	3 Hours	Social Welfare Officer II (RRPTP)
	1.3 Review documents.	None	1 Day	Head (Community-based Community Section)
	1.4 Approve documents.	None	1 Day	Chief (Statutory Programs Division)
	1.5 Process document and release check.	None	2 Weeks	Any Staff on Duty (Budget Section and Accounting Section)
	1.6.a If client available to receive check in the Field Office, release check to client.	None	1 Day	Any Staff on Duty (Cash Section)
	1.6.b If client is not available, release check to client's	None	1 Day	Social Welfare Officer II (RRPTP)

	residence or nearest Satellite Office.  <b>CASH</b> a. Medical Assistance b. Educational Assistance c. Assistance for Employment d. Support for victim-survivor/ Witness and transportation Assistance e. Financial Assistance for Livelihood			
<b>Rescued Trafficking in Persons Victim</b>				
1. Request for assistance in the rescue of trafficked client.	1. Conduct Intake Assessment/Case Summary for admission to a residential facility for temporary shelter.	None	1 Day	<i>Social Welfare Officer II (Recovery and Reintegration Program for Trafficked Persons – RRPTP)</i>
	1.1 Refer trafficked client to Center for protective custody and processing of assistance.	None	1 Day	<i>Social Welfare Officer II and Head (RRPTP and Community-based Community Section - CBSS)</i>
	1.2 Provide rehabilitation and other interventions.	None	3 Months	<i>Staff (Applicable Center)</i>
	<b>NON-CASH</b> a. Psychosocial counseling b. Skills Training c. Provision of temporary shelter  1.2 Request Parenting Capability Assessment Report (PCAR) to Municipal Social	None	3 Weeks	<i>Social Welfare Officer II (RRPTP)</i>



	Welfare and Development Office (MSWDO) if the client is minor.			
	1.3 Conduct Family Assessment / PCAR.	None	1 Day	<i>Social Worker (MSWDO)</i>
	1.4 Conduct Case Conference with the client's family for reintegration.	None	1 Day	<i>Social Welfare Officer II and Head (RRPTP and CBSS)</i>
	1.5 Refer for aftercare services.	None	1 Day	<i>Social Welfare Officer II (RRPTP)</i>
	1.6 Prepare Narrative Report/Case Documentation.	None	2 Days	<i>Social Welfare Officer II (RRPTP)</i>
<b>TOTAL Walk-in</b>		None	13 Days and 6 Hours	
<b>Referrals</b>		None	14 Days and 5 Hours	
<b>Rescued Trafficking in Persons</b>		None	3 Months and 22 Days	

\* Recovery and Reintegration program for Trafficked Persons (RRPTP) is covered by Memorandum Circular 20 Series of 2015

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback?	Through client satisfaction measurement mechanism.
How feedbacks are processed?	Consolidate and analyze monthly, quarterly, semi-annually and annually to identify root cause analysis or other known quality management techniques and identify plans and actions that must be recommended for execution to resolve the issues and improve the situation.
How to file a complaint?	<p>A complaint may be filed through any of the established modalities:</p> <ul style="list-style-type: none"> <li>- a telephone call (072-687-8000 loc. 212)</li> <li>- electronic mail (rrptp.fo1@dswd.gov.ph)</li> <li>- posts, comments and chat messages via DSWD FO1 Official Facebook Page: "DSWD Field Office 1"</li> <li>- personal appearance (walk-in clients)</li> <li>- letters addressed to the Regional Director, Mr. Marcelo Nicomedes J. Castillo</li> <li>- Official website at fo1.dswd.gov.ph</li> <li>- through 8888 Citizen's Complaint Center</li> </ul>
How complaints are processed?	<p>Complaints received through Official FB Page, the Office of the Regional Director, Official website and 8888 will be forwarded to Policy and Plans Division for action and resolution.</p> <p>The resolution of all complaint consists of:</p> <ol style="list-style-type: none"> <li>1. Submission/Receipt of a complaint</li> <li>2. Recording of complaint</li> <li>3. Data Gathering and Investigation</li> <li>4. Resolution</li> <li>5. Final Feedback</li> </ol>
Contact Information	Ms. Helen O. Nerona Chief, Statutory Programs Division (072) 687-8000 loc. 219
Contact Information of CCB, PCC, ARTA	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478 5093</p> <p>PCC: 8888</p> <p>CCB: 0908-881-6565 (SMS)</p>

### 30. Registration of Private Social Welfare and Development Agencies (SWDAs)

The process of assessing the applicant organization to determine whether its intended purpose is within the purview of Social Welfare and Development.

<b>Office or Division:</b>	Policy and Plans Division – Standards Section			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C - Government to Client			
<b>Who may avail:</b>	All Private Organization that intends to engage in Social Welfare and Development Activities that operates only in one region.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. One (1) Duly Accomplished and Notarized Application Form		<ul style="list-style-type: none"> <li>DSWD Central Office – Standards Bureau (SB) IBP Road, Constitution Hills, Batasan Pambansa Complex, Quezon City</li> <li>Field Office I – Standards Section</li> <li><a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> Annex 1. DSWD-RLA-F001 Application Form for Registration</li> </ul>		
2. One (1) Updated Copy of Certificate of Registration and latest Articles of Incorporation and by-laws indicating that the organization's primary purpose is within the purview of social welfare and development issued by SEC that gives a juridical personality to a non-stock non –profit organization to operate in the Philippines		<ul style="list-style-type: none"> <li><b>Securities Exchange Commission (SEC)</b> - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307</li> <li><b>Any SEC Extension Office</b> (Baguio City, Tarlac City, Legazpi City, Cebu City, Iloilo City, Cagayan De Oro City, Davao City, Zamboanga City)</li> </ul>		
3. One (1) Copy of the following: <ul style="list-style-type: none"> <li>Handbook or Manual Operations of its programs policies and procedures to attain its purposes</li> <li>Brochure</li> <li>Duly signed Work and Financial Plan for at least two (2) years</li> </ul>		<ul style="list-style-type: none"> <li><a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> Annex 4. DSWD-RLA-F004 Manual of Operation</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure application form through the DSWD website/Field Office Standards Section.	1. Provide client application form and checklist of requirements.	None	10 Minutes	Administrative Officer I / Administrative Aide IV (Standards Section)
2. Submit/file application and supporting documents.	2. Receive the documentary requirements and	None	15 Minutes	Administrative Officer I / Administrative

	<p>provide the applicant organization with a Document Tracking System (DTS) number of the application for easy tracking and reference.</p> <p>2.1 Determine whether the submitted documents are complete.</p> <p><b>a. If complete:</b> 2.1.1 Provide the organization an acknowledgment receipt and log the receipt of application documents into the DTS for Standards Section.</p> <p><b>b. If incomplete:</b> 2.1.1 Return all documents submitted accompanied by a checklist of requirements for applicant Organization's compliance and request client to fill up the Client Satisfaction Feedback Form.</p>	<p>None</p> <p>None</p> <p>None</p>	<p>30 Minutes</p> <p>15 Minutes</p> <p>30 Minutes</p>	<p><i>Aide IV (Standards Section)</i></p> <p><i>Project Development Officer I/III or Social Worker I or Social Welfare Assistant (Standards Section)</i></p> <p><i>Project Development Officer I/III or Social Worker I or Social Welfare Assistant (Standards Section)</i></p> <p><i>Project Development Officer I/III or Social Worker I or Social Welfare Assistant (Standards Section)</i></p>
3. Pay processing fee.	3. Process payment and issue Official Receipt (OR).	PHP 1,000	50 Minutes	<i>Administrative Officer II (Cash Section)</i>
4. Provide Standards Section a photocopy of the OR.	4. Acknowledge the copy of the Official Receipt from the applicant Organization and request client to fill up the Client	None	30 Minutes	<i>Project Development Officer I/III or Social Worker I or Social Welfare Assistant or</i>

	Satisfaction Feedback Form.			Administrative Aide IV (Standards Section)
5. Accomplish and submit the Client Satisfaction Feedback Form.	5. Receive the completed Client Satisfaction Feedback Form.	None	30 Minutes	Administrative Officer I / Administrative Aide IV (Standards Section)
<b>Note: The DSWD will implement 4:00pm cut-off on the submitted complete documents which includes the payment of processing fees. Applications received after 4:00pm shall be considered as a next working day transaction.</b>				
6. Wait for the result of assessment.	<p>6. Review the submitted documents as to completeness and compliance. The submitted complete documents must satisfy the following Criteria:</p> <p>i. Applicant must be engaged mainly or generally in Social Welfare and Development Activities.</p> <p>ii. Applicant has employed a sufficient number of duly qualified staff and/or registered social workers to supervise and take charge of its social welfare and development activities and/or social work interventions in accordance with the set standards.</p> <p>iii. Applicant must submit a duly certified financial statement that at least seventy percent (70% of its funds are</p>	None	2 Days	Project Development Officer I/III or Social Worker I or Social Welfare Assistant (Standards Section)

	<p>disbursed for direct social work services while thirty percent (30%) of the funds are disbursed for administrative services.</p> <p>iv. The SWDA must have a financial capacity to operate for at least two (2) years.</p> <p>v. Applicant keeps record of all social development and/or welfare activities it implements.</p> <p><b>Note: Criteria ii, iii and v are only applicable for those organizations that are already in operation prior to application for Registration.</b></p>			
	<p>6.1 Once the applicant Organization satisfies the prescribed requirements, the Technical Staff assessing the documents shall prepare the Confirmation Report and the Draft Certificate of Registration.</p>	None	1 Day	Project Development Officer I/III or Social Worker I or Social Welfare Assistant (Standards Section)
	<p>6.2 Review and approval of the Confirmation Report; endorsement for approval of the Registration Certificate.</p>	None	2 Days	Project Development Officer I/III or Social Worker I or Social Welfare Assistant or Section Head or

				<i>Division Chief (Standards Section or Policy and Plans Division)</i>
	6.3 Approve and sign Registration Certificate.	None	1 Hour	<i>Regional Director (Office of the Regional Director)</i>
7. Receive the Certificate and Confirmation Letter.	7. Send the Confirmation Report and notify the availability of the Certificate of Registration for release through various means per preference indicated in the application form. (direct pick-up or courier)	None	2 Hours (Depending on the preference of the applicant)	<i>Administrative Aide IV (Standards Section)</i>
<b>TOTAL</b> <b>For complete and compliant:</b>		PHP 1,000	5 Days and 6 Hours	
<b>For incomplete Submission</b>		None	30 Minutes	

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback?	Through client satisfaction measurement mechanism.
How feedbacks are processed?	Consolidate and analyze monthly, quarterly, semi-annually and annually to identify root cause analysis or other known quality management techniques and identify plans and actions that must be recommended for execution to resolve the issues and improve the situation.
How to file a complaint?	<p>A complaint may be filed through any of the established modalities:</p> <ul style="list-style-type: none"> <li>- a telephone call (072-687-8000 loc. 221)</li> <li>- electronic mail (standards.fo1@dswd.gov.ph)</li> <li>- posts, comments and chat messages via DSWD FO1 Official Facebook Page: "DSWD Field Office 1"</li> <li>- personal appearance (walk-in clients)</li> <li>- letters addressed to the Regional Director, Mr. Marcelo Nicomedes J. Castillo</li> <li>- Official website at fo1.dswd.gov.ph</li> <li>- through 8888 Citizen's Complaint Center</li> </ul>
How complaints are processed?	<p>Complaints received through Official FB Page, the Office of the Regional Director, Official website and 8888 will be forwarded to Policy and Plans Division for action and resolution.</p> <p>The resolution of all complaint consists of:</p> <ol style="list-style-type: none"> <li>1. Submission/Receipt of a complaint</li> <li>2. Recording of complaint</li> <li>3. Data Gathering and Investigation</li> <li>4. Resolution</li> <li>5. Final Feedback</li> </ol>
Contact Information	Mr. Melecio C. Ubilas Jr. Chief, Policy and Plans Division (072) 687-8000 loc. 244
Contact Information of CCB, PCC, ARTA	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478 5093</p> <p>PCC: 8888</p> <p>CCB: 0908-881-6565 (SMS)</p>



### 31. Releasing of Check as Financial Assistance to Individuals/ Families in Crisis Situation Through Disbursing Officer

This covers the releasing of check as cash Assistance to Individuals/Families in Crisis Situation (AICS) through Guarantee Letters.

<b>Office or Division:</b>	Finance and Management Division – Cash Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizens			
<b>Who may avail:</b>	1. Individuals and/or families who are indigent, vulnerable, disadvantaged or are otherwise in crisis situation based on the assessment of the social workers; 2. Transients; 3. Repatriates; 4. Deportees; 5. Abandoned individuals; 6. Students-in-crisis; 7. Former rebels; 8. Killed-in-Action/Wounded-in-Action (KIA/WIA)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Processed and approved Disbursement Voucher (DV) and Obligation Request and Status (ORS) by the Regional Director (RD)/Assistant Regional Director for Operations (ARDO) and Assistant Regional Director for Administration (ARDA)		Crisis Intervention Section (CIS)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Notes: - Evaluation of Documentary Requirements and Processing of Assistance are done directly at the CIS under a separate Citizen's Charter. - Does not include queuing time. - Evaluation period may vary depending on the client's concern and document/s.				
1. Proceed to Cash Section and submit approved DV and ORS. * Make sure to ready 1 original valid ID presented during the payment.	1. Check presented documents for completeness, prepare check and issue to the client.	None	5 Minutes	Any Staff on Duty (Cash Section)
2. Sign Acknowledgement Receipt portion of the DV.	2. Release check.	None	3 Minutes	Administrative Officer III/V (Cash Section)
3. Receive check. * Make sure to check data entries before leaving the counter.		None	1 Minute	
<b>TOTAL</b>		None	9 Minutes	

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback?	Through client satisfaction measurement mechanism.
How feedbacks are processed?	Consolidate and analyze monthly, quarterly, semi-annually and annually to identify root cause analysis or other known quality management techniques and identify plans and actions that must be recommended for execution to resolve the issues and improve the situation.
How to file a complaint?	<p>A complaint may be filed through any of the established modalities:</p> <ul style="list-style-type: none"> <li>- a telephone call (072-687-8000 loc. 206)</li> <li>- electronic mail to hrws.fo1@dswd.gov.ph</li> <li>- posts, comments and chat messages via DSWD FO1 Official Facebook Page: "DSWD Field Office 1"</li> <li>- personal appearance (walk-in clients)</li> <li>- letters addressed to the Regional Director, Mr. Marcelo Nicomedes J. Castillo</li> <li>- Official website at fo1.dswd.gov.ph</li> <li>- through 8888 Citizen's Complaint Center</li> </ul>
How complaints are processed?	<p>Complaints received through Official FB Page, the Office of the Regional Director, Official website and 8888 will be forwarded to Statutory Programs Division for action and resolution.</p> <p>The resolution of all complaint consists of:</p> <ol style="list-style-type: none"> <li>1. Submission/Receipt of a complaint</li> <li>2. Recording of complaint</li> <li>3. Data Gathering and Investigation</li> <li>4. Resolution</li> <li>1. Final Feedback</li> </ol>
Contact Information	Mr. Crisanto B. Mortera OIC-Chief, Finance and Management Division (072) 687-8000 loc. 251
Contact Information of CCB, PCC, ARTA	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478 5093</p> <p>PCC: 8888</p> <p>CCB: 0908-881-6565 (SMS)</p>

## 32. Releasing of Payment Thru Check/LDDAP-ADA to Creditors/Suppliers

This covers the releasing of payment thru check and/or List of Due and Demandable Accounts Payable – Advice to Debit Account (LDDAP-ADA) to creditors/suppliers.

<b>Office or Division:</b>	Finance and Management Division – Cash Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B – Government to Businesses G2C - Government to Citizens G2G – Government to Government			
<b>Who may avail:</b>	All creditors/suppliers and service providers with money claims			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Principal</b>				
1. Any valid ID of the claimant/payee (1 original)		Claimant/Payee		
<b>Representative</b>				
<b>For individual claims:</b>				
1. Notarized Special Power of Attorney (1 original)		Person being represented		
2. Any valid ID of the person being represented (1 original and 1 photocopy)		Person being represented		
<b>For supplier/service provider claims:</b>				
1. Official Receipt (for services)/Collection/Acknowledgement Receipt (for goods with Sales/Charge Invoice attached to the disbursement voucher) (1 original)		Bureau of Internal Revenue		
2. Authority to Collect from Head of Office or his/her authorized representative (1 original)		Head of Office of the Company being represented		
3. Company ID of the person who signed the Authority to Collect with signature appearing on the ID (1 photocopy)		Company being represented		
4. Company ID of the collector (1 original and 1 photocopy)		Company being represented		
5. Endorsement letter for service providers under AICS (1 original)		DSWD Crisis Intervention Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to Cash Section and present required documents * Before going to DSWD, the creditor/supplier may inquire/confirm payment through phone.	1. Receive the required documents and review for completeness and appropriateness. 1.1 Retrieve 3 <sup>rd</sup> copy of Disbursement	None	5 Minutes	Administrative Officer III/V (Cash Section)

	Voucher (DV) and Warrant Registry Book.			
2. Issue Official Receipt (OR), sign at the Box E of the original/duplicate copy of Disbursement Voucher (DV) and Warrant Registry Book to acknowledge receipt.	<p>2. Assist the client to sign in the Box E of the original/duplicate copy of DV and Warrant Registry Book.</p> <p>2.1 Provide 3<sup>rd</sup> copy of DV and Certificate of Tax Withheld (BIR Form 2307), if applicable Release the check (if applicable).</p>	None	5 Minutes	<i>Administrative Officer III/V (Cash Section)</i>
<b>TOTAL</b>		None	10 Minutes	

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback?	Through client satisfaction measurement mechanism.
How feedbacks are processed?	Consolidate and analyze monthly, quarterly, semi-annually and annually to identify root cause analysis or other known quality management techniques and identify plans and actions that must be recommended for execution to resolve the issues and improve the situation.
How to file a complaint?	<p>A complaint may be filed through any of the established modalities:</p> <ul style="list-style-type: none"> <li>- a telephone call (072-687-8000 loc. 206)</li> <li>- electronic mail to cash.fo1@dswd.gov.ph</li> <li>- posts, comments and chat messages via DSWD FO1 Official Facebook Page: "DSWD Field Office 1"</li> <li>- personal appearance (walk-in clients)</li> <li>- letters addressed to the Regional Director, Mr. Marcelo Nicomedes J. Castillo</li> <li>- Official website at fo1.dswd.gov.ph</li> <li>- through 8888 Citizen's Complaint Center</li> </ul>
How complaints are processed?	<p>Complaints received through Official FB Page, the Office of the Regional Director, Official website and 8888 will be forwarded to Statutory Programs Division for action and resolution.</p> <p>The resolution of all complaint consists of:</p> <ol style="list-style-type: none"> <li>1. Submission/Receipt of a complaint</li> <li>2. Recording of complaint</li> <li>3. Data Gathering and Investigation</li> <li>4. Resolution</li> <li>5. Final Feedback</li> </ol>
Contact Information	Mr. Crisanto B. Mortera OIC-Chief, Finance and Management Division (072) 687-8000 loc. 251
Contact Information of CCB, PCC, ARTA	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478 5093</p> <p>PCC: 8888</p> <p>CCB: 0908-881-6565 (SMS)</p>

### 33. Rendering Health Care Services

This covers the provision of health services to DSWD personnel to ensure their health and well-being towards a greater employee productivity and overall organizational effectiveness that is also extended to walk-in clients with health concerns.

<b>Office or Division:</b>	Human Resource Management and Development Division – Human Resource Welfare Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizens			
<b>Who may avail:</b>	DSWD personnel dependents, walk-in clients from community, referrals from Crisis Intervention Section			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Health Service Form		Human Resource Welfare Section Clinic		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Visit clinic.	1. Greet the patient and require to sign in the Medical Logbook and accomplish the Health Service Form.	None	1 Minute	<i>Administrative Aide IV (Human Resource Welfare Section – HRWS)</i>
2. Sign in the Medical Logbook and accomplish the Health Service Form.	2. Ask the patient about the concern.	None	3 Minutes	<i>Administrative Aide IV (HRWS)</i>
	2.1 Endorse the patient to the nurse and/or physician for appropriate intervention.	None	2 Minutes	<i>Administrative Aide IV (HRWS)</i>
	2.2 Render health service.	None	25 Minutes	<i>Nurse I / Medical Officer III (HRWS)</i>
	2.3 Ask the patient to answer the client satisfaction survey form.	None	5 Minutes	<i>Nurse I (HRWS)</i>
3. Answer the client satisfaction survey.	3. Receive the completed client satisfaction survey.	None	5 Minutes	<i>Nurse I (HRWS)</i>
<b>TOTAL</b>		None	41 Minutes	

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback?	Through client satisfaction measurement mechanism.
How feedbacks are processed?	Consolidate and analyze monthly, quarterly, semi-annually and annually to identify root cause analysis or other known quality management techniques and identify plans and actions that must be recommended for execution to resolve the issues and improve the situation.
How to file a complaint?	<p>A complaint may be filed through any of the established modalities:</p> <ul style="list-style-type: none"> <li>- a telephone call (072-687-8000 loc. 217)</li> <li>- electronic mail to hrws.fo1@dswd.gov.ph</li> <li>- posts, comments and chat messages via DSWD FO1 Official Facebook Page: "DSWD Field Office 1"</li> <li>- personal appearance (walk-in clients)</li> <li>- letters addressed to the Regional Director, Mr. Marcelo Nicomedes J. Castillo</li> <li>- Official website at fo1.dswd.gov.ph</li> <li>- through 8888 Citizen's Complaint Center</li> </ul>
How complaints are processed?	<p>Complaints received through Official FB Page, the Office of the Regional Director, Official website and 8888 will be forwarded to Statutory Programs Division for action and resolution.</p> <p>The resolution of all complaint consists of:</p> <ol style="list-style-type: none"> <li>1. Submission/Receipt of a complaint</li> <li>2. Recording of complaint</li> <li>3. Data Gathering and Investigation</li> <li>4. Resolution</li> <li>5. Final Feedback</li> </ol>
Contact Information	<p>Ms. Clarivel C. Banzuela  Chief, Human Resource Management and Development Division  (072) 687-8000 loc. 216</p>
Contact Information of CCB, PCC, ARTA	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a>  8478 5093  PCC: 8888  CCB: 0908-881-6565 (SMS)</p>

### 34. Rendering Legal Advice to External Phone-In Clients

This process covers addressing requests for legal advice involving the Department, its formal mandate and the exercise of its official powers and functions from internal or external clients of the Department from external clients of the Department via phone call.

<b>Office or Division:</b>	Office of the Regional Director – Legal Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizens G2B – Government to Business			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		N/A		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Call Legal Unit for advice.	1. Answer phone call.	None	1 Minute	<i>Legal Assistant (LA)</i>
	1.1 Ask the client about the concern.	None	2 Minutes	<i>Legal Assistant (LA)</i>
	1.1.1 Assess the nature of the concern involves the Department's formal mandate or its exercise of official powers and functions.	None	5 Minutes	<i>Legal Assistant (LA)</i>
	1.1.2 Endorse the client to the Lawyer to answer the concern.	None	2 Minutes	<i>Legal Assistant (LA)</i>
2. Receive the legal advice or assistance.	2. Lawyer render legal advice.	None	1 Hour	<i>Attorney IV (Legal Unit)</i>
3. Answer the customer satisfaction survey and customer feedback form and send back to the Legal Unit. (If the customer provided an email address.)	3. Receive the customer satisfaction survey and customer feedback form from the customer.	None	5 Minutes	<i>Legal Assistant II (Legal Unit)</i>
	3.1 Record in the legal case portal for monitoring.	None	5 Minutes	<i>Attorney IV/Legal Assistant (Legal Unit)</i>
<b>TOTAL</b>		None	1 Hour and 20 Minutes	

\*Processing Time are expressed in Working Days and exclusive of Holidays



<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback?	Through client satisfaction measurement mechanism.
How feedbacks are processed?	Consolidate and analyze monthly, quarterly, semi-annually and annually to identify root cause analysis or other known quality management techniques and identify plans and actions that must be recommended for execution to resolve the issues and improve the situation.
How to file a complaint?	<p>A complaint may be filed through any of the established modalities:</p> <ul style="list-style-type: none"> <li>- a telephone call (072-687-8000 loc. 223)</li> <li>- electronic mail (legal.fo1@dswd.gov.ph)</li> <li>- posts, comments and chat messages via DSWD FO1 Official Facebook Page: "DSWD Field Office 1"</li> <li>- personal appearance (walk-in clients)</li> <li>- letters addressed to the Regional Director, Mr. Marcelo Nicomedes J. Castillo</li> <li>- Official website at fo1.dswd.gov.ph</li> <li>- through 8888 Citizen's Complaint Center</li> </ul>
How complaints are processed?	<p>Complaints received through Official FB Page, the Office of the Regional Director, Official website and 8888 will be forwarded to the Office of the Regional Director for action and resolution. The resolution of all complaint consists of:</p> <ol style="list-style-type: none"> <li>1. Submission/Receipt of a complaint</li> <li>2. Recording of complaint</li> <li>3. Data Gathering and Investigation</li> <li>4. Resolution</li> <li>5. Final Feedback</li> </ol>
Contact Information	<p>Atty. Glaiza Bernadeth P. Tadeo  Atty. IV, Legal Officer  (072) 687-8000 loc. 223</p>
Contact Information of CCB, PCC, ARTA	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a>  8478 5093  PCC: 8888  CCB: 0908-881-6565 (SMS)</p>

### 35. Rendering Legal Advice to Walk-in Clients

This process covers addressing requests for legal advice involving the Department, its formal mandate and the exercise of its official powers and functions from internal or external clients of the Field Office.

<b>Office or Division:</b>	Office of the Regional Director – Legal Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizens G2B – Government to Business			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		Walk-in requesting party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Personally visit the Legal Unit.	1. Greet the client.	None	1 Minute	<i>Legal Assistant II (Legal Unit)</i>
2. Sign in the log book of visitors.	2. Require the client to sign in the log book of visitors.	None	1 Minute	<i>Legal Assistant II (Legal Unit)</i>
	2.1 Ask the client about the concern. 2.1.1 Assess the nature of the concern involves the Department's formal mandate or its exercise of official powers and functions.	None	2 Minutes	<i>Legal Assistant II (Legal Unit)</i>
	2.1.2 Endorse the client to the Lawyer for legal advice.	None	2 Minutes	<i>Legal Assistant II (Legal Unit)</i>
3. Receive the legal advice.	3. Lawyer render legal advice.	None	1 Hour	<i>Attorney IV (Legal Unit)</i>
4. Answer the customer satisfaction survey and customer feedback form.	4. Retrieve the filled-out customer satisfaction survey and customer feedback form.	None	5 Minutes	<i>Legal Assistant II (Legal Unit)</i>
	4.1 Record in the legal case portal for monitoring.	None	5 Minutes	<i>Attorney IV / Lawyer Assistant II (Legal Unit)</i>
<b>TOTAL</b>		None	1 Hour and 16 Minutes	

\*Processing Time are expressed in Working Days and exclusive of Holidays

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback?	Through client satisfaction measurement mechanism.
How feedbacks are processed?	Consolidate and analyze monthly, quarterly, semi-annually and annually to identify root cause analysis or other known quality management techniques and identify plans and actions that must be recommended for execution to resolve the issues and improve the situation.
How to file a complaint?	<p>A complaint may be filed through any of the established modalities:</p> <ul style="list-style-type: none"> <li>- a telephone call (072-687-8000 loc. 223)</li> <li>- electronic mail (legal.fo1@dswd.gov.ph)</li> <li>- posts, comments and chat messages via DSWD FO1 Official Facebook Page: "DSWD Field Office 1"</li> <li>- personal appearance (walk-in clients)</li> <li>- letters addressed to the Regional Director, Mr. Marcelo Nicomedes J. Castillo</li> <li>- Official website at fo1.dswd.gov.ph</li> <li>- through 8888 Citizen's Complaint Center</li> </ul>
How complaints are processed?	<p>Complaints received through Official FB Page, the Office of the Regional Director, Official website and 8888 will be forwarded to the Office of the Regional Director for action and resolution. The resolution of all complaint consists of:</p> <ol style="list-style-type: none"> <li>1. Submission/Receipt of a complaint</li> <li>2. Recording of complaint</li> <li>3. Data Gathering and Investigation</li> <li>4. Resolution</li> <li>5. Final Feedback</li> </ol>
Contact Information	<p>Atty. Glaiza Bernadeth P. Tadeo  Atty. IV, Legal Officer  (072) 687-8000 loc. 223</p>
Contact Information of CCB, PCC, ARTA	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a>  8478 5093  PCC: 8888  CCB: 0908-881-6565 (SMS)</p>

### 36. Replication of Completed Social Technologies

The Social Technology Section (STS) conducts promotional activities targeting Local Government Units and other intermediaries to replicate the completed social technologies of the DSWD. Intermediaries who express interest to replicate social technologies may request for technical assistance through trainings, deepening sessions, site visits and other related activities directly to the Social Technology Bureau/STS.

<b>Office or Division:</b>	Policy and Plans Division – Social Technology Section			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	Local Government Units, Non-Government Organizations, People's Organizations and other			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Not applicable		Not applicable		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Signify Expression of Interest (EOI) to replicate completed Social Technologies during the conduct of promotional activities.	1. Include in the existing database system	None	1-5 Days	<i>Social Welfare Assistant (Social Technology Section - STS)</i>
	1.1 Prepare TA plan for LGUs that expressed interest to replicate completed Social Technologies	None	1-30 Days	<i>Social Welfare Officer II (STS)</i>
	1.2 Prepare letter to the LGU informing the Local Chief Executive (LCE) about the EOI.	None	1 Day	<i>Social Welfare Officer II (STS)</i>
	1.3 Record the document in the Document Tracking System (DTS) and forward the document to Policy and Plans Division (PPD) Administrative Staff.	None	30 Minutes	<i>Social Welfare Assistant (STS)</i>
	1.4 Review and approve the letter and forward document to administrative staff	None	1 Day	<i>Chief (Policy and Plans Division - PPD)</i>
	1.5 Update document remarks	None	30 Minutes	<i>Administrative Aide IV (PPD)</i>

	<p>in the DTS and forward it to the RD for review/ signature</p> <p>1.6 Review and sign document prepared by the technical staff.</p> <p>1.7 Update document remarks in the DTS and forward the document to PPD Administrative Staff.</p> <p>1.8 Update document remarks in the DTS and forward the document to STS.</p> <p>1.9 Update document remarks in the DTS and forward the document to Records and Archives Management Section (RAMS).</p> <p>1.10 Update document remarks in the DTS and send document to the LGU.</p>	<p>None</p> <p>None</p> <p>None</p> <p>None</p> <p>None</p>	<p>1 Day</p> <p>30 Minutes</p> <p>30 Minutes</p> <p>30 Minutes</p> <p>3 Hours, 5 Minutes</p>	<p><i>Regional Director (Office of the Regional Director – (ORD)</i></p> <p><i>Administrative Aide IV (ORD)</i></p> <p><i>Administrative Aide IV (PPD)</i></p> <p><i>Social Welfare Assistant (STS)</i></p> <p><i>Administrative Aide IV/VI – AAide IV/VI (Records and Archives Management Section - RAMS)</i></p>
2. Submit Resolution passed by the Council and MOA signed by the LSWDO and the LCE	<p>2. Encode in the DTS receipt of Resolution and MOA.</p> <p>2.1 Receive the documents and provide instruction to the PPD Chief.</p> <p>2.2 Update document remarks in the DTS and endorse the</p>	<p>None</p> <p>None</p> <p>None</p>	<p>30 Minutes</p> <p>1 Day</p> <p>30 Minutes</p>	<p><i>Administrative Aide IV/VI – AAide IV/VI (RAMS)</i></p> <p><i>Regional Director (ORD)</i></p> <p><i>Administrative Aide IV (ORD)</i></p>

	document to PPD Administrative Staff.			
	2.3 Receive the documents and endorse the same to PPD Chief.	None	30 Minutes	<i>Administrative Aide IV (PPD)</i>
	2.4 Provides further instructions to technical staff and forward document to Administrative Staff	None	1 Day	<i>Chief (PPD)</i>
	2.5 Update document remarks in the DTS and endorse the document to STS.	None	30 Minutes	<i>Administrative Aide IV (PPD)</i>
	2.6 Receive the documents and endorse the same to the Technical Staff.	None	30 Minutes	<i>Social Welfare Assistant (STS)</i>
	2.7 Prepare confirmation of receipt and endorse the same to SWA	None	1 Day	<i>Social Welfare Officer II (STS)</i>
	2.8 Record the document in the DTS and forward the document to PPD Administrative Staff.	None	30 Minutes	<i>Social Welfare Assistant (STS)</i>
	2.9 Review and approve the letter and forward document to Administrative Staff	None	1 Day	<i>Chief (PPD)</i>
	2.10 Update document remarks in the DTS and forward it to the RD for review/ signature	None	30 Minutes	<i>Administrative Aide IV (PPD)</i>
	2.11 Review and sign document prepared by the technical staff.	None	1 Day	<i>Regional Director (ORD)</i>

	2.12 Update document remarks in the DTS and forward the document to PPD Administrative Staff.	None	30 Minutes	<i>Administrative Aide IV (ORD)</i>
	2.13 Update document remarks in the DTS and forward the document to STS.	None	30 Minutes	<i>Administrative Aide IV (PPD)</i>
	2.14 Update document remarks in the DTS and forward the document to RAMS.	None	30 Minutes	<i>Social Welfare Assistant (STS)</i>
	2.15 Update document remarks in the DTS and send document to the LGU.	None	3 Hours, 5 Minutes	<i>Administrative Aide IV/VI – AAide IV/VI (RAMS)</i>
	2.16 Sign MOA	None	30 Minutes	<i>Social Welfare Officer II (STS)</i>
	2.17 Update document remarks in the DTS, and endorse the document to ORD Administrative Staff	None	30 Minutes	<i>Social Welfare Assistant (STS)</i>
	2.18 Endorse the document to the RD for signature	None	30 Minutes	<i>Administrative Aide IV (ORD)</i>
	2.19 Sign MOA and endorse the document to Administrative Staff	None	1 Day	<i>Regional Director (ORD)</i>
	2.20 Update document remarks in the DTS and endorse to STS.	None	30 Minutes	<i>Administrative Aide IV (ORD)</i>
	2.21 Have MOA notarized.	None	1 Day	<i>Social Welfare Assistant (STS)</i>

	2.22 Provide initial technical session and hand copy of MOA.	None	(Depending on the availability of the LGU)	<i>Social Welfare Officer II (STS)</i>
3. Request for Technical Assistance and Resource Augmentation.	3. Provision of Technical Assistance.	None	1-3 Days (Depending on the request/duration of the activity)	<i>Social Welfare Officer II (STS)</i>
	3.1 Submit request for downloading of start-up fund.	None	20 Days	<i>Social Welfare Officer II (STS)</i>
<b>TOTAL</b>		None	69 Days, 7 Hours and 40 Minutes	



<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback?	Through client satisfaction measurement mechanism.
How feedbacks are processed?	Consolidate and analyze monthly, quarterly, semi-annually and annually to identify root cause analysis or other known quality management techniques and identify plans and actions that must be recommended for execution to resolve the issues and improve the situation.
How to file a complaint?	<p>A complaint may be filed through any of the established modalities:</p> <ul style="list-style-type: none"> <li>- a telephone call (072-687-8000 loc. 221)</li> <li>- electronic mail (soctech.fo1@dswd.gov.ph)</li> <li>- posts, comments and chat messages via DSWD FO1 Official Facebook Page: "DSWD Field Office 1"</li> <li>- personal appearance (walk-in clients)</li> <li>- letters addressed to the Regional Director, Mr. Marcelo Nicomedes J. Castillo</li> <li>- Official website at fo1.dswd.gov.ph</li> <li>- through 8888 Citizen's Complaint Center</li> </ul>
How complaints are processed?	<p>Complaints received through Official FB Page, the Office of the Regional Director, Official website and 8888 will be forwarded to Policy and Plans Division for action and resolution.</p> <p>The resolution consists of:</p> <ol style="list-style-type: none"> <li>1. Submission/Receipt of a complaint</li> <li>2. Recording of complaint</li> <li>3. Data Gathering and Investigation</li> <li>4. Resolution</li> <li>5. Final Feedback</li> </ol>
Contact Information	Mr. Melecio C. Ubilas Jr. Chief, Policy and Plans Division (072) 687-8000 loc. 244
Contact Information of CCB, PCC, ARTA	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478 5093</p> <p>PCC: 8888</p> <p>CCB: 0908-881-6565 (SMS)</p>

### 37. Request for Cash for Work under the Risk Resilience Program on Climate Change Adaptation and Mitigation and Disaster Risk Reduction (RRP-CCAM-DRR)

The project reach shall focus in 18 major river basins, 10 principal river basins, 4 major urban centers, 822 coastal municipalities, 22 vulnerable provinces as identified and recommended by DENR and other areas that are economically vulnerable and are historically susceptible to disaster hazards as assessed and identified by the DSWD FO and LSWDO. Request for Cash for Work shall be processed by the Disaster Response Management Division (DRMD) through Disaster Response and Rehabilitation Section (DRRS).

Office or Division:	Disaster Response Management Division - Disaster Response and Rehabilitation Section			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizens G2G – Government to Government			
Who may avail:	Poor families as identified under the DSWD Listahanan; Poor families excluded from the DSWD Listahanan as assessed by the LSWDO; Indigenous People (IP); and Families with vulnerable members such as Persons with Disabilities (PWDs), Senior Citizens, Solo Parents, etc. who are living beside river basins, coastal municipalities, vulnerable provinces identified and recommended by DENR			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
LGU Requirement				
1. Project Proposal		N/A		
2. Masterlist of Beneficiaries		N/A		
Beneficiary Requirement				
1. Daily Time Record		LGU		
2. Accomplishment Report		LGU		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Project Proposal, Masterlist and Program of Works	1. Receive Project Proposal from end user.	None	1 Minute	Administrative Aide IV/ Administrative Assistant III (Disaster Response Management Division - DRMD)
	1.1 Record Project Proposal to incoming communication logbook.	None	3 Minutes	Administrative Aide IV/ Administrative Assistant III (DRMD)
	1.2 Update the data tracking system.	None	5 Minutes	Administrative Aide IV/ Administrative

				<i>Assistant III (DRMD)</i>
	1.3 Endorse Proposal to outgoing communication logbook.	None	3 Minutes	<i>Administrative Aide IV/ Administrative Assistant III (DRMD)</i>
	1.4 Receive and record proposal to incoming communication logbook.	None	1 Minute	<i>Administrative Aide IV/ Administrative Assistant III (DRMD)</i>
	1.5 Endorse proposal to Climate Change Adaptation and Mitigation (CCAM) Focal Person.	None	3 Minutes	<i>Administrative Aide IV/ Administrative Assistant III (DRMD)</i>
	1.6 Review Project Proposal.	None	1 Hour	<i>Project Development Officer II – CCAM Focal Person (Disaster Response and Rehabilitation Section - DRRS)</i>
	1.7.a If details are not complete, inform the end user for the completion of details.	None	5 Minutes	<i>Project Development Officer II – CCAM Focal Person (DRRS)</i>
	1.7.b If details are complete, recommend for approval of Division Chief/Regional Director.	None	5 Minutes	<i>Project Development Officer II – CCAM Focal Person (DRRS)</i>
	1.8 Conduct validation on proposed projects.	None	3 Days	<i>Project Development Officer I/II (DRRS)</i>
	1.9 Recommend for approval.	None	2 Hours	<i>Head (DRRS)</i>
	1.10 Update the data tracking system.	None	5 Minutes	<i>Administrative Aide VI (DRRS)</i>

	1.11 Endorse project proposal to outgoing communication logbook.	None	3 Minutes	<i>Administrative Aide VI (DRRS)</i>
	1.12 Receive and endorse project proposal.	None	3 Minutes	<i>Administrative Aide IV/ Administrative Assistant III (DRMD)</i>
	1.13 Review and recommend proposal.	None	2 Hours	<i>Chief (DRMD)</i>
	1.14 Update data tracking system.	None	5 Minutes	<i>Administrative Aide IV/ Administrative Assistant III (DRMD)</i>
	1.15 Forward documents to outgoing communication logbook.	None	5 Minutes	<i>Administrative Aide IV/ Administrative Assistant III (DRMD)</i>
	1.16 Certify availability of allotment.	None	5 Minutes	<i>Administrative Officer V (Budget Section)</i>
	1.17 Receive approved project proposal.	None	3 Minutes	<i>Administrative Aide VI (DRRS)</i>
	1.18 Endorse project proposal.	None	3 Minutes	<i>Administrative Aide VI (DRRS)</i>
	1.19 Update database.	None	5 Minutes	<i>Project Development Officer II – CCAM Focal Person (DRRS)</i>
	1.20 Prepare Financial Documents.	None	5 Minutes	<i>Project Development Officer II – CCAM Focal Person (DRRS)</i>
	1.21 Update data tracking system.	None	5 Minutes	<i>Administrative Aide VI (DRRS)</i>

	1.22 Record and endorse documents to outgoing communication logbook.	None	3 Minutes	<i>Administrative Aide VI (DRRS)</i>
	1.23 Process documents for cash advance.	None	1 Day	<i>Administrative Assistant III (Accounting Section)</i>
	1.24 Coordinate schedule of payout once the cash is available.	None	30 Minutes	<i>Project Development Officer II – CCAM Focal Person (DRRS)</i>
	1.25 Form payout Team.	None	30 Minutes	<i>Project Development Officer II – CCAM Focal Person (DRRS)</i>
	1.26 Prepare travel authority.	None	5 Minutes	<i>Administrative Aide VI (DRRS)</i>
	1.27 Receive cash for payout.	None	1 Hour	<i>Paymaster (DRMD)</i>
	1.28 Courtesy call to the Local Chief Executive.	None	30 Minutes	<i>Paymaster (DRMD)</i>
	1.29 Conduct Payout.	None	3 Days	<i>Paymaster (DRMD)</i>
	1.30 Verify the attachment if complete.	None	5 Minutes	<i>Paymaster (DRMD)</i>
	1.31.a If attachments are not complete, inform beneficiary and require supporting documents.	None	5 Minutes	<i>Paymaster (DRMD)</i>
	1.31.b If documents are complete, request beneficiary to affix signature.	None	2 Minutes	<i>Paymaster (DRMD)</i>
2. Affix signature.	2. Release cash.	None	3 Minutes	<i>Paymaster (DRMD)</i>
<b>TOTAL</b>				

<b>Incomplete LGU Requirements</b>	None	1 Hour and 21 Minutes	
<b>Complete LGU Requirements</b>	None	7 Days, 9 Hours and 1 Minute	

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback?	Through client satisfaction measurement mechanism.
How feedbacks are processed?	Consolidate and analyze monthly, quarterly, semi-annually and annually to identify root cause analysis or other known quality management techniques and identify plans and actions that must be recommended for execution to resolve the issues and improve the situation.
How to file a complaint?	<p>A grievance may be filed through any of the established modalities:</p> <ul style="list-style-type: none"> <li>- a telephone call (072-687-8000 loc. 208)</li> <li>- electronic mail (drmd.fo1@dswd.gov.ph)</li> <li>- posts, comments and chat messages via DSWD FO1 Official Facebook Page: "DSWD Field Office 1"</li> <li>- personal appearance (walk-in clients)</li> <li>- letters addressed to the Regional Director, Mr. Marcelo Nicomedes J. Castillo</li> <li>- website at fo1.dswd.gov.ph</li> <li>- through 8888 Citizen's Complaint Center</li> </ul>
How complaints are processed?	<p>Consists of a five-step procedure commencing on the receipt of grievance and ending on the grievance final resolution. These steps are:</p> <ol style="list-style-type: none"> <li>1. Submission/Receipt of a Grievance</li> <li>2. Recording of Grievance</li> <li>3. Data Gathering and Investigation</li> <li>4. Resolution</li> <li>5. Final Feedback</li> </ol>
Contact Information	Ms. Maricel S. Caleja OIC-Chief, Disaster Response Management Division (072) 687-8000 loc. 208
Contact Information of CCB, PCC, ARTA	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478 5093</p> <p>PCC: 8888</p> <p>CCB: 0908-881-6565 (SMS)</p>

### 38. Request for Emergency Shelter Assistance (ESA)

Shelter assistance is meant to assist family victims of disaster to acquire decent shelters. The eligibility for the assistance is based from a set of criteria wherein the assessment and recommendation of the LSWDO following a set of criteria provided by DSWD through the guideline on Shelter Assistance and validated by the DSWD Field Offices. Prioritization is determined based on criteria indicated in the guideline in consideration of the funds available for the purpose. Request for Emergency Shelter Assistance shall be processed by the Disaster Response Management Division (DRMD) through Disaster Response and Rehabilitation Section (DRRS).

<b>Office or Division:</b>	Disaster Response Management Division - Disaster Response and Rehabilitation Section			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Citizens G2G – Government to Government			
<b>Who may avail:</b>	Family-victims whose houses were totally or partially destroyed by either natural or human induced disasters			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Project Proposal		N/A		
2. Masterlist of Beneficiaries		N/A		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit request for Emergency Shelter Assistance (ESA) supported by masterlist. (LGU)	1. Receive and record document submitted by the requesting party.	None	15 Minutes	<i>Administrative Aide IV/ Administrative Assistant III (Disaster Response Management Division - DRMD)</i>
	1.1 Endorse document to Disaster Response and Rehabilitation Section.	None	15 Minutes	<i>Administrative Aide VI (Disaster Response and Rehabilitation Section - DRRS)</i>
	1.2 Crossmatch number of validated damaged houses submitted by the LGU vis-à-vis Disaster Response Operations Monitoring and Information Center (DROMIC) Report.	None	45 Minutes	<i>Project Development Officer I – ESA Focal Person (DRRS) and Project Development Officer III – DROMIC Focal Person (Disaster Response Information Management)</i>

				<i>System DRIMS)</i> -
	1.3. Review project proposal/request as well as the completeness of documents.	None	1 Hour	<i>Project Development Officer I – ESA Focal Person (DRRS)</i>
	1.4 Recommend approval of the proposal/request.	None	1 Hour	<i>Chief (DRMD)</i>
	1.5 Review and approve proposal/request.	None	2 Days	<i>Regional Director (Office of the Regional Director)</i>
	1.6 Prepare request for funding to Central Office.	None	1 Hour	<i>Project Development Officer I – ESA Focal Person (DRRS)</i>
	1.7 Process/download fund to field office.	None	6 Months	<i>ESA Counterpart (Central Office)</i>
	1.8 Prepare DV/ORS through cash advance of SDO.	None	1 Hour	<i>Project Development Officer I – ESA Focal Person (DRRS)</i>
	1.9 Process the cash advance.	None	5 Days	<i>Administrative Assistant III (Accounting Section)</i>
	1.10 Prepare check of SDO.	None	15 Minutes	<i>Administrative Assistant III (Accounting Section)</i>
	1.11 Inform DRRS for the availability of check.	None	2 Minutes	<i>Administrative Assistant III (Accounting Section)</i>
	1.12 Coordinate with LGU for the schedule of payout	None	30 Minutes	<i>Project Development Officer I – ESA Focal Person (DRRS)</i>



2. Schedule the payout. (LGU)  2.1 Facilitate the filling up of ESA forms and other documents. (LGU)  2.2 Fill up ESA form and other documents. (Beneficiary)	2. Inform Special Disbursing Officer (SDO) for the encashment of check.	None	5 Minutes	<i>Project Development Officer I – ESA Focal Person (DRRS)</i>
	2.1 Encash check.	None	3 Hours	<i>Special Disbursing Officer – SDO (DRMD)</i>
	2.2 Release cash to paymaster.	None	1 Hour	<i>SDO (DRMD)</i>
	2.3 Receive the cash for payout.	None	30 Minutes	<i>Paymaster (DRMD)</i>
	2.4 Facilitate the payout with paymaster to LGU beneficiaries.	None	5 Minutes (Per Beneficiary per Staff)	<i>Paymaster (DRMD)</i>
3. Receive cash assistance. (Beneficiary)	-	None	2 Minutes	-
<b>TOTAL</b>		None	6 Months, 8 Days, 2 Hours and 44 Minutes	

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback?	Through client satisfaction measurement mechanism.
How feedbacks are processed?	Consolidate and analyze monthly, quarterly, semi-annually and annually to identify root cause analysis or other known quality management techniques and identify plans and actions that must be recommended for execution to resolve the issues and improve the situation.
How to file a complaint?	<p>A complaint may be filed through any of the established modalities:</p> <ul style="list-style-type: none"> <li>- a telephone call (072-687-8000 loc. 208)</li> <li>- electronic mail (drmd.fo1@dswd.gov.ph)</li> <li>- posts, comments and chat messages via DSWD FO1 Official Facebook Page: "DSWD Field Office 1"</li> <li>- personal appearance (walk-in clients)</li> <li>- letters addressed to the Regional Director, Mr. Marcelo Nicomedes J. Castillo</li> <li>- website at fo1.dswd.gov.ph</li> <li>- through 8888 Citizen's Complaint Center</li> </ul>
How complaints are processed?	<p>Complaints received through Official FB Page, the Office of the Regional Director, Official website and 8888 will be forwarded to Policy and Plans Division for action and resolution.</p> <p>The resolution of all complaint consists of:</p> <ol style="list-style-type: none"> <li>1. Submission/Receipt of a complaint</li> <li>2. Recording of complaint</li> <li>3. Data Gathering and Investigation</li> <li>4. Resolution</li> <li>5. Final Feedback</li> </ol>
Contact Information	Ms. Maricel S. Caleja OIC-Chief, Disaster Response Management Division (072) 687-8000 loc. 208
Contact Information of CCB, PCC, ARTA	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478 5093</p> <p>PCC: 8888</p> <p>CCB: 0908-881-6565 (SMS)</p>

### 39. Request for Food for Work

The provision of food or cash grants to disaster victims / displaced persons in exchange for their services or involvement in undertaking restoration and rehabilitation activities.

<b>Office or Division:</b>	Disaster Response Management Division - Disaster Response and Rehabilitation Section			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C - Government to Citizens G2G – Government to Government			
<b>Who may avail:</b>				
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Project Proposal		N/A		
2. Masterlist of Beneficiaries		N/A		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Project Proposal, Masterlist and Program of Works	1. Receive Project Proposal from end user.	None	1 Minute	Administrative Aide IV/ Administrative Assistant III (Disaster Response Management Division - DRMD)
	1.1 Record Project Proposal to incoming communication logbook.	None	3 Minutes	Administrative Aide IV/ Administrative Assistant III (DRMD)
	1.2 Update the data tracking system.	None	5 Minutes	Administrative Aide IV/ Administrative Assistant III (DRMD)
	1.3 Endorse Proposal to outgoing communication logbook.	None	3 Minutes	Administrative Aide IV/ Administrative Assistant III (DRMD)
	1.4 Receive and record proposal to incoming communication logbook.	None	1 Minute	Administrative Aide IV/ Administrative Assistant III (DRMD)
	1.5 Endorse proposal.	None	3 Minutes	Administrative Aide IV/ Administrative

				<i>Assistant III (DRMD)</i>
	1.6 Review Project Proposal.	None	1 Hour	<i>Head (Disaster Response and Rehabilitation Section - DRRS)</i>
	1.7.a If details are not complete, inform the end user for the completion of the details.	None	5 Minutes	<i>Administrative Assistant III (DRRS)</i>
	1.7.b If details are complete, recommend for approval of Division Chief/Regional Director.	None	5 Minutes	<i>Head (Disaster Response and Rehabilitation Section - DRRS)</i>
	1.8 Conduct validation on proposed projects.	None	3 Days	<i>Technical Staff (DRMD)</i>
	1.9 Recommend for approval.	None	2 Hours	<i>Head (DRRS)</i>
	1.10 Update the data tracking system.	None	5 Minutes	<i>Administrative Aide VI (DRRS)</i>
	1.11 Endorse project proposal to outgoing communication logbook.	None	3 Minutes	<i>Administrative Aide VI (DRRS)</i>
	1.12 Receive and endorse project proposal.	None	3 Minutes	<i>Administrative Aide IV/ Administrative Assistant III (DRMD)</i>
	1.13 Review and recommend proposal.	None	2 Hours	<i>Chief (DRMD)</i>
	1.14 Update data tracking system.	None	5 Minutes	<i>Administrative Aide IV/ Administrative Assistant III (DRMD)</i>

	1.15 Forward documents to outgoing communication logbook.	None	5 Minutes	Administrative Aide IV/ Administrative Assistant III (DRMD)
	1.16 Receive approved project proposal.	None	3 Minutes	Administrative Aide VI (DRRS)
	1.17 Endorse project proposal.	None	3 Minutes	Administrative Aide VI (DRRS)
	1.18 Update database.	None	5 Minutes	Project Development Officer III/ Administrative Assistant III (Regional Recourse Operation Section - RROS)
	1.19 Update data tracking system.	None	5 Minutes	Administrative Assistant III (RROS)
	1.20 Record documents.	None	3 Minutes	Administrative Assistant III (RROS)
	1.21 Coordinate schedule of relief distribution to requesting party.	None	30 Minutes	Project Development Officer I/II / Social Welfare Officer II (DRRS)
2. Fill up Disaster Assistance Family Access Card (DAFAC) and prepare other supporting documents.	2. Prepare travel authority.	None	35 Minutes	Distribution Team (DRMD)
	2.1 Conduct courtesy call to the Local Chief Executive.	None	30 Minutes	Distribution Team (DRMD)
	2.2 Verify data in DAFAC.	None	5 Minutes	Distribution Team (DRMD)
3. Affix signature on Relief Distribution Sheet (RDS).	3. Release Food and Non-food Items.	None	15 Minutes	Distribution Team
<b>TOTAL</b>				
<b>Incomplete Details</b>		None	1 Hour and 21 Minutes	

<b>Complete Details</b>	None	3 Days, 7 Hours and 56 Minutes	
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<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback?	Through client satisfaction measurement mechanism.
How feedbacks are processed?	Consolidate and analyze monthly, quarterly, semi-annually and annually to identify root cause analysis or other known quality management techniques and identify plans and actions that must be recommended for execution to resolve the issues and improve the situation.
How to file a complaint?	<p>A complaint may be filed through any of the established modalities:</p> <ul style="list-style-type: none"> <li>- a telephone call (072-687-8000 loc. 208)</li> <li>- electronic mail (drmd.fo1@dswd.gov.ph)</li> <li>- posts, comments and chat messages via DSWD FO1 Official Facebook Page: "DSWD Field Office 1"</li> <li>- personal appearance (walk-in clients)</li> <li>- letters addressed to the Regional Director, Mr. Marcelo Nicomedes J. Castillo</li> <li>- website at fo1.dswd.gov.ph</li> <li>- through 8888 Citizen's Complaint Center</li> </ul>
How complaints are processed?	<p>Complaints received through Official FB Page, the Office of the Regional Director, Official website and 8888 will be forwarded to Policy and Plans Division for action and resolution.</p> <p>The resolution of all complaint consists of:</p> <ol style="list-style-type: none"> <li>1. Submission/Receipt of a complaint</li> <li>2. Recording of complaint</li> <li>3. Data Gathering and Investigation</li> <li>4. Resolution</li> <li>5. Final Feedback</li> </ol>
Contact Information	Ms. Maricel S. Caleja OIC-Chief, Disaster Response Management Division (072) 687-8000 loc. 208
Contact Information of CCB, PCC, ARTA	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478 5093</p> <p>PCC: 8888</p> <p>CCB: 0908-881-6565 (SMS)</p>

#### 40. Request for Inclusion to Social Pension Program

The Social Pension for Indigent Senior Citizens is the provision of monthly stipend amounting to Five Hundred Pesos (Php500.00) to augment the daily subsistence and other medical needs of indigent senior citizens. This is in line with the fulfillment of the obligation of the government to the most vulnerable sector through social protection, and for the full implementation of Republic Act No. 9994 or the “Expanded Senior Citizen’s Act of 2010”.

<b>Office or Division:</b>	Statutory Programs Division – Community-Based Services Section – Social Pension Program Management Office			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Citizens G2G – Government to Government			
<b>Who may avail:</b>	Sixty (60) years old and above senior citizens who are: <ul style="list-style-type: none"> <li>• Frail, sickly or with disability;</li> <li>• No pension from the Government Service Insurance System (GSIS), Social Security System (SSS), Philippine Veterans Affairs Office (PVAO), Armed Forces and Police Mutual Benefit Association, Inc. (AFPMBAI) or any other insurance company;</li> <li>• No permanent source of income; and</li> <li>• No regular support from family or relatives for his/her basic needs.</li> </ul>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
N/A				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request for inclusion to Social Pension Program.	1. Review request.	None	10 Minutes	Head (Social Pension Program Management Office – SPPMO)
	1.1 Verify if included in the waiting list.	None	15 Minutes	Project Development Officer I – PDO I / Social Welfare Officer I – SWO I (SPPMO)
	1.2.a If included, inform the client through a Response Letter signed by the Regional Director.	None	1 Day	PDO I / SWO I (SPPMO)
	1.2.b If not included, conduct Home Visit, Interview, Collateral Interview and data gathering.	None	4 Hours	PDO I / SWO I (SPPMO)

	1.3.a If not qualified, inform the client of the reason of non-inclusion through a Response Letter signed by the Regional Director.	None	1 Day	<i>PDO I / SWO I (SPPMO)</i>
	1.3.b If qualified, encode client data to Social Pension Information System – SPIS.	None	15 Minutes	<i>PDO I / SWO I (SPPMO)</i>
	1.4 Consolidate encoded list and forward to Central Office for clean listing.	None	15 Minutes	<i>Information Technology Office I (SPPMO)</i>
	1.5 Clean list and forward to Field Office.	None	2 Weeks	<i>Staff (Central Office)</i>
	1.6 Consolidate Clean/Error List.	None	15 Minutes	<i>ITO I (SPPMO)</i>
	1.7 Include on the database.	None	15 Minutes	<i>ITO I (SPPMO)</i>
	1.8 Inform the client for the inclusion to SPP Waiting List through a Response Letter signed by the Regional Director.	None	1 Day	<i>Administrative Assistant I (SSPMO)</i>
<b>TOTAL Not Included in the Waiting List</b>		None	11 Days, 5 Hours and 25 Minutes	



<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback?	Through client satisfaction measurement mechanism.
How feedbacks are processed?	Consolidate and analyze monthly, quarterly, semi-annually and annually to identify root cause analysis or other known quality management techniques and identify plans and actions that must be recommended for execution to resolve the issues and improve the situation.
How to file a complaint?	<p>A complaint may be filed through any of the established modalities:</p> <ul style="list-style-type: none"> <li>- a telephone call (072-687-8000 loc. 228)</li> <li>- electronic mail (<a href="mailto:socpen.fo1@dswd.gov.ph">socpen.fo1@dswd.gov.ph</a>)</li> <li>- posts, comments and chat messages via DSWD FO1 Official Facebook Page: "DSWD Field Office 1"</li> <li>- personal appearance (walk-in clients)</li> <li>- letters addressed to the Regional Director, Mr. Marcelo Nicomedes J. Castillo</li> <li>- website at <a href="http://fo1.dswd.gov.ph">fo1.dswd.gov.ph</a></li> <li>- through 8888 Citizen's Complaint Center</li> </ul>
How complaints are processed?	<p>Complaints received through Official FB Page, the Office of the Regional Director, Official website and 8888 will be forwarded to Policy and Plans Division for action and resolution.</p> <p>The resolution of all complaint consists of:</p> <ol style="list-style-type: none"> <li>1. Submission/Receipt of a complaint</li> <li>2. Recording of complaint</li> <li>3. Data Gathering and Investigation</li> <li>4. Resolution</li> <li>5. Final Feedback</li> </ol>
Contact Information	Ms. Helen O. Nerona Chief, Statutory Programs Division (072) 687-8000 loc. 219
Contact Information of CCB, PCC, ARTA	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478 5093</p> <p>PCC: 8888</p> <p>CCB: 0908-881-6565 (SMS)</p>

## 41. Request for Relief Augmentation

Request for relief augmentation relative to the mandate of the Agency in Disaster Response shall be facilitated by the Disaster Response Management Division (DRMD) through Regional Resource Operations Section (RROS). The Division provides appropriate support in the form of Food and Non Food Items (FNFI) to augment resources of Local Government Units (LGUs) and families distressed by natural or man-made disasters as per assessment of the Disaster Response and Rehabilitation Section (DRRS) and recommended by the Division for approval based from the disaster reports. Prioritization is determined based on the assessment of DRRS and LGU on the magnitude and effect of a disaster or event in the area.

Office or Division:	Disaster Response Management Division - Regional Resource Operations Section			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizens G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Written and signed request letter with complete contact details (name and contact information) of the requesting party, description of FNFI requested.		N/A		
Request Made Through Email				
1. Scanned copy of the Request Letter		N/A		
2. Master List of Beneficiaries		N/A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements.	1. Receive the request.	None	5 Minutes	Administrative Assistant III – AA III/ Administrative Aide IV – AAide IV (Disaster Response Management Section - DRMD)
	1.1 Endorse the request to the Department Response and Rehabilitation Section – DRRS.	None	10 Minutes	Chief (DRMD)
	1.2 Validate and assess the request based on the DROMIC Report.	None	1 Hour	Head (DRRS)
	1.3.a If the assessment	None	15 Minutes	Head (DRRS)

	indicates that there is no need for augmentation, inform the requesting party.			
	1.3.b If the assessment indicates the need for augmentation, identify the availability of relief goods and number of families to be served.	None	1 Day	Head (DRRS)
	1.4 Recommend the request to DRMD.	None	1 Hour	Head (DRRS)
	1.5 Endorse the request to the Office of Assistant Regional Director for Operations (OARDO) for recommendation to the Office of the Regional Director.	None	15 Minutes	Head (DRRS)
	1.6 Receive and endorse the request to the Office of the Regional Director.	None	5 Minutes	Assistant Regional Director for Operation (OARDO)
	1.7 Approve the request based on the recommendation and return to the OARDO.	None	15 Minutes	Regional Director) Office of the Regional Director)
	1.8 Return the approved request.	None	5 Minutes	AAide IV (OARDO)
	1.9 Endorse the approved request to Regional Resource Operations Section – RROS.	None	5 Minutes	AA III / AAide IV (DRMD)
	1.10 Prepare the number of goods needed.	None	1 Day (Approximately 1000 packs)	Head, Members, Volunteers (RROS, Warehouse)

	1.11 Arrange the schedule of delivery/pick-up of goods.	None	15 Minutes	Management Team, Community) Head, Focal Person on Warehouse Management (RROS)
2.a Schedule the delivery or pick-up of goods. (LGU/Requesting Party)	<b>For Delivery:</b> 2.a. If vehicles are not available, the office will coordinate to the requesting party to pick up the goods.	None	1 Hour	Any Staff on Duty (RROS)
	2.b If vehicles are available, prepare the necessary documents for the delivery of goods on the coordinated schedule.	None	15 Minutes	Any Staff on Duty (RROS)
	2.1 Load goods to the vehicle and deliver to the drop-off point.	None	1 Day	Any Staff on Duty, Volunteers (RROS, Community)
	2.2 Release the goods and issue Delivery Receipt (DR), Request and Issue Slip (RIS), and Relief Distribution Sheets (RDS).	None	1 Day	Any Staff on Duty (RROS)
	<b>For Pick-up:</b> 2. Release the goods and issue Delivery Receipt (DR), Request and Issue Slip (RIS), and Relief Distribution Sheets (RDS).	None	1 Day (Excluding the Travel time of the vehicle to pick-up)	Any Staff on Duty (RROS)
3. Receive goods and affix signature on the DR and RIS.	3. Receive the signed DR and RIS.	None	15 Minutes	Any Staff on Duty (RROS)
<b>TOTAL</b>				

<b>Doesn't Need Augmentation</b>	None	1 Hour and 30 Minutes	
<b>Goods For Delivery</b>	None	4 Days, 3 Hours and 45 Minutes	
<b>Goods For Pick-up</b>	None	3 Days, 3 Hours and 30 Minutes	

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback?	Through client satisfaction measurement mechanism.
How feedbacks are processed?	Consolidate and analyze monthly, quarterly, semi-annually and annually to identify root cause analysis or other known quality management techniques and identify plans and actions that must be recommended for execution to resolve the issues and improve the situation.
How to file a complaint?	<p>A complaint may be filed through any of the established modalities:</p> <ul style="list-style-type: none"> <li>- a telephone call (072-687-8000 loc. 208)</li> <li>- electronic mail (<a href="mailto:drmd.fo1@dswd.gov.ph">drmd.fo1@dswd.gov.ph</a>; <a href="mailto:rros.fo1@dswd.gov.ph">rros.fo1@dswd.gov.ph</a>)</li> <li>- posts, comments and chat messages via DSWD FO1 Official Facebook Page: "DSWD Field Office 1"</li> <li>- personal appearance (walk-in clients)</li> <li>- letters addressed to the Regional Director, Mr. Marcelo Nicomedes J. Castillo</li> <li>- website at <a href="http://fo1.dswd.gov.ph">fo1.dswd.gov.ph</a></li> <li>- through 8888 Citizen's Complaint Center</li> </ul>
How complaints are processed?	<p>Complaints received through Official FB Page, the Office of the Regional Director, Official website and 8888 will be forwarded to Policy and Plans Division for action and resolution.</p> <p>The resolution of all complaint consists of:</p> <ol style="list-style-type: none"> <li>6. Submission/Receipt of a complaint</li> <li>7. Recording of complaint</li> <li>8. Data Gathering and Investigation</li> <li>9. Resolution</li> <li>10. Final Feedback</li> </ol>
Contact Information	Ms. Maricel S. Caleja OIC-Chief, Disaster Response Management Division (072) 687-8000 loc. 208
Contact Information of CCB, PCC, ARTA	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478 5093</p> <p>PCC: 8888</p> <p>CCB: 0908-881-6565 (SMS)</p>

## 42. Request for Revalidation of Social Pension Program Beneficiary

The Social Pension Program may conduct Revalidation to the existing beneficiaries when there was information/complaint to a certain beneficiary.

<b>Office or Division:</b>	Statutory Programs Division – Community-Based Services Section – Social Pension Program Management Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C - Government to Citizens G2G – Government to Government			
<b>Who may avail:</b>	Sixty (60) years old and above senior citizens who are: <ul style="list-style-type: none"> <li>• Frail, sickly or with disability;</li> <li>• No pension from the Government Service Insurance System (GSIS), Social Security System (SSS), Philippine Veterans Affairs Office (PVAO), Armed Forces and Police Mutual Benefit Association, Inc. (AFPMBAI) or any other insurance company;</li> <li>• No permanent source of income; and</li> <li>• No regular support from family or relatives for his/her basic needs.</li> </ul>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
N/A				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request for revalidation.	1. Review request.	None	15 Minutes	Head (Social Pension Program Management Office – SPPMO)
	1.1 Gather available data relative to the issue/concern.	None	30 Minutes	Project Development Officer I – PDO I / Social Welfare Officer I – SWO I (SPPMO)
	1.2 Conduct revalidation.	None	1 Day	PDO I/II / SWO I (SPPMO)
	1.3. Prepare assessment Report and Response Letter	None	2 Hours	PDO I/II / SWO I (SPPMO)
	1.4 Review Assessment Report and Response Letter.	None	1 Hour	Head (SPPMO)

	1.5 Review Assessment Report and Response Letter and recommend approval.	None	1 Hour	Chief (Statutory Programs Division)
	1.6 Review Assessment Report and Response Letter and recommend further recommendation if any.	None	1 Hour	Assistant Regional Director for Operations – ARDO (Office of the ARDO)
	1.7 Provide further input and approve.	None	1 Day	Regional Director – RD (Office of the RD)
	1.8 Forward response to the client.	None	15 Minutes	Administrative Assistant / (SSPMO)
<b>TOTAL</b>		None	2 Days and 6 Hours	

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback?	Through client satisfaction measurement mechanism.
How feedbacks are processed?	Consolidate and analyze monthly, quarterly, semi-annually and annually to identify root cause analysis or other known quality management techniques and identify plans and actions that must be recommended for execution to resolve the issues and improve the situation.
How to file a complaint?	<p>A complaint may be filed through any of the established modalities:</p> <ul style="list-style-type: none"> <li>- a telephone call (072-687-8000 loc. 228)</li> <li>- electronic mail (<a href="mailto:socpen.fo1@dswd.gov.ph">socpen.fo1@dswd.gov.ph</a>)</li> <li>- posts, comments and chat messages via DSWD FO1 Official Facebook Page: "DSWD Field Office 1"</li> <li>- personal appearance (walk-in clients)</li> <li>- letters addressed to the Regional Director, Mr. Marcelo Nicomedes J. Castillo</li> <li>- website at fo1.dswd.gov.ph</li> <li>- through 8888 Citizen's Complaint Center</li> </ul>
How complaints are processed?	<p>Complaints received through Official FB Page, the Office of the Regional Director, Official website and 8888 will be forwarded to Policy and Plans Division for action and resolution.</p> <p>The resolution of all complaint consists of:</p> <ol style="list-style-type: none"> <li>1. Submission/Receipt of a complaint</li> <li>2. Recording of complaint</li> <li>3. Data Gathering and Investigation</li> <li>4. Resolution</li> <li>5. Final Feedback</li> </ol>
Contact Information	Ms. Helen O. Nerona Chief, Statutory Programs Division (072) 687-8000 loc. 219
Contact Information of CCB, PCC, ARTA	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478 5093</p> <p>PCC: 8888</p> <p>CCB: 0908-881-6565 (SMS)</p>



### 43. Resource Person on Completed Social Technologies and Other Related Topics

The Social Technology Section Staff can be invited by Local Government Units (LGU) and other intermediaries as Resource Person to discuss completed Social Technologies and other related topics.

<b>Office or Division:</b>	Policy and Plans Division – Social Technology Section			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Local Government Units, Non-Government Organizations (NGO), People's Organizations (PO) and others			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Not applicable				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request for a Resource Person (RP) on the conduct of orientation on completed Social Technologies	1. Encode in the Document Tracking System (DTS) the request for RP of the concerned LGU/NGO/PO. Forward the document to the Regional Director (RD) for appropriate action.	None	30 Minutes	<i>Administrative Aide IV/VI – AAide IV/VI (Records and Archives Management Section - RAMS)</i>
	1.1 Receive the document and endorse to Policy and Plans Division (PPD) Chief for appropriate action on the communication.	None	1 Day	<i>Regional Director (Office of the Regional Director - ORD)</i>
	1.2 Update document remarks in the DTS and forward the document to PPD Administrative Staff.	None	30 Minutes	<i>Administrative Aide IV (ORD)</i>
	1.3 Forward the document to PPD Chief.	None	30 Minutes	<i>Administrative Aide IV (Policy and Plans Division - PPD)</i>
	1.4 Assess the request for RP and provide instructions to concerned technical staff	None	1 Day	<i>Chief (PPD)</i>

	1.5 Update document remarks in the DTS and endorse the document to STS	None	30 Minutes	<i>Administrative Aide IV (PPD)</i>
	1.6 Update document remarks in the DTS and endorse the document to Technical Staff	None	30 Minutes	<i>Social Welfare Assistant (Social Technology Section – STS)</i>
	1.7 Receive the document and communicate the response to concerned LGU/PO	None	1-3 Days	<i>Social Welfare Officer II (STS)</i>
	1.8 Encode in the DTS the communication/ response prepared by the technical staff and forward the communication/ response to PPD Administrative Staff	None	30 Minutes	<i>Social Welfare Assistant (STS)</i>
	1.9 Receives the document and forward the document to PPD Chief.	None	30 Minutes	<i>Administrative Aide IV (PPD)</i>
	1.10 Review and approve the communication/ response and forward document to Administrative Staff	None	1 Day	<i>Chief (PPD)</i>
	1.11 Update document remarks in the DTS and forward it to the RD for review/ signature	None	30 Minutes	<i>Administrative Aide IV (PPD)</i>
	1.12 Review and sign document prepared by the technical staff.	None	1 Day	<i>Regional Director (ORD)</i>

	1.13 Update document remarks in the DTS and forward the document to PPD Administrative Staff.	None	30 Minutes	<i>Administrative Aide IV (ORD)</i>
	1.14 Update document remarks in the DTS and forward the document to STS.	None	30 Minutes	<i>Administrative Aide IV (PPD)</i>
	1.15 Update document remarks in the DTS and forward the document to RAMS.	None	30 Minutes	<i>Social Welfare Assistant (STS)</i>
	1.16 Update document remarks in the DTS and send document to the LGU.	None	3 Hours, 5 Minutes	<i>Administrative Aide IV/VI – AAide IV/VI (Records and Archives Management Section - RAMS)</i>
	1.17 Actual conduct of the social marketing and technical staff to serve as a Resource Person.	None	1-5 Days (Depending on the request/duration of the activity)	<i>Social Welfare Officer II (STS)</i>
	1.18 Conduct the customer satisfaction survey with the concerned LGU/PO.	None	15 Minutes	<i>Social Welfare Officer II (STS)</i>
<b>TOTAL</b>		None		

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback?	Through client satisfaction measurement mechanism.
How feedbacks are processed?	Consolidate and analyze monthly, quarterly, semi-annually and annually to identify root cause analysis or other known quality management techniques and identify plans and actions that must be recommended for execution to resolve the issues and improve the situation.
How to file a complaint?	<p>A complaint may be filed through any of the established modalities:</p> <ul style="list-style-type: none"> <li>- a telephone call (072-687-8000 loc. 221)</li> <li>- electronic mail (soctech.fo1@dswd.gov.ph)</li> <li>- posts, comments and chat messages via DSWD FO1 Official Facebook Page: "DSWD Field Office 1"</li> <li>- personal appearance (walk-in clients)</li> <li>- letters addressed to the Regional Director, Mr. Marcelo Nicomedes J. Castillo</li> <li>- Official website at fo1.dswd.gov.ph</li> <li>- through 8888 Citizen's Complaint Center</li> </ul>
How complaints are processed?	<p>Complaints received through Official FB Page, the Office of the Regional Director, Official website and 8888 will be forwarded to Policy and Plans Division for action and resolution.</p> <p>The resolution consists of:</p> <ol style="list-style-type: none"> <li>1. Submission/Receipt of a complaint</li> <li>2. Recording of complaint</li> <li>3. Data Gathering and Investigation</li> <li>4. Resolution</li> <li>5. Final Feedback</li> </ol>
Contact Information	Mr. Melecio C. Ubilas Jr. Chief, Policy and Plans Division (072) 687-8000 loc. 244
Contact Information of CCB, PCC, ARTA	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478 5093</p> <p>PCC: 8888</p> <p>CCB: 0908-881-6565 (SMS)</p>

#### 44. Services to Distressed Overseas Filipinos

This is the provision of Psychosocial Services to distressed Overseas Filipinos to help them in their integration. These are mostly the cases referred by the Social Welfare Attaché in foreign posts for after care services.

<b>Office or Division:</b>	Statutory Programs Division – Community-Based Services Section - International Social Services Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizens			
<b>Who may avail:</b>	Distressed Individuals with Filipino Citizenship			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Passport/Travel Documents		Client		
2. Referral form Social Welfare Attaché Office (SWATO), International Social Services Office (ISSO) Central Office and other agencies		Referring Agency		
3. Social Case Study Report		Field Office 1		
4. Certificate of Indigency		Local Government Unit		
5. Valid ID		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Receive the referral form SWATO/ISSO Central Office and other referring agencies.	1. Contact and/or locate client.	None	5 Days	<i>Social Welfare Officer II – SWO II (International Social Services Office – ISSO)</i>
	1.1 Interview and assess client's need.	None	3 Hours	<i>SWO II (ISSO)</i>
	1.2 Provide Non-cash assistance a. Psychological First-Aid b. Psychosocial Processing	None	1 Hour	<i>SWO II (ISSO)</i>
2. Submit documentary requirements.	2. Receive and check the documentary requirements of the clients.	None	5 Minutes	<i>SWO II (ISSO)</i>
3. Process/fill-up Intake Sheets and Certificate of Eligibility.	3. Prepare Case Summary or Case Study Report.	None	10 Days	<i>SWO II (ISSO)</i>
	3.1 Provide the following assistance based on the assessment: FINANCIAL:	None	1 Month	<i>SWO II (ISSO)</i>

	<p>a. Cash Assistance</p> <p>b. Educational Assistance</p> <p>c. Medical Assistance</p> <p>d. Burial Assistance</p> <p>3.2 Process the assistance being sought.</p> <p>a. Preparation of Voucher (if financial assistance-related).</p> <p>b. Prepare referral letter (if needs other assistance).</p> <p>3.3 Recommend the provision of the assistance for approval of the Statutory Programs Division (StPD) Chief.</p> <p>3.4 Recommend the provision of the assistance for approval of the Assistant Regional Director for Operations (ARDO).</p> <p>3.5 Approve the provision of assistance to the distressed Overseas Filipino.</p> <p>3.6 Inform client on the schedule of issuance of assistance.</p>	<p>None</p> <p>None</p> <p>None</p> <p>None</p> <p>None</p>	<p>1 Day</p> <p>4 Hours</p> <p>4 Hours</p> <p>4 Hours</p> <p>4 Hours</p>	<p><i>SWO II (ISSO)</i></p> <p><i>Head (Community-based Services Section)</i></p> <p><i>Chief (Statutory Programs Division)</i></p> <p><i>Assistant Regional Director for Operations (Office of the Assistant Regional Director for Operations)</i></p> <p><i>SWO II (ISSO)</i></p>
4. Receive financial assistance and client sign the	4. Request client to fill-up Client	None	5 Minutes	<i>SWO II (ISSO)</i>

acknowledgement receipt.	Satisfaction Feedback Form.			
<b>TOTAL</b>		None	1 Month, 18 Days, 4 Hours and 10 Minutes	

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback?	Through client satisfaction measurement mechanism.
How feedbacks are processed?	Consolidate and analyze monthly, quarterly, semi-annually and annually to identify root cause analysis or other known quality management techniques and identify plans and actions that must be recommended for execution to resolve the issues and improve the situation.
How to file a complaint?	<p>A complaint may be filed through any of the established modalities:</p> <ul style="list-style-type: none"> <li>- a telephone call (072-687-8000 loc. 212)</li> <li>- electronic mail (isso.fo1@dswd.gov.ph)</li> <li>- posts, comments and chat messages via DSWD FO1 Official Facebook Page: "DSWD Field Office 1"</li> <li>- personal appearance (walk-in clients)</li> <li>- letters addressed to the Regional Director, Mr. Marcelo Nicomedes J. Castillo</li> <li>- Official website at fo1.dswd.gov.ph</li> <li>- through 8888 Citizen's Complaint Center</li> </ul>
How complaints are processed?	<p>Complaints received through Official FB Page, the Office of the Regional Director, Official website and 8888 will be forwarded to Statutory Programs Division for action and resolution.</p> <p>The resolution of all complaint consists of:</p> <ol style="list-style-type: none"> <li>1. Submission/Receipt of a complaint</li> <li>2. Recording of complaint</li> <li>3. Data Gathering and Investigation</li> <li>4. Resolution</li> <li>5. Final Feedback</li> </ol>
Contact Information	Ms. Helen O. Nerona Chief, Statutory Programs Division (072) 687-8000 loc. 219
Contact Information of CCB, PCC, ARTA	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478 5093</p> <p>PCC: 8888</p> <p>CCB: 0908-881-6565 (SMS)</p>

## 45. SLP Grievance Management Process

Non-beneficiaries and beneficiaries of the program may file complaints or grievances about the implementation of the program.

<b>Office or Division:</b>	Specialized Programs Division – Sustainable Livelihood Program			
<b>Classification:</b>	Highly Technical (Requests for information or updates, seeks clarification explanation, referrals for livelihood assistance, etc) do not require conduct of thorough validation visits in the area but provision of feedback report that is substantial will do.)			
<b>Type of Transaction:</b>	G2C - Government to Citizens G2G – Government to Government G2B – Government to Business			
<b>Who may avail:</b>	All qualified program participants			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Complaint Letter		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>For Walk-in Clients</b>				
1. Personally visit Sustainable Livelihood Program (SLP) Regional Program Management Office (RPMO).	1. Interview initially the complainant.	None	10 Minutes	<i>Grievance Officer/Alternate Grievance Officer (Sustainable Livelihood Program – SLP)</i>
	1.1 Fill out Grievance Form/Client Satisfaction Feedback.	None	10 Minutes	<i>Grievance Officer/Alternate Grievance Officer (SLP)</i>
	1.2 Encode client's data and profile.	None	5 Minutes	<i>Regional Monitoring and Evaluation Officer (SLP)</i>
	1.3 Validate information/ grievance.	None	10 Minutes	<i>Regional Monitoring and Evaluation Officer (SLP)</i>
	1.4 Classify complaint.	None	10 Minutes	<i>Regional Program Coordinator (SLP)</i>
	1.5 Verify with concerned DSWD Provincial Operations office (POO) and provide	None	3 Days	<i>Regional Monitoring and Evaluation Officer (SLP)</i>



	updates and feedback.			
<b>TOTAL</b>		None	3 Days and 45 Minutes	
<b>For grievances received through Email, Social Media, Phone Calls and SMS</b>				
1. Send grievance	1. Receive and acknowledge the receipt of referral.	None	2 Minutes	<i>Administrative Assistant II, Social Marketing Officer (SLP)</i>
	1.1 Validate and gather information of the client as necessary.	None	20 Minutes	<i>Grievance Officer/Alternate Grievance Officer (SLP)</i>
	1.2 Classify grievance.	None	10 Minutes	<i>Regional Program Coordinator (SLP)</i>
	1.3 Verify the complaint with concerned POO's and provide updates and feedbacks.	None	3 Days	<i>Regional Monitoring and Evaluation Officer (SLP)</i>
<b>TOTAL</b>		None	3 Days and 32 Minutes	
<b>For grievance from Field Offices, Offices/Bureaus/Services/Units (OBSU's), National Government Agencies (NGA's), Non-Government Organizations (NGO's), Civil Society Organizations (CSO's) and 8888 Citizens Complaints</b>				
1. Send grievance	1. Acknowledge reported grievance.	None	20 Minutes	<i>Administrative Assistant II (SLP)</i>
	1.1 Validate and gather information of the client as necessary.	None	10 Minutes	<i>Grievance Officer/Alternate Grievance Officer (SLP)</i>
	1.2 Classify grievance.	None	10 Minutes	<i>Regional Program Coordinator (SLP)</i>
	1.3 Verify the complaint with concerned DSWD POO's and provide updates/feedbacks.	None	3 Days	<i>Regional Monitoring and Evaluation Officer (SLP)</i>
<b>TOTAL</b>		None	3 Days and 40 Minutes	

## 46. SLP Referral Management Process

<b>Office or Division:</b>	Specialized Programs Division – Sustainable Livelihood Program			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizens G2G – Government to Government G2B – Government to Business			
<b>Who may avail:</b>	All qualified program participants			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Referral Letter		Client		
2. Valid ID		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>For Walk-in Clients</b>				
1. Personally visit Sustainable Livelihood Program (SLP) Regional Program Management Office (RPMO).	1. Interview briefly the client	None	5 Minutes	<i>Special Project Focal Person (Sustainable Livelihood Program - SLP)</i>
	1.1 Classify the request.	None	2 Minutes	<i>Special Project Focal Person (SLP)</i>
	1.2 Orient briefly on SLP processes and address queries.	None	5 Minutes	<i>Special Project Focal Person (SLP)</i>
	1.3 Encode data to incoming tracker	None	3 Minutes	<i>Special Project Focal Person (SLP)</i>
	1.4 Request client to fill-up Client Satisfaction Feedback form.	None	2 Minutes	<i>Special Project Focal Person (SLP)</i>
2. Fill-up and submit completed Client Satisfaction Feedback form.	2. Receive completed Client Satisfaction Feedback form.	None	4 Hours	<i>Special Project Focal Person (SLP)</i>
	2.1 Refer to concerned Provincial Operations Office (POO).	None	4 Hours	<i>Special Project Focal Person (SLP)</i>
<b>TOTAL</b>		None	1 Day and 17 Minutes	
<b>For Referrals from Offices/Bureaus/Services/Units (OBSU's), National Government Agencies (NGA's), Non-Government Organizations (NGO's), Civil Society Organizations (CSO's) and other institutions</b>				
1. Send referral	1. Receive and acknowledge the receipt of referral.	None	2 Minutes	<i>Special Project Focal Person (SLP)</i>

	1.1 Classify the request.	None	2 Minutes	<i>Special Focal (SLP)</i>	<i>Project Person</i>
	1.2 Validate lacking information of the client/s as necessary.	None	5 Minutes	<i>Special Focal (SLP)</i>	<i>Project Person</i>
	1.3 Encode data to incoming tracker.	None	3 Minutes	<i>Special Focal (SLP)</i>	<i>Project Person</i>
	1.4 Request client to fill-up Client Satisfaction Feedback form.	None	2 Minutes	<i>Special Focal (SLP)</i>	<i>Project Person</i>
2. Fill-up and submit completed Client Satisfaction Feedback form.	2. Receive completed Client Satisfaction Feedback form.	None	4 Hours	<i>Special Focal (SLP)</i>	<i>Project Person</i>
	2.1 Refer to concerned Provincial Operations Office (POO).	None	4 Hours	<i>Special Focal (SLP)</i>	<i>Project Person</i>
<b>TOTAL</b>		None	1 Day and 14 Minutes		

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback?	Through client satisfaction measurement mechanism.
How feedbacks are processed?	Consolidate and analyze monthly, quarterly, semi-annually and annually to identify root cause analysis or other known quality management techniques and identify plans and actions that must be recommended for execution to resolve the issues and improve the situation.
How to file a complaint?	<p>A complaint may be filed through any of the established modalities:</p> <ul style="list-style-type: none"> <li>- a telephone call (072-687-8000 loc. 229)</li> <li>- electronic mail (slp.fo1@dswd.gov.ph)</li> <li>- posts, comments and chat messages via DSWD FO1 Official Facebook Page: "DSWD Field Office 1"</li> <li>- personal appearance (walk-in clients)</li> <li>- letters addressed to the Regional Director, Mr. Marcelo Nicomedes J. Castillo</li> <li>- Official website at fo1.dswd.gov.ph</li> <li>- through 8888 Citizen's Complaint Center</li> </ul>
How complaints are processed?	<p>Complaints received through Official FB Page, the Office of the Regional Director, Official website and 8888 will be forwarded to Specialized Programs Division for action and resolution.</p> <p>The resolution of all complaint consists of:</p> <ol style="list-style-type: none"> <li>1. Submission/Receipt of a complaint</li> <li>2. Recording of complaint</li> <li>3. Data Gathering and Investigation</li> <li>4. Resolution</li> <li>5. Final Feedback</li> </ol>
Contact Information	<p>Mr. Chad Everett Q. Llanes Regional Program Coordinator (072) 687-8000 loc. 229</p>

## 47. Technical Assistance for Completed Social Technologies

The Social Technology Section (STS) provides technical assistance to Local Government Units (LGU's), Non-Government Organizations (NGO's), People's Organization (PO's) and others for completed social technologies. The LGU's, NGO's, PO's and others may request the guidance of the STS staff to provide project documents and explain on how to implement the completed social technology.

<b>Office or Division:</b>	Policy and Plans Division – Social Technology Section			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Local Government Units, Non-Government Organizations, People's Organizations and other			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request STS staff to conduct technical assistance (TA) on completed	1. Encode in the Document Tracking System (DTS) receipt of request (e.g. project guidelines/manuals, presentation/reference materials, IEC materials etc.)	None	30 Minutes	<i>Administrative Aide IV/VI – AAide IV/VI (Records and Archives Management Section - RAMS)</i>
	1.1 Receive the request and provide instruction to PPD Chief.	None	1 Day	<i>Regional Director (Office of the Regional Director - ORD)</i>
	1.2 Update document remarks in the DTS and endorse the document to PPD Administrative Staff.	None	30 Minutes	<i>Administrative Aide IV (ORD)</i>
	1.3 Receive the document and endorse the same to PPD Chief.	None	30 Minutes	<i>Administrative Aide IV (Policy and Plans Division - PPD)</i>
	1.4 Provide further comments and instruction to Technical Staff.	None	1 Day	<i>Chief (PPD)</i>
	1.5 Prepare for response to requesting office	None	3 Days	<i>Social Welfare Officer II (Social</i>

	including copies of requested documents/ schedule of TAs and endorse the same to SWA.			<i>Technology Section – STS)</i>
	1.6 Encode in the DTS the response prepared by the technical staff and forward the same to PPD Administrative Staff	None	30 Minutes	<i>Social Welfare Assistant (STS)</i>
	1.7 Receive the document and endorse the document to the PPD Chief for Approval.	None	30 Minutes	<i>Administrative Aide IV (PPD)</i>
	1.8 Review and approve the response and forward document to PPD Administrative Staff	None	1 Day	<i>Chief (PPD)</i>
	1.9 Update document remarks in the DTS and forward it to the RD for review/signature.	None	30 Minutes	<i>Administrative Aide IV (PPD)</i>
	1.10 Approve the response to requesting office and endorse the same to ORD Administrative Staff	None	1 Day	<i>Regional Director (ORD)</i>
	1.11 Update document remarks in the DTS and forward the document to PPD Administrative Staff.	None	30 Minutes	<i>Administrative Aide IV (ORD)</i>
	1.12 Update document remarks in the DTS and forward the document to STS.	None	30 Minutes	<i>Administrative Aide IV (PPD)</i>

	1.13 Update document remarks in the DTS and forward the document to RAMS.	None	30 Minutes	<i>Social Welfare Assistant (STS)</i>
	1.14 Update document remarks in the DTS and send document to the LGU.	None	3 Hours, 5 Minutes	<i>Administrative Aide IV/VI – AAide IV/VI (Records and Archives Management Section - RAMS)</i>
2. Provide comments/suggestions/input during the conduct of technical session on completed.	2. Conduct technical session with the staff of requesting office including customer satisfaction survey for the technical session.	None	3 Days	<i>Social Welfare Officer II (STS)</i>
	2.1 Prepare and submit confirmation report following the prescribed monitoring template and endorse the same to PPD Administrative Staff for tracking.	None	5 Days	<i>Social Welfare Officer II (STS)</i>
	2.2 Analyze the customer satisfaction survey.	None	10 Minutes	<i>Social Welfare Officer II (STS)</i>
	2.3 Recommend approval and/or provide comments/inputs to the confirmation report prior to submission to RD and endorse the same to PPD Administrative Staff for tracking.	None	1 Day	<i>Chief (PPD)</i>
	2.5 Encode document remarks in the DTS and endorse the same to Technical Staff	None	1 Day	<i>Administrative Aide IV (PPD)</i>

	2.6 If there are comments, revise the confirmation report as commented by PPD Chief and endorse the same to PPD Administrative Staff for tracking.	None	1 Day	<i>Social Welfare Officer II (STS)</i>
	2.7 Update document remarks in the DTS endorse the same to SWA.	None	30 Minutes	<i>Social Welfare Assistant II (STS)</i>
	2.8 Forward the document to RD for approval.	None	1 Day	<i>Administrative Aide IV (PPD)</i>
3. Acknowledge receipt of the confirmation report of the technical session.	3. Approve and/or endorse the confirmation report with issues/concerns, agreements/suggestions, and next steps.	None	1 Day	<i>Regional Director (ORD)</i>
TOTAL		None	21 Days and 15 Minutes	



<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback?	Through client satisfaction measurement mechanism.
How feedbacks are processed?	Consolidate and analyze monthly, quarterly, semi-annually and annually to identify root cause analysis or other known quality management techniques and identify plans and actions that must be recommended for execution to resolve the issues and improve the situation.
How to file a complaint?	<p>A complaint may be filed through any of the established modalities:</p> <ul style="list-style-type: none"> <li>- a telephone call (072-687-8000 loc. 221)</li> <li>- electronic mail (soctech.fo1@dswd.gov.ph)</li> <li>- posts, comments and chat messages via DSWD FO1 Official Facebook Page: "DSWD Field Office 1"</li> <li>- personal appearance (walk-in clients)</li> <li>- letters addressed to the Regional Director, Mr. Marcelo Nicomedes J. Castillo</li> <li>- Official website at fo1.dswd.gov.ph</li> <li>- through 8888 Citizen's Complaint Center</li> </ul>
How complaints are processed?	<p>Complaints received through Official FB Page, the Office of the Regional Director, Official website and 8888 will be forwarded to Policy and Plans Division for action and resolution.</p> <p>The resolution consists of:</p> <ol style="list-style-type: none"> <li>1. Submission/Receipt of a complaint</li> <li>2. Recording of complaint</li> <li>3. Data Gathering and Investigation</li> <li>4. Resolution</li> <li>5. Final Feedback</li> </ol>
Contact Information	Mr. Melecio C. Ubilas Jr. Chief, Policy and Plans Division (072) 687-8000 loc. 244
Contact Information of CCB, PCC, ARTA	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478 5093</p> <p>PCC: 8888</p> <p>CCB: 0908-881-6565 (SMS)</p>

## 48. Volunteer Registration and Deployment

Volunteers are the bloodline of the Regional Resource Operation Section (RROS) as most of the activities are dependent on the volunteers coming in to render duty. For the past year, the RROS were able to provide the needed augmentation of different Local Government Units (LGUs) due to the concerted efforts of the management team and community volunteers.

Volunteers are engaged in year-round activities of repacking, loading and unloading of Food and Non-Food Items. Prior to the schedule of activities, a need to register as volunteers is required.

<b>Office or Division:</b>	Disaster Response Management Division - Regional Resource Operation Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizens			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Written consent of guardian in the case of minors		Home-Guardian of volunteers		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>A. Phone-in Registration</b>				
1. Call DRMD telephone number (072) 687 – 8000 loc. 208 to check volunteers activity of schedule	1. Answer phone call	None	1 Minute	<i>Social Welfare Officer II / Administrative Assistant II (Regional Resource Operation Section – RROS)</i>
2. Ask for schedule	2. Provide the schedule of activity with the following complete details: a. Date and time of activities. b. Available activities to be taken.	None	2 Minutes	<i>Social Welfare Officer II / Administrative Assistant II (RROS)</i>
3. If interested, provide the following details: a. Name b. Address c. Age d. Contact No. e. No. of participating volunteers f. Preferred date and time of volunteering	3. Record volunteers information and confirm the schedule.	None	10 Minutes	<i>Social Welfare Officer II / Administrative Assistant II (RROS)</i>

4. End call and wait for the schedule of activity.	4. Update volunteer schedule monitoring.	None	5 Minutes	Social Welfare Officer II / Administrative Assistant II (RROS)
<b>B.Walk-in Registration</b>				
1. Proceed to Regional Warehouse, Biday, City of San Fernando, La Union.	1. Accommodate volunteers and lead them to the Volunteers Orientation Room.	None	5 Minutes	Security Guard (Outsourced Security Agency)
2. Wait for the Volunteers focal person to assist. a. If the Schedule is available proceed to step no. 6, "On scheduled date of volunteer activity".  b. If no schedule available, ask another schedules.	2. Present the current schedules to the volunteers.  2. Offer another schedule of activity	None	5 Minutes	Social Welfare Officer II / Administrative Assistant II (RROS)
<b>On schedule date of volunteer activity:</b>				
1. Proceed to Regional Warehouse, Biday City of San Fernando, La Union	1. Wait for the anticipated volunteer.	None	3 Minutes	Social Welfare Officer II / Administrative Assistant II (RROS)
2. Register at the attendance sheets and logbook. Provide the following information: a. Name b. Name of organization/ barangay. c. Signature	2. Provide attendance sheets where the volunteers shall log.	None	3 Minutes	Social Welfare Officer II / Administrative Assistant II (RROS)
3. Submit to the RROS security protocol (Bag inspection and Frisking).	3. Inspect incoming volunteers individually	None	5 Minutes	Security Guard (Outsourced Security Agency)
4. Enter the Regional Resource Operation premises.	4. Assist the volunteers in entrance gates	None	1 Minute	Security Guard (Outsourced Security Agency)
5. Proceed to Warehouse ground for the Orientation (for new volunteers or deployment instruction (for volunteers who had attended prior orientation)	5. Assist the volunteers and lead them to the volunteers orientation room	None	1 Minute	Security Guard/ Administrative Assistant II (Outsourced Security Agency/RROS)

6. Attend orientation.	6. Orient volunteers.	None	30 Minutes	<i>Social Welfare Officer II / Administrative Assistant II (RROS)</i>
7. Sign Waiver Forms.	7. Provide waiver forms	None	3 Minutes	<i>Social Welfare Officer II / Administrative Assistant II (RROS)</i>
8. Surrender Waiver Forms	8. Accept/collect waiver forms	None	3 Minutes	<i>Social Welfare Officer II / Administrative Assistant II (RROS)</i>
9. Proceed to the assigned area for the volunteers activity	9. Lead and assist volunteers to the assigned area	None	3 Minutes	<i>Social Welfare Officer II / Administrative Assistant II (RROS)</i>
<b>TOTAL</b>		None	1 Hour and 20 Minutes	

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback?	Through client satisfaction measurement mechanism.
How feedbacks are processed?	Consolidate and analyze monthly, quarterly, semi-annually and annually to identify root cause analysis or other known quality management techniques and identify plans and actions that must be recommended for execution to resolve the issues and improve the situation.
How to file a complaint?	<p>A complaint may be filed through any of the established modalities:</p> <ul style="list-style-type: none"> <li>- a telephone call (072-687-8000 loc. 208)</li> <li>- electronic mail (<a href="mailto:drmd.fo1@dswd.gov.ph">drmd.fo1@dswd.gov.ph</a>; <a href="mailto:rros.fo1@dswd.gov.ph">rros.fo1@dswd.gov.ph</a>)</li> <li>- posts, comments and chat messages via DSWD FO1 Official Facebook Page: "DSWD Field Office 1"</li> <li>- personal appearance (walk-in clients)</li> <li>- letters addressed to the Regional Director, Mr. Marcelo Nicomedes J. Castillo</li> <li>- website at <a href="http://fo1.dswd.gov.ph">fo1.dswd.gov.ph</a></li> <li>- through 8888 Citizen's Complaint Center</li> </ul>
How complaints are processed?	<p>Complaints received through Official FB Page, the Office of the Regional Director, Official website and 8888 will be forwarded to Policy and Plans Division for action and resolution.</p> <p>The resolution of all complaint consists of:</p> <ol style="list-style-type: none"> <li>6. Submission/Receipt of a complaint</li> <li>7. Recording of complaint</li> <li>8. Data Gathering and Investigation</li> <li>9. Resolution</li> <li>10. Final Feedback</li> </ol>
Contact Information	Ms. Maricel S. Caleja OIC-Chief, Disaster Response Management Division (072) 687-8000 loc. 208
Contact Information of CCB, PCC, ARTA	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478 5093</p> <p>PCC: 8888</p> <p>CCB: 0908-881-6565 (SMS)</p>

## 49. Walk-in 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.

<b>Office or Division:</b>	Policy and Plans Division – National Household Targeting Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizens			
<b>Who may avail:</b>	All Walk-in Clients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Walk-in Name Matching Form		National Household Targeting Section		
2. Valid ID/Proof of Identity		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out Walk-in Name Matching Form	1. The National Household Targeting Section receives and records the request in the DocuTrack (DSWD Document Tracking System). The request is forwarded to the Project Development Officer (PDO) of the Section for remarks.	None	5 Minutes	<i>Administrative Assistant III (National Household Targeting Section – NHTS)</i>
	1.1 Interview the client to assess if the request is valid or necessary and recommend for approval.	None	10 Minutes	<i>Project Development Officer IV (NHTS)</i>
	1.2 Approve the request.	None	2 Minutes	<i>Chief (Policy and Plans Division)</i>
	1.3 Process the request. Facilitate the request based on the source information in the walk-in form through an Information System.	None	3 Minutes	<i>Information Technology Officer II (NHTS)</i>
	1.4 Review, archive and endorse the result to the PDO of the Section.	None	5 Minutes	<i>Information Technology Officer II (NHTS)</i>

2. Receive Name Matching Result	2. The result of name matching will be presented by the PDO of the Section.	None	5 Minutes	<i>Project Development Officer (NHTS) IV</i>
<b>TOTAL</b>		None	30 Minutes	

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback?	Through client satisfaction measurement mechanism.
How feedbacks are processed?	Consolidate and analyze monthly, quarterly, semi-annually and annually to identify root cause analysis or other known quality management techniques and identify plans and actions that must be recommended for execution to resolve the issues and improve the situation.
How to file a complaint?	<p>A complaint may be filed through any of the established modalities:</p> <ul style="list-style-type: none"> <li>- a telephone call (072-687-8000 loc. 221)</li> <li>- a text message via the Listahanan Text Hotline (LTH)/WiServe: Listahanan&lt;space&gt;Pangalan&lt;space&gt;Lokasyon&lt;space&gt;Tanong o Reklamo</li> <li>- electronic mail (nhts.fo1@dswd.gov.ph)</li> <li>- posts, comments and chat messages via Listahanan's Official Facebook Page: "DSWD Listahanan" and DSWD FO1 Official Facebook Page: "DSWD Field Office 1"</li> <li>- personal appearance (walk-in clients)</li> <li>- letters addressed to the Regional Director, Mr. Marcelo Nicomedes J. Castillo</li> <li>- website at fo1.dswd.gov.ph</li> <li>- through 8888 Citizen's Complaint Center</li> </ul>
How complaints are processed?	<p>The Listahanan Grievance Redress System (GRS) consist of a five-step procedure commencing on the receipt of grievance and ending on the grievance final resolution. These steps are:</p> <ol style="list-style-type: none"> <li>1. Submission/Receipt of a Grievance</li> <li>2. Recording of Grievance</li> <li>3. Data Gathering and Investigation</li> <li>4. Resolution</li> <li>5. Final Feedback</li> </ol>
Contact Information	Mr. Melecio C. Ubilas Jr. Chief, Policy and Plans Division (072) 687-8000 loc. 244
Contact Information of CCB, PCC, ARTA	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478 5093</p> <p>PCC: 8888</p> <p>CCB: 0908-881-6565 (SMS)</p>