

# **CITIZEN'S CHARTER HANDBOOK**

**2022  
5th Edition**

# **DSWD FIELD OFFICE 1 CITIZEN'S CHARTER HANDBOOK**

**2022  
5th Edition**

## **AGENCY PROFILE**

### **I. MANDATE:**

The Department of Social Welfare and Development (DSWD) is a national agency mandated to provide assistance to local government units (LGUs), non-government organizations (NGOs), other national government agencies (NGAs), people's organizations (POs), and other members of civil society in effectively implementing programs, projects, and services that will alleviate poverty and empower disadvantaged individuals, families, and communities for an improved quality of life (Executive Order No.15 issued in 1998). It also implements statutory and specialized programs which are directly lodged with the Department and/or not yet devolved to the LGUs (Executive Order No. 221 issued in 2003).

### **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 AM to 5:00 PM, 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 endeavour 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.

## LIST OF FRONTLINE SERVICES

	Page Number
<b>PROPERTY and SUPPLY SECTION</b>	6
1. Issuance of Gate Pass for Service Providers and Suppliers	7
2. Issuance of Property Clearance for Separated Officials and Employees	10
<b>REGIONAL OPERATIONS CENTER</b>	15
3. Handling of 8888 Complaints and Grievances (Group: Program wide/ Division wide)	16
<b>ACCOUNTING SECTION</b>	20
4. Processing of BIR Form 2322: Certificate of Donation	21
5. Processing of Request for Accounting Certifications for Former DSWD Employees	23
<b>PERSONNEL ADMINISTRATION SECTION</b>	28
6. Issuance of Completed Central Office Clearance Certificate from Money, Property, and Legal Accountabilities (CO Clearance) to Separated Officials and Employees	29
7. Issuance of Service Record to Separated Officials, Employees, and Contract of Service Workers	32
8. Issuance of Certificate of Employment to Separated Officials, Employees, and Contract of Service Workers	35
9. Issuance of Certificate of Leave Without Pay (LWOP)/ No LWOP to Separated Officials and Employees	38
<b>INTERNATIONAL SOCIAL SERVICE OFFICE</b>	43
10. Extension of Social Welfare Services to Distressed Overseas Filipinos and their Families in the Philippines.	44
10.1 Social Welfare Service to Overseas Filipinos at Post	44
10.2 Social Welfare Service to Returned Overseas Filipinos at Philippine Airports	46
10.3 Social Welfare Service to Returned Overseas Filipinos and their Families and Relatives in the Philippines (Regional and Local Levels)	48
<b>NATIONAL HOUSEHOLD TARGETTING SECTION</b>	52
11. Data-sharing – List of Data Subjects	53
12. Data-sharing – Name Matching	59
13. Data-sharing – Statistics/ Raw Data Request	64
14. Walk-in Name Matching Data Request	67

<b>PANTAWID PAMILYANG PILIPINO PROGRAM</b>	71
15. Request for 4Ps Data	72
16. Grievance Intake and Response	78
<b>POLICY DEVELOPMENT and PLANNING SECTION</b>	87
17. Approval for the conduct of research study & acquiring primary data from DSWD officials/ personnel, beneficiaries, and clients	88
18. Obtaining Social Welfare and Development (SWD) Data and Information	95
<b>TRAVEL CLEARANCE UNIT</b>	101
19. Securing Travel Clearance for Minors Traveling Abroad	102
<b>SPECIAL CONCERNS UNIT</b>	109
20. Provision of Assistance to Solo Parents	110
21. Auxiliary Social Services to Persons with Disabilities (PWD)	112
22. PLHIV Referral for Care and Support Services	116
23. Provision of Assistance to People Living with HIV (PLHIV)	119
24. Provision of Assistance under the Recovery and Reintegration Program for Trafficked Persons (RRTP)	125
<b>CENTERS and RESIDENTIAL CARE FACILITIES</b>	131
25. Case Management in Center and Residential Care Facility	132
25.1 Regional Rehabilitation Center for Youth (RRCY)	132
25.2 Haven for Women (HFW)	138
25.3 The Haven – Rehabilitation Center for Children (TH RCC)	147
25.4 Home for Girls (HFG)	157
<b>AREA 1 VOCATIONAL REHABILITATION CENTER</b>	163
26. Provision of Assistance to Client of the Vocational Rehabilitation Center	164
<b>CRISIS INTERVENTION SECTION</b>	176
27. Implementation of Assistance to Individuals in Crisis Situation at Central Office and Field Offices	177
28. Implementation of Assistance to Individuals in Crisis Situation in Social Welfare Assistance Desk Offices	182
<b>SUPPLEMENTARY FEEDING PROGRAM</b>	192
<b>MANAGEMENT OFFICE</b>	
29. Implementation of the Supplementary Feeding Program (SFP)	193

<b>ADOPTION RESOURCE and REFERRAL SECTION</b>	201
30. Issuance of Certification Declaring a Child Legally Available for Adoption (CDCLAA)	202
31. Licensing for Foster Parents	205
32. Placement of children and Support Services	208
33. Processing of Adoption Application and Placement	209
<b>SOCIAL PENSION PROGRAM MANAGEMENT OFFICE</b>	216
34. Procedure for Social Pension Provision to Indigent Senior Citizens	217
35. Provision of Centenarian Gift to Centenarians	220
<b>STANDARDS SECTION</b>	226
36. Endorsement of Duty-Exempt Importation of Donations to SWDAs	227
37. Accreditation of Civil Society Organization (CSOs) as Beneficiary of DSWD Projects and/or Program – Organized by the Sustainable Livelihood Program	231
38. Accreditation of Civil Society Organization (CSOs) as Beneficiary of DSWD Projects and/or Program – Non-SLP Organized	233
39. Accreditation of Pre-Marriage Counselors	236
40. Accreditation of Social Workers Managing Court Cases	240
41. Issuance of Certificate of Authority to Conduct Fund-Raising Campaign to Individual, Corporation, Organization and Association: National Regular Permit	246
42. Issuance of Certificate of Authority to Conduct Funding-Raising Campaign to Individual, Corporation, Organization and Association: Regional Regular Permit	251
43. Issuance of Certificate of Authority to Conduct Funding-Raising Campaign to Individual, Corporation, Organization and Association: Regional Temporary Permit during State of Emergency/ Calamity	257
44. Licensing of Private Social Welfare and Development Agencies (SWDAs): Operating in one Region	263
45. Pre-Accreditation Assessment of Social Welfare and Development Programs and Services (Licensed Private SWAs and Public SWDAs): Operating within the Region	270
46. Registration of Private Social Welfare and Development Agencies (SWDAs): Operating in one Region	275
<b>SUSTAINABLE LIVELIHOOD PROGRAM</b>	283
47. Referral Management Process for SLP-RPMO	284

<b>SOCIAL TECHNOLOGY SECTION</b>	292
48. Technical Assistance on Program/ Project Development or Enhancement	293
49. Technical Assistance on STB Developed Programs and Projects	294
<b>SOCIAL WELFARE INSTITUTIONAL DEVELOPMENT SECTION</b>	299
50. Provision of Resource Person to DSWD Intermediaries and Stakeholders	300
<b>LEGAL UNIT</b>	306
51. Rendering Legal Opinions and Advice on matters brought to by the External Clients	307
<b>CRISIS INTERVENTION UNIT (UPDATE 2023)</b>	310
52. Implementation of the Assistance to Individuals in Crisis Situation Program for Individual Clients Transacting within the DSWD Offices (CIU/CIS/SWAD Offices)	311
53. Implementation of the Assistance to Individuals in Crisis Situation Program for Clients Tagged as Group of Individuals	317

# **PROPERTY and SUPPLY SECTION**

## **FRONTLINE SERVICES**



## 1. Issuance of Gate Pass for Service Providers and Suppliers

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

<b>Office or Division:</b>	Administrative Division – Property and Supply Section (PSS)	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C – Government to Citizen; G2G – Government to Government; G2B – Government to Business	
<b>Who may avail:</b>	DSWD Service Providers, DSWD Suppliers	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Three (3) original copies of duly accomplished Gate Pass		1. Prepared by the concerned Office's Designated Property Custodian (DPC) through the Property Records and Equipment Monitoring Inventory System (PREMIS)
2. Property/ies to be brought outside the DSWD Premises		2. Prepared by DPC of concerned office without any prescribed format
<b>In the absence of the authorized signatory secure the following:</b>		
1. Signed by the personnel authorized to sign in behalf of the authorized signatory attached with one (1) photocopy of Special Order for Order of Succession.		1. Records and Archives Management Section (RAMS)
2. Digitally signed using the PNPKI registered digital signature		2. Digital Signature of: <ul style="list-style-type: none"> <li>Authorized Signatory</li> <li>Authorized representative with attached 1 photocopy of SO for order of succession</li> </ul>
3. One (1) Photocopy of approved Purchase Order (PO) or Purchase Request (PR)		3. Procurement Section (PS)
4. One (1) Photocopy of PAR/ICS (if property is under warranty)		4. Accountable Personnel
5. One (1) Photocopy of government issued ID and company ID of client or representative		5. Supplier or Representative
<b>For Loaned properties to be returned to supplier</b>		

1. Photocopy of pull-out slip indicating the name of person who will bring out the property or authorization letter  2. Personal Property Item Pass Slop (PPIP) and/or Delivery Receipt or Acknowledgement Receipt.  3. One (1) Photocopy of government issued ID and company ID of client or representative		1. Issued by the supplier/ contractor  2. Security personnel upon entry of the property, from supplier to contractor  3. Supplier or Representative		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished gate pass with attachments and present the property/items requested for validation	1.1 Receive and review the accomplished gate pass and attachments vis-à-vis property presented. <ul style="list-style-type: none"> <li>• <b>Not Duly Accomplished:</b> Return the Gate Pass to requestor for proper accomplishment</li> <li>• <b>Duly Accomplished:</b> Update PREMIS by scanning the barcode of the Gate Pass to record the time of receipt of request.</li> </ul>	None	7 minutes	<i>Property Staff</i>
	1.2 Endorse to the Head of the Property Office for approval.			
	1.3 Approval of Gate Pass	None	2 minutes	<i>PSS Head</i>
	1.4 Scan the Gate Pass barcode to record the time of approval	None	2 minutes	<i>Property Staff</i>
	1.5 Forward the copy of the approved Gate Pass	None	4 minutes	<i>Property Staff</i>

	<p>1.5.1 Original Copy – Security Guard</p> <p>1.5.2 Duplicate Copy – Person to bring the equipment out of DSWD premises to present to Security Guard on Duty/ Property Officer</p> <p>1.5.3 Triplicate Copy – Property Office</p>			
2. Present Property together with the duplicate copy of the approved Gate Pass to the Security Guard	<p>2.1 Review the presented property vis-à-vis the duplicate copy of the approved Gate Pass</p> <ul style="list-style-type: none"> <li>With Discrepancy: return the gate pass to the person who will take the property out of DSWD premises and instruct to secure new gate pass reflecting the correct details.</li> <li>Without Discrepancy: Security Guard on Duty shall sign the original and duplicate copy of gate pass, return signed duplicate copy to the client.</li> </ul>	None	10 minutes	<i>Security Guard on Duty</i>
	<p>2.2 Scan the barcode of the Gate Pass to record the time when the property was brought outside the DSWD in PREMIS</p>	None	2 minutes	<i>Security Guard on Duty</i>
3. Return the property brought outside DSWD	3.1 Review and validate the returned property vis-à-vis			

premises. Present to Security Guard on Duty signed duplicate copy of Gate Passs and the property.	signed duplicate copy of gate pass.			
	<ul style="list-style-type: none"> <li>• <b>With Discrepancy:</b> go to property office and inquire on how to proceed.</li> <li>• <b>Without Discrepancy:</b> sign the gate pass, both original and duplicate copy. Indicate the date of return.</li> </ul>			
	3.2 Scan the barcode of the Gate Pass to record the time of return of equipment.	None	2 minutes	<i>Security Guard on Duty</i>
	3.3 Surrender original copies of gate pass for returned property to Property Office	None	5 minutes	<i>Property Staff</i>
	3.4 Validate/ Update record of gate pass in PREMIS indicating the actual date of return of the property.	None	10 minutes	<i>Property Staff</i>
	3.5 File Gate Pass for safekeeping and future reference.	None	10 minutes	<i>Property Staff</i>
<b>TOTAL</b>		<b>None</b>	<b>1 Hour and 9 Minutes</b>	

## 2. Issuance of Property Clearance for Separated Official and Employees

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

<b>Office or Division:</b>	Administrative Division – Property and Supply Section (PSS)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	DSWD Employees who are:

	<div>1. Resigned</div> <div>2. Transferred to other Government Offices</div> <div>3. Non-renewal of Contract</div> <div>4. Terminated</div> <div>5. Retired</div>			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A. Without Property Accountability				
<div>1. Three (3) original copies of Clearance Form</div> <div>2. Duly approved request for transfer/ resignation/ retirement</div>		<div>1. Personnel Administration Section with prescribed format</div> <div>2. Client</div>		
B. Without Property Accountability				
<div>1. Three (3) original copies of Clearance Form</div> <div>2. One (1) Original copy of duly accomplished Furniture and Equipment Transfer Slip (FETS) to transfer/ turnover of property accountabilities.</div> <div>3. Duly signed PAR/ICS for transferred property accountability</div>		<div>1. Personnel Administration Section (prescribed format)</div> <div>2. Office's Designated Property Custodian (DPC) through the Property Records and Equipment Monitoring System (PREMIS)</div> <div>3. Personnel applying for property clearance with signature of the new end user.</div>		
C. In case of Lost				
<div>1. Request for relief from property accountability due to loss: one (1) copy of COA decision</div> <div>2. Request for replacement/ reimbursement of lost property: One (1) photocopy of request for replacement approved by the Regional Director (RD)</div>		<div>1. DSWD Commission on Audit</div> <div>2. Property and Supply Section (PSS)</div>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<div>1. Submit clearance form and/or duly approved request for transfer/ resignation/ retirement</div>	<div>1.1 Receive and review the accomplished clearance form/ approved request for transfer/ resignation/ retirement with attachments</div>	<div>None</div> <div>None</div>	<div>1 Hour and 30 minutes</div> <div>25 minutes</div>	<div>Property Staff</div> <div>Property Staff</div>

<p>1.1 Two (2) months before the effectivity of retirement;</p> <p>1.2 Thirty (30) days of resignation or transfer</p>	<p>1.2 Review and validate recorded property accountability/ies on file using PREMIS and individual folder of personnel (if cancelled)</p> <ul style="list-style-type: none"> <li>• <b>No Accountability/ies:</b> record the effectivity of retirement/ resignation/ transfer/ detail of separation and date of issuance property clearance in PREMIS. Affix initial and forward to PSS Head for approval.</li> <li>• <b>With Accountability/ies:</b> Inform the former office of the applicant through a Memorandum of the remaining accountability/ies to process its cancellation and/or request submission of other requirements/ proof of cancelled Property Accountability</li> </ul>			
<p>2. Submit documents and other requirements as proof of cancelled property accountability</p>	<p>2.1 Receive and validate submitted documents and other requirement.</p> <ul style="list-style-type: none"> <li>• <b>Cancelled Accountability:</b> record date of effectivity of retirement/</li> </ul>	<p>None</p> <p>None</p>	<p>30 minutes</p> <p>5 minutes</p>	<p><i>Property Staff</i></p> <p><i>Property Staff</i></p>

	resignation/ transfer/ detail/ separation date of issuance of property clearance in PREMIS. Affix initial and forward to PSS Head for approval. • <b>With Accountability:</b> inform the Office of the applicant through Memorandum on the remaining accountability/ies to process cancellation of accountabilities			
	2.2 Check the "Cleared" box and affix signature in the clearance form	None	5 minutes	<i>PSS Head</i>
	2.3 Scan the signed Clearance Form, Record in Clearance logbook and forward to next office concerned.	None	10 minutes	<i>Incoming/Outgoing Property Staff</i>
	2.4 Upload the scanned signed Clearance in PREMIS.	None	10 minutes	<i>Property Staff</i>
<b>TOTAL</b>		<b>None</b>	<b>3 Hours</b>	

### 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. 11216)</li> <li>-electronic mail (<a href="mailto:psms.fo1@dswd.gov.ph">psms.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>-letter addressed to the Regional Director, Marie Angela S. Gopalan</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 Human Resource Management and Development 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 of CCB, PCC, ARTA	<p><b><i>Anti-Red Tape Authority (ARTA)</i></b></p> <ul style="list-style-type: none"> <li>• (028) 478-5093</li> <li>• <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a></li> </ul> <p><b><i>Presidential Complaint Center (PCC):</i></b></p> <ul style="list-style-type: none"> <li>• Call/ text: 8888</li> <li>• Web: <a href="http://www.8888.gov.ph">www.8888.gov.ph</a></li> </ul> <p><b><i>Contact Center ng Bayan (CCB):</i></b></p> <ul style="list-style-type: none"> <li>• SMS: 0908-881-6565</li> <li>• Call: 165 65</li> </ul> <p>Php 5.00 + VAT per call anywhere in the Philippines via PLDT landlines</p> <p>Email: <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a></p> <p>Web: <a href="https://contactcenterngbayan.gov.ph">https://contactcenterngbayan.gov.ph</a></p> <p>Facebook: <a href="https://facebook.com/civilservicegovph">https://facebook.com/civilservicegovph</a></p>

## LIST OF OFFICES

Office	Address	Contact Information
DSWD Field Office 1	Quezon Avenue, City of San Fernando, La Union	(072) 687-8000 loc. 11216



# **REGIONAL OPERATIONS CENTER**

## **FRONTLINE SERVICE**

### 3. Handling 8888 Complaints and Grievances (Group: Program Wide and Division Wide)

To ensure the efficient and effective, concrete and specific response of the Agency to the concerns, complaints, and requests for assistance of the clients referred by 8888 Citizen's Complaint Hotline in compliance with the 72-Hour (working hours) directive of the President.

<b>Office or Division:</b>		Office of the Regional Director - Anti-Red Tape Unit		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen; G2G – Government to Government; G2B – Government to Business		
<b>Who may avail:</b>		DSWD Internal and External Clients		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Grievance Ticket		8888 Citizens' Complaint Hotline		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File a complaint/request for assistance through the following channels:  <b>Call or text via 8888</b>  <b>Via</b> <a href="https://www.8888.gov.ph">https://www.8888.gov.ph</a>	1.6 Record the ticket reference code and client information to 8888 database/matrix. 1.7 Review and assess the concern of client 1.8 Endorse 8888 ticket to concern office/s for action.	None	15 minutes	(Central Office) AOC Technical Staff
2. Receive and Record ticket reference code	2.1 Receipt of referral letter with attached Grievance Ticket (Ticket Reference Number) from AOC. 2.2 Act on the concern. Prepare initial contact with the complainant/client.	None	10 minutes	(Field Office)  Administrative Assistant III/ 8888 Focal Person  (ARTU)
3. Receive the call and provide correct information.	3.1 If contact information is provided, directly contact and act	None	48 hours	Administrative Assistant III/ 8888 Focal Person (ARTU)

	<p>on the concern of the client</p> <p>3.2 If the client is anonymous, determine if the complaint/request is within FO's scope then cite the action provided to the concern of the client.</p> <p>3.3 Provide signed official document with concrete and specific action to AOC and SMS.</p> <p>3.4 Provide a copy of initial/specific action to Program Focal Person in the FO for processing of service or program requested.</p> <p><i>**If concern requires program specific action, the concerned program focal person will conduct validation/assessment.</i></p>			
4. Comply eligibility requirements for specific required services or wait for complaint resolution.	<p>4.1 Receive the signed official document/ memorandum of responses.</p> <p>4.2 Review and assess the eligibility of the complainant/client for the requested service.</p>	None	40 hours	8888 Program Focal Person (ODSU)

	4.3 Facilitate service provision if eligible; if not, inform clients or facilitate complaint resolution with concerned ODSU.			
5. Receives service/assistance requested or status of complaint resolution.	5.1 Provide update on concrete actions taken/services provided to 8888 Focal	None	10 minutes	8888 Program Focal Person (ODSU)
	5.2 Forward updates to AOC requesting closure of the complaint.	None	5 minutes	Administrative Assistant III/ 8888 Focal Person
<b>Total</b>		<b>None</b>	<b>48 Hours and 55 Minutes</b>	

### 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. 11243)</li> <li>-electronic mail (<a href="mailto:aoc.fo1@dswd.gov.ph">aoc.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>-letter addressed to the Regional Director, Marie Angela S. Gopalan</li> <li>-Official website at <a href="http://www.fo1.dswd.gov.ph">www.fo1.dswd.gov.ph</a></li> <li>-through 8888 Citizen's Complaint Center</li> </ul>

How complaints are processed	Complaints received through Official FB Page, the Office of the Regional Director, Official website and 8888 will be forwarded to Human Resource Management and Development Division for action and resolution. The resolution of all complaint consists of: <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 of CCB, PCC, ARTA	<p><b><i>Anti-Red Tape Authority (ARTA)</i></b></p> <ul style="list-style-type: none"> <li>• (028) 478-5093</li> <li>• <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a></li> </ul> <p><b><i>Presidential Complaint Center (PCC):</i></b></p> <ul style="list-style-type: none"> <li>• Call/ text: 8888</li> <li>• Web: <a href="http://www.8888.gov.ph">www.8888.gov.ph</a></li> </ul> <p><b><i>Contact Center ng Bayan (CCB):</i></b></p> <ul style="list-style-type: none"> <li>• SMS: 0908-881-6565</li> <li>• Call: 165 65</li> </ul> <p>Php 5.00 + VAT per call anywhere in the Philippines via PLDT landlines</p> <p>Email: <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a></p> <p>Web: <a href="https://contactcenterngbayan.gov.ph">https://contactcenterngbayan.gov.ph</a></p> <p>Facebook: <a href="https://facebook.com/civilservicegovph">https://facebook.com/civilservicegovph</a></p>

## LIST OF OFFICES

Office	Address	Contact Information
DSWD Field Office 1	Quezon Avenue, City of San Fernando, La Union	(072) 687-8000 loc. 11243

# **ACCOUNTING SECTION**

## **FRONTLINE SERVICE**

#### 4. Processing of BIR Form 2322: Certificate of Donation

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

<b>Office or Division:</b>	Finance Management Division – Accounting Section			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Donors of Cash and In-Kind Donations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Electronic or hard copy of request form for Certificate of Donation		1.1 Download and print the request form from the following: <a href="https://www.dswd.gov.ph/about-us-2/citizens-charter">https://www.dswd.gov.ph/about-us-2/citizens-charter</a> under General Administration and Support Services Group, Request form for Certification, or 1.2 DSWD Field Office 1 Accounting Section  Schedule of Request Monday – Friday (9:00 am to 5:00 pm)  *Note: Online requests beyond 5 pm will be responded/acknowledge the following working day.		
2. Supporting Documents: a. Signed and Notarized Deed of Donation; b. Official Receipt for cash donations; or c. Acknowledgement receipt and delivery receipt of donation		2. Requesting Party/ Donor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up and submit the Request Form for Certificate of Donation and other supporting documents.  Submission via email	1.1 Receive and check the properly filled up Request Form and the supporting documents.	None	6 minutes	<i>Accounting Staff</i>

<a href="mailto:at:accounting.fo1@dswd.gov.ph">at:accounting.fo1@dswd.gov.ph</a>	1.2 Record the details of the donation and indicate the schedule to claim the certificate. Inform the client/donor to return on the scheduled date.	None	11 minutes	<i>Accounting Staff</i>
	1.3 Review the supporting documents and prepare the BIR Form 2322: Certificate of Donation.	None	6 hours	<i>Accounting Staff</i>
	1.4 Review the prepared BIR Form 2322. Endorse to FMD Chief.	None	4 hours	<i>Accounting Section Head</i>
	1.5 Finance Management Division chief affixes signature/ initials and endorse to the Office of the Regional Director.	None	4 hours	<i>FMD Chief</i>
	1.6 Review and Sign the prepared BIR Form 2322: Certificate of Donation. Endorse the signed certificate to Accounting Section.	None	5 days	<i>Regional Director (RD)</i>
	2. Present the claim stub on or after the schedule indicated.			
	2.1 Verify/ update the monitoring file.	None	5 minutes	<i>Accounting Staff</i>



	2.2 Release/ Issue the Certificate to the requesting party	None	10 minutes	Accounting Staff
3. Sign the logbook for acknowledgment receipt and fill up the Client Satisfaction Measurement Form (CSMF)	3. Assist the client in accomplishing the logbook. Instruct the client to submit the filled-up CSMF.	None	5 minutes	Accounting Staff.
<b>Total</b>		<b>None</b>	<b>6 Days, 6 Hours and 42 minutes</b>	

### 5. Processing of Requests for Accounting Certifications of Former DSWD Employees

This covers the processing of requests by DSWD separated employees for the certifications in the Accounting, e.g. Certifications of Remittances to Government Agencies for the mandatory deductions such as GSIS, HDMF, and PhilHealth

Office or Division:	Finance and Management Division – Accounting Section		
Classification:	Highly Technical		
Type of Transaction:	G2C – Government to Citizen		
Who may avail:	Former employees of the DSWD or his/her authorized representative		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Request Form for Certification of Former DSWD Employees		1.1 Download and print the request form at <a href="https://www.dswd.gov.ph/about-us-2/citizens-charter/">https://www.dswd.gov.ph/about-us-2/citizens-charter/</a> under General Administration and Support Services Group, Request form for Accounting ertification of the Former DSWD Employee; or 1.2 Personally go to the office of Accounting Division to fill up and submit the request form  Schedule of Request Monday – Friday 9:00 am to 5:00 pm  *Note: Online requests beyond 5:00 pm will be responded/ acknowledge the following working day	
2. Supporting Documents			

<p>2.1 Former DSWD employee must submit:</p> <ul style="list-style-type: none"> <li>• Filled-up request form</li> <li>• Photocopy of the former employee government-issued ID</li> </ul> <p>2.2 Authorized representative must submit:</p> <p>2.2.1 Filled-up request form</p> <p>2.2.2 Authorization letter for the representative; if claimed by person other than the former employee;</p> <p>2.2.3 Photocopy of the former employee's government-issued ID and the authorized representative</p> <p>2.3 Upon claiming of the certification:</p> <ul style="list-style-type: none"> <li>• Claim stub or printed email acknowledgement receipt must be presented;</li> <li>• Identification Card (ID) of the former employee or authorized representative;</li> <li>• Authorization letter for representative, if claimed by person other than the former employee, together with the photocopy of the latter's ID</li> </ul>		2.2 Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1.1 Fill-up the downloaded request form and submit it through email at <a href="mailto:accounting.fo1@dswd.gov.ph">accounting.fo1@dswd.gov.ph</a> together with the scanned copy of supporting documents, or</p> <p>1.2 Fill up and sign the request form at DSWD FO 1 –</p>	<p>1.1 Receive and check the submitted request form and supporting documents. Inform the client the schedule of release of certificate.</p> <p><b>Accounting Certifications:</b></p> <p>1.1.1 Cost of Service (COS) worker:</p>	None	5 minutes	<i>Accounting Staff</i>

Accounting Section.	<ul style="list-style-type: none"> <li>• Last Cost of Service Processed</li> </ul> <p>1.1.2 Permanent, Casual, and Contractual employee:</p> <ul style="list-style-type: none"> <li>• Last Salary Processed</li> <li>• Pag-Ibig Contributions and Remittances;</li> <li>• Pag-Ibig Loan Amortization Withheld and Remittances;</li> <li>• GSIS Contribution and Remittances;</li> <li>• GSIS Loan Amortization Withheld and Remittances;</li> <li>• PhilHealth Contributions and Remittances (maximum of 1 year)</li> </ul>			
<ul style="list-style-type: none"> <li>• <b>Note:</b> Only requests with complete requirements will be accepted and processed. All requests with incomplete requirements shall be returned to the client.</li> </ul>				
	1.2 Collect the data from concerned Division/Section/Unit (Cash and HR-PAS); prepare the request for Accounting Certification of former DSWD Employees	None	6 days	Accounting Staff
	1.3 Review the prepared certification and affix the signature.	None	30 minutes	Accounting Section Head
	1.4 Update the status of request for certificate on the monitoring file.	None	15 minutes	Accounting Staff

2. Receipt of Certificate and fill up the release logbook.	2. Issue and Release the signed Certification. Assist the client in signing the logbook.	None	5 minutes	<i>Accounting Staff</i>
3. Fill up and submit the Client Satisfaction Measurement Form	3. Instruct the client to submit the CSMF.	None	2 minutes	<i>Accounting Staff</i>
<b>Total</b>		<b>None</b>	<b>6 days and 57 minutes</b>	

### 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. 11200)</li> <li>-electronic mail (<a href="mailto:fmd.fo1@dswd.gov.ph">fmd.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>-letter addressed to the Regional Director, Marie Angela S. Gopalan</li> <li>-Official website at <a href="http://www.fo1.dswd.gov.ph">www.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 Human Resource Management and Development 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> </ol>

Contact Information of CCB, PCC, ARTA	<p>5. Final Feedback</p> <p><b>Anti-Red Tape Authority (ARTA)</b></p> <ul style="list-style-type: none"> <li>• (028) 478-5093</li> <li>• <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a></li> </ul> <p><b>Presidential Complaint Center (PCC):</b></p> <ul style="list-style-type: none"> <li>• Call/ text: 8888</li> <li>• Web: <a href="http://www.8888.gov.ph">www.8888.gov.ph</a></li> </ul> <p><b>Contact Center ng Bayan (CCB):</b></p> <ul style="list-style-type: none"> <li>• SMS: 0908-881-6565</li> <li>• Call: 165 65</li> </ul> <p>Php 5.00 + VAT per call anywhere in the Philippines via PLDT landlines</p> <p>Email: <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a></p> <p>Web: <a href="https://contactcenterngbayan.gov.ph">https://contactcenterngbayan.gov.ph</a></p> <p>Facebook: <a href="https://facebook.com/civilservicegovph">https://facebook.com/civilservicegovph</a></p>
---------------------------------------	---

## LIST OF OFFICES

Office	Address	Contact Information
DSWD Field Office 1	Quezon Avenue, City of San Fernando, La Union	(072) 687-8000 loc. 11200

# **PERSONNEL ADMINISTRATION SECTION**

## **FRONTLINE SERVICE**

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

The provision of the Clearance Certificate may be requested by separated officials, employees, and Contract of Service Workers (COSWs) if the Clearance Certificate initially issued to them was lost, damaged, etc., or the officials, employees, or COSWs were not able to secure the duly-accomplished Clearance Certificate at the time of their separation.

<b>Office or Division:</b>	Human Resource Management and Development Division – Personnel Administration Section (PAS)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen; G2G – Government to Government			
<b>Who may avail:</b>	Separated Officials, Employees, and Contract of Service Workers (COSW)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Document Request Form (DRF) 2. Request Letter 3. Electronic mail (email)/ Online System Request		1. Client 2. Field Office 1 (walk-in client) 3. Online 3.1 <a href="mailto:pas.fo1@dswd.gov.ph">pas.fo1@dswd.gov.ph</a> 3.2 <a href="mailto:Hrpas.pppp@gmail.com">Hrpas.pppp@gmail.com</a> for Pantawid Pamilyang Pilipino Program (4Ps) 3.3 <a href="mailto:jlaldaya@dswd.gov.ph">jlaldaya@dswd.gov.ph</a> for Sustainable Livelihood Program (SLP) 3.4 <a href="mailto:dvlabsan@dswd.gov.ph">dvlabsan@dswd.gov.ph</a> for Kapit-Bisig Laban sa Kahirapan-Comprehensive and Integrated Delivery of Social Services (KALAHI-CIDSS)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Document Request Form (DRF), or email request to Personnel Administration Section, or send via email/ online system request	1.1 Receive or acknowledge request for copy of Clearance Certificate from the client and forward application to authorized 201 Custodians.	None	10 minutes	<i>Administrative Aide III (AAide III)</i> <i>PAS/PPPP/SLP/K C-NCDDP</i>
	1.2 Review request based on the purpose indicated in the DRF or email/ online	None	2 days	<i>201 Custodians</i> <i>Administrative Officer IV (AO IV/)</i>

	system request, review/ check the 201 File/ PER 16 to retrieve the Clearance Certificate on file			AO II/ AA II/ AAide III/ AAide IV (PAS, PPPP, SLP, KC-NCDDP)
1.2.1	If there is only one (1) copy of the Clearance Certificate is on file, proceed to 1.3			
1.2.2	If there is extra original copies of Clearance Certificate on file proceed to 1.4			
1.3	Forward the stamped Clearance Certificate for certification of True Copy	None	2 hours	AO IV/ SWO V (PAS Section Head/ HRMDD Chief/OIC-ARDA)
1.4	Inform the client that the certificate is ready for releasing via email/ SMS/ call and ask client on the preferred method of receiving the duly signed Clearance Certificate	None	10 minutes	AAide III (PAS), AAide IV (PPPP), AA II (SLP), AO IV (KC-NCDDP)
1.4.1	<b>Release through Courier Service:</b> prepare transmittal letter with information on how to return the Client Satisfaction	None	1 hour and 30 minutes	201 Custodians



	Measurement Form (CSMF). Documents will be forwarded to Records and Archives Management Section (RAMS) 1.4.2 <b>Release via email:</b> send scanned Clearance Certificate to the client and request client to accomplish the CSMF to be submitted via email or google form 1.4.3 <b>Clearance for pick-up:</b> proceed to Step 2.	None	5 minutes	
2. Pick-up the signed Clearance Certificate and accomplish the CSMF and submit to the drop box • If clearance will be pick up by a representative, provide an authorization letter	2. Release the certificate and request the client to affix signature in the receiving copy of Clearance Certificate	None	5 minutes	<i>AAide III (PAS),          Aaide IV (PPPP),          AA II (SLP), AO IV          (KC-NCDDP)</i>
<b>Total</b>				
<b>For Courier</b>		<b>None</b>	<b>2 Days, 7 Hours, and 50 Minutes</b>	
<b>For email/ pick-up</b>		<b>None</b>	<b>2 Days, 6 Hours, 25 Minutes</b>	

- **Note:** Processing time may be extended depending on the number of transactions being handled and the length of service of the client

## 7. Issuance of Service Records (SR) to Separated Officials, Employees

The SR is issued to separated officials and employee in the Department who have been cleared of money, property, and legal accountabilities. The SR provides and certifies their detailed government service including full name, date and place of birth, positions, status of employment and equivalent periods and salaries.

<b>Office or Division:</b>	Human Resource Management and Development Division – Personnel Administration Section (PAS)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen; G2G – Government to Government			
<b>Who may avail:</b>	Separated Officials and Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Document Request Form (DRF) 2. Request Letter 3. Electronic mail (email)/ Online System Request		1. Client 2. Field Office 1 (walk-in client) 3. Online 3.1 <a href="mailto:pas.fo1@dswd.gov.ph">pas.fo1@dswd.gov.ph</a> 3.2 <a href="mailto:Hrpas.pppp@gmail.com">Hrpas.pppp@gmail.com</a> for Pantawid Pamilyang Pilipino Program (4Ps)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Document Request Form (DRF), or email request to Personnel Administration Section, or send via email/ online system request	1.1 Receive or acknowledge request for Service Record (SR) from the client and forward application to authorized personnel handling SR requests.	None	10 minutes	<i>Administrative Aide III (AAide III)</i> <i>PAS/PPPP/SLP/KC-NCDDP</i>
	1.2 Review request based on the purpose indicated in the DRF or email/ online system request, review/ check the 201 File/ PER 16 as reference,	None	2 days and 4 hours	<i>SR Focal Persons:</i>  <i>Administrative Officer IV (AO IV/ AO II/ AA II/ AAide III/ AAide IV (PAS, PPPP, SLP, KC-NCDDP)</i>

	draft/ prepare the SR, and forward to Authorized Certifying Authority			
	1.3 Initial/ Sign the SR	None	2 hours	<i>Authorized Certifying Authority: PAS Head, HRMDD Chief, OIC-Assistant Regional Director for Administration (ARDA)</i>
	1.4 Ensure that the SR has security feature to avoid data fraud or falsification of document	None	10 minutes	<i>AAide III (PAS) and AAide IV (PPPP)</i>
	1.5 Inform the client that the certificate is ready for releasing via email/ SMS/ call and ask client on the preferred method of receiving the duly signed Clearance Certificate	None	10 minutes	<i>AAide III (PAS), AO II (PPPP), AA II (PPPP0)</i>
	1.5.1 <b>Release through Courier Service:</b> prepare transmittal letter with information on how to return the Client Satisfaction Measurement Form (CSMF). Documents	None	1 hour and 30 minutes	<i>AAide III (PAS) and AAide IV (PPPP)</i>

	will be forwarded to Records and Archives Management Section (RAMS) 1.5.2 <b>Release via email:</b> send scanned SR to the client and request client to accomplish the CSMF to be submitted via email or google form 1.5.3 <b>Clearance for pick-up:</b> proceed to Step 2.	None	5 minutes	
2. Pick-up the signed Clearance Certificate and accomplish the CSMF and submit to the drop box • If SR will be pick up by a representative, provide an authorization letter	2. Release the certificate and request the client to affix signature in the receiving copy of SR.	None	5 minutes	<i>AAide III (PAS), Aaide IV (PPPP)</i>
<b>Total</b>				
<b>For Courier</b>		<b>None</b>	<b>2 Days, 7 Hours, and 50 Minutes</b>	
<b>For email/ pick-up</b>		<b>None</b>	<b>2 Days, 6 Hours, 25 Minutes</b>	

- **Note:** Processing time may be extended depending on the number of transactions being handled and the length of service of the client

## 8. Issuance of Certificate of Employment (COE) to Separated Officials, Employees, and Contract of Service Workers

The SR is issued to separated officials and employee in the Department who have been cleared of money, property, and legal accountabilities. The SR provides and certifies their detailed government service including full name, date and place of birth, positions, status of employment and equivalent periods and salaries.

<b>Office or Division:</b>	Human Resource Management and Development Division – Personnel Administration Section (PAS)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen; G2G – Government to Government			
<b>Who may avail:</b>	Separated Officials, Employees, and Contract of Service Workers (COSW)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Document Request Form (DRF) 2. Request Letter 3. Electronic mail (email)/ Online System Request		1. Client 2. Field Office 1 (walk-in client) 3. Online 3.1 <a href="mailto:pas.fo1@dswd.gov.ph">pas.fo1@dswd.gov.ph</a> 3.2 <a href="mailto:Hrpas.pppp@gmail.com">Hrpas.pppp@gmail.com</a> for Pantawid Pamilyang Pilipino Program (4Ps) 3.3 <a href="mailto:jlaldaya@dswd.gov.ph">jlaldaya@dswd.gov.ph</a> for Sustainable Livelihood Program (SLP) 3.4 <a href="mailto:dvlabasan@dswd.gov.ph">dvlabasan@dswd.gov.ph</a> for Kapit-Bisig Laban sa Kahirapan-Comprehensive and Integrated Delivery of Social Services (KALAHI-CIDSS)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Document Request Form (DRF), or email request to Personnel Administration Section, or send via email/ online system request	1.1 Receive or acknowledge request for COE from the client and forward application to authorized personnel handling COE requests	None	10 minutes	<i>Administrative Aide III (AAide III), AAide IV, Administrative Assistant II (AA II), Administrative Officer IV (AO IV) PAS/PPPP/SLP/KC-NCDDP</i>
	1.2 Review request based on the purpose indicated in the DRF or email/ online system request, review/ check the	None	2 days and 4 hours	<i>COE Focal Persons: AA II, AO IV (PAS, PPPP, SLP, KC-NCDDP)</i>

	201 File/ PER 16 as reference, draft/ prepare the COE, and forward the COE to Authorized Certifying Authority			
	1.3 Initial/ Sign the COE	None	2 hours	<p><i>Authorized Certifying Authority:</i></p> <p><i>PAS Section Head, HRMDD Chief, OIC- Assistant Regional Director for Administration (ARDA)</i></p>
	1.4 Ensure that the COE has security feature to avoid data fraud or falsification of document	None	10 minutes	<p><i>AAide III, AAide IV, AA II, AO IV (PAS, SLP, PPPP, KC-NCDDP)</i></p>
	1.5 Inform the client that the certificate is ready for releasing via email/ SMS/ call and ask client on the preferred method of receiving the duly signed Clearance Certificate	None	10 minutes	<p><i>AAide III (PAS), AAide IV (PPPP), AA II (SLP), AO IV (KC-NCDDP)</i></p>
	1.5.1 <b>Release through Courier Service:</b> prepare transmittal letter with information on how to return the Client Satisfaction	None	1 hour and 30 minutes	<p><i>COE Focal Persons</i></p> <p><i>AA II, AO IV (PAS, PPPP, KC-NCDDP)</i></p>

	Measurement Form (CSMF). Documents will be forwarded to Records and Archives Management Section (RAMS) 1.5.2 <b>Release via email:</b> send scanned COE to the client and request client to accomplish the CSMF to be submitted via email or google form 1.5.3 <b>Clearance for pick-up:</b> proceed to Step 2.	None	5 minutes	
2. Pick-up the COE and accomplish the CSMF and submit to the drop box • If certificate will be pick up by a representative, provide an authorization letter	2. Release the certificate and request the client to affix signature in the receiving copy of COE	None	5 minutes	<i>AAide III (PAS),          Aaide IV (PPPP),          AA II (SLP), AO IV          (KC-NCDDP)</i>
<b>Total</b>				
<b>For Courier</b>		None	<b>2 Days, 7 Hours, and 50 Minutes</b>	
<b>For email/ pick-up</b>		None	<b>2 Days, 6 Hours, 25 Minutes</b>	

- **Note:** Processing time may be extended depending on the number of transactions being handled and the length of service of the client

## 9. Issuance of Certificate of Leave Without Pay (LWOP)/ No LWOP to Separated Officials, Employees

The Certificate of LWOP/ No LWOP (CLWOP/CNCLWOP) is issued to separated officials and employees who have been cleared of money, property, and legal accountabilities. The certificate certifies that they have/ do not have LWOP for a certain period.

<b>Office or Division:</b>	Human Resource Management and Development Division – Personnel Administration Section (PAS)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen; G2G – Government to Government			
<b>Who may avail:</b>	Separated Officials and Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Document Request Form (DRF) 2. Request Letter 3. Electronic mail (email)/ Online System Request		1. Applicant 2. Field Office 1 (walk-in client) 3. Online 3.1 <a href="mailto:pas.fo1@dswd.gov.ph">pas.fo1@dswd.gov.ph</a> 3.2 <a href="mailto:hrpas.pppp@gmail.com">hrpas.pppp@gmail.com</a> for Pantawid Pamilyang Pilipino Program (4Ps)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Document Request Form (DRF), or email request to Personnel Administration Section, or send via email/ online system request	1.1 Receive or acknowledge request for CLWOP/ CNLWOP from the client and forward application to the Focal Person	None	5 minutes	<i>Administrative Aide III (PAS) and AAide IV (PPPP)</i>
	1.2 Check if the client already has encoded ELARS	None	6 days, 4 hours and 35 minutes	<i>Leave Focal Persons: AAide IV, AA II (PAS, PPPP)</i>
	1.2.1 If None: encode in ELARS			
	1.2.2 If encoded: Proceed to Step 1.3			
	1.2.3 Encoded and Reviewed ELARS: proceed to Step 1.4			
	1.3 Review/ check the ELARS visà-vis Leave card	None		



1.4 Reprint the corrected ELARS if errors are found				
1.5 Encode the needed details to the CLWOP/ CNCLWOP, print the issuance and attach necessary documents. Forward the CLWOP/ CNCLWOP to Authorized Certifying Authority	None			<i>Leave Focal Persons: AAide IV, AA II (PAS, PPPP)</i>
1.6 Place initial/ sign the CLWOP/CNCL WOP	None	2 hours		<i>Authorized Certifying Authority: PAS Section Head, HRMDD Chief, OIC- Assistant Regional Director for Administration (ARDA)</i>
1.7 Inform the client that the certificate is ready for releasing via email/ SMS/ call and ask client on the preferred method of receiving the duly signed CLWOP/CNCL WOP	None	5 minutes		<i>AAide III (PAS), AAide IV (PPPP),</i>
1.7.1 <b>Release through Courier Service:</b> prepare transmittal letter with information on how to	None	1 hour and 5 minutes		<i>Leave Focal Persons AA II, AO IV (PAS, PPPP)</i>

	return the Client Satisfaction Measurement Form (CSMF). Documents will be forwarded to Records and Archives Management Section (RAMS) 1.7.2 <b>Release via email:</b> send scanned COE to the client and request client to accomplish the CSMF to be submitted via email or google form 1.7.3 <b>Clearance for pick-up:</b> proceed to Step 2.	None	5 minutes	AAide III, AAide IV (PAS, PPPP)
2. Pick-up the signed CLWOP/ CNCLWOP and accomplish the CSMF and submit to the drop box • If certificate will be pick up by a representative, provide an authorization letter	2. Release the certificate and request the client to affix signature in the receiving copy of CLWOP/CNCLWOP	None	5 minutes	AAide III (PAS), Aaide IV (PPPP)
<b>Total</b>				
<b>For Courier</b>		None	<b>6 Days, 7 Hours, and 50 Minutes</b>	
<b>For email/ pick-up</b>		None	<b>6 Days, 6 Hours, 50 Minutes</b>	

- **Note:** *Processing Time may be shortened if there is already a reviewed ELARS, or may be extended depending on the number of ELARS being encoded/ reviewed at a given time, the time needed to review the ELARS, or length of service of the client.*

<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. 11216)</li> <li>-electronic mail (<a href="mailto:pas.fo1@dswd.gov.ph">pas.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>-letter addressed to the Regional Director, Marie Angela S. Gopalan</li> <li>-Official website at <a href="http://www.fo1.dswd.gov.ph">www.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 Human Resource Management and Development 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 of CCB, PCC, ARTA	<p><b>Anti-Red Tape Authority (ARTA)</b></p> <ul style="list-style-type: none"> <li>• (028) 478-5093</li> <li>• <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a></li> </ul> <p><b>Presidential Complaint Center (PCC):</b></p> <ul style="list-style-type: none"> <li>• Call/ text: 8888</li> <li>• Web: <a href="http://www.8888.gov.ph">www.8888.gov.ph</a></li> </ul>

	<b>Contact Center ng Bayan (CCB):</b> <ul style="list-style-type: none"> <li>• SMS: 0908-881-6565</li> <li>• Call: 165 65 Php 5.00 + VAT per call anywhere in the Philippines via PLDT landlines</li> </ul> Email: <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a> Web: <a href="https://contactcenterngbayan.gov.ph">https://contactcenterngbayan.gov.ph</a> Facebook: <a href="https://facebook.com/civilservicegovph">https://facebook.com/civilservicegovph</a>
--	---

## LIST OF OFFICES

Office	Address	Contact Information
DSWD Field Office 1	Quezon Avenue, City of San Fernando, La Union	(072) 687-8000 loc. 11216

# **INTERNATIONAL SOCIAL SERVICE OFFICE**

## **FRONTLINE SERVICE**

## 10. Extension of Social Welfare Services to Distressed Filipinos and their Families in the Philippines

### 10.1 Social Welfare Services to Overseas Filipinos at Post

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

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

<b>Office or Division:</b>	International Social Services Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Distressed Overseas Filipinos Especially the Undocumented			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Original and photocopy of Passport/ Travel Document/ Government Issued ID		1. Client / Embassy		
2. Original and photocopy of Medical Records/Bills (when necessary)		2. Hospital		
3. A Photocopy of Birth Certificate (when necessary)		3. Client		
4. A photocopy of Marriage Contract (when necessary)		4. Client		
5. Original and photocopy of Referral letter (when applicable)		5. Client, Field Office, DSWD OSS, Partner Agencies, and other concerned entities		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Initial Contact: 1.1 Request for Assistance 1.2 Disclose the nature/details of the problem	1.1 Conduct initial interview	None	2 minutes	SWAtt
	1.2 Fill up the General Intake Sheet with all the	None	3 minutes	SWAtt

	necessary information for case assessment			
	1.3 Conduct the Case Assessment	None	5 minutes	SWAtt
	1.3.1 Problem Identification			
	1.3.2 Intervention Identification			
	1.3.3 Determine other office/unit/agency in the post that can appropriately help the client			
	1.4 Provide Service needed by the client	None	15 minutes	SWAtt
	1.4.1 Psychosocial, material, and other Welfare Services including case referral to concerned members of the country team, local agencies, DSWD OSS Team in NAIA (when needed), and concerned DSWD Field Offices			
2. Fill out and submit the Client Satisfaction Measurement Form (CSMF)	2.1 Receive the properly filled-out CSMF.	None	3 minutes	SWAtt
	2.2 Monitor/ follow-up the case (both formal and informal) with DSWD OSS/	None	15 minutes	SWAtt

	Central Office/ Field Office 2.3 Prepare and send feedback to the referring entity. Case Close includes filing of client's documents	None	5 minutes	SWAtt
<b>Total</b>		<b>None</b>	<b>48 minutes</b>	

## 10.2 Social Welfare Services to Returned Overseas Filipinos at Philippine Airports

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

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



6. A photocopy of Parenting Capability Assessment (When applicable) 7. Original and a photocopy of Parent's Affidavit of Consent (When applicable) 8. Original and a photocopy of LGU Acceptance Certificate (When necessary) 9. Original Plane Ticket 10. A photocopy of RT-PCR Result and COVID vaccination record (When applicable) 11. A photocopy of BOQ Certification (When applicable) 12. A photocopy of Case Referral (when applicable)		8. LGU/Returned OF/Flight Companion 9. Returned OF 10. Concerned Laboratory/Returned OF 11. Bureau of Quarantine 12. Referring entity/Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>AT THE NAIA TERMINALS – DSWD ONE STOP-SHOP OPERATION</b>				
1. Initial Contact with DSWD OSS member.	1.1 Receives/entertain Returning Distressed OFs (ROFs) 1.2 Inform the ROF of airport protocol/requirement for their eventual return to their hometowns; checks the completeness and appropriateness of ROF's documents, and listen to their concerns. 1.3 Provide packed meals. Provide immediate psychosocial services/ advice when necessary or refer to URSW for provision of	None	1 hour	<i>DSWD OSS NAIA Team</i>

	more intense psychosocial services.			
2. Fill-out and sign the Intake Form 2.1 Request for Assistance 2.2 Disclose the nature/ details of the problem	2.1 Review the filled out form. Ask questions to ensure integrity of entries.	None	15 minutes	<i>DSWD OSS NAIA Team</i>
	2.2 Provide needed psychosocial services and provide advice. Coordinate or refer client to concerned DSWD Offices for provision of the needed services/interventions.	None	20 minutes	<i>ISSO Focal Staff, ISSO FO Alternate Staff</i>
3. Fill out the Client Satisfaction Measurement Survey	3.1 Receive the properly filled-up CSMF. 3.2 Case Monitoring/ Follow-up (Formal and Informal) and provide feedback to referring agencies/entities	None	22 minutes	<i>ISSO Focal Staff</i>
<b>Total</b>		<b>None</b>	<b>2 hours and 4 minutes</b>	

### 10.3 Social Welfare Services to Returned Overseas Filipino and their Families and Relatives in the Philippines (Regional and Local Levels)

The ISSO, though the focus of its services is at the posts, is also concerned and working on facilitating the family and community reintegration of returned OFs through referral to concerned Field Offices that mobilized local entities specially the LGU for the same purpose. The Social Worker II (SWO II) on the region is focused on facilitating the delivery of needed social services to said clientele at the regional and local levels.

<b>Office or Division:</b>	Statutory Programs Division - International Social Services Office
<b>Classification:</b>	Simple

<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Returned Distressed Undocumented Overseas Filipinos and their relatives in the Philippines at the Regional and Local Levels			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. A photocopy of Passport/Travel Doc./Govt.'s issues ID  2. A photocopy of Medical Records including Medical Certificate  3. Original/photocopy of Referral Letter (When applicable)  4. Barangay Indigency Certificate  5. Filled out intake and Crisis Intervention Forms		1. Client  2. Hospital/ Clinic  3. Social Welfare Attache (SWAtt)/ Local Government Unit and other concerned agencies  4. Barangay  5. DSWD Field Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Obtain a queue number and proceed to the screening area	1.1 Conduct interview and screening of client	None	20 minutes	ISSO Focal/Alternate Staff
	1.2 Conduct Case Assessment 1.2.1 Problem Identification 1.2.2 Intervention Identification 1.2.3 Identification of appropriate DSWD Office, partner agencies, and concerned entities that can be tapped for case referral	None	5 minutes	ISSO Focal/Alternate Staff
	1.3 Provision of needed social service such as ISSAFP direct services: Psychosocial,	None	20 minutes	ISSO Focal/Alternate Staff

	airport assistance, and referral to other agencies				
2	Fill out the Client Satisfaction Measurement Survey	2.1 Receive the properly filled-up CSMF.	None	30 minutes	ISSO Focal/Alternate Staff
		2.2 Monitor and provide feedback to referring parties/ agencies *Note: When there is no need for further assistance: <ul style="list-style-type: none"><li>• Case closure in case it was assessed that there is no need for further assistance/ intervention</li><li>• Encode details of the ROF to Field Office Profile of clients</li></ul>	None	20 minutes	ISSO Focal/Alternate Staff
Total			None	1 hour and 35 minutes	

### 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	A complaint may be filed through any of the established modalities" -a telephone call (072-687-8000 loc. 11245) -electronic mail ( <a href="mailto:isso.fo1@dswd.gov.ph">isso.fo1@dswd.gov.ph</a> ) -posts, comments and chat messages via DSWD FO1 Official Facebook Page: "DSWD Field Office 1" -personal appearance (walk-in clients)

	-letter addressed to the Regional Director, Marie Angela S. Gopalan -Official website at <a href="http://www.fo1.dswd.gov.ph">www.fo1.dswd.gov.ph</a> -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 Human Resource Management and Development Division for action and resolution. The resolution of all complaint consists of: <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 of CCB, PCC, ARTA	<p><b><i>Anti-Red Tape Authority (ARTA)</i></b></p> <ul style="list-style-type: none"> <li>• (028) 478-5093</li> <li>• <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a></li> </ul> <p><b><i>Presidential Complaint Center (PCC):</i></b></p> <ul style="list-style-type: none"> <li>• Call/ text: 8888</li> <li>• Web: <a href="http://www.8888.gov.ph">www.8888.gov.ph</a></li> </ul> <p><b><i>Contact Center ng Bayan (CCB):</i></b></p> <ul style="list-style-type: none"> <li>• SMS: 0908-881-6565</li> <li>• Call: 165 65</li> </ul> <p>Php 5.00 + VAT per call anywhere in the Philippines via PLDT landlines</p> <p>Email: <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a>          Web: <a href="https://contactcenterngbayan.gov.ph">https://contactcenterngbayan.gov.ph</a>          Facebook: <a href="https://facebook.com/civilservicegovph">https://facebook.com/civilservicegovph</a></p>

## LIST OF OFFICES

Office	Address	Contact Information
DSWD Field Office 1	Quezon Avenue, City of San Fernando, La Union	(072) 687-8000 loc. 11245

# **NATIONAL HOUSEHOLD TARGETTING SECTION**

## **FRONTLINE SERVICE**

## 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>	National Household Targeting Section (NHTS)
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	Government to Government (G2G), Government to Citizen (G2C),
<b>Who may avail:</b>	All National Government Agencies (NGAs), Local Government Units (LGUs), Government-Owned and Controlled Corporations (GOCCs) Non-Governmental Organizations (NGOs), Civil Society Organizations (CSOs), the Academe, and Private Foundations for the purpose of utilizing the data for social protection programs.
CHECKLIST OF REQUIREMENTS	
<ol style="list-style-type: none"> <li>1. Letter of Request (indicating reasons for the request and specific data sets expected to be acquired from the Listahanan database)</li> <li>2. Accomplished Data Sharing Agreement (DSA)</li> <li>3. Document indicating the appointed and NPC-registered Data Protection Officer (DPO)</li> <li>4. Privacy Manual or approved document/s on the security measures in place which indicates the data protection procedures and processes of the office/agency in addressing breaches</li> <li>5. List of identified staff who will access, process, and safeguard the Listahanan data including the data processing to be employed</li> <li>6. Hardware and Security Component with supporting images and specifications</li> <li>7. Documentation of physical security measures in place</li> <li>8. Original Copy of the Resolution of Governing Board authorizing head of agency to enter into a data sharing agreement with DSWD (only for NGOs, CSOs, and Private Foundations)</li> <li>9. Valid Proof of Identities of the agency head and their designated DPO/s (only for NGOs, CSOs, and Private Foundations)</li> <li>10. Valid documents indicating the legitimacy of the organization (only for NGOs, CSOs, and Private Foundations)</li> </ol>	<b>WHERE TO SECURE</b> Provided by the Requesting Party

*For Local Government Unit (LGU):*

- The letter of request shall be signed by the Local Chief Executive (LCE) accompanied by a Sanggunian resolution authorizing the LCE to enter a data sharing agreement with the DSWD
- The DSWD Regional Director (RD) and the incumbent LCE shall sign the DSA

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the letter of request with attached electronic copy of the data requirements (if available) to NHTS.	1.1 Receive and record the request in the document transaction/ tracking system.	None	15 minutes	<i>Administrative Assistant III</i>
	1.1.1 Advise the requesting party that they will receive an email or call after 2-3 working days on the approval of their request and the expected schedule of release of the results.			
	1.1.2 Forward the request to the Director for approval.			
	1.2 Input comments and decide if the request is for processing or not, then endorse it to the Policy and Plans Division (PPD) Chief.	None	6 hours	<i>Regional Director (RD)</i>



	1.3 Input recommendation s and endorse it to the assigned Project Development Officer (PDO).	None	3 hours	<i>PPD Chief</i>
	1.4 Inform the requesting party on the approval or disapproval of the data request based on the DSWD MC 15, s. 2021. <ul style="list-style-type: none"> <li>• <b>If approved:</b> the orientation will be scheduled including the preparation of the other documentary requirements not included in the submission of letter of request.</li> <li>• <b>If disapproved:</b> Inform the requesting party of the disapproval highlighting the grounds for such denial through writing. End of process.</li> </ul>	None	2 hours	<i>Project Development Officer (PDO)</i>

2. Attend the scheduled Orientation	2.1 Orient the requesting party about the Listahanan, Data Privacy Act of 2012, MC 12, s. 2021, and data sharing requirements. 2.2 Issuance of Certificate of Orientation on the Data Privacy Act (DPA) of 2012 2.3 Send to the requesting party via email the copy of the law, IRR and the issuances of NPC together with the issuance of Certification on the Acknowledgement Receipt of the said law/policies.	None	2 hours	<i>NHTS designated personnel &amp; Inspection Team</i>
3. Submit the signed Data Sharing Agreement (DSA) and other documentary requirements not included in the submission of letter of request to NHTS.	3.1 Review all documentary requirements including DSA submitted by the requesting party. 3.2 Make a schedule with the requesting party on the conduct of virtual/physical inspection meeting	None	2 hours	<i>NHTS ITO and RFC</i>
4. Present the IT facilities to the NHTS Inspection Team.	4.1 Virtual/physical Inspection of IT facilities of the requesting party.  4.2 Issuance of Certifications	None  None	1 day	<i>NHTS Inspection Team</i>

	(Physical and Technical Set-up Certification and Organizational Set-up Certification)			
	4.3 Certifications and documentary requirements will be attached to the accomplished DSA-and for endorsement by the Regional Field Coordinator to the Regional DPO.	None	2 hours	<i>Regional Field Coordinator (RFC)</i>
	4.4 Assess the accomplished DSA, and documentary attachments. Once approved, endorse DSA to Regional Director.	None	1 day	<i>Regional Data Protection Officer (RDPO)</i>
	4.5 Review and sign the DSA. Signed DSA will be endorsed to NHTS for data processing.	None	3 days	<i>Regional Director (RD)</i>
	4.6 Generate requested data.	None	1 day	<i>ITO (NHTS)</i>
	4.7 Review the result of data generation.	None	1 day	<i>RFC (NHTS)</i>
	4.8 Secure the data by adding	None	1 day	<i>ITO (NHTS)</i>

	<p>protection to the file.</p> <p>4.9 Prepare the Data Release Form (DRF), draft the Memorandum reply, and burn results in a compact disc (CD), USB stick, or Hard Drive.</p> <ul style="list-style-type: none"> <li>• <i>Other electromechanical storage device may apply as long as it is approved by the IT Head and the storage device is provided by the requesting party.</i></li> <li>• <i>Google drive may also be used as long as it is encrypted and password-protected. Password will only be released to the authorized personnel of the requesting party.</i></li> </ul> <p>4.10 Countersign the DRF the DRF.</p> <p>4.11 Finalize the memo and DRF. Secure data and forward to the Administrative Unit.</p> <p>4.12 Track and Scan the documents upon release of results.</p>			
		None	1 day	ITO (NHTS)

5. Call NHTS to retrieve the password upon receipt of the result.	5. Provide the password of the file to the requesting party thru phone upon inquiry and administer the Client Satisfactory Measurement Survey (CSMS) form per Committee on Anti-Red Tape (CART) guidelines.	None	10 minutes	ITO (NHTS)
<b>Total:</b> <i>*Note: Possible extension on the actual data processing depending on the volume of data requirements, number of names required, and the requesting party's compliance and submission of the documentary requirements.</i>		None	10 days, 1 hour, and 35 minutes	

## 12. Data Sharing – Name Matching Request

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

<b>Office or Division:</b>	National Household Targeting Section (NHTS)				
<b>Classification:</b>	Complex, Highly Technical				
<b>Type of Transaction:</b>	Government to Government (G2G), Government to Business (G2B), Government to Citizen (G2C)				
<b>Who may avail:</b>	All National Government Agencies (NGAs), Local Government Units (LGUs), Government-Owned and Controlled Corporations (GOCCs) Non-Governmental Organizations (NGOs), Civil Society Organizations (CSOs), the Academe, and Private Foundations.				
<table border="1"> <thead> <tr> <th>CHECKLIST OF REQUIREMENTS</th><th>WHERE TO SECURE</th></tr> </thead> <tbody> <tr> <td>1. Letter of request (Indicate reason for name matching) 2. Electronic copy (Preferably in CSV format) of the name to be matched which includes the following:</td><td>1. Provided by the Requesting Party</td></tr> </tbody> </table>		CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	1. Letter of request (Indicate reason for name matching) 2. Electronic copy (Preferably in CSV format) of the name to be matched which includes the following:	1. Provided by the Requesting Party
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE				
1. Letter of request (Indicate reason for name matching) 2. Electronic copy (Preferably in CSV format) of the name to be matched which includes the following:	1. Provided by the Requesting Party				

<ul style="list-style-type: none"> <li>• Complete name (Last name, First Name, Middle Name, Extension Name)</li> <li>• Birth Date (YYYY-MM-DD format)</li> <li>• Philippine Standard Geographic Classification of (PSGC) Province, City/Municipality, and Barangay</li> </ul> <ol style="list-style-type: none"> <li>Valid Proof of Identities of the Personal Information Controller (PIC), Data Privacy Officer (DPO), Compliance Officer (COP)</li> <li>Data Sharing Agreement (DSA) signed by the: (1) Head of Office as PIC, (2) designated DPO or COP</li> <li>List of Personnel who will access, process, and safeguard the Listahanan data, including the employed data processing</li> <li>Original Copy of the Resolution of Governing Board authorizing head of agency (NGOs, CSOs, and Private Foundations)</li> </ol> <p><i>For Local Government Unit (LGU):</i></p> <ul style="list-style-type: none"> <li>• The letter of request shall be signed by the Local Chief Executive (LCE) accompanied by a Sanggunian resolution authorizing the LCE to enter a data sharing agreement with the DSWD</li> <li>• The DSWD Regional Director (RD) and the incumbent LCE shall sign the DSA</li> </ul>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide the letter of request together with the electronic copy of the names for name matching	1.1 Receive the request. Record in the eDTMS/ Data Tracking System and endorse to the Regional Director.	None	15 minutes	<i>Administrative Assistant (AA)</i>
	1.2 Provide instruction to facilitate/review the request and	None	2 hours	<i>Regional Director (RD)</i>

	<p>endorse to the Policy and Plans Division (PPD) Chief.</p> <p>1.3 Provide recommendation s on the request and endorse to the Project Development Officer (PDO) to inform the client on the status of the request.</p> <p>1.4 Approve/Disapprove the data request based on the DSWD MC 15, s.2021.</p> <ul style="list-style-type: none"> <li>• <b>Disapproved</b> – Sign the letter of disapproval and endorse to the client. End of process.</li> <li>• <b>Approved</b> – Notify and provide the DSA and documentary requirements to the client</li> </ul>	<p>None</p> <p>None</p>	<p>1 hour</p> <p>1 hour</p>	<p><i>PPD Chief</i></p> <p><i>RD</i></p> <p><i>NHTS-Regional Field Coordinator (RFC)</i></p>
2. Provide the documentary requirements and the DSA signed by the Head of Office (HOO) as Personal Information Controller (PIC) and the designated Data	<p>2.1 Review all documentary requirements including the DSA submitted by the client</p> <ul style="list-style-type: none"> <li>• <b>Non-Compliant</b> – <i>Inform the client regarding the incomplete requirement via email.</i></li> </ul>	None	2 hours	NHTS-RFC

Privacy Officer (DPO) / Compliance Officer for Privacy (COP)	<ul style="list-style-type: none"> <li>• <b>Compliant:</b> <ol style="list-style-type: none"> <li>Sign the DSA and endorse to the DPO and the Regional Director for signature</li> <li>Endorse the signed DSA to NHTS for processing</li> </ol> </li> </ul> <p>2.2 Review the compliance of the electronic copy of names with the required template/format:</p> <ul style="list-style-type: none"> <li>• <b>Non-Compliant – Inform the client about the findings via email.</b></li> <li>• <b>Compliant – Process the request within the set deadline depending on the volume or number of names to be matched</b></li> </ul>	None	1 hour  1 day (5,000 and below)  3 days (5,001 – 50,000)  7 days (50,001 – 400,000)  20 days (400,001 – 1,000,000)	<i>ITO II - NHTS</i>
3. Provide a storage device that is approved by the ITO or request for a Google Drive link	<p>2.4 Secure the data by adding a password to the file</p> <p>2.5 Prepare the Data Release Form (DRF)</p> <p>2.6 Draft the response memorandum</p> <p>2.7 Save the results in a compact disc (CD), Universal Serial</p>	None	3 hours	<i>ITO – DMS / NHTS</i>



	Bus (USB) stick, or hard drive 2.8 Sign the DRF 2.9 Endorse the finalized documents to PPD Chief 2.10 Sign the memorandum and endorse to AA for releasing	None	1 hour	NHTS – RFC / ITO  RD
4. Receive the documents	4.1 Track the documents in the EDTMS / any other tracking system 4.2 Scan a copy of the documents for record keeping 4.3 Release the document to the client	None	10 minutes	AA
5. Fill-out the Satisfactory Measurement Survey (CSMS)	10 Provide the client the CSMS form per Committee on Anti-Red Tape (CART) guidelines.	None	10 minutes	ITO – NHTS
<b>TOTAL:</b> <i>*Note: Possible extension on the actual data processing depending on the number of names required but shall not exceed forty (40) days as reference in RA-IRR-11032.Rule 7.Section 3.c.</i>		None	<b>Minimum – 2 days, 3 hours, 45 minutes</b>  <b>Maximum – 21 days, 3 hours and 45 minutes</b>	

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

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

<b>Office or Division:</b>	National Household Targeting Section (NHTS)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Government to Government (G2G), Government to Business (G2B), Government to Citizen (G2C)			
<b>Who may avail:</b>	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Request (specify purpose and data requested)		Requesting Pary		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter of request for Listahanan data addressed to the Regional Director	1.1 Receive and record the request in the Document Tracking System (DTS). Forward to the Office of the Regional Director.	None	15 minutes	<i>Administrative Assistant (AA)</i>
	1.2 Review the merit of request based on MC 15 s. 2001. Upon approval of request endorse to Policy Plans Division (PPD).	None	2 hours	<i>Regional Director (RD)</i>
	1.3 Input comment/s then endorse to NHTS.	None	1 hour	<i>PPD Chief</i>
	1.4 Provide instruction base on the data requested and forward to Associate Statistician for	None	1 hour	<i>RFC (NHTS)</i>

	<p>data generation.</p> <p>Note: If the request is:</p> <ul style="list-style-type: none"> <li>• <b>Not Clear</b></li> </ul> <p>1.4.1 <b>Vague Data:</b> Associate Statistician shall coordinate with data users to clarify the data requirement</p> <p>1.4.2 <b>Data is not available in the Listahanan Database:</b> Associate Statistician shall provide recommendations to the requesting party.</p> <ul style="list-style-type: none"> <li>• <b>Clear:</b> Generate the requested data from the Listahanan database (in excel or any format available)</li> </ul> <p>1.5 Draft response letter/ memorandum to the requesting party and attach routing</p>		
--	--	--	--

	<p>slip. Submit to RFC.</p> <p>1.6 Review the generated statistical/raw data.</p> <ul style="list-style-type: none"> <li>• <i>If data generated is:</i></li> </ul> <p>1.6.1 <b>Not Accurate:</b> <i>return the generated data to statistician for revision</i></p> <p>1.6.2 <b>Accurate:</b> <i>Submit to the PPD Chief for approval and data release</i></p> <p>1.7 Countersign response letter/memorandum. Endorse to the Regional Director.</p> <p>1.8 Review and approval of the facilitated data request for release.</p> <p>1.8.1 <b>Not approved:</b> <i>return request to NHTS for revision.</i></p> <p>1.8.2 <b>Approved:</b> <i>Sign the response letter/memorandum with the attached</i></p>	<p>None</p> <p>None</p> <p>None</p>	<p>4 hours</p> <p>1 hour</p> <p>5 hours</p>	<p><i>RFC</i></p> <p><i>PPD Chief</i></p> <p><i>RD</i></p>
--	---	-------------------------------------	---	--

	<i>data request for release.</i>			
2. Receive the data requested and fill-out the CSMS form	2.1 Record in DTS and facilitate the release of the approved request to the requesting party. 2.2 Administer Client Satisfaction Measurement Form (CSMF) during the release of approved data request. 2.3 Update and close the transaction in the document tracking system.	None	30 minutes	AA
<b>TOTAL</b>		<b>None</b>	<b>3 days and 2 hours</b>	

#### 14. Walk-in Name Matching Data Request

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

<b>Office or Division:</b>	National Household Targeting Section (NHTS)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen (G2C)			
<b>Who may avail:</b>	All walk-in clients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. One (1) valid Identification Card/ Proof of Identity		1. Provided by client		
2. Walk-in Name Matching Form (1 Original Copy)		2. National Household Targeting Section (NHTS)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

1. Provide Valid ID/ Proof of Identity	1. Interview the client to evaluate the validity of the request as to its purpose: <b>1.1 Invalid:</b> <i>Inform the client on the grounds for the denial of the request based on the DSWD MC 15 s. 2021 (End of Process)</i> <b>1.2 Valid:</b> <i>Provide the name matching form upon confirming validity of the request and proceed for processing</i>	None	15 minutes	NHTS
2. Fill-out the name matching form	2. Process the request of Name Matchin	None	15 minutes	Statistician (NHTS)
3. Receive the Name matching result	3. Explain the result of Name Matching. Provide the Client Satisfaction Measurement form.	None	5 minutes	Statistician (NHTS)
4. Fill-out the Client Satisfaction Measurement Form.	4. Receive the filled-up CSM Form or instruct the client to place it in the drop box.	None	5 minutes	NHTS
<b>Total</b>		<b>None</b>	<b>40 minutes</b>	

### 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. 11221)</li> <li>-electronic mail (<a href="mailto:nhts.fo1@dswd.gov.ph">nhts.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>-letter addressed to the Regional Director, Marie Angela S. Gopalan</li> <li>-Official website at <a href="https://fo1.dswd.gov.ph">https://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 Human Resource Management and Development 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 of CCB, PCC, ARTA	<p><b>Anti-Red Tape Authority (ARTA)</b></p> <ul style="list-style-type: none"> <li>• (028) 478-5093</li> <li>• <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a></li> </ul> <p><b>Presidential Complaint Center (PCC):</b></p> <ul style="list-style-type: none"> <li>• Call/ text: 8888</li> <li>• Web: <a href="http://www.8888.gov.ph">www.8888.gov.ph</a></li> </ul> <p><b>Contact Center ng Bayan (CCB):</b></p> <ul style="list-style-type: none"> <li>• SMS: 0908-881-6565</li> <li>• Call: 165 65</li> </ul> <p>Php 5.00 + VAT per call anywhere in the Philippines via PLDT landlines</p> <p>Email: <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a></p> <p>Web: <a href="https://contactcenterngbayan.gov.ph">https://contactcenterngbayan.gov.ph</a></p> <p>Facebook: <a href="https://facebook.com/civilservicegovph">https://facebook.com/civilservicegovph</a></p>

## LIST OF OFFICES

Office	Address	Contact Information
DSWD Field Office 1	Quezon Avenue, City of San Fernando, La Union	(072) 687-8000 loc. 11221



**PANTAWID PAMILYANG PILIPINO  
PROGRAM  
FRONTLINE SERVICE**

## 15. Request for 4Ps Data

This section describes the process of providing assistance to clients and various stakeholders (general public and other government organizations) both within and outside DSWD through the sharing of public data. However, access to data will be subject to the limitations set to safeguard privacy of the beneficiaries, data security and data mis-appropriation. Therefore, access to data shall be carefully considered and granted in accordance with the 4Ps data sharing protocol.

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

<b>Office or Division:</b>	Pantawid Pamilyang Pilipino Program			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen (G2C)			
<b>Who may avail:</b>	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter addressed to the Regional Director indicating the purpose of the request 2. One (1) Accomplished Data Request Form		1. Requesting party  2. 4Ps Website: <a href="https://pantawid.dswd.gov.ph/citizens-charter">https://pantawid.dswd.gov.ph/citizens-charter</a> , 4Ps Regional Program Management Office (RPMO); 4Ps Provincial Operations Office (POO)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request addressed to the Regional Director (RD) indicating the purpose of the data being requested together with the following required documents or submission:  1.1 Accomplished Data Request Form 1.2 Identified Data Protection Officer (DPO)	1.1 Assess the completeness of the request <b>Provincial Operations Office (POO)</b> 1.1.1 <b>If Incomplete</b> : required documents or improperly accomplished form: return the request to the	None	2 minutes	<i>Guard on duty</i>

	requesting party for compliance or revision.			
1.1.2	<b>If in order:</b> forward the data request to the 4Ps RPMO.			
	<b>Regional Program Management Office (RPMO):</b> review the request in terms of completeness			
1.1.1	<b>If Incomplete</b> : return the request to the POO.			
1.1.2	<b>If in order:</b> receive the completely filled out data request form and letter of request (with attachments as applicable).			
1.2	Encode data request to the data request monitoring tool.	None	30 minutes	<i>RMEO</i>
1.3	Acknowledge and assess the data request	None	1 day	<i>RPMO</i>
1.3.1	If Request is for Primary	None	1 day	<i>RMEO</i>

	Data: PMEUEndorses the request to the concerned focal person/unit. 1.3.2 If Request is for Secondary Data: PMEUEndorse to determine based on the submitted documents if the data being requested is <b>public or          classified.</b>			<i>RMEO</i>
<b>A. For Public Data Request</b>				
	1.4 Forward the request to the appropriate focal person/unit for data generation and preparation.	None	3 hours	<i>RMEO</i>
	1.4.1 If the data is in the periodic reports, IEC materials, and/or 4Ps website: provide the requesting party the resource site or provide the readily	None	2 hours	<i>RMEO</i>
		None	1 day	<i>RMEO</i>

	available data/CSMF			
	1.4.2 If the data needs to be generated, data generation shall be undertaken by PME.U.			
	1.5 PME.U to prepare response or memo of endorsement for the approval of the Regional Director.	None	2 days	RMEO
	1.5.1 If Approved: provide the response and the requested data to the requesting party.	None	4 hours	RMEO
	1.5.2 If Disapproved: inform the requesting party of the lacking documents for completion.	None	1 day	RMEO
2. Comply and submit the lacking documents	2.1 Receive and assess the documents submitted. 2.2 Prepare and generate the requested data.	None	0.5 day	RMEO
3. Receive the requested data. Accomplish and	3.1 Provide the requested data:	None	0.5 day	RMEO

submit the CSMS Form	<p>3.1.1 If the data is in the periodic reports, IEC materials, and/or 4Ps website: refer the requesting party to the resource site.</p> <p>3.1.2 Provide the readily available data.</p> <p>3.2 Provide the CSMS Form. Request to submit the accomplished CSMS form.</p>			
<b>B. For Classified Data Request</b>				
	1.3 Forward the request to the DSWD Field Office for review and evaluation of Division Chief, Regional DPO, and approval of the Assistant Regional Director for Operations (ARDO)	None	3 days	<i>RPMO</i>
	1.3.1 If Approved: inform requesting party and to accomplish MOA	None	1 day	<i>RMEO</i>
	1.3.2 If Disapprove d: inform	None	2 days	<i>RMEO</i>

	the requesting party of the lacking documents for completion prior to approval.			
2. Accomplish the Memorandum of Agreement (MOA) on data sharing	2.1 Prepare the MOA on data sharing between the requesting party and the DSWD FO 1-4PS RPMO	None	1 day	<i>RMEO</i>
	2.2 Forward the draft MOA to the Legal Unit for review.	None	0.5 day	<i>RMEO</i>
	2.3 Legal Unit to endorse the comments/inputs on the reviewed MOA (if any) to the RPMO.	None	1 day	<i>Legal Unit</i>
	2.4 Revise the MOA based on the comments/inputs from the Legal Unit (if any).	None	1 day	<i>RMEO</i>
	2.5 Prepare communication to the requesting party regarding the signing of MOA.	None	1 day	<i>RMEO</i>
3. Submit signed MOA	3. Signing of MOA between the requesting	None	3 days	<i>RD, ARDO, RPC</i>

	party and the DSWD FO 1- 4Ps RPM			
4. Receipt of requested data and accomplish and submit the Client Satisfaction Measurement Survey	4.1 Provision of the data requested. Provide the requested data in the form of Encrypted Compact Disc (CD), attache to the Data Release Form. 4.2 Provide the CSM Form and request client to accomplish and submit the CSM Form.	None	1 day	<i>RMEO</i>
<b>TOTAL:</b> <b>Request for Public Data:</b> <ul style="list-style-type: none"> <li><b>Secondary Data</b></li> <li><b>Administrative Date</b> <ul style="list-style-type: none"> <li><b>Approved</b></li> <li><b>Disapproved</b></li> </ul> </li> </ul>		None	1.5 days, 9 hours and 30 minutes	
		None	5 days, 5 hours and 30 minutes	
			7 days, 5 hours and 30 minutes	

## 16. Grievance Intake and Response

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

As a general rule, anyone may accept a grievance but only the City/Municipal Links (C/MLs) and Grievance Officers (GOs) may ascertain its validity and thereafter intake the grievance. To “*accept*” a grievance is to receive the transaction but to “*intake*” is to record the transaction on a grievance form after ascertaining its validity. Intake and response require technical know-how about



the Grievance Redress System (GRS), particularly on the procedures in resolving the specific types and subtypes of grievances.

<b>Office or Division:</b>	Pantawid Pamilyang Pilipino Program			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen (G2C)			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. 4Ps ID - 4Ps household beneficiary 2. Valid Identification Card – If non-4Ps household beneficiary 3. Proof of grievance, if available		1. Issued by DSWD Field Office 1 2. Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Log-in at the visitors' log book located at the office lobby and present the following:  1.1 4Ps ID for 4Ps household beneficiary. 1.2 Valid ID for non-4Ps household beneficiary	1. Ensure that the client fills out the logbook. Direct the client to the Grievance Desk	None	2 minutes	<i>Guard on duty</i>
2. Proceed to the Grievance Desk for verification of identity.	2. Verify the identity of the client and inquire what the concern is all about for intake.	None	5 minutes	<i>Grievance Officer/ Monitor</i>
3. Provide details about the grievance and supporting documents if available (depending on the type of grievance)	3.1.1. <b>If 4Ps household beneficiary:</b> verify the client status thru the Pantawid Pamilya Information System (PPIS).	None	20 minutes	<i>Grievance Officer/ Monitor</i>

	<p><b>3.1.2. If non-4Ps household beneficiary or the subject of complaint is a non-4Ps household beneficiary:</b>          provide feedback to the client depending on the type of grievance reported and will be referred to the concerned office for appropriate action.</p> <p>3.2. Encode the transaction correctly and completely in the Grievance Module in the PPIS v3.</p> <p>3.3. Check if there are supporting documents provided. Assess all the data and information available and discuss the findings and</p>			
--	---	--	--	--

	<p>next steps to take.</p> <p>3.3.1. If all documents are readily available to resolve the grievance: provide resolution to the grievance and immediately relay feedback to the client.</p> <p>3.3.2. If documents are not available or other information is needed and the grievance cannot be resolved immediately: explain to the client the process that will be undertaken in processing the grievance and the client will be contacted through the contact information provided in the grievance form.</p> <p>3.4. Cut/Tear the stub from the</p>			
--	---	--	--	--

	grievance form, hand over to the client, and advise to wait for updates on the status of grievance			
4. Accomplish the Client Satisfaction Measurement Survey (CSMS) form.	4.1 Provide the CSMS form 4.2 Analyze the data and include it in the Client Satisfaction Measurement Report.	None	5 minutes	<i>Officer-of-the-Day/ Assigned Focal Person</i>
5 Proceed to the office lobby and logout from the client's logbook.	5. Dismiss the client gracefully. Then proceed to Agency Action 7.2	None	1 minute	<i>Guard on Duty</i>
6 Wait for the updates on the status of grievance within three (3) days.	6.1.1 If the grievance was received at the Regional Program Management Office (RPMO): craft a communication letter to endorse the grievance to the concerned office (Provincial/ City/ Municipal	None	1 day	<i>Regional Grievance Officer</i>

	Operations Office (P/C/MOO) or Office/Bureau/Section/Unit (OBSU) for appropriate action.	None	1 day	<i>Provincial Grievance Officer</i>
6.1.2	If the grievance was received at POO: craft a communication letter to endorse the grievance to the RPMO or C/MOO for appropriate action.	None	23 hours	<i>Grievance Monitor</i>
6.1.3	If the grievance was received at the C/MOO: secure the necessary documents and submit to the POO for appropriate action.	None	30 minutes	<i>Grievance Officer/ Monitor</i>
6.2	The responsible			

	grievance officer/ monitors from the RPMO, PC/MOO provide resolution in accordance to the existing GRS procedural guidelines.			
7 Received update/ feedback on the status of the grievance.	<p>7.1 Provide feedback to the complainant and to the concerned office regarding the grievance resolution following the resolution indicator stipulated in the National Advisory Council (NAC) Resolution No. 4, Series of 2020.</p> <p>7.2 Update the status of the grievance in the Grievance Module in the PPIS v.3, reflecting the actions taken by the concerned office within three (3) working days.</p>	<p>None</p> <p>None</p>	<p>1 day</p> <p>5 minutes</p>	<p><i>Regional Grievance Officer</i></p> <p><i>Regional Grievance Officer</i></p>

Total if grievance is resolved outright	None	33 minutes	
Total if grievance is referred to the concerned office for resolution and feedback is provided to the client	None	3 days	
<b>TOTAL</b>	<b>None</b>	<b>3 days</b>	

<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 (072-619-4476)</li> <li>-electronic mail (<a href="mailto:pantawid.fo1@dswd.gov.ph">pantawid.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>-letter addressed to the Regional Director, Marie Angela S. Gopalan</li> <li>-Official website at <a href="https://fo1.dswd.gov.ph">https://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 Human Resource Management and Development 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 of CCB, PCC, ARTA	<p><b>Anti-Red Tape Authority (ARTA)</b></p> <ul style="list-style-type: none"> <li>• (028) 478-5093</li> <li>• <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a></li> </ul> <p><b>Presidential Complaint Center (PCC):</b></p> <ul style="list-style-type: none"> <li>• Call/ text: 8888</li> </ul>

	<ul style="list-style-type: none"> <li>Web: <a href="http://www.8888.gov.ph">www.8888.gov.ph</a></li> </ul> <p><b>Contact Center ng Bayan (CCB):</b></p> <ul style="list-style-type: none"> <li>SMS: 0908-881-6565</li> <li>Call: 165 65 Php 5.00 + VAT per call anywhere in the Philippines via PLDT landlines</li> </ul> <p>Email: <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a>          Web: <a href="https://contactcenterngbayan.gov.ph">https://contactcenterngbayan.gov.ph</a>          Facebook:  <a href="https://facebook.com/civilservicegovph">https://facebook.com/civilservicegovph</a></p>
--	---

### List of Offices

Office	Address	Contact Information
DSWD Field Office 1	Quezon Avenue, City of San Fernando, La Union 2500	(072) 687-8000 loc. 216
Pantawid Pamilya RPMO	3F Kenny Plaza Building, Quezon Ave., Barangay II, City of San Fernando, La Union	(072) 619-4476
Ilocos Norte Provincial Operations Office	3F Jomel III Building, P. Acosta St., Barangay 14, Laoag City, Ilocos Norte	(077) 774-2100
Ilocos Sur Provincial Operations Office	3F Luisa Building, Salcedo St. Barangay III, Vigan City, Ilocos Sur	(077) 674-0137
La Union Provincial Operations Office	3F Kenny Plaza Building, Barangay II, City of San Fernando, La Union	(072) 619-4477
Pangasinan Provincial Operations Office	5 Nable Street, Barangay Pantal, Dagupan City	(075) 529-2275



# **POLICY DEVELOPMENT and PLANNING SECTION**

## **FRONTLINE SERVICE**

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

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

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

- Observations and/or photo/video/audio shoots at DSWD premises, except those involving DSWD's clients or beneficiaries. If a photo, audio or video of a client or beneficiary is essential for the study, the 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 DSWD, 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 DSWD's program operations.
- Studies conducted by consultants/researchers under the Technical Assistance Facility (TAF) grant portfolio. The researchers, however, shall adhere to the policies on 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 Development and Planning Section – Research, Evaluation and Governance Unit (REGU)
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C – Government to Citizen; G2G – Government to Government
<b>Who may avail:</b>	External researchers (e.g., students, academe, other government agencies including members of other branches of government, local and international organizations or research institutions, and other

		independent researchers, including DSWD personnel researching to pursue higher academic education) who intend to conduct research studies related to or involving the DSWD.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
If Request SHALL NOT undergo Research Protocol				
1. Request Letter		1. Researcher		
If Request SHALL undergo Research Protocol				
1. Request Letter		1. Researcher		
2. Research Request Form		2. PDPS – REGU		
3. Research Brief		3. PDPS – REGU		
4. Research Instruments		4. Researcher		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request letter and/or the research request documents	1.1 Receive the request letter addressed to the DSWD FO 1 Director and/or the research request documents and encode the details in the office's document tracking/monitoring system 1.2 Furnish researcher with a receiving copy of the request letter, along with printed or digital leaflets/IEC materials detailing the process flow and requirements. If request is received through email, reply and acknowledge receipt with attached digital leaflets/IEC materials showing the process flow and requirements	None	4 hours	Administrative staff (PDPS)

	1.3 Endorse to the Division Chief (PPD) for assignment and further instructions (if any) to the concerned technical staff			
	1.4 Review the request and assign to available technical staff	None	2 hours	<i>Division Chief/ OIC PDPS Head</i>
	1.5 Review the request as to the following:	None	2 hours	<i>Planning Officer III (PO III) PDPS-REGU</i>
	1.5.1 Area/region of coverage ( <i>refer to MC 10, s. 2019 Section VII. Item 4</i> ) to ensure that it is sent to the correct office. Otherwise, endorse to the correct office.			
	1.5.2 Completeness of submitted requirements. If incomplete, assist the researcher in the completion of documentary requirements and provide orientation on the research protocol. Then go back to Step 1.1 and restart count of working hours/days			
	1.6 If the request falls within the			

	scope of the office, assess if it shall undergo research protocol (i.e., approval of the Regional Director) using the <i>Checklist for Reviewing Research and SWD Data Requests</i> .			
1.6.1	For requests that <b>need not go through the protocol</b> (refer to MC 10, s.2019, Section VI, Item 1), endorse researcher to the concerned DSWD Offices/Bureaus/Sections/Units (OBSUs) using the <i>Endorsement of Research and SWD Data Request Form</i> (either hard copy or soft copy via email) then request the researcher to fill up the <i>Client Satisfaction Measurement Survey</i> (either online or paper-based) and proceed to step 2.	None	4 days	<i>Administrative Assistant (AA)/Planning Officer (PO)</i>
1.6.2	For requests with	None	7 days	<i>Planning Officer</i>

	complete documentary requirements that <b>need to go through the protocol</b> , proceed to the review of the research request in consultation with concerned OBSUs and Field Offices.				
	1.7 Receive the comments/inputs and recommendation s from other offices. These shall be the basis for decision to approve/ disapprove the request.	None	1 day		<i>Planning Officer</i>
	1.8 To recommend Approval?	None	1 day		<i>Planning Officer</i>
	1.8.1 <b>Yes</b> - Prepare a recommenda tion for approval using the <i>Outline Memorandu m of Recommendation on the Research Request</i> for review and initial of the Division Chief. This shall include the consolidated recommenda tions from the				<i>PDPS Section Head</i> <i>PPD Chief</i>

	<p>concerned OBSUs/FOs.</p> <p>1.8.2 <b>No</b> - Communicate decision to the researcher and inform them of relevant revisions that are needed to be made. Two (2) days will be given to researchers to officially respond, through a letter, if they will continue or terminate their request. If pursuing request, ask the researcher to re-submit the revised request based on DSWD's comments, then go back to step 1.6.2 and restart count of working hours/days. Otherwise, request the researcher to fill up the <i>Client Satisfaction Measurement Survey</i> (either online or paper-based) and proceed to step 2.</p>				
	1.9 Review and approve/disapprove	None	2 days		<i>PPD Chief</i>

	ove based on recommendation  To approve? 1.9.1 Yes - Inform researcher and endorse to the concerned OBSUs/FOs. Coordinate with the concerned office where the research request was endorsed and assist the researcher in matters related to conduct of data-gathering activities, then request the researcher to fill up the <i>Client Satisfaction Measurement Survey</i> (either online or paper-based) and proceed to step 2.			<i>Planning Officer</i>
2. Accomplish the Client Satisfaction Measurement Form (CSMF)	2. Receive the accomplished CSMF.	None	15 minutes	<i>Administrative Assistant (PDPS)</i>
<b>Total</b>		<b>None</b>	<b>Non-Protocol: 5 Days and 15 minutes</b>  <b>Protocol: 12 Days and 15 minutes</b>	



## 18. Obtaining Social Welfare and Development Data and Information

Social Welfare and Development (SWD) data and information are provided to external researchers upon their request, specifically for secondary data.

Requests for secondary SWD data and information need not go through the DSWD Research Protocol (or DSWD Memorandum Circular No. 10 s. 2019) and may be approved and provided by submitting a letter of request addressed to the head of the concerned office, bureau, service or unit. Secondary SWD data refers to data that has already been consolidated and/or published by the DSWD and readily available as public document.

<b>Office or Division:</b>	Policy Development and Planning Section – Research, Evaluation and Governance Unit (REGU)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen; G2G – Government to Government			
<b>Who may avail:</b>	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 DSWD.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request Letter		1. Researcher		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the required document (Request Letter)	1.1 Receive the request for SWD Data from the researcher	None	10 minutes	<i>Administrative Assistant (PDPS)</i>
	1.1.1 Walk-in: receive request letter and ask the researcher to provide details in the logbook			
	1.1.2 Email: Download and print request			
	1.2 Check the completeness of information in the request letter (i.e. name of researcher, contact details,	None	10 minutes	<i>Administrative Assistant (PDPS)</i>

	and other data being requested)			
	<ul style="list-style-type: none"> <li><b>If complete:</b> acknowledge receipt of the request (for email or provide receiving copy (walk-in))</li> </ul>			
	1.3 Encode details to the tracking system or Electronic Data Tracking and Monitoring System (eDTMS)	None	5 minutes	<i>Administrative Assistant (PDPS)</i>
	1.3.1 Email: Request letter			
	1.3.2 Walk-in: Information provided in the Researcher's Logbook			
	1.4 Endorse request to the concerned Division	None	5 minutes	<i>Administrative Assistant (PDPS)</i>
	1.5 Assign the request to concern Technical Staff	None	5 minutes	<i>Division Chief / OIC Section Head</i>
	1.6 Assess if the data/information being requested is available within the Division	None	10 minutes	<i>Planning Officer (PDPS)</i>
	1.6.1 <b>Data is Available:</b> prepare the data and letter response (utilizing the letter response			

template)  
which  
includes a  
request to  
accomplish  
the Client  
Satisfaction  
Measurement  
Survey.

Submit to  
Division  
Chief for  
review,  
approval,  
and  
signature.

**1.6.2 Data is Not Available within the Office:**

Endorse the  
request to  
the  
concerned  
office using  
the  
Endorsement  
of Research  
and SWD  
Data  
Request  
Form.

**1.6.3 Data/ Information not available in DSWD:**

Inform the  
researcher of  
other  
sources of  
data.

Prepare a  
letter  
response  
which  
includes a  
request to  
accomplish  
the Client  
Satisfaction

	Measurement Form (CSMF).  Submit the Division Chief for review, approval, and signature			
	1.7 Review, approve, and sign the letter response, prepared data (if available), and application form	None	20 minutes	<i>Division Chief / OIC Section Head</i>
	1.8 Send the signed letter response containing the CSMF link/code to the researcher together with the approved data and applicable form (if available)	None	10 minutes	<i>Administrative Assistant (PDPS)</i>
2. Accomplish the CSMF	2. Receive the accomplished CSMF	None	15 minutes	<i>Administrative Assistant (PDPS)</i>
<b>Total</b>		<b>None</b>	<b>Single Data: 1 Day and 30 minutes</b>  <b>Multiple Data: 1 Day, 5 Hours, and 30 minutes</b>  <b>No Data: 2 Hours</b>	

### 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 (072-687-800 loc. 11221)</li> <li>-electronic mail (<a href="mailto:planning.fo1@dswd.gov.ph">planning.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>-letter addressed to the Regional Director, Marie Angela S. Gopalan</li> <li>-Official website at <a href="https://fo1.dswd.gov.ph">https://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 Human Resource Management and Development 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 of CCB, PCC, ARTA	<p><b><i>Anti-Red Tape Authority (ARTA)</i></b></p> <ul style="list-style-type: none"> <li>• (028) 478-5093</li> <li>• <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a></li> </ul> <p><b><i>Presidential Complaint Center (PCC):</i></b></p> <ul style="list-style-type: none"> <li>• Call/ text: 8888</li> <li>• Web: <a href="http://www.8888.gov.ph">www.8888.gov.ph</a></li> </ul> <p><b><i>Contact Center ng Bayan (CCB):</i></b></p> <ul style="list-style-type: none"> <li>• SMS: 0908-881-6565</li> <li>• Call: 165 65</li> </ul> <p>Php 5.00 + VAT per call anywhere in the Philippines via PLDT landlines</p> <p>Email: <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a></p> <p>Web: <a href="https://contactcenterngbayan.gov.ph">https://contactcenterngbayan.gov.ph</a></p> <p>Facebook: <a href="https://facebook.com/civilservicegovph">https://facebook.com/civilservicegovph</a></p>

## LIST OF OFFICES

Office	Address	Contact Information
DSWD Field Office 1	Quezon Avenue, City of San Fernando, La Union	(072) 687-8000 loc. 11221

# **TRAVEL CLEARANCE UNIT**

## **FRONTLINE SERVICE**

## 19. Securing Travel Clearance for Minors Travelling Abroad

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

<b>Office or Division:</b>	Statutory Programs Division – Special Concerns Unit
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen; G2G – Government to Government
<b>Who may avail:</b>	Eligible Solo Parents
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
For Minors Traveling Alone to a Foreign Country for the First Time	
1. Duly accomplished Application Form	1. DSWD Field Offices or download form at <a href="https://www.dswd.gov.ph">https://www.dswd.gov.ph</a>
2. LSWDO/SWAD Social Worker's assessment (when necessary)	2. Local Social Welfare and Development Office where the minor resides
3. PSA issued Birth Certificate of Minor	3. Philippine Statistics Authority (PSA)
4. One (1) Photocopy of PSA issued Marriage Contract of minor's parents/ Copy of Court issued Legal Guardianship/ Tallaq or Fasakh Certification from the Shariah Court or any Muslim Brgy. or religious leader. PSA issued CENOMAR for illegitimate minors on SECPA.	4. PSA, Court handled the Legal Guardianship petition; Shariah Court or Religious Leader
5. Notarized Affidavit of Consent or Written Consent of both parents/ legal guardian/solo parent, whichever is applicable. Photocopy of valid passport and valid visa or valid ID issued abroad, if parents are working abroad.	5. Law Office and Notarized at the place where the minor resides/ Philippine Embassy (if minors parent/s are abroad)
6. Two (2) original colored passport size photos of the minor (in White, Red or Blue Background) taken within the last 6 months. No scanned picture is allowed.	6. 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)	7. Applicant
8. Certified True Copy of the Death Certificate (for deceased parent/s) on SECPA	8. Applicant
9. Unaccompanied Minor Certificate from the Airlines	9. Airline Company where ticket is obtained



10. Waiver from the parents releasing DSWD from any liability/responsibility in case of untoward incident during the travel of the child.	10. Applicant
<b>For Succeeding Travel of Unaccompanied minor or Traveling ALONE</b>	
1. Duly accomplished Application Form	1. DSWD Field Offices or download form at <a href="https://www.dswd.gov.ph">https://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	2. Law Office Notarized at the applicant's place of residence
3. Original copy of the previous Travel Clearance issued.	3. Applicant
4. Two (2) colored passport size pictures of the minor (in white, red or blue background) taken within the last 6 months. No scanned pictures will be accepted.	4. Any establishment that offers ID picture printing
5. Unaccompanied Minor Certificate from the Airline	5. Airline Company
6. Waiver from the parents releasing DSWD from any liability in case of untoward incident during the travel of the child.	6. Applicant
<b>Minor Traveling for the FIRST TIME with persons other than the Parents or Legal Guardian</b>	
1. Duly accomplished Application Form	1. DSWD Field Offices or download form at <a href="https://www.dswd.gov.ph">https://www.dswd.gov.ph</a>
2. Copy of the PSA issued birth certificate of the minor	2. Philippine Statistics Authority (PSA)
3. Notarized affidavit or written consent of both parents or solo parent or legal guardian, attached with valid identification card with specimen signature.	3. 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.	4. PSA, Local Social Welfare and Development Office (for Solo Parents IDs); Family Court
5. Two (2) colored passport size pictures of the minor (in white, red or blue background) taken within the last 6 months. No scanned pictures will be accepted.	5. Applicant
6. Photocopy of the passport of the traveling companion.	6. Minor's Travelling Companion
<b>Additional Requirements for Minors Under Special Circumstances:</b>	

1. <b>For Filipinos Migrating to Another Country:</b> Visa Petition Approval	1. Applicant
2. <b>For Minors Studying Abroad:</b> Acceptance or Certificate of Enrollment or Registration form the school where the minor is to be enrolled.	2. Applicant
3. <b>For Minors who will attend Conference, Study Tours, Competition, Student Exchange Program, Summer Camp, Pilgrimage, World Youth Day and Other Related Activities:</b>	
3.1 Certification from Sponsoring Organization	3.1 Sponsoring Organization
3.2 Affidavit of Undertaking of Companion indicating safety measures undertaken by the Sports Agency	3.2 Sports Agency
3.3 Signed invitation from the Sponsoring Agency/Organization abroad with itinerary of travel and list of participants and duration of the activity/travel	3.3 Sponsoring Organization
4. <b>Minors going Abroad for Medical Purposes:</b>	
4.1 Medical Abstract of the Minor	4.1 Attending Physician
4.2 Recommendation from the Attending Physician that such medical procedure is not available in the country	4.2 Attending Physician
4.3 Letter from the sponsor	4.3 Sponsor
5. <b>Minors going Abroad for Inter-Country Adoption</b>	
5.1 Placement Authority issued by ICAB	5.1 Inter-Country Adoption Board (ICAB)
5.2 Authority to Escort issued by ICAB	5.2 Inter-Country Adoption Board (ICAB)
6. <b>Minors under Foster Care</b>	
6.1 Notarized Affidavit of Undertaking by the Foster Parents	6.1 Foster Parent
6.2 Notarized Affidavit of Consent from the Regional Director or Authorized Representative	6.2 DSWD Regional Director
6.3 Photocopy of Foster Placement Authority	6.3 Applicant
6.4 Photocopy of Foster Care License of the Family	6.4 Applicant
6.5 DSWD Certification of the CDCLAA Except those under Kinship Care	6.5 DSWD
6.6 Return Ticket	6.6 Applicant
7. <b>Minors under Legal Guardianship:</b> Certified True copy of the Court Order on Legal Guardianship	7. Court

<b>8. Minors whose parents are Seafarers</b> 8.1 Certification from the Manning Agency attesting to the parents employment 8.2 Photocopy of Seaman's Book of Parent/s		8.1 Applicant  8.2 Applicant		
<b>9. Minors with alleged missing parent/s</b> 9.1 Social Case Study Report from the LSWDO where the alleged missing parent's last known address 9.2 Blotter Report from either local police or Barangay Certification from the Locality of the last known address of the alleged missing parent 9.3 One(1) returned registered mail to the last known address of the alleged missing parent/s known address		9.1 Local Social Welfare and Development Office (LSWDO)  9.2 Local Police or Barangay of the alleged missing parent/s last known address  9.3 Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register	1.1 Issue service sequence number. 1.2 Encode client's information in the online spreadsheet and issue the Client Satisfaction Survey Form (CSMS)	None  None	5 minutes	<i>Officer of the Day</i>
2. Submit Application and Documentary requirements	2.1 Receive the submitted filled-up application form and documentary requirements	None	5 minutes	<i>Social Welfare Officer (SWO)</i>
	2.2 Assess the submitted documents. • <b>If Incomplete:</b> Ask the client to comply the lacking documents • <b>If Complete:</b> proceed to the next step	None	5 minutes	SWO
3. Attend the interview	3.1 Conduct the interview and assessment	None	20 minutes	SWO

	3.2 Recommends for the approval or disapproval of the application to the signing authority	None	10 minutes	SWO
	3.3 Approval/Disapproval of the application <ul style="list-style-type: none"> <li>• <b>Approved:</b> proceed to next step</li> <li>• <b>Disapproved:</b> Conduct counselling and explain the reason for disapproval of application</li> </ul>	None	10 minutes	SWO
	3.4 Notify DFA, Bureau of Immigration, PMB, DSWD-CO <ul style="list-style-type: none"> <li>• <b>If Exempted:</b> prepare the certificate of Exemption for Approval of the Regional Director or the Authorized Signatory</li> </ul>			
4. Pay the fees at the Cashier	4.1 Issue Order of Payment/ Billing Statement <p>4.1.1 Validity for 1 year</p> <p>4.1.2 Validity for 2 years</p> <p>4.3 Issue Official Receipt to the Applicant on the Received payment</p> <p>4.4 Issue Claim Stub schedule of release (minimum of 1-day processing and maximum of</p>	300.00 600.00	3 minutes	Cashier          SWO/ Administrative Assistant (AA)

	3 days processing)			
	4.4 Encode the applicant details to the Travel Clearance Certificate	None	10 minutes	SWO/ AA
	4.5 Sign/approve the Approve or Certification of Exemption for Exempted applicants	None	5 minutes	Regional Director/ Authorized Approved Signatory
5. Submit Claim Stub and receipt of Travel Clearance Certificate. Submit the filled-up CSMF and signs logbook.	5. Release the Travel Clearance Certificate to the Applicant/ Certificate of Exemption. Receive the filled up CSMF.	None	5 minutes	SWO/ AA
<b>Total</b>			<b>1 Hour and 19 minutes</b>	
<b>Validity for 1 year</b>		<b>300.00</b>		
<b>Validity of 2 years</b>		<b>600.00</b>		

- **Note:** Social Workers may require additional document from the applicant as a basis of assessment whether or not the minor's travel will not constitute trafficking, exploitation and abuse.
- Processing time may vary per region but shall not exceed a maximum of three (3) days as indicated in AO 12, series of 2017

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	A complaint may be filed through any of the established modalities" -a telephone call (072-687-800 loc. 11241) -electronic mail ( <a href="mailto:mta.fo1@dswd.gov.ph">mta.fo1@dswd.gov.ph</a> )

	-posts, comments and chat messages via DSWD FO1 Official Facebook Page: "DSWD Field Office 1" -personal appearance (walk-in clients) -letter addressed to the Regional Director, Marie Angela S. Gopalan -Official website at <a href="https://fo1.dswd.gov.ph">https://fo1.dswd.gov.ph</a> -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 Human Resource Management and Development Division for action and resolution. The resolution of all complaint consists of: <ol style="list-style-type: none"> <li>1. Submission/Receipt of a complaint</li> <li>2. Recording of complaint</li> <li>0. Data Gathering and Investigation</li> <li>1. Resolution</li> <li>2. Final Feedback</li> </ol>
Contact Information of CCB, PCC, ARTA	<p><b>Anti-Red Tape Authority (ARTA)</b></p> <ul style="list-style-type: none"> <li>• (028) 478-5093</li> <li>• <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a></li> </ul> <p><b>Presidential Complaint Center (PCC):</b></p> <ul style="list-style-type: none"> <li>• Call/ text: 8888</li> <li>• Web: <a href="http://www.8888.gov.ph">www.8888.gov.ph</a></li> </ul> <p><b>Contact Center ng Bayan (CCB):</b></p> <ul style="list-style-type: none"> <li>• SMS: 0908-881-6565</li> <li>• Call: 165 65</li> </ul> <p>Php 5.00 + VAT per call anywhere in the Philippines via PLDT landlines</p> <p>Email: <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a>          Web: <a href="https://contactcenterngbayan.gov.ph">https://contactcenterngbayan.gov.ph</a>          Facebook: <a href="https://facebook.com/civilservicegovph">https://facebook.com/civilservicegovph</a></p>

## LIST OF OFFICES

Office	Address	Contact Information
DSWD Field Office 1	Quezon Avenue, City of San Fernando, La Union	(072) 687-8000 loc. 11241

# **SPECIAL CONCERNS UNIT**

## **FRONTLINE SERVICE**

## 20. Provision of Assistance to Solo Parent

This provides assistance such as Cash, Educational, Food, Medical, Transportation, Burial, and Livelihood to solo parents and their child/children under the RA 8972.

Any solo parent whose income in the place of domicile falls equal to or below the poverty threshold as set by the NSCB and subject to the assessment of the duly appointed or designated social worker in the area shall be eligible for assistance. Any solo parent whose income is above the poverty threshold shall enjoy the benefits mentioned in Sections 16-21 and Section 23 of the Implementing Rules and Regulations.

<b>Office or Division:</b>	Statutory Programs Division – Special Concerns Unit	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C – Government to Citizen; G2G – Government to Government	
<b>Who may avail:</b>	Eligible Solo Parents	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Solo Parent Identification Card		1. Applicant
2. Valid Government ID		2. Government Agency issuing ID (SSS, GSIS, DFA, LTO, etc)
3. Barangay Clearance		3. Barangay
<b>Additional Requirements</b> <b>A. For Educational Assistance</b> 1. Notice of Admission from School 2. Original or Certified True Copy of Transcript of Records, or Report Card of the last year attended school 3. Social Case Study Report  <i><b>*Note: A maximum of three (3) children per family shall be entitled to this assistance.</b></i>  <b>B. For Medical Assistance</b> 1. Medical Abstract/ Medical Certificate 2. Prescription/ Laboratory Request/ Hospital Bil 3. Indigency Certificate 4. Social Case Study Report  <b>C. For Food Assistance</b> 1. Any Government issued valid ID  2. Project Proposal and Food Distribution List (for CRCF Client) 3. Brgy. Certificate of Indigency/ Certificate of Residency		1. School 2. School  3. City/Municipal Social Welfare and Development Officer   1. Hospital 2. Hospital/ Physician  3. Barangay 4. City/Municipal Social Welfare and Development Officer  1. Government Agencies issuing ID (e.g. SSS, GSIS, NBI, DFA, etc.) 2. Head of Residential Care Facility  3. Barangay where the client is presently residing



<b>D. For Cash Assistance for other support services</b> 1. Any Government issued valid ID  2. Depending on the circumstances: 2.1 Police Report/ Fire Incident Report 2.2 Passport/ Travel Document, Certification from OWWA 2.3 Blotter and Social Worker's Certification for the victims of online sexual exploitation of children  <b>E. For Burial Assistance</b> 1. Registered Death Certificate/ Certification from the tribal chieftain 2. Funeral Contract 3. Transfer Permit  4. Embalming Certificate 5. Government issued valid ID (person to be interviewed) 6. Case Study Report/ Case Summary (to avail of services more than Php 5,000.00)  7. Brgy. Certificate of Residency/ Certificate of Indigency/ Certificate that client is in Need of Assistance.		   <			
---	--	---	--	--	--

	1.3 Interview the client using the General Intake Sheet (GIS) and recommend assistance based on the assessment.	None	10 minutes	<i>Solo Parent Focal</i>
	1.4 Provide Psychosocial Intervention and/or refer to CIS/ SWADT/ SLP or referral to LGU.	None	30 minutes	<i>Social Welfare Officer (SWO) (Community Based Service Section)</i>
	1.5 Prepare referral letter or endorsement letter			
	1.5.1 <b>Referral Letter:</b> Client is for referral to Local Government Unit (LGU)	None	1 hour	<i>Solo Parent Focal</i>
	1.5.2 <b>Endorsement letter:</b> for provision of assistance to CIS/ SWADT/ SLP	None	10 minutes	<i>Solo Parent Focal</i>
<b>Total</b>		<b>None</b>	<b>1 hour and 55 minutes</b>	

## 21. Auxiliary Social Services to Persons with Disabilities

This applies in the process of provision of Auxiliary Social Services for persons with disabilities including the provision of Appropriate Technology and Assistive devices.

<b>Office or Division:</b>	Statutory Programs Division – Special Concerns Unit		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2C – Government to Citizen		
<b>Who may avail:</b>	Person with Disability or Family member seeking for assistance		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
<b>Provision of Assistive Devices</b>			
1. Medical Certificate (Indicating the specific Assistive Device/s needed)		1. Attending Physician from Hospital or Clinic	
2. Brgy. Certificate of Indigency		2. Barangay where the applicant resides	
3. Social Case Study Report			

4. One (1) Whole body picture or 2x2 Picture 5. Request Letter		3. Local Government Unit (LGU) or Medical Social Service 4. Applicant 5. Applicant		
<b>Provision of Medical Assistance</b> 1. Medical Certificate/ Abstract 2. Billing Statement 3. Prescription (with Signature, Name and License Number of Physician) 4. One (1) Valid ID 5. Brgy. Certificate of Indigency 6. Social Case Study Report		1. Attending Physician from Hospital or Clinic 2. Hospital 3. Attending Physician 4. Applicant 5. Brgy. where the applicant resides 6. Local Government Unit/ Medical Social Service		
<b>Provision of Educational Assistance</b> 1. Certificate of Enrollment 2. Valid School ID Card 3. Brgy. Certificate of Indigency 4. Social Case Study Report		1. School 2. School 3. Brgy. where the applicant resides 4. Local Government Unit/ Medical Social Service		
<b>Provision of Burial Assistance</b> 1. Funeral Contract 2. Government Issued Valid ID 3. Brgy. Certificate of Indigency 4. Social Case Study Report		1. Funeral Parlor 2. Any Government Agency issuing ID 3. Brgy. where the applicant resides 4. Local Government Unit/ Medical Social Service		
<b>Provision of Livelihood Assistance</b> 1. Project Proposal 2. Brgy. Certificate of Indigency 3. Social Case Study Report 4. Person with Disability ID 5. Certificate match as poor		1. Sustainable Livelihood Program (SLP)/ PWD Focal Person 2. Brgy. where the applicant resides 3. Local Government Unit/ Medical Social Service 4. Local Government Unit 5. DSWD National Household Targeting Section (NHTS) - Lisatahan		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the referral letter to DSWD	1.1 Receive the referral letter. 1.2 Conduct interview and assess on the needs of the Person with Disability/ Family Member/ Guardian. 1.2.1 <b>For Assistance to CIS or SWADT:</b> Prepare referral letter or endorsement. 1.2.2 <b>For Assistive Devices:</b>	None None	2 minutes	<i>Person with Disability Focal</i>

	provide a list of documentary requirements.			
2. Submit the documentary requirements for Assistive Devices	2.1 Receive the documents submitted and assess its authenticity	None	5 minutes	<i>Social Welfare Officer (SWO)/ PWD Focal Person</i>
	2.1.1 <b>Incomplete:</b> Explain the need to complete the requirements . Person with Disability/ Family/ Guardian must comply with the necessary requirements based on the guidelines.	None	5 minutes	<i>SWO/ PWD Focal Person</i>
	2.1.2 <b>Complete:</b> Prepare the documents needed for release of assistive devices.	None		<i>SWO/ PWD Focal Person</i>
	a. <b>Device Available at FO:</b> Prepare Gate Pass or Requisition Slip (RIS) for approval of Division Chief.	None	40 minutes	<i>SWO/ PWD Focal Person</i>
	b. <b>Device Not Available at FO:</b> Prepare the General Intake Sheet, Certificate of Eligibility and Voucher to the service provider.	None	5 days	<i>SWO/ PWD Focal Person</i>
	2.2 Approve the Recommendation for the	None	3 days	<i>Unit Head/ Division Chief/ Budget Officer</i>

	provision of assistive device.			
	2.3 Notify the client of the date of release of the assistive device.	None	5 minutes	<i>Administrative Assistant (AA)</i>
3. Receipt of the Assistive Device.	3. Log the transaction in the distribution sheet. Request the client to fill up the distribution list.	None	5 minutes	<i>SWO/ PWD Focal Person</i>
<b>Total</b>		<b>None</b>	<b>15 days 1 Hour and 30 minutes</b>	
<b>For Group Application for Assistive Devices</b>				
1. Submit the application for assistance	1.1 Receive the submitted application and checking the authenticity by referring party (e.g. LGU, NGO)	None	2 hours	<i>SWO</i>
	1.2 Prepare the documents (i.e. Voucher, ORS) for approval.	None	5 days	<i>Administrative Officer (AO)/ Administrative Assistant (AA) (Cash Section)</i>
	1.3 Approval of the documents	None	2 days	<i>Division Chief/ Regional Director</i>
	1.4 Coordinate the release of assistance to concerned referring party. Inform the referring party on the status of assistance.	None	10 minutes	<i>SWO/ PWD Focal Person</i>
2. Receipt of assistance	2. Release of assistance to client	None	10 minutes	<i>SWO/ PWD Focal Person</i>
<b>Total</b>		<b>None</b>	<b>1 hour and 55 minutes</b>	

## 22. PLHIV Referral for Care and Support Services

<b>Office or Division:</b>	Statutory Programs Division – Special Concerns Unit	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C – Government to Citizen; G2G – Government to Government	
<b>Who may avail:</b>	Persons/People Living with HIV	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Referral Letter		1. From National Government Agency (NGA), Local Government Unit (LGU), Treatment Hubs, and Non-Government Organizations (NGOs), or applicant
<b>Additional Requirements</b>		
<b>For Medical Assistance</b>		
1. Medical Certificate/ Abstract (with Physician's Name, Signature and License number) within 3 months – Original and Photocopy		1. Hospital/ Clinic
2. For Hospital Bill: Statement of Account For Laboratory Request: Laboratory Request with name, signature and License number of Physician issued within 3 months (original and photocopy)		2. Hospital/ Clinic
3. Social Case Study Report		3. Licensed Social Worker from DSWD, Local Social Welfare and Development Office (LSWDO), Medical Social Services, Treatment Hubs, and Primary HIV Care Facilities
4. Brgy. Certificate (Original and Photocopy)		4. Barangay where the applicant resides
5. Valid government issued ID		5. Government Agencies issuing ID Card (SSS, GSIS, TIN, LTO, COMELEC, etc.)
<b>For Educational Assistance</b>		
1. Enrollment Assessment Form or Certificate of Enrolment or Registration		1. Registrar, Authorized staff from school
2. Validated School ID of the student/ beneficiary		2. Registrar, Authorized staff from school
3. Statement of Account for College Students, when available (this may not be available for State Universities)		3. Registrar, Authorized staff from school
4. Government Issued Valid ID		4. Government Agencies issuing ID (e.g SSS, GSIS, TIN, LTO, COMELEC, etc.)
5. Brgy. Certificate of Residency		5. Brgy. the applicant is residing

<b>For Burial Assistance</b> 1. Registered Death Certificate/ Certification from the Tribal Chieftain  2. Original and 1 Photocopy of Funeral Contract (for Funeral Bill Contract with Outstanding Balance)  <i><b>Note:</b> Except for Muslims and Indigenous People performing customary practices</i>  3. Valid Government Issued ID  4. For transfer of Cadaver: Case Study Report/ Case Summary (to avail of services more than Php 5,000.00)  5. Brgy. Certificate of Residency		1. City/ Municipal Hall, Hospital, Funeral Parlor, or Tribal Chieftain  2. Funeral parlor/ Memorial Chapel   3. Government Agencies Issuing ID (e.g. SSS, GSIS, TIN, COMELEC, etc.)  4. DSWD, Local Social Welfare and Development Officer (LSWDO) or Case Summary issued by Medical Social Worker (MSW)  5. Brgy. where the applicant resides		
<b>For Transportation, Cash Assistance, and Other Support Services</b> 1. Valid Government Issued ID  2. Depending on the circumstance: 2.1 Police Report/ Bureau of Fire Protection Report from Bureau of Fire  2.2 Passport, Travel Document/s, certification from OWWA/ Barangay  2.3 Certification from social worker or case management from rescued clients  2.4 Police Blotter and social worker's certification (for victims of online sexual exploitation of children)  2.5 For Locally Stranded Individuals (LSI) without valid IDs, the Medical Certificate of the Travel Authority issued by the Philippine National Police will suffice and be accepted to prove his/her integrity.  3. For all other incidents: Brgy. Certificate or Certificate of the Client is in Need of Assistance as well as other documents from legal authority's/ regulating agencies, as may be applicable.		1. Government Agencies issuing IDs (e.g. SSS, GSIS, TIN, COMELEC, etc.)  2.1 Police Station, Bureau of Fire Protection  2.2 DFA, Overseas Workers Welfare Service (OWWA)  2.3 Social Worker  2.4 Police Station   3. Barangay		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

1. Submit the referral letter and other supporting documents needed.	1.1 Receipt and assess the submitted documents 1.1.1 <b>Referral by other agencies:</b> Check documentary requirements for needed Assistance, review Referral Forms 1 to 4 and proceed to Provision of Assistance to PLHIV. 1.1.2 <b>Self-Referral:</b> conduct an interview.	None	15 minutes	<i>PLHIV Focal Person/ Alternate Focal Person</i>
2. Participate in the interview	2.1 Conduct interview and fill-out Form 1: Intake Form and ask client for Informed Consent.	None	30 minutes	<i>Social Welfare Officer (SWO)/ PLHIV Focal Person</i>
	2.1.1 <b>Client needs additional services:</b> DSWD as referral agency, Consult the directory and identify the appropriate service provider, fill out Form 3 and Form 4, Coordinate with Receiving Agency.	None	15 minutes	<i>SWO/ PLHIV Focal Person</i>
	2.1.2 <b>Can be covered by DSWD program:</b> proceed to Assistance to PLHIV.	None	15 minutes	<i>SWO/ PLHIV Focal Person</i>



	2.2 Conduct follow-up from the receiving agency: Coordinate with receiving agency, ask for Form 3 (from client or Receiving agency)	None	5 minutes	<i>SWO/ PLHIV Focal Person</i>
	2.3 Complete and Update Case File and Referral Register.	None	10 minutes	<i>SWO/ PLHIV Focal Person</i>
<b>Total</b>		<b>None</b>	<b>55 minutes</b>	

## 23. Provision of Assistance to Persons Living with HIV (PLHIV)

As part of the DSWD's psychosocial care and support services for persons living with HIV (PLHIV) and their affected families and in accordance with Section 36 of RA 11166, the Department, through its Field Offices (FOs) provides economic assistance for education, livelihood, burial/funeral, transportation, medical, and food. These forms of assistance are meant for individuals and families of PLHIV in need of social welfare and development interventions.

The direct provision of this assistance aims to mitigate the impact of HIV and AIDS on affected individuals and their families, assuring their well-being and; contributing to the overall response of the national government to HIV and AIDS

<b>Office or Division:</b>	Statutory Programs Division – Special Concerns Unit		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2C – Government to Citizen		
<b>Who may avail:</b>	People Living with HIV (PLHIV) and their affected families		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
<b>Medical Assistance for Hospital Bill</b>			
1. Any valid Identification Card of the client/ person to be interviewed		1. Government Agencies issuing ID card (SSS, GSIS, TIN, LTO, COMELEC, etc.)	
2. Medical Certificate/ Medical Abstract (with Physician’s Name, Signature and License Number) within 3 months – Original and One (1) photocopy		2. Attending Physician/ Medical Records of the designated Treatment Hubs/ Primary HIV Care Facilities	
3. Hospital Bill/ Statement of Account (outstanding balance) with name and signature (Original and One (1) photocopy)		3. Hospital	
4. Social Case Study Report/ Case Summary		4. Licensed Social Worker from DSWD, Local Social Welfare and Development Office, Medical Social Services, Treatment Hubs, and Primary HIV Care Facilities	
		5. Barangay of residency	

5. Certificate of Indigency/ Barangay Certificate declaring the client's situation (Original and One (1) photocopy)	
<b>Medical Assistance for Medicine</b>	
<ol style="list-style-type: none"> <li>Any valid Identification Card of the client/ person to be interviewed</li> <li>Medical Certificate/ Medical Abstract (with Physician's Name, Signature and License Number) within 3 months – Original and One (1) photocopy</li> <li>Social Case Study Report/ Case Summary</li> <li>Certificate of Indigency/ Barangay Certificate declaring the client's situation (Original and One (1) photocopy)</li> </ol>	<ol style="list-style-type: none"> <li>Government Agencies issuing ID card (SSS, GSIS, TIN, LTO, COMELEC, etc.)</li> <li>Attending Physician/ Medical Records of the designated Treatment Hubs/ Primary HIV Care Facilities</li> <li>Licensed Social Worker from DSWD, Local Social Welfare and Development Office, Medical Social Services, Treatment Hubs, and Primary HIV Care Facilities</li> <li>Barangay of residency</li> </ol>
<b>Medical Assistance for Laboratory Requests</b>	
<ol style="list-style-type: none"> <li>Any valid Identification Card of the client/ person to be interviewed</li> <li>Medical Certificate/ Medical Abstract (with Physician's Name, Signature and License Number) within 3 months – Original and One (1) photocopy</li> <li>Laboratory Requests with name, license number, and signature of the attending physician issued within three (3) months (Original and One (1) photocopy)</li> <li>Social Case Study Report/ Case Summary</li> <li>Certificate of Indigency/ Barangay Certificate declaring the client's situation (Original and One (1) photocopy)</li> </ol>	<ol style="list-style-type: none"> <li>Government Agencies issuing ID card (SSS, GSIS, TIN, LTO, COMELEC, etc.)</li> <li>Attending Physician/ Medical Records of the designated Treatment Hubs/ Primary HIV Care Facilities</li> <li>Attending Physician of the designated Treatment Hubs/ Primary HIV Care Facilities</li> <li>Licensed Social Worker from DSWD, Local Social Welfare and Development Office, Medical Social Services, Treatment Hubs, and Primary HIV Care Facilities</li> <li>Barangay of residency</li> </ol>
<b>Burial Assistance for Funeral Bill</b>	
<ol style="list-style-type: none"> <li>Registered Death Certificate/ Certification from the Tribal Chieftain</li> <li>Funeral Contract with outstanding balance Original and 1 photocopy (except for Muslims and Indigenous People performing customary practices)</li> <li>Government Issued Valid ID (person to be interviewed)</li> </ol>	<ol style="list-style-type: none"> <li>City/ Municipal Hall, hospital, funeral parlor or Tribal Chieftain</li> <li>Funeral parlor/ Memorial Chapel</li> <li>Government agencies issuing ID (e.g. SSS, GSIS, Pag-ibig, COMELEC, NBI, DFA, etc.)</li> </ol>

4. Brgy. Certificate of Residency/ Certificate of Indigency/ Certificate that client is in Need of Assistance.	4. Barangay the client is presently residing
<b>Burial Assistance for Transfer of Cadaver</b> 1. Registered Death Certificate/ Certification from the Tribal Chieftain  2. Funeral Contract original and 1 photocopy (except for Muslims and Indigenous People performing customary practices)  3. Government Issued Valid ID (person to be interviewed)  4. Case Study Report/ Case Summary (to avail of services more than Php 5,000.00)  5. Brgy. Certificate of Residency/ Certificate of Indigency/ Certificate that client is in Need of Assistance.	1. City/ Municipal Hall, hospital, funeral parlor or Tribal Chieftain  2. Funeral parlor/ Memorial Chapel  3. Government agencies issuing ID (e.g. SSS, GSIS, Pag-ibig, COMELEC, NBI, DFA, etc.)  4. Department Social Worker, Local Social Welfare and Development Officer or Case Summary issued by Medical Social Worker (MSW)  5. Barangay the client is presently residing
<b>For Educational Assistance</b> 1. Enrolment Assessment Form or Certificate of Enrolment or Registration  2. Validated School ID of the student/ beneficiary  3. Statement of Account for College Students, when available. (This may not be available for State Universities)  4. Government Issued Valid ID (person to be interviewed)  5. Brgy. Certificate of Residency/ Certificate of Indigency/ Certificate the client is in Need of Assistance may be required	1. Registrar, Authorized staff from school  2. Registrar, Authorized staff from school  3. Registrar, Authorized staff from school  4. Government agencies issuing ID (e.g. SSS, GSIS, Pag-ibig, COMELEC, NBI, DFA, etc.)  5. Barangay the client is presently residing
<b>For Food Assistance for Individuals and Families</b> 1. Government Issued valid ID  2. Brgy. Certificate of Residency/ Certificate of Indigency/ Certificate of Client is in Need of Assistance	1. Government agencies issuing ID (e.g. SSS, GSIS, Pag-ibig, COMELEC, NBI, DFA, etc.) 2. Barangay the client is presently residing
<b>Transportation and Cash Assistance for Other Support Services</b> 1. Any Government-issued ID of the client/ person to be interviewed  2. Depending on the circumstance:	1. Government Agencies issuing IDs (e.g SSS, DFA, GSIS, NBI, COMELEC, etc.)  2.1 Police Station, Bureau of Fire Protection

<p>2.1 Police Report/ Bureau of Fire Protection Report from Bureau of Fire</p> <p>2.2 Passport, Travel Document/s, certification from OWWA or Barangay</p> <p>2.3 Certification from social worker or case management from rescued clients</p> <p>2.4 Police Blotter and social worker's certification for the victims of online sexual exploitation of children</p> <p>2.5 For Locally Stranded Individuals (LSI) without valid IDs, the Medical Certificate or the Travel Authority issued by the Philippine National Police will suffice and be accepted to prove his/her integrity.</p> <p>3. For all other incidents: Barangay Certificate of Residency or Certificate of Indigency or Certificate of the Client is in Need of Assistance as well as other documents from legal authority's/ regulating agencies, as may be applicable.</p>		<p>2.2 DFA, Overseas Workers Welfare Service (OWWA)</p> <p>2.3 Social Worker</p> <p>3. Barangay</p>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Obtain a queue number and fill up the health declaration form.	<p>1. Provide queue number and instruct to fill up the health declaration form</p> <p>1.1 <b>If for informationa l Service:</b> provide the necessary information and a copy of checklist of requirements</p> <p>1.2 <b>If for submission of requirement s:</b> proceed to next step</p>	None	5 minutes	<i>Administrative Aide</i>
2. Submits documents	2.1 Review of submitted documents and conduct	None	10 minutes	<i>PLHIV Focal/Alternate Staff</i>

	initial interview. <ul style="list-style-type: none"> <li>• <b>If Incomplete:</b> provide a checklist. Place a check mark on compliant document and highlight the needed documents. Ask the client to return with completed documents.</li> </ul>			
	2.2 Provide forms to be filled up.			
3. Fill-out the necessary fields in the forms provided	3.1 Conduct further verification of submitted documents and probing interview. Verify submitted requirements for veracity, consistency, and authenticity. <ul style="list-style-type: none"> <li>• If one or more documents are found inauthentic or inconsistency: provide explanation to client and checklist. Identify which documents are inauthentic and inadequate.</li> </ul>	None	15 minutes	<i>PLHIV Focal/Alternate Staff</i>
	3.2 Recommend assistance to be provided. Facilitate	None	15 minutes	<i>PLHIV Focal/Alternate Staff</i>

	referral to other ODSUs <b>3.2.1 Assistance may be directly provided:</b> <ul style="list-style-type: none"> <li>• Prepare Certificate of Eligibility</li> <li>• Encode client's information to registry and accomplishment of Form</li> <li>• Three Referral Feedback (referred by other agency)</li> <li>• Ensure all required signatories and fields are accomplished.</li> </ul> <b>3.2.2 For Referral to other ODSU:</b> <ul style="list-style-type: none"> <li>• Facilitate referral with reference to respective Citizen's Charter</li> <li>• Conduct follow-through to seek feedback on actions taken</li> </ul>			
	3.3 Facilitates approval of documents and disbursement of assistance.	None	<b>Within the day:</b> 1 hour  <b>Guarantee letter:</b> 3 working days	<i>PLHIV          Focal/Alternate Staff</i>
4. Accomplish and submit the Client Satisfaction Measurement Form (CSMF)	4. Receive the properly filled up CSMF and submit to designated personnel for consolidation.	None	10 minutes	<i>PLHIV          Focal/Alternate Staff</i>

<b>Total</b>	<b>None</b>	<b>Within the day transaction: 1 hour and 45 minutes</b>	
		<b>Not Within the day: 3 days, 1 hour, and 15 minutes</b>	

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

The RRTP 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 – Special Concerns Unit		
<b>Classification:</b>	Highly Technical		
<b>Type of Transaction:</b>	G2C – Government to Citizen; 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>1. Case Management</b> 1.1 Travel Documents/ Passport 1.2 Valid Identification Card 1.3 Social Case Study Report 1.4 Referral Letter		1.1 Applicant 1.2 Applicant 1.3 DSWD Field Office, LGU, and Referring agency 1.4 Attache Office and Agencies	
<b>2. Medical Assistance</b> 2.1 Clinical Abstract/ Medical Certificate (with Physician's signature and license number) within three (3) months 2.2 Hospital Bill (for payment of hospital bill) or Prescription (for medicines) or Laboratory requests (for procedures) 2.3 Barangay Certificate of Indigency and Valid ID for the client		2.1 Hopital's Records Section or Attending Physician  2.2 Hospital or Attending Physician  2.3 Barangay where the client is presently residing	
<b>3. Educational Assistance</b> 3.1 School registration and/or certificate of enrolment 3.2 Statement of Account for tertiary education		3.1 School  3.2 School	



3.3 Valid School ID and Valid ID of the parent/guardian		3.3 Applicant		
<b>4. Skills Training</b>				
4.1 Official receipt from the training school (TESDA/ CHED accredited training school)		4.1 School		
4.2 Valid school ID/ Enrollment form		4.2 Applicant		
<b>5. Financial Assistance for Employment</b>				
5.1 Contract of Employment or any similar document which indicates that they are hired.		5.1 Company where the applicant will work		
5.2 Valid Identification Card		5.2 Applicant		
<b>6. Financial Assistance for Livelihood</b>				
6.1 Result of the Handa Ka Na Bang Magnegosyo? Client score 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.		6.1 DSWD Field Office		
6.2 Project Proposal/ Mungkahing Proyekto Form. They may write using their vernacular or local dialect. They may be assigned by the social worker in preparation of the said proposal.		6.2 Applicant		
6.3 Valid Identification Card		6.3 Applicant		
6.4 Social Case Study Report		6.4 DSWD Field Office		
<b>7. Logistical Support During and Post-Rescue Operation of Victim-Survivors of Trafficking</b>				
7.1 Victim-Survivors of trafficking during rescuer 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.		7.1 DSWD Field Office		
<b>8. Provision of Temporary Shelter</b>				
8.1 Victim-Survivors of trafficking may be placed in DSWD run/registered, licensed and accredited residential care facilities for protective custody		8.1 DSWD Field Office		
<b>9. Support for Victim-Survivors/ Witness and Transportation Assistance</b>				
9.1 Valid Identification Card		9.1 Applicant		
9.2 Social Case Study Report		9.2 DSWD Field Office		
9.3 Official Receipt for the Client's Board and Lodging		9.3 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. Visit the DSWD Field Office	1.1 Conduct Intake Interview or Home visits			
	1.1.1 Walk In Clients	None	1 hour	<i>Social Welfare Officer II (SWO II) RRPTP</i>
	1.1.2 Referred clients from other agencies	None	1 Day	
	<ul style="list-style-type: none"> <li><b>If Not Qualified:</b> refer to Crisis Intervention Section/ International Social Services Office</li> </ul>	None	1 Day	<i>SWO II (RRPTP)</i>
	<ul style="list-style-type: none"> <li><b>If Qualified:</b> conduct interview and assessment</li> </ul>	None	2 Hours	<i>SWO II (RRPTP)</i>
	1.2 Prepare documents and endorse for review and approval.	None	2 Hours	<i>SWO II (RRPTP)</i>
2. Receipt of check	1.3 Review and approval of submitted documents.	None	2 days	<i>CBSS Head, Statutory Programs Division Chief (StPD Chief)</i>
	<ul style="list-style-type: none"> <li><b>If approved:</b> endorse for document processing and release of checks.</li> </ul>			
	2.1 Release of check			
	2.1.1 Release to client if available to receive in the Field Office	None	1 day	<i>Staff on duty (Cash Section)</i>
	2.1.2 Release check at the client's residence or nearest satellite office	None	2 days	<i>SWO II (RRPTP)</i>
<b>Rescued Trafficking in Persons Victim</b>				
1. Request for assistance in the	1.1 Conduct Intake/ Assessment/ Case summary	None	1 day	<i>SWO II (RRPTP)</i>

rescue of trafficked client.	for admission to a residential facility for temporary shelter			
	1.2 Refer trafficked client to Center for protective custody and processing of assistance.	None	1 day	<i>SWO II (RRPTP)</i>
	1.3 Provide rehabilitation and other interventions: <b>Non-Cash</b>	None	3 months	<i>Centers and Residential Care Facility Staff (CRCF)</i>
	1.3.1 Psychosocial Counseling			
	1.3.2 Skills Training			
	1.3.3 Provision of temporary shelter			
	1.4 Request Parenting Capability Assessment Report (PCAR) to Municipal Social Welfare and Development Office (MSWDO) if client is minor.	None	3 days	<i>SWO II (RRPTP)</i>
	1.5 Conduct Case Conference with client's family for reintegration after the MSWDO conducted the Family Assessment/PCAR.	None	1 day	<i>SWO II (RRPTP)</i>
	1.6 Refer for aftercare services.	None	1 day	<i>SWO II (RRPTP)</i>
	1.7 Prepare Narrative Report/	None	2 days	<i>SWO II (RRPTP)</i>

	Case Documentation.			
	<b>Total Walk-in</b>	<b>None</b>	<b>17 Days and 6 Hours</b>	
	<b>Rescued Trafficking in Persons</b>	<b>None</b>	<b>4 Months and 1 Day</b>	

- ***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 (072-687-800 loc. 11245)</li> <li>-electronic mail (<a href="mailto:scu.fo1@dswd.gov.ph">scu.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>-letter addressed to the Regional Director, Marie Angela S. Gopalan</li> <li>-Official website at <a href="https://fo1.dswd.gov.ph">https://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 Human Resource Management and Development Division for action and resolution.</p> <p>The resolution of all complaint consists of:</p> <ol style="list-style-type: none"> <li>3. Submission/Receipt of a complaint</li> <li>4. Recording of complaint</li> <li>3. Data Gathering and Investigation</li> <li>4. Resolution</li> <li>5. Final Feedback</li> </ol>
Contact Information of CCB, PCC, ARTA	<p><b>Anti-Red Tape Authority (ARTA)</b></p> <ul style="list-style-type: none"> <li>• (028) 478-5093</li> </ul>

	<ul style="list-style-type: none"> <li>• <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a></li> </ul> <p><b>Presidential Complaint Center (PCC):</b></p> <ul style="list-style-type: none"> <li>• Call/ text: 8888</li> <li>• Web: <a href="http://www.8888.gov.ph">www.8888.gov.ph</a></li> </ul> <p><b>Contact Center ng Bayan (CCB):</b></p> <ul style="list-style-type: none"> <li>• SMS: 0908-881-6565</li> <li>• Call: 165 65</li> </ul> <p>Php 5.00 + VAT per call anywhere in the Philippines via PLDT landlines</p> <p>Email: <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a></p> <p>Web: <a href="https://contactcenterngbayan.gov.ph">https://contactcenterngbayan.gov.ph</a></p> <p>Facebook: <a href="https://facebook.com/civilservicegovph">https://facebook.com/civilservicegovph</a></p>
--	---

## LIST OF OFFICES

Office	Address	Contact Information
DSWD Field Office 1	Quezon Avenue, City of San Fernando, La Union	(072) 687-8000 loc. 11245

## **CENTERS and RESIDENTIAL CARE FACILITIES**

## 25. Case Management in Centers and Residential Care Facility

### 25.1 Regional Rehabilitation Center for Youth (RRCY)

The Regional Rehabilitation Center for Youth (RRCY) is a facility designed to provide intensive treatment in a residential setting for the rehabilitation of a Children-In-Conflict with the Law (CICL) whose sentence has been suspended.

It provides 24-hour care, treatment, and rehabilitation services under the guidance of trained staff where residents are cared for under a structured therapeutic and home environment that will enable them to improve their social functioning, with the end goal of their reintegration as productive members of their families and their communities.

<b>Office or Division:</b>	Statutory Programs Division – Regional Rehabilitation Center for Youth (RRCY)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Citizens			
<b>Who may avail:</b>	Children-in-Conflict with the Law			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Admission Requirements</b>				
1. Court Order 2. Birth Certificate 3. Medical Certificate 4. Comprehensive Social Case Study Report indicating the level of functioning of the child and family 5. School Requirements 5.1 Form 137, Form 138, Certificate of Good Moral Character 5.2 Alternative Learning System (ALS), ALS Form (AF-5)		1. Respective Regional Trial Court (RTC) 2. Philippine Statistics Authority (PSA) 3. City/ Municipal Rural Health Unit 4. City/ Municipal Social Welfare Office (C/MSWDO)  5.1 Last School Attended  5.2 ALS Coordinator		
<b>Additional Requirements Under COVID-19 Situation</b>				
1. Negative RT-PCR (within 72 hours) or Rapid Antigen Test Result (within 24 hours) 2. Vaccination Card or Vaccination Certificate (indicating full vaccination details)		1. Accredited Diagnostic or Laboratory  2. RHU/CHOs or Vaccination Sites or <a href="https://vaxcert.doh.gov.ph">https://vaxcert.doh.gov.ph</a>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>Pre-Admission Phase/ Initial Contact</b> 1. Client through LSWDO will coordinate with Center Staff on the list of admission requirements, initial submission, and/or schedule of transfer of CICL to the Center	1.1 The staff will discuss the list of requirements, review the requirements and agree on the date of referral.	None	25 minutes	<i>Social Welfare Officer I/II (SWO I/ SWOII)</i> <i>Admitting Officer</i> <i>Social Services Unit Head</i> <i>Nurse I</i>
		None	1 hour	

	1.2 Virtual pre-admission conference for cases with significant findings based on review of documents.			
<b>Admission Conference</b> 2 The client through the LSWDO submits all the admission requirements	2.1 Complete Requirement: Conduct of Admission Conference	None	10 minutes	SWO // SWO II
	2.2 Incomplete Requirements: letter addressed to the RTC & LGU will be prepared. For review and signature of the staff concerned staff.	None	30 minutes	SWO // SWO II
3 Participate during the admission conference - answer queries from Rehabilitation Team Members and present all personal belongings for inspection and inventory	3.1 Physical Inspection/ Body Frisking	None	4. minutes	Security Guard
	3.2 Conduct Interview and Orientation on the policies and Services of the Center.	None	45 minutes	SWO // SWO II Nurse I Houseparent I/II Psychometrician
	3.3 Conduct Initial Medical Assessment	None	1 hour	Nurse I
	3.4 Conduct Initial Psychological Observation.	None	1 hour	Psychometrician
	3.5 Conduct inventory of client's belongings and provide set of clothing, toiletries, and	None	50 minutes	Houseparent I/II

	the like to the client			
4 Comply with the health and safety protocols and perform daily activities based on the Residents Daily Activities.	4. Orientation of protocols and assigned to the Isolation Room for 5 days for clients who are fully vaccinated and 14 days for partially, unvaccinated and symptomatic clients.	None	10 minutes	<i>Houseparent I/II Nurse I</i>
5. Bring all belongings and organize in his designated locker	5. Assign to respective dorm, introduce to the home living arrangement and activities	None	30 minutes	<i>Houseparent I/II</i>
<b>Intervention Phase</b>				
<b>Exploration, Assessment and Planning</b>				
6. Cooperate during the interview assessment	6.1 Conduct in-depth interview and gather information from other sources	None	2 hours	<i>SWO I/II</i>
	6.2 Conduct initial psychological assessment through interview	None	2 hours	<i>Psychologist III/ Administrative Officer (AO IV)/ Psychometrician/ AO II</i>
	6.3 Conduct Medical Assessment (History and Physical Examination)	None	1 hour and 30 minutes	<i>Medical Officer (MO) IV/ Nurse I/II</i>
	6.4 Assist Client in filling up the Training Needs Assessment (TNA) form	None	15 minutes	<i>Manpower Development Officer I (MDO)  Center Teacher</i>



	6.5 Assess the capability in doing home activities	None	45 minutes	SWO I/ II
	6.6 Prepare the Social Case Study Report and Intervention Plan	None	2 hours	
<b>Implementation of Plan and Monitoring</b>				
7. Attend and comply with the activities identified in the Rehabilitation Treatment Plan	7. Implements the Intervention Plan	None	9 months (depending on the progress of client may reach 2 years)	SWO I/II
8. Full attendance and participation to scheduled case conference	8. Monitor the progress of the client through Case Conference  • Re-assess and modifies the Intervention Plan	None	9 months (depending on the progress of client may reach 2 years)	SWO I/II
<b>Evaluation and Termination</b>				
9. Attend to Pre-discharge Conference	9.1 Conduct Case Evaluation	None	2 hours	StPD Rehabilitation Team
	9.2 Prepare Plan for Termination and Conducts Pre-discharge Conference	None	2 hours	
10. Prepare all belongings for inventory and journal entries	10. Prepares Termination, Transfer Summary, and other discharge documents	None	2 hours	StPD Rehabilitation Team
11. Undergo Medical Examination	11. Conducts General Medical Examination	None	20 minutes	Nurse I
12. Accomplish Client Satisfaction Measurement Form (CSMF)	12. Administers Satisfaction Survey to the Client	None	20 minutes	Psychometrician, AO II

13. Attend Discharge Conference	13. Conducts Discharge Conference and Turn-over	None	2 hours	SWO I/II
<b>Post-Center Based Intervention Phase</b>  14. Comply to the content/agreement of the After Care Program	14.1 Request Progress/After Care Service Report	None	1 hour	SWO I/II
	14.2 Evaluates After Care Service Report	None	20 minutes	SWO I/II
	14.3 Prepares Closing Summary	None	1 hour	SWO I/II
<b>Total</b> *Depending on the progress of the child, intervention may vary.		None	<b>9 Months, 2 Days and 25 Minutes</b>  <b>2 Years, 2 Days and 25 Minutes</b>	

**Note: "Provision of Residential Care Services" covered under RA 9344**

<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 (072-687-800 loc. 11240)</li> <li>-electronic mail (<a href="mailto:rrcy.fo1@dswd.gov.ph">rrcy.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>-letter addressed to the Regional Director, Marie Angela S. Gopalan</li> <li>-Official website at <a href="https://fo1.dswd.gov.ph">https://fo1.dswd.gov.ph</a></li> </ul>

	-through 8888 Citizen's Complaint Center
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 Human Resource Management and Development 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 of CCB, PCC, ARTA	<p><b><i>Anti-Red Tape Authority (ARTA)</i></b></p> <ul style="list-style-type: none"> <li>• (028) 478-5093</li> <li>• <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a></li> </ul> <p><b><i>Presidential Complaint Center (PCC):</i></b></p> <ul style="list-style-type: none"> <li>• Call/ text: 8888</li> <li>• Web: <a href="http://www.8888.gov.ph">www.8888.gov.ph</a></li> </ul> <p><b><i>Contact Center ng Bayan (CCB):</i></b></p> <ul style="list-style-type: none"> <li>• SMS: 0908-881-6565</li> <li>• Call: 165 65</li> </ul> <p>Php 5.00 + VAT per call anywhere in the Philippines via PLDT landlines</p> <p>Email: <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a></p> <p>Web: <a href="https://contactcenterngbayan.gov.ph">https://contactcenterngbayan.gov.ph</a></p> <p>Facebook: <a href="https://facebook.com/civilservicegovph">https://facebook.com/civilservicegovph</a></p>

## LIST OF OFFICES

Office	Address	Contact Information
Regional Rehabilitation Center for Youth	Urayong, Bauang, La Union	(072) 687-8000 loc. 11240

## 25.2 The Haven for Women

The Haven for Women is a residential care facility catering to women survivors of abuse along with their dependents, eighteen (18) to fifty-nine (59) years old, who are in need of temporary protective custody and other services that will promote healing and recovery.

Case Management is a process where the referring parties and the Intervention Team of the RCF interacts with each other to put in order services towards the development and rehabilitation of the client.

Office or Division:	Statutory Programs Division – Heaven for Women			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	Women in Especially Difficult Circumstances (WEDC) ages 18-59 years old			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Admission Requirements				
1. One (1) Original copy of Referral Letter duly signed by the Head of Office of referring party 2. One (1) Original copy of updated Social Case Study Report/ Case Summary duly signed by Social Worker and Head of Office 3. One (1) photocopy of Birth Certificate/ any proof of identity 4. Original copy of Medical Certificate 5. One (1) Original Copy of Negative RT-PCR 6. Police Blotter (if applicable) 7. Court Documents (if applicable) 8. School Records (Form 9 and 10) if applicable 9. Psychological Evaluation/ Psychiatric Evaluation (if available)		1. City/Municipal Social Welfare and Development Office 2. City/Municipal Social Welfare and Development Office, Non-Government Office 3. Philippine Statistics Authority 4. Hospital/ Rural Health Unit 5. Hospital/ Medical Laboratory 6. Philippine National Police 7. Regional Trial Court 8. School 9. Psychological/ Psychiatric Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Pre-Admission Phase/ Initial Contact 1. Submit the referral documents	1.1 Record receipt of referral documents	None	2 minutes	Administrative Aide (AAide) III (HFW)
	1.2 Review and endorse documents to Social Service with instruction for appropriate action	None	5 minutes	HFW Head
		None	5 minutes	Social Worker

	1.3 Prepare letter to acknowledge the documents received and to invite the referring party for a pre-admission conference.	None	5 minutes	<i>HFW Head</i>
	1.4 Review and/or sign acknowledgment letter cum invitation for pre-admission	None	5 minutes	<i>AAide III (HFW)</i>
	1.5 Send letter to the referring party			
2. Attend the pre-admission conference (based on the agreed schedule)	2.1 Accomplish Admission slip and conduct Admission Conference. Signs the Admission documents and conduct the interview.	None	40 minutes	<i>SWO II / SWO II</i>
	2.2 Conducts inventory of belongings and provide additional basic necessities and responsibilities.	None	44 minutes	<i>Houseparent (HP) (HFW)</i>
	2.3 Assign room for the 14-day quarantine and introduce the client to the RCF's staff and co-residents.	None	20 minutes	<i>HP (HFW)</i>
	2.4 Provide Social Service	None	5 Minutes	
		None	8 hours	<i>SWO (HFW)</i>

	2.5 Coordinate to LGU and/or Community	None	30 days	SWO (HFW)
	2.6 Conduct Home Visit			
	2.7 Prepare and/or update Social Case Study Report	None	5 minutes	SWO (HFW)
	2.8 Coordinate with other Intervention Team Members	None	7 days	SWO (HFW)
	<b>2.9 Provide Homelife services</b>	None	7 days	HP (HFW)
	2.9.1 Supervise home management			
	2.9.2 Observe/monitor responses/changes/effectiveness		7 days	HP (HFW)
	2.9.3 Conduct of sessions and administer appropriate action based on the existing house rules and policy		1 hour	HP (HFW)
	2.9.4 Process the behavior consequence through positive communication		35 minutes	HP(HFW)
	2.9.5 Document results and apply other interventions if necessary		10 minutes	HP(HFW)
	2.10 Follow up and monitor	None	5 minutes	HP (HFW)

	changes on Client's behavior and prepare necessary referral letter if applicable 2.11 Document Incident /Concern in the logbook and refer/discuss client's concern	None	50 minutes	HP (HFW)
	<b>2.12 Provide Psychological Service</b> 2.12.1 Conduct Psychological Interview and Psychological Tests 2.12.2 Refer to Psychologist/ Psychiatrist (if needs to undergo further psychological evaluation/psychiatric check-ups). Conduct Individual sessions and or group activities/sessions 2.12.3 Discuss assessment/session/reports during case/discharge conference	None  None  None	1 day  1 hour 45 minutes  30 minutes	Psychometrician (HFW)  Psychometrician (HFW)  Psychometrician (HFW)
	<b>2.13 Provide Medical Services</b>			

	2.13.1 Prepare medical record and identify chief complaint, take vital signs and anthropometrics. Record findings and take history of present illness.	None	3 hours	<i>Nurse (HFW)</i>
	2.13.2 Conduct nursing interventions. Refer client to the nearest hospital (if needed)	None	35 minutes	<i>Nurse (HFW)</i>
	2.13.3 Evaluate medical data and examine client. Record findings, discuss treatment plan and provide medical counselling.	None	35 minutes	<i>Medical Officer/ Nurse (HFW)</i>
	2.13.4 Issue prescription and/or referral note	None	5 minutes	<i>Medical Officer/ HFW Physician</i>
	2.13.5 Carry out orders, administer prescribed medications and update medical record	None	30 minutes	<i>Nurse (HFW)</i>



	<b>2.14 Educational Services</b> 2.14.1 Evaluate basic literacy capacity 2.14.2 Enrol to formal or regular school or refer to Alternative Learning System (ALS) 2.14.3 Enrol for special education if not eligible to formal/alternate school 2.14.4 Conduct functional literacy 2.14.5 Attend to school conference/meeting. Retrieve and distribute modules	None	1 day	HFW Teacher
		None	1 day	HFW Teacher
		None	1 day	HFW Teacher
		None	1 hour	HFW Teacher
		None	1 hour and 30 minutes	HFW Teacher
	<b>2.15 Provide Practical and Development</b> 2.15.1 Evaluate the present needs and capabilities 2.15.2 Make project proposal based on the assessment 2.15.3 Conduct of practical skills and development and provide	None	7 days	Manpower Development Officer
		None	10 minutes	Manpower Development Officer
		None	1 day and 1 hour	Manpower Development Officer

	feedback during conference			
	<b>2.16 Provide Legal Services</b> 2.16.1 Assist client in filing case and prepare, and escort to court hearings. 2.16.2 Provide feedback during conference	None  None	8 hours  10 minutes	<i>Social Worker (HFW)</i>  <i>Social Worker (HFW)</i>
2. Attend Case Conferences	4.1 Conduct Case Conferences  4.2 Request for family assessment in preparation for re-unification	None  None	30 minutes  5 minutes	<i>Intervention Team Members</i>  <i>Social Worker (HFW)</i>
Pre-Discharge Phase 5. Submit Parenting Capability Assessment Report (PCAR)/ Family Assessment Report (FAR)	5.1 Record and endorse to Residential Care Facility 5.2 Conduct initial interview and endorse to Social Service for appropriate action 5.3 Prepare acknowledgment letter indicating schedule for discharge of client 5.4 Review and/or sign letter 5.5 Transmit signed letter	None  None  None  None None	2 minutes  2 minutes  5 minutes  3 minutes 5 minutes	<i>AAide III (HFW)</i>  <i>HFW Head</i>  <i>Social Worker (HFW)</i>  <i>HFW Head</i> <i>AAide III (HFW)</i>
<b>Total</b>		None	<b>1 Month, 28 Days and 38 minutes</b>	
<b>Incomplete Requirements</b>		None		
<b>Inaccurate or Inconsistent</b>		None		

<b>Accurate or Consistent</b>	None	<b>1 Hour and 35 Minutes</b> <b>8 Days and 4 Hours</b>	
-------------------------------	------	---	--

\*Note: "Provision of Residential Care Facilities" is covered under RA 5416.

<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 (075-653-3284 loc. 11230)</li> <li>-electronic mail (<a href="mailto:hfw.fo1@dswd.gov.ph">hfw.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>-letter addressed to the Regional Director, Marie Angela S. Gopalan</li> <li>-Official website at <a href="https://fo1.dswd.gov.ph">https://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 Human Resource Management and Development 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 of CCB, PCC, ARTA	<p><b><i>Anti-Red Tape Authority (ARTA)</i></b></p> <ul style="list-style-type: none"> <li>• (028) 478-5093</li> <li>• <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a></li> </ul> <p><b><i>Presidential Complaint Center (PCC):</i></b></p> <ul style="list-style-type: none"> <li>• Call/ text: 8888</li> </ul>

	<ul style="list-style-type: none"> <li>• Web: <a href="http://www.8888.gov.ph">www.8888.gov.ph</a></li> </ul> <p><b>Contact Center ng Bayan (CCB):</b></p> <ul style="list-style-type: none"> <li>• SMS: 0908-881-6565</li> <li>• Call: 165 65 Php 5.00 + VAT per call anywhere in the Philippines via PLDT landlines</li> </ul> <p>Email: <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a>          Web: <a href="https://contactcenterngbayan.gov.ph">https://contactcenterngbayan.gov.ph</a>          Facebook: <a href="https://facebook.com/civilservicegovph">https://facebook.com/civilservicegovph</a></p>
--	--

## LIST OF OFFICES

Office	Address	Contact Information
DSWD Field Office 1	Quezon Avenue, City of San Fernando, La Union	(072) 687-8000 loc. 11216
Haven for Women	Russia St. Bonuan Binloc, Dagupan City, Pangasinan	(075) 653-3284 loc 11230 0950-478 8000

## 25.3 The Haven-Regional Center for Children (TH RCC)

The Haven- Regional Center for Children (Haven for Children) is a residential care facility designed to provide healing and empowerment to children in need of special protection and children-at-risk with provisions of programs, services, and intervention. The Haven hopes to equip them with intellectual, emotional and psycho-social skills to become productive individuals of worth, in preparation for reunification with their families and/or independent living.

<b>Office or Division:</b>	Statutory Programs Division – The Haven Regional Center for Children (TH RCC)	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2C - Government to Client G2G – Government to Government	
<b>Who may avail:</b>	Referring Party:C/MSWDO , NGO, other SWADA's  Client Category: Male Children in Need of Special Protection (CNSP) ages 7 to 14 years old	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. One (1) Original Copy of Referral Letter duly signed by the Head of Office of Referring Party 2. One (1) Original Copy of Updated Social Case Study Report/Case Summary duly signed by Social Worker and Head Office 3. One (1) Police Blotter Report (if applicable) 4. One (1) Original copy of medical certificate 5. One (1) Photocopy of School Record School forms 9 and 10 (if applicable) 6. One (1) photocopy of birth certificate (if applicable) 7. One (1) copy of Court Order (if applicable)		1. City/Municipal Social Welfare and Development Office 2. City/Municipal Social Welfare and Development Office 3. Local Police Station with jurisdiction over the locality/community where the child was reached out 4. Any government accredited medical facility 5. Private/public school where the child was formerly enrolled 6. Philippine Statistics Authority/Local Civil Registrar 7. Municipal Trial Court(MTC)/ Regional Trial Court (RTC)
<b>Additional Requirements in times of COVID- 19 pandemic</b>		
1. One (1) Original Copy of Negative RPTCR Test/Antigen Test Result 2. COVID 19 Vaccination Card		1. Hospitals/Medical Laboratories 2. Department of Health (DOH)/ Rural Health Unit (RHU)

CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Pre-Admission Phase</b>				
1. Submit the referral documents	1.1 Record receipt of referral of documents.	None	2 Minutes	<i>Admin Aide IV/ TH-RCC</i>
	1.2 Review and endorse documents to Social Service with instruction for appropriate action.	None	5 Minutes	<i>Center Head/ TH-RCC</i>
	1.3 Prepare letter to acknowledge the documents received and invite the referring party for pre-admission conference.	None	5 Minutes	<i>Social Worker/ TH-RCC</i>
	1.4 Review and/or sign acknowledgement letter cum invitation for pre-admission.	None	5 Minutes	<i>Center Head or Officer-in-Charge/ TH-RCC</i>
	1.5 Send letter to the referring party.	None	3 Minutes	<i>Admin Aide IV/ TH-RCC</i>
2. Attends pre-admission conference (based on the agreed schedule)	2.1 Conduct of pre-admission with referring party, client's family and other center staff to assess client eligibility for admission. (Either face to face/virtual scheme).	None	1 hour	<i>Rehabilitation Team/TH-RCC,</i>
	2.1.1 If eligible schedule date of admission.	None	5 Minutes	<i>Center Head/ TH-RCC</i>
	2.1.2. If ineligible, explain	None	10 Minutes	<i>Center Head/ TH-RCC</i>

	the grounds and provide alternative options for the referring party.  2.3 Prepare confirmation of agreements  2.4 Review and/or sign the confirmation agreements  2.5 Send/ secure copy of confirmation agreements to the referring party  <i>Remarks: In some cases, like walk-in and emergency, pre-admission conference cannot be done, and therefore admission conference comes immediately once client is assessed to be eligible for services.</i>	None  None  None	10 Minutes  5 Minutes  2 Minutes	Social Worker/ TH-RCC  Center Head/ TH-RCC  Admin Aide IV/ TH-RCC
<b>Admission Phase</b>				
3. Present the child for admission based on the agreed schedule.	3.1 Facilitate the conduct Admission Conference.	None	1 Hour	Social Worker/ TH-RCC
	3.2 Accomplish Admission Slip.	None	5 Minutes	Social Worker/ TH-RCC
	3.3 Contract Setting / Kasunduan.	None	5 Minutes	Social Worker/ TH-RCC
	3.4 Orients client/resident about the facility and on the existing house rules and policies of the facility	None	10 Minutes	Social Worker/ TH-RCC

	3.5 Endorse client to respective services for initial assessment and admission protocols	None	3 Minutes	
	3.5.1 Conducts Inventory of client's belongings	None	10 Minutes	Houseparent/ TH-RCC
	3.5.2. Provides set of new basic and essential needs.	None	5 Minutes	Houseparent/ TH-RCC
	3.5.3. Conducts Initial Medical/ Examination	None	15 Minutes	Medical Officer or Nurse/ TH-RCC
	3.5.4. Conducts Initial Educational Assessment	None	15 Minutes	Teacher/ TH-RCC
	3.6 Endorse client to the Houseparent for room assignment .	None	10 Minutes	Houseparent/ TH-RCC
	<i>Remarks: Safety and health protocols were still followed. 14 days isolation for unvaccinated/ partially vaccinated and 5 days isolation for fully vaccinated.</i>			
Center-based Intervention Phase				



Submit for interview	4.1 Conducts further interview with the client to gather additional relevant information on problem presented as basis for assessment and recommendation	None	1 Hour	<i>Social Worker / TH-RCC</i>
	4.2 Conducts initial psychological assessment of the client.	None	30 minutes	<i>Psychometrician / TH-RCC</i>
	4.3 Gathers additional information from the client, significant others and the worker's own observation on the client	None	During client's 2nd to 3rd week of in the facility	<i>Social Worker / TH-RCC</i>
	4.4 Prepare the Initial Social Case Study Report, and Intervention Plan with the client/resident.	None	Within 15 days after admission.	<i>Social Worker / TH-RCC</i>
	4.5 Present the case to Rehabilitation Team. Case Conference shall be conducted as the basis to for the formulation and implementation of the Intervention Plan.	None	1 Hour	<i>Rehabilitation Team/ TH-RCC</i>
	4.6 Review and update the intervention plan based on the result of the case conference, if necessary.	None	30 minutes	<i>Social Worker/ TH-RCC</i>

Provision of various services/ intervention of the Center.	5.1 Implements and facilitates provision of services to the client towards improvement of social functioning and rehabilitation goal	None	During the client's/resident's stay in the facility.	<i>Rehabilitation Team/ TH-RCC</i>
	5.2 Monitors the progress of the client in relation to achievement of goals. The Rehabilitation Team prepares Monthly Progress/ Observation Report of the client.	None	Monthly	<i>Rehabilitation Team/ TH-RCC</i>
	5.3 Attend Case Conferences	None	Quarterly	<i>Rehabilitation Team/ TH-RCC</i>
<b>Evaluation and Termination</b>				
6. Evaluates client's progress	6.1 Evaluate the progress of the clients/residents in relation to the helping goals set.	None	1 Hour	<i>Rehabilitation Team/ TH-RCC</i>
	6.2 Request of Parenting Capability Assessment Report (PCAR).	None	5 Minutes	<i>Social Worker/ TH-RCC</i>

7. Submit Parenting Capability Assessment Report (PCAR)	7.1 Record and endorse to Center Head	None	2 Minutes	<i>Admin Aide IV/ TH-RCC</i>
	7.2 Initial review and endorse to Social Service for appropriate action.	None	5 Minutes	<i>Social Worker/TH-RCC</i>
	7.3 Prepare acknowledgment letter indicating schedule for pre-discharge of client	None	5 Minutes	<i>Social Worker/ TH-RCC</i>
	7.4 Review and/or sign the letter	None	3 Minutes	<i>Center Head/ TH-RCC</i>
8. Attend pre-discharge conference with client's parent and the referring party/LSWDO based on the agreed schedule.	8.1 Conducts pre-discharge conference either through virtual meeting or in person.	None	1 Hour	<i>Rehabilitation Team/ TH-RCC</i>
	8.2 Prepare Aftercare Plan.  <i>Remarks: The results of case review and assessment of the Rehabilitation Team and referring party shall be the basis of the RCF to transfer client to other agency, placement to other form of alternative care or reunification to the family and community, if the family is assessed to be not yet ready for the reunification. Likewise, the receiving agency is hereby informed of the necessary</i>	None	1 Hour	<i>Rehabilitation Team/ TH-RCC</i>

	<i>preparation for the transfer of the client and/or the LGU is requested to provide the necessary intervention.</i>			
9. Attends discharged conference and turnover to the either to the LGU, family, SWA, placement to independent living, group home living arrangement, adoption or foster care.	<p>9.1 Facilitates discharge conference for the turn-over of the client either to the LGU, family, SWA, placement to independent living, group home living arrangement, adoption or foster care.</p> <p>9.2 Administers Discharge Slip, Summary of Agreements Client Satisfaction Measurement Survey to the client to determine satisfaction of the resident on the programs and services of the CRCF, and other discharge documents.</p>	<p>None</p> <p>None</p>	<p>2 hours</p> <p>10 Minutes</p>	<p><i>Rehabilitation Team/TH-RCC, Client, Family, concerned SWDAs, LGU</i></p> <p><i>Social Worker/TH-RCC, Client</i></p>
<b>Post Center-based Intervention</b>				
10. Submit After Care Report	10.1 Follows-up the LGU for the submission of aftercare report.	None	5 Minutes	Social Worker/ TH-RCC

	10.2 After receipt of Progress Report and or detailed information /feedback directly from the client, the Social Worker recommends to the RCF the closing of the case or for referral to other agencies for other support services, and thus prepares the Closing Summary Report.	None	After 3 months	<i>Social Worker/ TH-RCC</i>
<b>TOTAL Processing Time</b>		None	6 Months for Center Based Phase	

- **Note: “Provision of Residential Care Services” is covered under RA 5416**

<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 (075-653-9875 loc. 11238)</li> <li>-electronic mail (<a href="mailto:th-rcc.fo1@dswd.gov.ph">th-rcc.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>-letter addressed to the Regional Director, Marie Angela S. Gopalan</li> <li>-Official website at <a href="https://fo1.dswd.gov.ph">https://fo1.dswd.gov.ph</a></li> </ul>

	-through 8888 Citizen's Complaint Center
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 Human Resource Management and Development 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 of CCB, PCC, ARTA	<p><b><i>Anti-Red Tape Authority (ARTA)</i></b></p> <ul style="list-style-type: none"> <li>• (028) 478-5093</li> <li>• <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a></li> </ul> <p><b><i>Presidential Complaint Center (PCC):</i></b></p> <ul style="list-style-type: none"> <li>• Call/ text: 8888</li> <li>• Web: <a href="http://www.8888.gov.ph">www.8888.gov.ph</a></li> </ul> <p><b><i>Contact Center ng Bayan (CCB):</i></b></p> <ul style="list-style-type: none"> <li>• SMS: 0908-881-6565</li> <li>• Call: 165 65</li> </ul> <p>Php 5.00 + VAT per call anywhere in the Philippines via PLDT landlines</p> <p>Email: <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a></p> <p>Web: <a href="https://contactcenterngbayan.gov.ph">https://contactcenterngbayan.gov.ph</a></p> <p>Facebook: <a href="https://facebook.com/civilservicegovph">https://facebook.com/civilservicegovph</a></p>

## LIST OF OFFICES

Office	Address	Contact Information
DSWD Field Office 1	Quezon Avenue, City of San Fernando, La Union	(072) 687-8000 loc. 11216
The Haven-Regional Center for Children	Russia St. Bonuan Binloc, Dagupan City, Pangasinan	(075) 653-9875 loc 11230

## 25.4 Home for Girls

The Home for girls of the Department of Social Welfare and Development is primarily a residential care facility for girl children aged 7 to 18 years old who have been removed from their families/ relatives due to sexual abuse or exploitation and have been taken custody by the state.

<b>Office or Division:</b>	Statutory Programs Division – Home for Girls (HFG)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Female children ages 7 to 18 years old needing temporary custodial care and protection for their healing and recovery			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Referral Letter		1. Local Social Welfare and Development Office (LSWDO) or Head of Non-Government Organization		
2. Social Case Study Report (SCSR)		2. License Social Worker from any government/ non-government welfare agency		
3. Copy of Original Birth Certificate		3. Philippine Statistics Authority		
4. Medical Records (Medical Certificate)		4. Attending Physician form Hospital/ Clinic		
5. Court Related Document (if applicable)		5. Department of Justice/ Regional Trial Court		
6. Police Blotter/ Report		6. Philippine National Police		
7. School Records (Form 137/138, and Certificate of Enrolment)		7. School last attended		
8. Rapid Test Result (If unvaccinated)/ Vaccination card (if vaccinated)		8. DOH accredited clinic/ Hospital		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receipt of Referral/ Walk-in. Attend to pre-admission	1.1 Conduct the pre-admission conference and record referral letter in the incoming logbook	None	30 minutes	<i>Social Welfare Officer (SWO)/ Admitting Officer</i>
	1.2 Assess the eligibility of client based on the submitted documentary requirements.	None	20 minutes	<i>SWO/ Admitting Officer</i>
	1.2.1 <b>Eligible:</b> Fill out Admission documents			

	<p>1.2.2 <b>Not Eligible:</b> Refer the client to other institutions/ a written reply will be sent to the referring party.</p> <p>1.3 Assign the case to a Social Worker</p>	None	2 minutes	<i>Residential Care Facility Head (RCF Head)/ OIC-HFG</i>
2. Attend to the Admission Conference	<p>2.4 Conduct of Admission Conference and Contract setting with the referring party, Photo documentation of the admission conference.</p> <p>2.5 Endorse client to the Residential Care Facility's Services</p>	None	1 hour and 5 minutes	<i>SWO/ Admitting Officer/ Intervention Team</i>
3. Participate in the activities of RCF	<p>3.1 <b>Homelife Service Unit:</b> Conducts inventory of client's personal belongings and provide orientation on basic policies, house rules, RCF's physical set-up, schedule of activities, provision of supplies (Clothing, Toiletries, Footwear, etc). Prepares the Care Plan.</p>	None	1 hour	<i>Houseparent (HP)</i>
	<p>3.2 <b>Medical Service Unit:</b></p>	None	30 minutes	<i>RCF Nurse</i>



	Conducts initial Medical Examination (Physical/ Health Assessment) <b>3.3 Psychological Service Unit:</b> Conducts initial Psychological Assessment	None	1 day	<i>RCF Psychometrician</i>
4. Attend to the interviews and activities in the intervention plan	4.1 Conduct of in-depth interview and initial intervention team meeting	None	3 hours	<i>SWO/ Intervention Team Members (ITM)</i>
	4.2 Prepare the Intervention Plan and SCSR	None	5 days	<i>SWO/ ITM</i>
	4.3 Provision of basic needs: Homelife Services, Social Services, Medical Services, Legal and Paralegal Services, Capability and Empowerment Services, and referral to specialized interventions.	None	1 day (6 months to 1 year of client's stay at RCF)	<i>SWO/ ITM</i>
	4.4 Conduct monthly and quarterly review and monitoring of the client's progress based from the intervention plan, progress tracking tools, and Social Functioning Indicators (SFI)	None	1 day	<i>SWO/ ITM</i>
	4.5 Dialogue with family members, referring party/	None	1 day (Conducted within 3 months after admission)	<i>SWO/ ITM</i>

	<p>LSWDO by conducting case conferences and home visits.</p> <p><b>*Note:</b>  <b><i>Intervention Team Meetings are conducted every 6 months.</i></b></p> <p>4.6 Preparation of request for Parenting Capability Assessment Report (PCAR)</p>	None	<p>and as necessary)</p> <p>15 minutes</p>	SWO
	<p>4.7 Determine the parenting capability based on PCAR:</p> <p>4.7.1 <b>PCAR is POSITIVE:</b>  Facilitate the client's social preparation for reintegration</p> <p>4.7.2 <b>PCAR is NEGATIVE:</b></p> <ol style="list-style-type: none"> <li>Identify other potential relatives/ guardian</li> <li>Provide Alternative Parental Care</li> <li>Refer to other institutions that could provide continuous service to the client.</li> </ol>	<p>None</p> <p>None</p>	<p>2 weeks</p> <p>1 month</p>	<p>SWO, RCF Psychometrician</p> <p>SWO</p>
5. Attend to discharge activities	5.1 Conduct of pre-discharge conference with the client's family, referring party, and/or other partner agency	None	1 hour	SWO/ ITM

	5.2 Coordinate the discharge of client to family and referring LGU. Prepare the Discharge Summary/ Transfer Summary Report	None	2 days	SWO
	5.3 Conduct of General Medical Examination, Inventory of Client's belongings and preparation of discharge documents	None	1 hour 30 minutes	SWO / ITM
	5.4 Conduct Discharge Conference and preparation of Contract for After Care Services.	None	1 hour	SWO
	5.5 Turn-over of client to family/ guardian	None	30 minutes	SWO
	5.6 Request for Progress/ After Care Service Report to LSWDO.	None	15 minutes (within 3 months after the date of discharge)	SWO
	5.7 Prepare the Closing Summary Report for the Closing/ Termination of Case.	None	2 hours	SWO
<b>Total</b>		<b>None</b>	<b>1 year</b>	

## LIST OF OFFICES

Office	Address	Contact Information
DSWD Field Office 1	Quezon Avenue, City of San Fernando, La Union	(072) 687-8000 loc. 11216
Home for Girls	San Nicolas West, Agoo, La Union	(072) 888-2505 0917-308 9595

# **AREA I VOCATIONAL REHABILITATION CENTER**

## **FRONTLINE SERVICE**

## 26. Provision of Assistance to Clients of the Vocational Rehabilitation Centers

The Area I Vocational Rehabilitation Center is a training facility that provides comprehensive social and vocational training for a maximum of one (1) year to Person with Disabilities from Regions I, II, III, and CAR.

<b>Office or Division:</b>	Statutory Programs Division – Area I Vocational Rehabilitation Center			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Citizens			
<b>Who may avail:</b>	Persons with Disabilities (PWDs) ages 16 years old and above from Regions I, II, III, and CAR - He/ She is physically, socially and mentally fit to undergo training - He/ She has a reasonable good chance for employment after training and/or achieved rehabilitation goal.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Admission Requirements</b>				
1. Social Case Study Report (original copy) if referred by LGUs		1. City/Municipal Social Welfare and Development Office (CSWDO) / City Social Welfare and Development Office (CSWDO)		
For Walk-in Clients				
1. Once (1) Photocopy of the Birth Certificate 2. Barangay Clearance (Original Copy) 3. Chest X-Ray (Negative PTB result) 4. Medical Certificate (Physically Fit) 5. Pictures: 1x1 ID Picture & 1 Whole Body Picture 6. COVID 19 Vaccination Card (If partially vaccinated, Negative RT-PCR Result) 7. PWD ID Card 8. Psychological Evaluation Report (for clients with Intellectual Disability) and/or Psychiatric Clearance to some cases		11. Philippine Statistics Authority 12. Barangay 13. Hospital 14. Hospital/RHU 15. Client  16. Department of Health (DOH)/ Rural Health Unit (RHU) 17. Client 18. Accredited Hospital/Institutions/Licensed Psychologist and/or Psychiatrist		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Pre-admission  -Present and submit admission requirements to the Social Adjustment Services or Training Center Superintendent (TCS II)	1.1. Review documents submitted	None	15 minutes	<i>Social Worker</i>
	<u>If not complete,</u> 1.1.1. Refer the client back to the MSWDO/CSWDO		15 minutes	<i>Social Worker</i>
	<u>If complete:</u> 1.1.2. Conduct Intake interview		1 hour	<i>Social Worker</i>
	1.2. Refer client for Physical Exam		5 minutes	<i>Social Worker</i>

	1.3. Conduct Medical evaluation/check-up to determine the physical fitness of the client to undergo social and vocational training		30 minutes	<i>Nurse/Medical Officer</i>
	<u>If physically fit</u> 1.3.1. Prepare result of physical assessment		30 minutes	<i>Nurse/Medical Officer</i>
	1.3.2 Refer back to Social Worker in charge with the result of physical assessment		5 minutes	<i>Nurse/Medical Officer</i>
	<u>If not physically fit</u> 1.3.3 The Social Worker in charge will refer back the client to the referring LGU/party.		15 minutes	<i>Social Worker</i>
	1.4. Refer client for Initial Psychological Assessment		5 minutes	<i>Social Worker</i>
	1.5. Conduct of Initial Psychological Assessment		3 hours	<i>Psychometrician/A O II</i>
	1.6. Prepare Initial Psychological Assessment Report		1 hour	<i>Psychometrician/A O II</i>
	1.7. Refer back to the Social Worker		5 minutes	<i>Psychometrician/A O II</i>
	1.8 Refer client to Placement Service for Placement Assessment		45 minutes	<i>Placement Officer</i>
	1.9 Social Worker conducts home		4-5 days	<i>Social Worker</i>

	visits to gather collateral information as basis in the preparation of the Social Case Study Report  **For clients from far flung provinces, cities, municipalities/areas, the Social Worker coordinates and requests assistance from the C/MSWDO for the conduct of the home visit  ** The Social Worker prepares the Social Case Study Report			
2. Clients orientation on the centers programs and services (Admission Phase)	2. Social Worker orients the client about the facility, the programs and services, exploratory courses, schedules, rules and regulations including accommodation of clients (if necessary) with client's conformity  **The Social Worker accomplishes Admission Slip and other relevant documents for the client's admission in the center.	None	1 hour	<i>Social Worker</i>
3. Participation to Rehabilitation Team Meeting (RTM)	3.1. The Social Worker will request 1 <sup>st</sup>	None	10 minutes	<i>Social Worker</i>



	Rehabilitation Team Meeting  3.2. 1 <sup>st</sup> RTM: Discussion on the client's exploratory training courses (2-3 courses for 5 days per course), result of the psychological assessment, discussion on the social rehabilitation courses and the intervention plan of different services	None	30 minutes	<i>Rehabilitation Team, Client</i>
4. Client will undergo exploratory phase at least three courses (5 days/ course)	4.1. The Social Worker will refer/ request Exploratory Schedule to the Vocational Training Services	None	10 minutes	<i>Social Worker</i>
	4.2. Preparation and issuance of Exploratory Schedule	None	10 minutes	<i>Vocational Training Services Coordinator</i>
	4.3 Monitoring of client's exploratory phase (Orient the client on the course description and requirements)	None	15 days (5 days per exploratory training course)	<i>Rehabilitation Team</i>
5. Participation to Rehabilitation Team Meeting	5.1. The Social Worker will request 2 <sup>nd</sup> Rehabilitation Team	None	10 minutes	<i>Social Worker</i>
	5.2. 2 <sup>nd</sup> RTM: Discussion and finalization of social rehabilitation goals of clients (indicating rehabilitation indicators, plans and social rehabilitation	None	30 minutes	<i>Rehabilitation Team, Client</i>

	schedules within 2-3 months)			
6. Report to Social Rehabilitation Schedule	6.1. Refer client for Social Rehabilitation Schedule	None	10 minutes	<i>Social Worker</i>
	6.2. Preparation and issuance of Social Rehabilitation Schedule	None	10 minutes	<i>Vocational Training Services Coordinator</i>
	6.3. Monitor client's progress and adjustment in the different social rehabilitation subjects	None	1-2 months (depends on the evaluation)	<i>Rehabilitation Team</i>
	** Refer the client for Vocational Guidance Session	None	5 minutes	<i>Social Worker</i>
	**Conduct of Vocational Guidance Session	None	1 hour	<i>Psychometrician</i>
	** Preparation and issuance of Vocational Guidance Report	None	1 hour	<i>Psychometrician</i>
7. Evaluation Phase	7.1. Social Worker will request Evaluation Conference	None	10 minutes	<i>Social Worker</i>
	7.2. Conduct Evaluation Conference (to determine the client's readiness for Vocational Rehabilitation Training)	None	30 minutes	<i>Rehabilitation Team</i>
	<u>If not capable to undergo Vocational Rehabilitation Training</u> 7.2.1. End /Issuance of	None	10 minutes	<i>Social Worker/Training</i>

	certificate of Attendance  <u>If capable to undergo Vocational Rehabilitation Training</u>  7.2.2 Client will avail or undergo Vocational Training Phase  7.2.3. Preparation of Evaluation Conference Report	None	30 minutes	<i>Center Superintendent II</i>  <i>Social Worker</i>
8. Participation to Rehabilitation Team Meeting	8.1. The Social Worker will request 3 <sup>rd</sup> RTM  8.2. Conduct of 3 <sup>rd</sup> RTM (Discussion and finalization of client's vocational training course and other needed requirements. Likewise, the team finalizes the vocational rehabilitation goals of client)  8.2.1. Refer client for Permanent Schedule  8.3. Preparation and issuance of permanent schedule	None  None  None  None	10 minutes  30 minutes  10 minutes  45 minutes	<i>Social Worker</i>  <i>Rehabilitation Team</i>  <i>Social Worker</i>  <i>Vocational Training Services Coordinator</i>
9. Attend the comprehensive training in his/her chosen vocational course for a maximum of six (6) months	9.1. Provides intensive training and monitor progress of the client.  9.2. Prepare Monthly Progress Notes/Progress Report	None  None  None	6 months (until the 9 <sup>th</sup> month or depending on the assessment of RTM)  30 minutes	<i>Rehabilitation Team</i>  <i>Vocational Training Instructor/s, Social Worker</i>  <i>Psychometrician</i>

	<p><b>**The Psychometrician conducts vocational counseling sessions to the client for guidance (as needs arises/per referral of Social Worker and/or Vocational Instructor)</b></p> <p><b>**The Center Nurse/Medical Officer monitors health status of the client</b></p> <p><b>**The Placement Officer will conduct Job Counseling</b></p>	<p>None</p> <p>None</p>	<p>15 minutes</p> <p>15 minutes</p>	<p><i>Medical Officer/Center Nurse</i></p> <p>Placement Officer</p>
10.Participation to Rehabilitation Team Meeting	<p>10.1. Social Worker will request 4<sup>th</sup> RTM</p> <p>10.2. Conduct 4<sup>th</sup> RTM (Assessment of Vocational Rehabilitation Training Program of the client)</p> <p><u>If the vocational rehabilitation training is successful:</u> 10.2.1. The RTM will discuss and agree on plans and schedule for the on-the-job training of the client</p> <p><u>If the client wants to take other options or proposals for further training/employment/END</u></p>	<p>None</p> <p>None</p> <p>None</p> <p>None</p>	<p>10 minutes</p> <p>30 minutes</p> <p>30 minutes</p>	<p><i>Social Worker</i></p> <p><i>Rehabilitation Team</i></p> <p>Rehabilitation Team</p>

	10.2.2. The RTM will assist the client on the matter. The Social Worker prepares referral letter to the concerned parties			
11. Participation to Rehabilitation Team Meeting	11.1. Social Worker will request for the 5 <sup>th</sup> RTM  11.2. Conduct of 5 <sup>th</sup> RTM (discussion on the on-the-job-training of client. The RTM finalizes the referral letter and MOA/MOU with employers)  11.3. Preparation of referral letter  11.4. Refer client for OJT	None  None  None  None	10 minutes  30 minutes  15 minutes  4 hours (depends on the location of OJT outlet)	<i>Social Worker</i>  <i>Rehabilitation Team (Social Worker, Vocational Training Services)</i>  <i>Social Worker, Vocational Training Services Coordinator</i> <i>Vocational Training Instructor/Social Worker/ Placement Officer</i>
12. The client undergoes On-The-Job Training (the client attends the OJT based on recommendation of the Rehabilitation Team)	12.1. The Social Worker prepares a monthly feedback report (client/s attending OJT are being monitored on matters such as attendance, behavior, work attitude and work habit)  (To ensure the submission of evaluation report)	None	2-3 months	<i>Social Worker, Senior Manpower Development Officer/Vocational Training Instructor, Employer, Client</i>
13. Participation to Rehabilitation Team Meeting	13.1. Social Worker will request 6 <sup>th</sup> RTM  13.2. Conduct of 6 <sup>th</sup> Rehabilitation	None  None	10 minutes  30 minutes	<i>Social Worker</i>  <i>Rehabilitation Team Meeting</i>

	<p>Team Meeting (The RTM to discuss the result of the OJT based on the employer's final evaluation report)</p> <p>*If OJT assessment is positive/favorable, the client will be referred for job placement</p>			
<i>End of 1 Year Vocational Training</i>				
14. Job Placement	14.1 The Placement Officer refers client to employment outlets depending on the rehabilitation goal either on open employment, self-employment or sheltered employment	None	1 to 3 months after completion of vocational training	<i>Social Worker, Placement Officer</i>
15. Report to the center for Evaluation	<p>15.1. Placement Officer submits an evaluation on the employment status -The Rehabilitation Team recommends for the closure of the case having achieved the vocational rehabilitation indicators -Feedback Reports from clients after undertaking the vocational rehabilitation training program are elicited and responded</p> <p>15.2. The Social Worker will prepare an</p>	<p>None</p> <p>None</p>	<p>1 day</p> <p>30 minutes</p>	<p><i>Placement Officer, Employer, Client</i></p> <p><i>Social Worker</i></p>

	updated Social Case Study Report			
16. Placement Closure	16.1. The client and the employer are formally informed on the recommendation for the closure of the case	None	30 minutes	<i>Placement Officer, Employer, Client, RTM</i>
17. Participation to Pre-discharge conference	17.1 The Social Worker request for the Pre-Discharge Conference  17.2. Conduct of Pre-Discharge Conference (the discharge/termination plan is formulated with the client and other stakeholders prior to actual termination)	None	30 minutes	<i>Rehabilitation Team. Family Members, Referring Party/LGU</i>
18. Participation to Discharge Conference	18.1. The Social Worker request for the Discharge Conference  18.2. Conduct of Discharge Conference (Finalization of Discharge Plan)	None  None	30 minutes	<i>Social Worker  Rehabilitation Team, Referring Party/LGU, Client</i>
19. Administer Client Satisfaction Survey (to determine if the client is satisfied with the programs and services provided, the client administers a satisfaction survey either online or personal fill-in form)	19.1 The Social Worker will assist the client in the administration of CSMF	None	10 minutes	<i>Social Worker, Client</i>
20. Client is subject for monitoring	20.1. Monitoring Visit/ Post Discharge -The Social Worker and Placement Officer conducts monitoring visit to client/s within 3 to	None	1 to 3 months	<i>Social Worker, Placement Officer</i>

	6 months after the discharge to determine status of clients in the family or community			
	20.2. Prepare Closing Summary	None	1 hour	<i>Social Worker</i>
<b>Total Eligible to undergo training</b>		<b>None</b>	<b>1 year</b>	
<b>After Care Services / Follow-Up</b>		<b>None</b>	<b>6 Month, 4 Hours, and 10 Minutes</b>	
<b>Incomplete Requirements</b>		<b>None</b>	<b>15 minutes</b>	
<b>Not Eligible to undergo training</b>		<b>None</b>	<b>40 minutes</b>	

- **Note: “Name of Service” is covered under RA 1179, RA 2695 and AO 74**

<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 (075-653-4910)</li> <li>-electronic mail (<a href="mailto:avrc.fo1@dswd.gov.ph">avrc.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>-letter addressed to the Regional Director, Marie Angela S. Gopalan</li> <li>-Official website at <a href="https://fo1.dswd.gov.ph">https://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 Human Resource Management and Development 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>1. Recording of complaint</li> </ol>



	2. Data Gathering and Investigation 3. Resolution 4. Final Feedback
Contact Information of CCB, PCC, ARTA	<p><b>Anti-Red Tape Authority (ARTA)</b></p> <ul style="list-style-type: none"> <li>• (028) 478-5093</li> <li>• <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a></li> </ul> <p><b>Presidential Complaint Center (PCC):</b></p> <ul style="list-style-type: none"> <li>• Call/ text: 8888</li> <li>• Web: <a href="http://www.8888.gov.ph">www.8888.gov.ph</a></li> </ul> <p><b>Contact Center ng Bayan (CCB):</b></p> <ul style="list-style-type: none"> <li>• SMS: 0908-881-6565</li> <li>• Call: 165 65</li> </ul> <p>Php 5.00 + VAT per call anywhere in the Philippines via PLDT landlines</p> <p>Email: <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a></p> <p>Web: <a href="https://contactcenterngbayan.gov.ph">https://contactcenterngbayan.gov.ph</a></p> <p>Facebook: <a href="https://facebook.com/civilservicegovph">https://facebook.com/civilservicegovph</a></p>

## LIST OF OFFICES

Office	Address	Contact Information
DSWD Field Office 1	Quezon Avenue, City of San Fernando, La Union	(072) 687-8000 loc. 11239
Area 1 Vocational Rehabilitation Center	Russia St. Bonuan Binloc, Dagupan City, Pangasinan	(075) 653-4910

# **CRISIS INTERVENTION SECTION**

## **FRONTLINE SERVICE**

## 27. Implementation of Assistance to Individuals In-Crisis Situation (AICS) at Field Office

AICS is a social safety net or stop-gap measure to support the recovery of individuals and families identifies to be suffering from any unexpected life events or crisis through the provision of psychosocial intervention and/or direct financial/material assistance that will enable the clients to meet their basic needs such as foods, transportation, medical, educational, and burial assistance, among others.

<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 with date of issuance, complete name, signature and license number of the attending physician (issued within 3 months)		1. Attending Physician from a hospital/clinic or from Medical Records
2. Hospital Bill/ Statement of Account (Outstanding Balance) with complete name and signature of the Billing Clerk		2. Billing clerk of the hospital
3. Government issued valid ID (person to be interviewed)		3. Government agencies issuing and Identification card (e.g. SSS, GSIS, LTO, Pag-Ibig, COMELEC, NBI, DFA, etc)
4. Case study report/ Case summary (to avail of services more than Php 5,000.00)		4. Department Social Worker, Local Social Welfare and Development Officer or Case Summary issued by Medical Social Worker (MSW)
5. Brgy. Certificate of Residency or Certificate of Indigency or Certificate the client is in Need of Assistance		5. Barangay the client is presently residing
<b>Medical Assistance for Medicine/ Assistive Device</b>		
1. Medical Certificate/Clinical Abstract with date of issuance, complete name, signature and license number of the attending physician (issued within 3 months)		1. Attending Physician from a hospital/clinic or from Medical Records
2. Prescription with date of issuance, complete name, signature and license number of the attending physician		2. Attending Physician from hospital/ clinic

3. Government Issued Valid ID (person to be interviewed)	3. Government agencies issuing ID (e.g. SSS, GSIS, Pag-ibig, COMELEC, NBI, DFA, etc.)
4. Case Study Report/ Case Summary (to avail of services more than Php 5,000.00)	4. Department Social Worker, Local Social Welfare and Development Officer or Case Summary issued by Medical Social Worker (MSW)
5. Brgy. Certificate of Residency/ Certificate of Indigency/ Certificate that client is in Need of Assistance	5. Barangay the client is presently residing

#### **Medical Assistance for Laboratory Requests**

1. Medical Certificate/Clinical Abstract with date of issuance, complete name, signature and license number of the attending physician (issued within 3 months)	1. Attending Physician from a hospital/clinic or from Medical Records
2. Laboratory Requests with date of issuance, complete name, signature and license number of the attending physician	2. Attending Physician from hospital/ clinic
3. Government Issued Valid ID (person to be interviewed)	3. Government agencies issuing ID (e.g. SSS, GSIS, Pag-ibig, COMELEC, NBI, DFA, etc.)
4. Case Study Report/ Case Summary (to avail of services more than Php 5,000.00)	4. Department Social Worker, Local Social Welfare and Development Officer or Case Summary issued by Medical Social Worker (MSW)
5. Brgy. Certificate of Residency/ Certificate of Indigency/ Certificate that client is in Need of Assistance.	5. Barangay the client is presently residing

#### **Burial Assistance for Funeral Bill**

1. Registered Death Certificate/ Certification from the Tribal Chieftain	1. City/ Municipal Hall, hospital, funeral parlor or Tribal Chieftain
2. Funeral Contract	2. Funeral parlor/ Memorial Chapel
3. Government Issued Valid ID (person to be interviewed)	3. Government agencies issuing ID (e.g. SSS, GSIS, Pag-ibig, COMELEC, NBI, DFA, etc.)
4. Case Study Report/ Case Summary (to avail of services more than Php 5,000.00)	4. Department Social Worker, Local Social Welfare and Development Officer or Case Summary issued by Medical Social Worker (MSW)
5. Brgy. Certificate of Residency/ Certificate of Indigency/ Certificate that client is in Need of Assistance.	5. Barangay the client is presently residing

#### **Burial Assistance for Transfer of Cadaver**

1. Registered Death Certificate/ Certification from the tribal chieftain	1. City/ Municipal Hall, hospital, funeral parlor or Tribal Chieftain
2. Funeral Contract	2. Funeral parlor/ Memorial Chapel

3. Transfer permit 4. Embalming Certificate 5. Government Issued Valid ID (person to be interviewed) 6. Case Study Report/ Case Summary (to avail of services more than Php 5,000.00) 7. Brgy. Certificate of Residency/ Certificate of Indigency/ Certificate that client is in Need of Assistance.	3. City/ Municipal Hall, hospital, funeral parlor or Tribal Chieftain 4. Funeral parlor/ Memorial Chapel 5. Government agencies issuing ID (e.g. SSS, GSIS, Pag-ibig, COMELEC, NBI, DFA, etc.) 6. Department Social Worker, Local Social Welfare and Development Officer or Case Summary issued by Medical Social Worker (MSW) 7. Barangay the client is presently residing
<b>Educational Assistance</b>	
1. Enrolment Assessment Form or Certificate of Enrolment or Registration 2. Validated School ID of the student/ beneficiary 3. Statement of Account for College Students, when available. (This may not be available for State Universities) 4. Government Issued Valid ID (person to be interviewed) 5. Brgy. Certificate of Residency/ Certificate of Indigency/ Certificate the client is in Need of Assistance may be required	1. Registrar, Authorized staff from school 2. Registrar, Authorized staff from school 3. Registrar, Authorized staff from school 4. Government agencies issuing ID (e.g. SSS, GSIS, Pag-ibig, COMELEC, NBI, DFA, etc.) 5. Barangay the client is presently residing
<b>For Food Assistance</b>	
1. Government Issued valid ID 2. Project proposal and Food Distribution List1 (CRCF client) 3. Brgy. Certificate of Residency/ Certificate of Indigency/ Certificate of Client is in Need of Assistance	1. Government agencies issuing ID (e.g. SSS, GSIS, Pag-ibig, COMELEC, NBI, DFA, etc.) 2. Head of the Residential Facility 3. Barangay the client is presently residing
<b>For Cash Assistance for Other Support Services</b>	
1. Any valid Government Issued I.D 2. Depending on the circumstances: 2.1 Police Report or Bureau of Fire Protection (BFP) Report/ Certification for fire victims	1. Government agencies issuing an identification card (SSS, Philhealth, LTO, PAG-IBIG, Comelec, NBI, DFA and among others) 2. Police Station, Barangay, Bureau of Fire (BFP), Philippine Embassy/ Consulate, Social Worker from welfare agencies

2.2 Passport/ Travel Document/s, certification from OWWA or the Barangay or any proof of repatriation by the OF 2.3 Certification from the Social Worker or Case Manager for rescued clients or <i>is in need of assistance</i> 2.4 Police Blotter and Social Worker Certificate for Victims of Online Sexual Exploitation of Children or violence against women and children 2.5 For Locally Stranded Individuals (LSI) without valid IDs, the Medical Certificate or the Travel Authority issued by the Philippine National Police will suffice and be accepted to prove his/her identity 2.6 For all other incidents – Barangay Certificate of Residency/ Certificate of Indigency/ Certificate is in Need of Assistance as well as other documents from legal authorities/ regulating agencies, as may be applicable.	
---	--

#### **For Cash Assistance for Other Support Services**

1. Any valid Government Issued I.D  2. RT-PCR Test Result, if applicable  3. Barangay Certificate of Residency/ Certificate of Indigency/ Certificate is in Need of Assistance as well as other documents from legal authorities/ regulating agencies, as may be applicable.	1. Government agencies issuing an ID (SSS, Philhealth, LTO, PAG-IBIG, NBI, DFA and among others)  2. Licensed COVID-19 laboratories/ facilities  3. Barangay the client is presently residing
--	---

#### **Within the day transaction**

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Get queue number and filling-out the Health Declaration Form	1. Issue queueing number and facilitate the filling-out the Health Declaration Form to client	None	3 Minutes for new clients	<i>Field Office Guard on Duty (Outsourced Agency)</i>
2. Submit the documents to Social Worker	2.1 Review and check the client's documents to determine eligibility to receive assistance	None	30 Minutes	<i>CIU/CIS Social Worker</i>

	<ul style="list-style-type: none"> <li>• If the client is new, proceed to the next step or</li> <li>• If the client was able to received assistance within the last 3 months for medical assistance and last 6 months for transportation assistance the client will be advised to return on the date prescribed otherwise a justifiable reason is warranted by the social worker, the client may be served</li> </ul> <p><b>2.1.1 Documents are Incomplete:</b> the client will be asked to comply; otherwise, a justifiable reason is warranted by the Social Worker so that the client may be served</p> <p><b>2.1.2 Documents are complete:</b> encode the client and beneficiary's information and family's composition in CrIMS</p> <p><b>2.2</b> Encode the client/ beneficiary's information and family's composition in Crisis Intervention</p>	None		<i>CIU/ CIS Social Worker</i>
--	---	------	--	-------------------------------

	Monitoring System (CrIMS)			
	<b>TOTAL</b>	None	<b>5 Days and 48 minutes</b>	

## 28. Implementation of Assistance to Individuals in Crisis Situation in Social Welfare Assistance Desk Offices

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.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b>Medical Assistance for Hospital Bill</b>	
1. Medical Certificate/Clinical Abstract with date of issuance, complete name, signature and license number of the attending physician (issued within 3 months)	1. Attending Physician from a hospital/clinic or from Medical Records
2. Hospital Bill (with name and signature)	2. Billing clerk of the hospital
3. Barangay Certificate of Indigency/ Certificate of Residency	3. Barangay where the client is presently residing
4. Any Government Issued valid ID	4. Government agencies issuing ID (e.g. SSS, LTO, Pag-ibig, GSIS, NBI, DFA, etc.)
5. Social Case Study Report (if required)	5. Licensed Social Worker from any government/ non-government welfare agencies
<b>Medical Assistance for Medicine/ Assistive Device</b>	
1. Medical Certificate/Clinical Abstract with date of issuance, complete name, signature and license number of the attending physician (issued within 3 months)	1. Attending Physician from a hospital/clinic or from Medical Records
2. Prescription with date of issuance, complete name, signature and license number of the attending physician	2. Attending Physician from hospital/ clinic
3. Government Issued Valid ID (person to be interviewed)	3. Government agencies issuing ID (e.g. SSS, GSIS, Pag-ibig, COMELEC, NBI, DFA, etc.)
4. Case Study Report/ Case Summary (to avail of services more than Php 5,000.00)	4. Department Social Worker, Local Social Welfare and Development Officer or Case



5. Brgy. Certificate of Residency/ Certificate of Indigency/ Certificate that client is in Need of Assistance	Summary issued by Medical Social Worker (MSW)  5. Barangay the client is presently residing
<b>Medical Assistance for Laboratory Requests</b>	
1. Medical Certificate/Clinical Abstract with date of issuance, complete name, signature and license number of the attending physician (issued within 3 months)	1. Attending Physician from a hospital/clinic or from Medical Records
2. Laboratory Requests with date of issuance, complete name, signature and license number of the attending physician	2. Attending Physician from hospital/ clinic
3. Case Study Report/ Case Summary (to avail of services more than Php 5,000.00)	3. Department Social Worker, Local Social Welfare and Development Officer or Case Summary issued by Medical Social Worker (MSW)
4. Brgy. Certificate of Residency/ Certificate of Indigency/ Certificate that client is in Need of Assistance.	6. Barangay the client is presently residing
<b>Burial Assistance for Funeral Bill</b>	
1. Registered Death Certificate/ Certification from the tribal chieftain	1. City/ Municipal Hall, hospital, funeral parlor or Tribal Chieftain
2. Funeral Contract	2. Funeral parlor/ Memorial Chapel
3. Transfer permit	3. City/ Municipal Hall, hospital, funeral parlor or Tribal Chieftain
4. Embalming Certificate	4. Funeral parlor/ Memorial Chapel
5. Government Issued Valid ID (person to be interviewed)	5. Government agencies issuing ID (e.g. SSS, GSIS, Pag-ibig, COMELEC, NBI, DFA, etc.)
6. Case Study Report/ Case Summary (to avail of services more than Php 5,000.00)	6. Department Social Worker, Local Social Welfare and Development Officer or Case Summary issued by Medical Social Worker (MSW)
7. Brgy. Certificate of Residency/ Certificate of Indigency/ Certificate that client is in Need of Assistance.	7. Barangay the client is presently residing
<b>Burial Assistance for Transfer of Cadaver</b>	
1. Registered Death Certificate/ Certification from the tribal chieftain	1. City/ Municipal Hall, hospital, funeral parlor or Tribal Chieftain
2. Funeral Contract	2. Funeral parlor/ Memorial Chapel
3. Transfer permit	3. City/ Municipal Hall, hospital, funeral parlor or Tribal Chieftain

4. Embalming Certificate	4. Funeral parlor/ Memorial Chapel
5. Government Issued Valid ID (person to be interviewed)	5. Government agencies issuing ID (e.g. SSS, GSIS, Pag-ibig, COMELEC, NBI, DFA, etc.)
6. Case Study Report/ Case Summary (to avail of services more than Php 5,000.00)	6. Department Social Worker, Local Social Welfare and Development Officer or Case Summary issued by Medical Social Worker (MSW)
7. Brgy. Certificate of Residency/ Certificate of Residency	7. Barangay the client is presently residing
<b>Educational Assistance</b>	
1. Enrolment Assessment Form or Certificate of Enrolment or Registration	1. Registrar, Authorized staff from the school
2. Valid School ID/ Valid ID of the Parent/Guardian	2. Registrar, Authorized staff from the school, Government agencies issuing an ID (e.g. SSS, GSIS, DFA, etc)
3. Barangay Certificate of Indigency/ Certificate of Residency	3. Barangay where the client is presently residing
4. Statement of Account for College Students	4. Registrar, Authorized staff from the school
<b>For Food Assistance</b>	
1. Government Issued valid ID	1. Government agencies issuing ID (e.g. SSS, GSIS, Pag-ibig, COMELEC, NBI, DFA, etc.)
2. Project proposal and Food Distribution List1 (CRCF client)	2. Head of the Residential Facility
3. Brgy. Certificate of Residency/ Certificate of Indigency/ Certificate of Client is in Need of Assistance	3. Barangay the client is presently residing
<b>For Cash Assistance for Other Support Services</b>	
1. Any valid Government Issued I.D	1. Government agencies issuing an identification card (SSS, Philhealth, LTO, PAG-IBIG, Comelec, NBI, DFA and among others)
2. Depending on the circumstances: 2.1 Police Report or Bureau of Fire Protection (BFP) Report/ Certification for fire victims 2.2 Passport/ Travel Document/s, certification from OWWA or the Barangay or any proof of repatriation by the OF 2.3 Certification from the Social Worker or Case Manager for rescued clients or <i>is in need of assistance</i> 2.4 Police Blotter and Social Worker Certificate for Victims of Online Sexual	2. Police Station, Barangay, Bureau of Fire (BFP), Philippine Embassy/ Consulate, Social Worker from welfare agencies

Exploitation of Children or violence against women and children 2.5 For Locally Stranded Individuals (LSI) without valid IDs, the Medical Certificate or the Travel Authority issued by the Philippine National Police will suffice and be accepted to prove his/her identity 2.6 For all other incidents – Barangay Certificate of Residency/ Certificate of Indigency/ Certificate is in Need of Assistance as well as other documents from legal authorities/ regulating agencies, as may be applicable.				
Within the day transaction				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get queue number and filling-out the Health Declaration Form	1. Issue queueing number and facilitate the filling-out the Health Declaration Form to client	None	3 Minutes for new clients	Field Office Guard on Duty (Outsourced Agency)
2. Submit the documents to Social Worker	2.1 Receive and review submitted documents  2.1.1 Complete: proceed for assessment 2.1.2 Incomplete : request to comply with the lacking requirement  2.2 Verify the client's information to the online Crisis Intervention Monitoring System (CrIMS) database to determine eligibility to receive assistance.  2.3 Encode/ Update the	None	30 Minutes	CIU/CIS Social Worker

	<p>client/ beneficiary's information and family's composition in CrIMS/ CIU Processing &amp; Monitoring System (CPMS)</p> <p>2.4 Conduct of thorough interview and assessment of client's socio- economic situation.</p> <p>2.5 Accomplish the General Intake Sheet for concurrence of client. Prepare the recommendati on for approval.</p> <p>2.6 Review the recommendati on, Assessment and attached documents</p> <p>2.6.1 <b>Approved:</b> Release of Assistance</p> <p>2.6.2 <b>Disapprov ed:</b> return to Social worker and give further instructions</p>	None	3 minutes	CIS Head
	<p>2.7 Release of assistance (Php 10,000.00 and below)</p> <p>2.7.1 Print and photocopy of document</p> <p>2.7.2 Advise the client to proceed to special</p>	<p>None</p> <p>None</p>	<p>2 minutes</p> <p>5 minutes</p>	<p>CIS Head</p> <p>CIS Head/ Disbursing Officer</p>

	disbursing officer			
<b>TOTAL</b>		<b>None</b>	<b>43 Minutes</b>	
<b>Guarantee Letter Transactions</b>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Get queue number and filling-out the Health Declaration Form	2 Issuance of queueing number and facilitating the filling-out of the Health Declaration Form to clients	None	3 minutes	<i>Field/Satellite Office Guard on Duty (Outsourced Agency)</i>
2. Submit the documents to Social Worker	2.1 Receipt and review of documents submitted to determine if eligible to receive assistance.	None	30 minutes	<i>Administrative Aide (AAide) CIS</i>
	2.1.1 <b>Complete:</b> proceed to the next step;			
	2.1.2 <b>Incomplete</b> : ask the client to comply with lacking requirement			
	2.2 Verify the client's information to the online Crisis Intervention Monitoring System (CrIMS) database to determine the eligibility to received assistance.			<i>Social Welfare Officer (SWO) CIS</i>
	2.3 Encode/ Update the client/ beneficiary's information and family's			

	<p>composition in CrIMS/ CIU Processing &amp; Monitoring System (CPMS).</p> <p>2.4 Conduct thorough interview and assessment of client's socio-economic situation.</p> <p>2.5 Accomplish the General Intake Sheet (GIS) for concurrence of client. Prepare recommendation for approval.</p> <p>2.6 Review the assessment and the completeness of requirements submitted.</p> <p>2.6.1 <b>Approved:</b> proceed to the next step.</p> <p>2.6.2 <b>Disapproved:</b> return to Social Worker and give further instructions</p> <p>2.7 Prepare Guarantee letter and submit for approval</p> <p>2.7.1 <b>Approved:</b> Release of Guarantee letter addressed to the Service Provider</p> <p>2.7.2 <b>Disapproved:</b> return to Social Worker and</p>	<p>None</p> <p>None</p>	<p>3 minutes</p>	<p><i>CIS Head</i></p> <p><i>Social Welfare Officer</i></p>
--	--	-------------------------	------------------	---

	give further instruction 2.8 Review and approval of guarantee letter: <ul style="list-style-type: none"> <li>• Php 10,001 to 20,000</li> <li>• Php 20,001 to 50,000</li> <li>• Php 50,001 to 75,000</li> <li>• Php 75,001 to 150,000</li> <li>• Above Php 150,001</li> </ul> 2.9 Advise client to proceed to the Special Disbursing Officer 2.10 Release of Assistane		1 day  3 days  4-7 days  8-12 days  13-20 days	<i>CIS Head</i>  <i>Chief (Statutory Programs Division)</i>  <i>Assistant Regional Director for Operations (ARDO)</i>  <i>Regional Director</i>  <i>DSWD Secretary or Designated OIC</i>
	<b>TOTAL</b>	<b>None</b>	<b>3 days and 43 minutes</b>	<i>CIS Disbursing Officer (CIS)</i>

### 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	A complaint may be filed through any of the established modalities" -a telephone call (072-687-800 loc. 11209) -electronic mail ( <a href="mailto:cispsp.fo1@dswd.gov.ph">cispsp.fo1@dswd.gov.ph</a> ) -posts, comments and chat messages via DSWD FO1 Official Facebook Page: "DSWD Field Office 1"

	-personal appearance (walk-in clients) -letter addressed to the Regional Director, Marie Angela S. Gopalan -Official website at <a href="https://fo1.dswd.gov.ph">https://fo1.dswd.gov.ph</a> -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 Human Resource Management and Development Division for action and resolution. The resolution of all complaint consists of: <ol style="list-style-type: none"> <li>7. Submission/Receipt of a complaint</li> <li>8. Recording of complaint</li> <li>9. Data Gathering and Investigation</li> <li>10. Resolution</li> <li>11. Final Feedback</li> </ol>
Contact Information of CCB, PCC, ARTA	<p><b><i>Anti-Red Tape Authority (ARTA)</i></b></p> <ul style="list-style-type: none"> <li>• (028) 478-5093</li> <li>• <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a></li> </ul> <p><b><i>Presidential Complaint Center (PCC):</i></b></p> <ul style="list-style-type: none"> <li>• Call/ text: 8888</li> <li>• Web: <a href="http://www.8888.gov.ph">www.8888.gov.ph</a></li> </ul> <p><b><i>Contact Center ng Bayan (CCB):</i></b></p> <ul style="list-style-type: none"> <li>• SMS: 0908-881-6565</li> <li>• Call: 165 65</li> </ul> <p>Php 5.00 + VAT per call anywhere in the Philippines via PLDT landlines</p> <p>Email: <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a>          Web: <a href="https://contactcenterngbayan.gov.ph">https://contactcenterngbayan.gov.ph</a>          Facebook: <a href="https://facebook.com/civilservicegovph">https://facebook.com/civilservicegovph</a></p>



### List of Offices

Office	Address	Contact Information
DSWD Field Office 1	Quezon Avenue, City of San Fernando, La Union 2500	(072) 687-8000 loc. 11209
Eastern Pangasinan Satellite Office	Gov. Robert B. Estrella Memorial Stadium Zone 4, Rosales, Pangasinan and Sta. Maria, Binalonan, Pangasinan	0977-6120632
Western Pangasinan Satellite Office	Russia St. Bonuan Binloc, Dagupan City, Pangasinan	(075) 653-4910
Central Pangasinan Satellite Office	Russia St. Bonuan Binloc, Dagupan City, Pangasinan	(075) 653-4910

**SUPPLEMENTARY FEEDING PROGRAM  
MANAGEMENT OFFICE  
FRONTLINE SERVICE**

## 29. Implementation of the Supplementary Feeding Program

The enactment of the Republic Act 11037 or the Masustansyang Pagkain Para sa Batang Pilipino Act institutionalized the implementation of the Supplementary Feeding Program which is the provision of food on top of the regular meals to children ages 2-4 years old enrolled in Supervised Neighborhood Playgroup (SNP), 3-4 years old children enrolled in the Child Development Centers (CDC) and 5-year-old children not enrolled in DepEd but enrolled in the CDCs.

<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>	G2G – Government to Government			
<b>Who may avail:</b>	Local Government Units			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Duly signed Memorandum of Agreement (MOA) 2. Original/ Certified True Copy of Sangguniang Bayan Resolution 3. Duly signed Project Proposal  4. Weight Monitoring Report (Form 3.A) 5. Masterlist of Beneficiaries (Form 2.A) 6. Masterlist of Child Development Centers (Form 2.B)  • <i>These documentary requirements are presented to the DSWD Field Office 1 personnel.</i>		1. Local Government Unit (Office of the Mayor/C/MSWDO) 2. Local Government Unit (Office of the Mayor) 3. Local Government Unit (Office of the Mayor/C/MSWDO) 4. C/MSWDO 5. C/MSWDO 6. Local Government Unit (C/MSWDO)		
<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 for the Implementation of SFP (LGU to Field Office)</b>				
1. LGU to submit the required documents for the program inclusion of the target beneficiaries per Child Development Centers (CDCs)/ Supervised Neighborhood Play (SNPs)	1.1 Receive and check the completeness of the documents submitted	None	30 Minutes /LGU	<i>Administrative Assistant II -AA II (Supplementary Feeding Program Management Office-SFPMO)</i>
	1.2 Log the submitted documents and forwarded to the technical staff for inclusion in the	None	15 Minutes	<i>AA II (SFPMO)</i>

	<p>program beneficiaries target.</p> <p>1.3 Consolidate all the submitted number of target beneficiaries and prepare mother proposal</p> <p>1.4 Consolidate all the submitted master list of beneficiaries for reference in assessing the improvement of the children beneficiaries' nutritional status after feeding</p> <p>1.5 Review/verify masterlist of beneficiaries consolidated by the PDOs for accuracy of data and data banking.</p>	<p>None</p> <p>None</p> <p>None</p>	<p>3 days</p> <p>5 days</p> <p>7 days</p>	<p><i>SFP Focal Person / Social Welfare Office II -SWO II / Nutritionist Dietician II -ND II (SFPMO)</i></p> <p><i>Project Development Officer-PDO I (SFP Provincial Operation Office - POO)</i></p> <p><i>ND I (SFPMO)</i></p>
2. Comply with the necessary signatures/action needed for the processing of the documents	2. Facilitate signing of the submitted Memorandum of Agreement (MOA) at the FO level and notarization	None	5 days	<i>AA II , SFP Focal Person (SFPMO), Division Chief - DC, and Regional Director-RD</i>
3. Conduct price analysis of commodities	3. Conduct price analysis of the most common and available food items in the community.	None	1 day	<i>ND II (SFPMO)</i>
4. Creation of cycle menu	4.1 Solicit recommendation of LSWDOs/focal persons/CDWs/p arents on menu preference	None	2 days	<i>PDOs I (SFP POO)</i>

	4.2 In times of COVID-19 pandemic and other similar emergencies, virtual meetings with the LSWDOs with capacity on network connection /gadgets will be done.	None	1 day/Province	<i>PDOs I (SFP POO and SFP Focal Person, NDI, ND II, and SWO II (SFPMO)</i>
	4.3 Prepare two-four-week cycle menu based on the price analysis conducted, budget and the agreed Menu preference of the focal persons per province following the 1/3 RENI requirements of the children beneficiaries and/or DOST-FNRI Pinggang Pinoy for Kids.	None	1 day	<i>ND II (SFPMO)</i>
5. Finalization of the cycle menu	1.1 Approves the cycle menu as reference in preparation of Purchase Request.	None	1 day	<i>SFP Focal Person (SFPMO)</i>
	1.2 Prepares food specification and Food Distribution Plan per Child/CDC/LGU	None	2 days	<i>ND II (SFPMO)</i>
	1.3 Prepare Purchase Request (PR) and update the Project Procurement Management Plan (PPMP).	None	1 day	<i>AA II (SFPMO)</i>

	1.4 Proceed with the processing of the procurement of commodities.	None	60 days	<i>Bids and Awards Committee -BAC Secretariat and BAC Members</i>
6. Implementation of the approved cycle menu	2. Distributes copy of the menu to the LGU SFP Focal Person for reference and implementation.	None	1 day	<i>PDOs I (SFP POO)</i>
7. Orientation to LGUs	7. Conduct orientation on the program implementation/updates and reiterates necessary documents/reports for proper accomplishment, and signatories for submission to the Field Office.	None	1 day/Province	<i>SFP Focal, ND I, ND II, SWO II (SFPMO) and PDO I (SFP POO)</i>
8. Preparation of schedule, Inspection and distribution of food commodities to LGUs per CDWs based on distribution plan	8.1 Prepare delivery schedule and coordinates with LGUs	None	3 days	<i>PDO I (SFP POO)</i>
	8.2 Consolidate delivery schedule per province and coordinate to the Supplier.	None	1 day	<i>ND I (SFPMO)</i>
	8.3 Inspects the commodities according to specification, quality and quantity delivered by suppliers and distributes the commodities to the Child Development Workers based for implementation of feeding to beneficiaries.	None	1 day for 1 or 2 LGUs depending on the number of beneficiaries	<i>All SFPMO Staff and Authorized inspectors (Field Office and POOs)</i>

	8.4 Accomplish the Suppliers Performance Evaluation Form and submit to the Procurement Section.	None	30 minutes	All SFPMO Staff and Authorized inspectors (Field Office and POOs)
	8.5 Implementation of Actual Feeding to Children-Beneficiaries at the CDCs / SNPs c/o to LGUs.	None		Child Development Workers-CDWs (LGUs)
9. Facilitation of payment to suppliers	9.1 Submits Delivery Receipts, Sales Invoice, Inspection and Acceptance Report to Property and Supply Section for processing of payments.	None	2 days	AA II (SFPMO)
	9.2 Review and facilitate processing of all documents to support the payments of commodities.	None	3 days	Property and Supply Section - PSS and Finance and Management Division -FMD
	9.3 Prepares checks for approval and facilitate release of checks to suppliers.	None	4 days	Concern Staff (Cash Section)
<b>Total</b>		<b>None</b>	<b>4 Months, 17 Days, 1 Hour, and 15 minutes</b>	
<p><b>Republic Act No. 9184</b> or Government Procurement Reform Act - Annex C (Recommended Earliest Possible Time and Maximum Period allowed for the Procurement of Goods and Services; Article 11, Section 37,38)</p> <p><b>RA 11037, Section 4a</b> – "...that the program shall include the provision of at least one (1) fortified meal for a period of not less than one hundred twenty (120) days in a year.</p> <p><b>RA 7160, 54a</b> – "The veto shall be communicated by the local chief executive concerned to the sanggunian within fifteen (15) days in the case of a province, and ten (10) days in the case of a city or a municipality; otherwise the ordinance shall be deemed approved as if he had signed it"</p>				
<b>Monitoring and Evaluation (Field Office to Local Government Unit)</b>				
1. Monitor SFP implementation based on the approved cycle menu, target	1.1 Prepare monitoring plan per province.	None	1 day	PDO 1 (SFP POO)

beneficiaries, and areas of implementation.	1.2 Prepare communication letter to LGUs on the schedule of monitoring.	None	1 day	ND I or ND II (SFPMO)
	1.3 Approve the communication letter	None	3 days	SFP Focal Person, DC, and RD
	1.4 Scan and send the approved letters to PDOs for cascading to LGUs.	None	3 hours	AA II (SFPMO)
	1.5 Forwarded the approved communication letter to LGUs.	None	1 hour	PDO 1 (SFP POO)
	1.6 Conduct actual monitoring to CDC to assess the feeding implementation and random house to house monitoring to SFP beneficiaries for validation and referral as needed.	None	1 day/LGU	ND I/ND II/SWO II/ SFP Focal Person (SFPMO) / PDO 1 (SFP POO)
<b>Note:</b> FO staff may also conduct spot checks to assess and monitor the implementation (quality and quantity of received goods feeding implementation/weighing, and nutritional status of beneficiaries)				
2. Provide feedback, issues and concerns on the SFP implementation	2.1 Discusses the salient findings and recommendations to the Local Chief Executive or LSWDOs	None	3 hours/LGU	ND I/ND II/SWO II/ SFP Focal Person (SFPMO) / PDO 1 (SFP POO)



	during the Exit Conference. 2.2 Prepares monitoring report and confirmation report to LGU as needed. 2.3 Approve and review the monitoring/confirmation report. 2.4 Send the approve report to LGUs	None  None  None	1 day/LGU  7 days  10 minutes	<i>ND I/ND II/SWO II/ SFP Focal Person (SFPMO) / PDO 1 (SFP POO)</i>  <i>SFP Focal Person, DC, and RD</i>  <i>AA II (SFPMO)</i>
3. Accomplish Client Satisfactory Form	3. Coordinate with LGUs for the accomplishment of the Client Satisfactory Form either through online or hardcopy.	None	15 minutes	<i>AA II and Technical Staff concern (SFPMO and SFP POO)</i>
<b>Total</b>		<b>None</b>	<b>13 Days, 7 Hours, and 15 minutes</b>	
<ul style="list-style-type: none"> <li>Note: For procurement process, kindly refer to the Citizen's Charter of Procurement Section</li> </ul>				

### 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	A complaint may be filed through any of the established modalities" -a telephone call (072-687-800 loc. 11228) -electronic mail ( <a href="mailto:sfp.fo1@dswd.gov.ph">sfp.fo1@dswd.gov.ph</a> ) -posts, comments and chat messages via DSWD FO1 Official Facebook Page: "DSWD Field Office 1" -personal appearance (walk-in clients) -letter addressed to the Regional Director, Marie Angela S. Gopalan -Official website at <a href="https://fo1.dswd.gov.ph">https://fo1.dswd.gov.ph</a>

	-through 8888 Citizen's Complaint Center
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 Human Resource Management and Development 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 of CCB, PCC, ARTA	<p><b><i>Anti-Red Tape Authority (ARTA)</i></b></p> <ul style="list-style-type: none"> <li>• (028) 478-5093</li> <li>• <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a></li> </ul> <p><b><i>Presidential Complaint Center (PCC):</i></b></p> <ul style="list-style-type: none"> <li>• Call/ text: 8888</li> <li>• Web: <a href="http://www.8888.gov.ph">www.8888.gov.ph</a></li> </ul> <p><b><i>Contact Center ng Bayan (CCB):</i></b></p> <ul style="list-style-type: none"> <li>• SMS: 0908-881-6565</li> <li>• Call: 165 65</li> </ul> <p>Php 5.00 + VAT per call anywhere in the Philippines via PLDT landlines</p> <p>Email: <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a></p> <p>Web: <a href="https://contactcenterngbayan.gov.ph">https://contactcenterngbayan.gov.ph</a></p> <p>Facebook: <a href="https://facebook.com/civilservicegovph">https://facebook.com/civilservicegovph</a></p>

## LIST OF OFFICES

Office	Address	Contact Information
DSWD Field Office 1	Quezon Avenue, City of San Fernando, La Union	(072) 687-8000 loc. 11228

# **ADOPTION RESOURCE and REFERRAL SECTION**

## **FRONTLINE SERVICE**

### 30. Issuance of Certification Declaring a Child Legally Available for Adoption (CDCLAA)

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

<b>Office or Division:</b>	Statutory Programs Division – Adoption Resource and Referral Section
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2G – Government to Government, G2C – Government to Citizen
<b>Who may avail:</b>	All Provincial/City/ Municipal Social Welfare and Development Office (P/C/MSWDO); Child Caring Agency (CCA)/ Child Placing Agency (CPA); and DSWD Residential Care Facilities (RCF)
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
<b>For Abandoned, Neglected or Foundling Children</b> <ol style="list-style-type: none"> <li>Notarized Petition</li> <li>Child Study Report</li> <li>Written Certification from Radio/ Television</li> <li>One (1) Newspaper publication</li> <li>One of the following:               <ol style="list-style-type: none"> <li>Police Clearance/ Blotter</li> <li>Barangay Certification</li> <li>Certified Copy of Tracing Report</li> </ol> </li> <li>Returned Registered Mail</li> <li>Birth/ Foundling Certificate</li> <li>Child's Profile</li> <li>Recent Photograph</li> <li>Photograph of the Child upon Admission/Abandonment</li> <li>Notice of Petition</li> <li>Certificate of Posting</li> </ol>	<ol style="list-style-type: none"> <li>Local Government Unit (LGU)</li> <li>DSWD Field Office/ CCAs/ CPAs/ LGUs</li> <li>Local or National Radio or Television Station</li> <li>Newspaper Publication of General Circulation</li> <li>Police Station of the LGU where the child was found/abandoned</li> <li>Barangay where the child was founded/abandoned</li> <li>Philippine Red Cross (PRC)</li> <li>Philippine Postal Corporation/ Registry Receipt of the mail courier</li> <li>Philippine Statistics Authority (PSA)</li> <li>DSWD FO 1/ CCAs/ CPAs/ LGUs</li> <li>DSWD FO 1/ CCAs/ CPAs/ LGUs/ Applicant/s</li> <li>DSWD FO 1/ CCAs/ CPAs/ LGUs/ Applicant/s</li> <li>Regional Director where the DSWD Field Office where the petition was filed</li> <li>Local Social Welfare Office or Barangay, Health Center, etc. who caused the posting ordered by the DSWD Director</li> </ol>
<b>For Surrendered Cases:</b> <ol style="list-style-type: none"> <li>Letter of application requesting for the issuance of a CDCLAA</li> <li>Child Study Report</li> <li>Notarized Deed of Voluntary</li> </ol>	<ol style="list-style-type: none"> <li>CCAs/ CPAs/ LGUs</li> <li>DSWD FO 1/ CCAs/ CPAs/ LGUs</li> <li>To be executed by the child's birthparent's; or in the absence of the birthparent/s per</li> </ol>

<ol style="list-style-type: none"> <li>4. Notarized Deed of Voluntary Commitment (DVC) and copy of the ID used by the child's birthparent/s or relative/s</li> <li>5. Birth Certificate</li> <li>6. Recent Whole Body Photograph</li> <li>7. Photograph of the Child upon Relinquishment/ Admission to Agency</li> </ol>	<p>Article 216 of the Family Code the succession parental authority in signing the DVC</p> <ol style="list-style-type: none"> <li>4. Regional Trial Court with authority over the Notary Public</li> <li>5. Philippine Statistics Authority</li> <li>6. CCAs/ CPAs/ LGUs/ Applicant/s</li> <li>7. CCAs/ CPAs/ LGUs/ Applicant/s</li> </ol>			
<p><b>Additional Requirements:</b></p> <ol style="list-style-type: none"> <li>1. Death Certificate of Birthparent/s (if deceased)</li> <li>2. Psychiatric/ Psychological Evaluation Report (if birthparent/s is/are reported or diagnosed to be intellectually challenged)</li> <li>3. DVC of husband (if child was born out of extra-marital affair)</li> <li>4. Copy of Marriage Certificate or Certificate of No-Marriage (if necessary)</li> <li>5. Medical Certificate/Bone and/or Dental Ageing Result (for foundling cases)</li> <li>6. Birth Certificate of the Child's birthmother (if DVC was signed by the child's maternal grandparent/s to establish the relationship of the child's birthmother and maternal grandparent/s)</li> <li>7. Affidavit of Discrepancy signed by the child's birthmother (if the signature of the birthmother in the birth certificate and DVC are different as well as the child's birth order in the Birth Certificate was incorrect)</li> <li>8. Affidavit of Two Disinterested Persons (if the informant in the child's birth certificate is not the child's birthmother)</li> </ol>	<ol style="list-style-type: none"> <li>1. Philippine Statistics Authority (PSA)</li> <li>2. Registered Psychologist/ Psychological Clinic</li> <li>3. Husband of the child's birthmother</li> <li>4. Philippine Statistics Authority (PSA)</li> <li>5. Health/ Medical Center or Facilities</li> <li>6. Philippine Statistics Authority</li> <li>7. Minor's birthmother</li> <li>8. Informant in the registered birth certificate of the minor</li> </ol>			
<p><b>For Cases of Involuntary Committed Children (IVC) that were filed in court</b></p> <ol style="list-style-type: none"> <li>1. Certified True Copies (CTC) of all the documents previously submitted in court together with the Court Decision and Finality.</li> </ol>	<ol style="list-style-type: none"> <li>1. Regional Trial Court where the case was filed</li> </ol>			
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

**Endorsement of cases for Issuance of a CDCLAA Regional Level**

1. Secure and file complete requirements to the Field Office or LGU	1.1 Check the completeness of the submitted documents.	None	2 months	<i>Social Welfare Officer (ARRS)</i>
	1.2 For Abandoned Clients: Facilitate police blotter, publication, and radio broadcast of abandoned/ foundling cases	None		
	1.3 Facilitate signing of DVC for surrendered cases	None		
	1.4 Assign a Social Worker to prepare a Social Case Study Report (SCSR)	None		
	1.5 Assess and prepare a comprehensive child study report of the minor for issuance of a CDCLAA	None	26 Days	<i>Social Welfare Officer</i>
	1.5.1 <b>For Abandoned/ Foundling Children:</b> File a petition for issuance of Certification with a comprehensive SCSR and complete documentary requirements	None		
	1.5.2 <b>For Surrendered children:</b> File an application for Issuance of a Certification	None		
	1.6 Approval and endorsement of application/petition	None	4 days	<i>Regional Director</i>

	on for issuance of a CDCLAA to Central Office			
<b>Total</b>		<b>None</b>	<b>3 Months</b>	

- **Note:** Per DSWD MC no. 13 and 16, s. of 2020 and Republic Act no. 9523 or the law requiring the Department of Social Welfare and Development to issue Certification Declaring a Child as Legally Available for Adoption (CDCLAA) as a pre-requisite for adoption proceedings. Additional documents may be required to support the report/case of the child if it is for the best interest of the child to be issued with CDCLAA.

### 31. Licensing for Foster Parents

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>	G2G – Government to Government, G2C – Government to Citizen		
<b>Who may avail:</b>	All Provincial/City/ Municipal Social Welfare and Development Office (P/C/MSWDO); Child Caring Agency (CCA)/ Child Placing Agency (CPA); and DSWD Residential Care Facilities (RCF)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
<b>Foster Care Applicant's Dossier</b>			
1	Application Form	1.	DSWD Field Office, LGU
2	Foster Home Study Report	2.	DSWD Field Office, LGU
3	Birth Certificate	3.	Philippine Statistics Authority
4	Medical Certificate (issued at least 6 months)	4.	Licensed Physician
5	Income Tax Return or Certificate of Employment	5.	Bureau of Internal Revenue or Employment
6	NBI or Police Clearance (issued at least 1 year)	6.	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	7.	Barangay where the Foster Family Applicant resides
8	Three (3) character references	8.	Character Reference (Possible Sources: Employer, Priest, Barangay Official)
9	3x5 inch size photo of applicant and family	9.	Applicant
10	Consent of each child (10 years and above)	10.	Applicant's children
11	Marriage Contract (if married)	11.	Philippine Statistics Authority (PSA)

<b>For Alien/Foreign Nationals Applicants</b> 1. Certificate of Residence in the Philippines issued by the Bureau of Immigration or the Department of Foreign Affairs 2. Two (2) character references from non-relatives who knows the applicant/s in the country of which he/she is a citizen		1. Bureau of Immigration (BI) or the Department of Foreign Affairs (DFA)  2. Character Reference		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File the application form with complete requirements at the Field Office (or LGU)	1.1 Determine if the applicant/s is/are qualified for the program  1.1.1 <b>If Not Qualified:</b> Discuss with the client reason for disqualification  1.1.2 <b>If Qualified:</b> Assign social worker to commence the Home Study	None	5 Days	<i>Social Welfare Officer II/ III (SWO II/III) ARRS</i>
	1.2 Assess and conduct a home study of the applicant	None	20 days	<i>SWO II/III (ARRS)</i>
	1.3 Prepare a comprehensive Home Study Report based on assessment.	None		<i>SWO II/III (ARRS)</i>
	1.4 Evaluate the Home Study Report and supporting documents to determine motivation, capacities, and potentials as basis for	None		<i>SWO II/III (ARRS) Foster Care Focal Person</i>



	<p>issuance of Foster Care License.</p> <p>1.5 Review Home Study Report and recommend for approval.</p> <p>1.6 Issue Foster Family Care License and Identification Card to the Foster Parents.</p>	<p>None</p> <p>None</p>		<p><i>ARRS Head, StPD Chief, Assist. Regional Director for Operations (ARDO), Regional Director (RD)</i></p>
2 Receive and affix signature on license.	<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>2.4 Issue Resolution declaring the match and sign Certificate of Matching</p> <p>2.5 Inform the Foster Parents of the match through the Case Worker, CCA, DSWD RCF or LGU</p>	<p>None</p> <p>None</p> <p>None</p> <p>None</p> <p>None</p>	<p>1 Day</p> <p>1 Day</p> <p>1 Day</p>	<p><i>StPD Chief, RD</i></p> <p><i>Matching Secretariat (ARRS)</i></p> <p><i>SWO (Regional Child Welfare Specialist Group)/ Foster Care Committee, Matching Secretariat</i></p> <p><i>Matching Secretariat (ARRS)</i></p>
3. Prepare and submit Acceptance letter to the Field Office	<p>3.1 Prepare and facilitate the signing of the Foster Placement Authority</p> <p>3.2 Conduct the Discharge Conference and</p>	<p>None</p> <p>None</p>	<p>1 Day</p> <p>1 Day</p>	<p><i>SWO II/III (ARRS/SWAD Team), Matching Secretariat</i></p> <p><i>SWO II/III (ARRS/SWAD Team), Matching</i></p>

	turn over custody of the foster child to the foster family.			Secretariat, Social Worker (CCA, LGU, RCF)
<b>Total</b>		<b>None</b>	<b>1 Month</b>	

- **Note:** Foster Care Program is covered by RA 10165

## 32. Placement of Children to Foster Parents

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>	G2G – Government to Government, G2C – Government to Citizen
<b>Who may avail:</b>	All Provincial/City/ Municipal Social Welfare and Development Office (P/C/MSWDO); Child Caring Agency (CCA)/ Child Placing Agency (CPA); and DSWD Residential Care Facilities (RCF)

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<b>Foster Child's Dossier</b>				
1 Case Study Report		1. DSWD FO 1, Child Caring Agencies (CCAs), Local Government Units (LGU)		
2 Police Clearance/ Barangay Certificate		2. Police Station/ Barangay where the child was found/abandoned		
3 Birth/Foundling Certificate		3. Philippine Statistics Authority (PSA)		
4 Child's Profile		4. DSWD FO 1, CCA, LGU		
5 Recent Photograph		5. DSWD FO 1, CCA, LGU		
6 Photograph of the Child upon Admission/Abandoned		6. DSWD FO 1, CCA, LGU		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare the Child's Study Report and submit child's dossier to the Field Office	1.1 Review Child's dossier and the submitted supporting documents	None	15 days	Social Welfare Officer II/III (SWO II/III)/ SWAD Team
	1.2 Inform Case Worker from DSWD FO, RCF, CCA or LGU in case there are noted discrepancies, inconsistencies, or inputs in the	None		SWO II/III (ARRS/SWAD Team)

	Child Study Report			
	1.3 Approve the Child Study Report for presentation in the matching conference	None		<i>Regional Director (RD)</i>
	1.4 Deliberate the case of child/ren and foster parent/s for placement	None	1 Day	<i>Social Worker (Regional Child Welfare Specialist Group (RCWSG), Matching Secretariat (ARRS))</i>
	1.5 Issue Resolution declaring the match and sign Certificate of Matching	None	1 Day	<i>Social Worker (RCWSG), Matching Secretariat (ARRS)</i>
	1.6 Inform Foster Parents of match through the Case Worker, CCA, DSWD RCF or the LGU.	None	1 Day	<i>Matching Secretariat (ARRS)</i>
2. Prepare and submit Acceptance Letter to the Field Office	2.1 Prepare and facilitate the signing of the Foster Placement Authority.	None	1 Day	<i>SWO II/III (ARRS/SWAD Team), Matching Secretariat (ARRS)</i>
	2.2 Conduct Discharge Conference and turn over custody of the foster child to the foster family.	None	1 Day	<i>SWO II/III (ARRS/SWAD Team), Social Worker (CCA, RCF, LGU)</i>
<b>Total</b>		<b>None</b>	<b>20 Days</b>	

- *Note: Foster Care Program is covered by RA 10165*

### 33. Processing of Adoption Application and Placement

The Department of Social Welfare and Development (DSWD) through the Alternative Parental Care Program implements processing of application for adoption of suitable Filipino or qualified Prospective Adoptive Parents (PAPs) in

the Philippines for abandoned, foundling, neglected, and surrendered children who are legally available for adoption.

<b>Office or Division:</b>	Statutory Programs Division – Adoption Resource and Referral Section
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2G – Government to Government, G2C – Government to Citizen
<b>Who may avail:</b>	All Provincial/City/ Municipal Social Welfare and Development Office (P/C/MSWDO); Child Caring Agency (CCA)/ Child Placing Agency (CPA)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b>Prospective Adoptive Parent's Dossier (PAPs)</b> 1 Home Study Report (HSR) 2 Birth Certificate of Applicants and Children (1 PSA original copy of each) 3 Marriage Certificate or Divorce, Annulment, Declaration of Nullity or Legal Separation Document (1 original copy) 4 Death Certificate (if necessary, 1 original copy) 5 Consent to Adoption by the legitimate child/ren of the applicant/s (if 10 years old and above, 1 original copy) 6 Certificate of Attendance to Adoption Forum (1 original copy) 7 Physical & Medical Evaluation Certification (1 original copy) 8 Psychological Evaluation (required for single applicants, for married, when appropriate, as assessed by the Social Workers, 1 original copy) 9 NBI or Police Clearance (at least 1 year before the preparation of HSR, 1 original copy) 10 Latest Income Tax Return or any other documents showing financial capability, e.g Employment Certificate, Bank Certificate of Statement of Assets and Liabilities (1 original copy) 11 3x5 inch-sized photos of the applicant, their family, and their home (taken within the last 3 months, 1 original copy)	1. DSWD FO 1, Child Caring Agencies (CCAs), Local Government Units (LGU) 2. Philippine Statistics Authority (PSA) 3. Philippine Statistics Authority (PSA)/ Philippine Courts 4. Philippine Statistics Authority (PSA) 5. Applicant/s 6. DSWD FO 1/ CCAs/ CPAs/ LGUs 7. Health/ Medical Center or Facilities 8. Registered Psychologist/ Psychological Clinic 9. National Bureau of Investigation (NBI)/ Police Station 10. Bureau of Internal Revenue (BIR) 11. Applicant/s

12 Three (3) letters of character references who have known the applicants for at least 3 years (1 original copy each)		12. Character References		
13 Affidavit of Temporary Custody (1 original copy)		13. Applicant/s		
<b>Additional Requirements for Foreign Nationals such as:</b> 1. Certification that applicant have legal capacity to adopt in his/her country and that his/her country has a policy, or a signatory of an international agreement. 2. Certificate of Residence in the Philippines 3. Two (2) character references from non-relatives who knew the applicant/s in the country of residence, except for those who have resided in the Philippines for more than 15 years 4. Police Clearance from all places of residence in the past two years prior to residing in the Philippines.		1. Applicant/s country of residence  2. Bureau of Immigration or the Department of Foreign Affairs 3. Character References  4. Police Station of places where the applicant/s resided for the post two (2) years		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Preparation of Home Study for Adoptive Applicants</b>				
1. File the filled-out application form with complete requirements at the Field Office or LGU	1.1 Determine the applicant/s is/are qualified for the program. Assign a Social Worker to conduct a Home Study	None	22 days	<i>Social Worker (DSWD FO 1 or LGU)</i>
	1.2 Prepare a home study report of the applicant/s	None		<i>Case Worker (DSWD FO 1)</i>
	1.3 Evaluate the Motivation, Potential, Capacity, and Resources (MPCR) of applicants and supporting documents for approval as	None		<i>Social Welfare Officer III (SWO III) ARRS, SWO IV (StPD Chief), Regional Director (RD)</i>

	Prospective Adoptive Parent/s and for presentation in the Regional Matching 1.4 Approve HSR for presentation in the matching conference	None		RD
2	Submit two (2) sets of complete PAPs documents to DSWD FO 1 ARRS  2.1 Review the submitted dossier for presentation in the matching conference 2.2 Communicate comments on the home study to the managing social worker. 2.3 Comply with comments/inputs provided on the HSR 2.4 Deliberate the cases of prospective adoptive applicants 2.5 Issuance of resolution declaring the match and signing of the Certificate of Matching 2.6 Inform the Prospective Adoptive Parents of the match through the Case worker, CCA, DSWD RCF or LGU	None  None  None  None  None	3 days   15 days  1 day  1 day  1 day	SWO III (ARRS), SWO IV, RD          Social Worker (DSWD FO 1)          Matching Secretariat, RCWSG, CCA          RCWSG, SWO II/III (ARRS)          Matching Secretariat (SWO II/III) ARRS
3.	Prepare and submit and Acceptance letter to the Field Office  3.1 Prepare and facilitate the issuance and signing of the Pre-Adoption	None	2 Days	Matching Secretariat, Case Worker, ARRS Head, Regional Director

	Placement Authority (PAPA)			
	3.2 Entrustment of the matched child to the PAP/s	None	10 Days	Case Worker, CCA, DSWD RCF or LGU
	3.3 Post-placement supervisory visitation	None	3 Months	Case Worker, CCA, DSWD RCF or LGU
	3.4 Issue the Certificate of Consent to Adoption	None	1 Day	Regional Director
	3.5 Monitor the case from filing a petition for Adoption in Court to Issuance of Adoption Decree and Finality with Amended Birth Record.	None	8 Months	SWO II/ SWO III (ARRS)
<b>Total</b>		<b>None</b>	<b>1 year and 3 months</b>	

- **Note:** Processing of Application for Adoption is covered by Republic Act 8552 or the Domestic Adoption Act of 1998 and DSWD Memorandum Circular no. 13 series of 2020.

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	A complaint may be filed through any of the established modalities" -a telephone call (072-687-800 loc. 11212) -electronic mail ( <a href="mailto:arru.fo1@dswd.gov.ph">arru.fo1@dswd.gov.ph</a> ) -posts, comments and chat messages via DSWD FO1 Official Facebook Page: "DSWD Field Office 1" -personal appearance (walk-in clients)



	-letter addressed to the Regional Director, Marie Angela S. Gopalan -Official website at <a href="https://fo1.dswd.gov.ph">https://fo1.dswd.gov.ph</a> -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 Human Resource Management and Development Division for action and resolution. The resolution of all complaint consists of: <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 of CCB, PCC, ARTA	<p><b>Anti-Red Tape Authority (ARTA)</b></p> <ul style="list-style-type: none"> <li>• (028) 478-5093</li> <li>• <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a></li> </ul> <p><b>Presidential Complaint Center (PCC):</b></p> <ul style="list-style-type: none"> <li>• Call/ text: 8888</li> <li>• Web: <a href="http://www.8888.gov.ph">www.8888.gov.ph</a></li> </ul> <p><b>Contact Center ng Bayan (CCB):</b></p> <ul style="list-style-type: none"> <li>• SMS: 0908-881-6565</li> <li>• Call: 165 65</li> </ul> <p>Php 5.00 + VAT per call anywhere in the Philippines via PLDT landlines</p> <p>Email: <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a>          Web: <a href="https://contactcenterngbayan.gov.ph">https://contactcenterngbayan.gov.ph</a>          Facebook: <a href="https://facebook.com/civilservicegovph">https://facebook.com/civilservicegovph</a></p>

### List of Offices

Office	Address	Contact Information
DSWD Field Office 1	Quezon Avenue, City of San Fernando, La Union 2500	072-687-8000 loc. 11216
Ilocos Norte Satellite Office	Jomel Bldg., 3rd floor, Brgy., 14, Laoag City, Ilocos Norte	077-670-0342, 077-774-2100
Ilocos Sur Satellite Office	Luisa Bldg., Quezon Avenue, Salcedo St., Brgy. III, Vigan City, Ilocos Sur	077-674-0137



Eastern Pangasinan Satellite Office	Governor Robert B. Estrella Memorial Stadium, Zone 4, Rosales, Pangasinan and Sta. Maria, Binalonan, Pangasinan	+63 9976120632
Central Pangasinan Satellite Office	AVRC 1, Russia St., Bonuan Binloc, Dagupan City, Pangasinan	075-653-4910
Western Pangasinan Satellite Office	AVRC 1, Russia St., Bonuan Binloc, Dagupan City, Pangasinan	075-653-4910

**SOCIAL PENSION PROGRAM  
MANAGEMENT OFFICE  
FRONTLINE SERVICE**

### 34. Procedure for Social Pension Provision to Indigent Senior Citizens

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 fulfilment of the obligation of the Government to the most vulnerable sector through social protection, and for the implementation of Republic Act No. 9994 or the “Expanded Senior Citizen Act of 2010”

<b>Office or Division:</b>	Statutory Programs Division – Social Pension Program Management Office	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2C – Government to Citizen	
<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 Government Service Insurance System (GSIS), Social Security Systems (SSS), Philippine Veterans Affairs Office (PVAO), Armed Forces and Police Mutual Benefit Association Inc. (AFPPMBAI) 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>
<b>Identification</b>		
1. OSCA ID		1. Office of the Senior Citizen Affair
2. Social Pension Application Form		2. OSCA, City/Municipal Social Welfare and Development Office (C/MSWDO), DSWD Field Office – SPPMO
3. General Intake Sheet		3. OSCA, City/Municipal Social Welfare and Development Office (C/MSWDO), DSWD Field Office – SPPMO
4. Social Pension Beneficiary Update Form (SPBUF)		4. DSWD Field Office - SPPMO
<b>During Distribution (Pay-out)</b>		
1. OSCA ID		1. OSCA
<b>For Deceased Beneficiary</b>		
1. Certified True Copy of Registered Death Certificate		1. Local Civil Registrar
2. Accomplished Warranty and Release from Liability		2. OSCA, City/Municipal Social Welfare and Development Office, and DSWD Field Office 1 – SPPMO
3. Photocopy of OSCA ID of the Beneficiary		3. Client
4. Photocopy of ID of the Claimant		4. Client
<b>For the Authorized Representatives</b>		

1. Accomplished Certification and Authorization  2. Photocopy of OSCA IS of the Beneficiary 3. Photocopy of ID of the Claimant 4. Printed Photo/Picture of the Beneficiary holding an updated newspaper or a calendar		1. OSCA, City/Municipal Social Welfare and Development Office, DSWD Field Office-SPPMO 2. Client 3. Client 4. Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Identification of New Beneficiary</b>				
1. Request for inclusion to Social Pension Program.	1.1 Receive and review the submitted request	None	10 minutes	<i>SPPMO Section Head</i>
	1.2 Verify if included in the waiting list:	None	15 minutes	<i>Project Development Officer I (PDO I) SPPMO</i>
	1.2.1 <b>If Included:</b> inform the client through a Response Letter signed by the Regional Director	None	1 day	<i>PDO I/ Social Welfare Officer I (SWO I) SPPMO</i>
	1.2.2 <b>If Not Included:</b> Conduct Home Visit, Interview, Collateral Interview and gather data	None	4 hours	<i>PDO I/ SWO I (SPPMO)</i>
	1.3 Verify if the client is qualified:			
	1.3.1 If not Qualified: Inform the client of the reason of non-inclusion through a Response Letter signed	None	1 day	<i>PDO I/ SWO I (SPPMO)</i>

	by the Regional Director.			
	1.3.2 If Qualified: Encode client data to Social Pension Information System (SPIS).	None	15 minutes	<i>PDO I/ SWO I (SPPMO)</i>
	1.4 Consolidate the encoded list and forward to Central Office for clean listing	None	15 days	<i>Information Technology Officer I (ITO I) SPPMO</i>
	1.5 Consolidate the Clean/Error list received from Central Office and include in the database.	None	30 minutes	<i>ITO I (SPPMO)</i>
	1.6 Inform the client for the inclusion to the Social Pension Program waiting list through a response letter signed by the Regional Director	None	1 day	<i>Administrative Assistant I (AA I) SPPMO</i>
	1.7 Replace as regular beneficiary based on prioritization (per availability of slot)	None	4 Months and 12 days	<i>PDO I/ SWO I (SPPMO)</i>
<b>Distribution (Pay-out)</b>				
	1.8 Prepare letter to inform to inform the LSWDO relative to the scheduled date of pay-out.	None	1 day	<i>SWO II (SPPMO)</i>
	1.9 Conduct of distribution (pay-out)	None		

	1.9.1	<b>Without Pandemic:</b> Conduct distribution through community assembly at the LGU level		1 day/ 600 beneficiaries	<i>Payers (SPPMO/ DSWD Field Office 1 staff)</i>
	1.9.2	<b>With Pandemic:</b> Conduct distribution through door-to-door or community assembly at the barangay level		1 day/ 400 beneficiaries	<i>Payers (SPPMO/ DSWD Field Office 1 staff)</i>
<b>Total</b>			<b>None</b>	<b>3 Days and 2 Minutes</b>	
<b>If Included in the Waiting List</b>				<b>4 Days, 4 Hours, and 25 Minutes</b>	
<b>If not qualified</b>				<b>1 Month, 9 Days, 5 Hours, and 25 Minutes</b>	
<b>If Not Included in the Waiting List and If Qualified</b>					

- **Note:** "Provision of Assistance to Senior Citizens through Social Pension" is covered under RA 9994.

### 35. Provision of Centenarian Gift to Centenarians

A centenarian shall receive a cash gift amounting to one hundred thousand pesos (Php 100,000.00) along with the Letter of Felicitation signed by the President of the Philippines or Posthumous Plaque of Recognition.

<b>Office or Division:</b>	Statutory Programs Division – Social Pension Program Management Office
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C – Government to Citizen
<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 Government Service Insurance System (GSIS), Social Security Systems (SSS), Philippine Veterans Affairs</li> </ul>

	Office (PVAO), Armed Forces and Police Mutual Benefit Association Inc. (AFPPMBAI) or any other insurance company; <ul style="list-style-type: none"> <li>• No permanent source of income; and</li> <li>• No regular support from family or relatives for his/her basic needs</li> </ul>
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. One (1) Original Copy or Certified True Copy of Birth Certificate; or 2. One (1) Original Copy or Certified True Copy of Passport; or 3. Any one (1) Certified True Copy of PRIMARY Document or government issued IDs like: 3.1 OSCA ID 3.2 SSS ID 3.3 GSIS ID 3.4 Postal ID 3.5 Driver's License 3.6 Voter's ID/ COMELEC Certification 3.7 PRC ID 4. Any two (2) of the SECONDARY Documents like: 4.1 Baptismal/ Confirmation Certificate 4.2 Marriage Certificate 4.3 Birth Certificate of children with the age of the centenarian at the time of birth 4.4 Old School/ Employment Records 4.5 Affidavit of two (2) Disinterested Person 5. Picture of the Centenarian 6. For Deceased Centenarian: 6.1 One (1) original copy or Certified True Copy of Death Certificate; 6.2 One (1) original copy of Special Power of Attorney of nearest surviving relatives 6.3 One (1) certified true copy of IDs of nearest surviving relatives 6.4 One (1) original copy or certified true copy of Proof of relationship of the authorization representative 6.5 Warrant and Release Form	1. Philippine Statistics Authority (PSA) or Local Civil Registrar (LCR) 2. Department of Foreign Affairs (DFA)  3.1 OSCA Office/ MSWDO 3.2 SSS 3.3 GSIS 3.4 Post Office 3.5 Land Transportation Office (LTO) 3.6 Commission on Election 3.7 Professional Regulations Commission (PRC)  4.1 Church/ Religious Affiliation 4.2 PSA/ LCR  4.3 PSA/ LCR  4.4 School/ Agency 4.5 Notary Public Office  5. Client  6.1 PSA/ LCR  6.2 Notary Public Office  6.3 Any National Government Agency 6.4 PSA/LCR/ Any Religious Affiliation  6.5 DSWD Field Office – SPPMO/ MC 06 Series of 2018

6.6 OSCA ID of the centenarian		6.6 OSCA Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements to the DSWD Field Office – SPPMO or MSWDO	1.1 Receive the submitted application form and documentary requirements. Record at the databank of centenarians of the field office.	None	5 minutes	<i>Project Development Officer II (PDO II) SPPMO</i>
	1.2 Check and verify the completeness of the submitted requirements and eligibility to the centenarian cash gift.	None	15 minutes	<i>PDO II (SPPMO)</i>
	1.2.1 <b>Complete and compliant:</b> prepare Certificate of Eligibility (CE) and payroll.	None	8 months and 24 days	<i>PDO II (SPPMO)</i>
	1.2.2 <b>Incomplete and Non-compliant to the eligibility criteria:</b> conduct a home visit to verify eligibility. <b>If found ineligible,</b> explain the reason for ineligibility. <b>If eligible,</b> require to submit needed documents	None	4 hours	<i>PDO II (SPPMO)</i>



		and proceed to 1.2.1			
		1.3 Approval of CE and payroll.	None	2 days	Division Chief (Statutory Programs Division), Regional Director
		1.4 Prepare the Disbursement Voucher (DV), Obligation Request Slip (ORS), and Request for Cash Advance (RCA).	None	15 minutes	PDO II (SPPMO)
		1.5 Check availability of Cash Advance. Review and approval of the RCA.	None	2 days and 30 minutes	Accounting Officer (Accounting Section), OIC-Assist. Regional Director for Administration
		1.6 Process the ORS, and DV. Approve the ORS, and DV. Prepare and approval of check.	None	1 day, 2 hours and 45 minutes	Budget Officer (BS), Accounting Officer (AS), Cash Officer (Cash Section), Regional Director
		1.7 Encashment of check.	None	1 day	Special Disbursing Officer (SDO)
		1.8 Inform the LGU thru the MSWDO on the schedule of payout to the centenarian.	None	15 minutes	PDO II (SPPMO)
2	Receipt of Centenarian cash gift.	2 Conduct of door-to-door delivery of the centenarian cash gift.	None	1 day	PDO II (SPPMO)
Total Incomplete and Ineligible Centenarian			None	4 Hours and 20 Minutes	

Complete and Eligible Centenarian	None	9 Months, 1 Day, 4 Hours and 5 Minutes	
-----------------------------------	------	--	--

- **Note: “Provision of Cash Incentives for Centenarian” is covered under RA 10868.**

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 (072-687-800 loc. 11212)</li> <li>-electronic mail (<a href="mailto:sppmo.fo1@dswd.gov.ph">sppmo.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>-letter addressed to the Regional Director, Marie Angela S. Gopalan</li> <li>-Official website at <a href="https://fo1.dswd.gov.ph">https://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 Human Resource Management and Development 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 of CCB, PCC, ARTA	<p><b>Anti-Red Tape Authority (ARTA)</b></p> <ul style="list-style-type: none"> <li>• (028) 478-5093</li> <li>• <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a></li> </ul> <p><b>Presidential Complaint Center (PCC):</b></p> <ul style="list-style-type: none"> <li>• Call/ text: 8888</li> </ul>

	<ul style="list-style-type: none"> <li>Web: <a href="http://www.8888.gov.ph">www.8888.gov.ph</a></li> </ul> <p><b>Contact Center ng Bayan (CCB):</b></p> <ul style="list-style-type: none"> <li>SMS: 0908-881-6565</li> <li>Call: 165 65 Php 5.00 + VAT per call anywhere in the Philippines via PLDT landlines</li> </ul> <p>Email: <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a>          Web: <a href="https://contactcenterngbayan.gov.ph">https://contactcenterngbayan.gov.ph</a>          Facebook: <a href="https://facebook.com/civilservicegovph">https://facebook.com/civilservicegovph</a></p>
--	--

### List of Offices

Office	Address	Contact Information
DSWD Field Office 1	Quezon Avenue, City of San Fernando, La Union 2500	072-687-8000 loc. 11216
Ilocos Norte Satellite Office	Jomel Bldg., 3rd floor, Brgy., 14, Laoag City, Ilocos Norte	077-670-0342, 077-774-2100
Ilocos Sur Satellite Office	Luisa Bldg., Quezon Avenue, Salcedo St., Brgy. III, Vigan City, Ilocos Sur	077-674-0137
Eastern Pangasinan Satellite Office	Governor Robert B. Estrella Memorial Stadium, Zone 4, Rosales, Pangasinan and Sta. Maria, Binalonan, Pangasinan	+63 9976120632
Central Pangasinan Satellite Office	AVRC 1, Russia St., Bonuan Binloc, Dagupan City, Pangasinan	075-653-4910
Western Pangasinan Satellite Office	AVRC 1, Russia St., Bonuan Binloc, Dagupan City, Pangasinan	075-653-4910

# **STANDARDS SECTION**

## **FRONTLINE SERVICE**

### 36. Endorsement of Duty-Exempt Importation of Donations to Social Welfare and Development Agencies (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 Plans Division – Standards Section		
<b>Classification:</b>	Highly Technical		
<b>Type of Transaction:</b>	G2C – Government to Citizen		
<b>Who may avail:</b>	Licensed and/or accredited private Social Welfare and Development Agencies (SWDAs) in accordance to section 800(m) of the Republic Act No. 10863, otherwise known as the Customs Modernization and Tariff Act (CMTA) of 2016, who wish to exempt from customs dues the foreign donations consigned to them.		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
1	Application Form (DSWD DFE Form 1)	1.1	DSWD Field Office – Standards Section
2	Authenticated Deed of Donation from the Philippine Consular Office of the Country of Origin	1.2	Download from DSWD website: <a href="https://www.dswd.gov.ph/issuance/MCs/MC_2019-021.pdf">https://www.dswd.gov.ph/issuance/MCs/MC_2019-021.pdf</a>
3	Notarized Deed of Acceptance	2.	Philippine Consular Office (i.e. embassy or consulate) of the country of origin.
4	Copy of valid DSWD Registration, License and/or Accreditation Certificate	3.	Notary Public
5	Bill of Lading or Airway Bill	4.	Issued by the DSWD to the licensed and/or accredited SWA
6	Packing List	5.	Carrier (or agent) acknowledgement receipt of cargo for shipment (provided by donor to the donee)
7	Plan of Distribution	6.	Carrier (or agent) acknowledgement receipt of cargo for shipment (provided by donor to the donee)
		7.	DSWD DFE Form 2 to be downloaded at <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> (To be certified and endorsed by the DSWD Field Office having jurisdiction over the target area for distribution.
<b>Optional Requirements:</b>			
1.	Certification from Food and Drug Administration (FDA), in case of medicines	1.	Food and Drug Administration
2.	Notarized distribution report on latest shipment, if not the first time to import foreign donations	2.	DSWD DFE Form 3 download at <a href="https://www.dswd.gov.ph/MCs/MC_2019-">https://www.dswd.gov.ph/MCs/MC_2019-</a>

3. Proof of prior agreements or approved arrangements, in case of relief items other than food and medicines.		<a href="#">021.pdf</a> (to be certified by concerned DSWD Field Office) 3. Appropriate Government Agencies		
<ul style="list-style-type: none"><li><b>Note to Applicant:</b> The acceptance of application documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators based on DSWD Memorandum Circular No. 21 Series of 2019.</li></ul>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. SWDA representative files application together with the supporting documents/ requirements at DSWD Field Office.	1.1 Receipt and review the completeness and correctness of the submitted application documents based on checklist:  1.1.1 <b>If Complete:</b> forward to support staff for tracking  1.1.2 <b>If Incomplete:</b> return to applicant, provide TA and checklist of requirements  1.2 Log its receipt into the Document Tracking System (DTS) and provide applicant with document reference number for easy tracking.	None	30 minutes	Social Welfare Officer I (SWO I)/ Administrative Aide IV (AAide IV) (SS)
2. Pay the required processing fee	2.1 Prepare the Order of payment and issue official receipt.	1,000.00	10 minutes	Administrative Officer II (AO II)/ Administrative Assistant I (AA I) (Cash Section)
3. Wait for the result of assessment	3.1 Review and conduct assessment of the submitted application documents for	None	3 days	SWO I

	eligibility and compliance to documentary requirement 3.1.1 Compliant to Eligibility and documentary requirement: prepared for conduct of area visit 3.1.2 Non-Compliant to Eligibility and documentary requirement: return application documents to the applicant with letter and checklist citing reasons for disapproval with technical assistance on how to rectify non-compliance or submit lacking requirements. Provide the applicant the Client Satisfaction Measurement Form.			
<b>*Note:</b> While face-to-face is still prohibited during this pandemic situation, technical assistance shall be provided in written form. In the event that the return documents cannot be facilitated due to unavailability of the service provider, acknowledgement letter shall indicate the checklist of documents for compliance to be secured or accomplished.				
4. Participate during the conduct of visitation visit	4.1 Conduct area visit, obtain in-depth information concerning administrative and operational aspects of the program (optional)	None	2 days	SWO I (SS)
	4.2 Endorse the acknowledgement letter to the	None	1 day	SWO I/ Project Development Officer III (PDO III)

	Regional Director for approval. 4.3 Endorse the application to the Standard's Bureau at Central Office. <i>*If Deficient: return the application to the applicant and provide technical assistance to comply with the requirements</i> 4.4 Check the completeness of the submitted application documents. Endorses to Undersecretary and DSWD Secretary for approval.	None	3 days	(SS)  SWO I/ PDO III
		None	4 days	Standards Bureau (Central Office), DSWD Undersecretary supervising the Standards Bureau, DSWD Secretary
5. Approved applicants to pick up the Endorsement Letter	5. Inform the applicant and Field Office of the approval of endorsement. Preparation of the endorsement letter for pick-up of the applicant and the conforme letter for their signature.	None	10 minutes	Standards Bureau Technical Staff
<b>Total</b>				
<b>Complete and Compliant</b>		None	<b>14 Days</b>	
<b>Complete but Non-Compliant Submission</b>		None	<b>8 Days and 50 minutes</b>	
<b>Incomplete Submission</b>		None	<b>30 minutes</b>	

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

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



### 37. Accreditation of Civil Society Organization (CSOs) as Beneficiary of DSWD Projects and/or Program – Organized by the Sustainable Livelihood Program

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

<b>Office or Division:</b>	Policy Plans Division – Standards Section			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2G – Government to Government			
<b>Who may avail:</b>	All eligible beneficiary CSOs organized by the Department through Sustainable Livelihood Program (SLP).			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Certified true copy of the Certificate of Eligibility (CoE). <i>*The issuance of CoE is subject to the compliance of SLP existing guidelines.</i>		1. DSWD Sustainable Livelihood Program-Regional Program Management Office (DSWD SLP-RPMO)		
2. Endorsement of SLPAs with CoE signed by the Regional Program Coordinator (to include the project/s approved, address of the SLPA, and the budget approved for the project)		2. DSWD SLP-RPMO		
• <b>Note to Applicant:</b> The acceptance of application documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators based on DSWD Memorandum Circular No. 26 Series of 2020.				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the application documents	1.1 Receive application and log to the Document Tracking System (DTS). Refer to the concerned unit	None	1 day	Administrative Aide IV (Aaide IV)
	1.2 Check and assess the completeness of submitted documents 1.2.1 <b>Complete and Compliant:</b> Receive the documents and prepare	None	4 days	Project Development Officer III (PDO III)/ Social Welfare Assistant (SWA)

	<p>1.2.2 the Memorandum and Certificates. <b>Incomplete or Non-Compliant:</b> Prepare Memo and return to SLP-RPMO the application documents for compliance.</p> <p>1.3 Forward signed Memo to SLP-RPMO with the signed certificates and secure receiving copy.</p> <p>1.4 Forward signed Memo to Regional Information Communication Technology Service (RICTMS) for posting to FO Website.</p> <p>1.5 Posts lists of accredited Beneficiary CSOs to FO-assigned bulletin board.</p>	<p>None</p> <p>None</p> <p>None</p>	<p>1 day</p>	<p><i>PDO III/ SWA</i></p>
2. Receipt of Permit	2. Release of Permit	None	1 day	SWA
<b>Total</b>				
<b>Complete and Compliant</b>		<b>None</b>	<b>7 Days</b>	
<b>Incomplete or Non-Compliant</b>		<b>None</b>	<b>30 Minutes</b>	

### 38. Accreditation of Civil Society Organization (CSOs) as Beneficiary of DSWD Projects and/or Program – Non-SLP Organized

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

<b>Office or Division:</b>	Policy Plans Division – Standards Section
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C – Government to Citizen G2G – Government to Government
<b>Who may avail:</b>	All eligible beneficiary CSOs organized by the Department through DSWD project/s and/or program/s.
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ol style="list-style-type: none"> <li>Beneficiary CSO Accreditation Application Form</li> <li>Proof of existence or presence of the CSO in its stated address and area of operation or organization, namely:               <ol style="list-style-type: none"> <li>Pictures of office and direction sketch; and</li> <li>At least one of the following documents:                   <ol style="list-style-type: none"> <li>Barangay Certification</li> <li>Certification or Endorsement from at least 2 publicly known individuals in the community</li> <li>Other documents showing proof of the existence</li> </ol> </li> </ol> </li> <li>Proof of Organization, namely:               <ol style="list-style-type: none"> <li>Organizational Chart or Governance Structure; and</li> <li>Date of the organization, List of Officers and Members with their Complete names, dates of birth (if known and registered complete address, and contact numbers, if available)</li> </ol> </li> <li>Certificate of Good Standing  <i>*If CSO applicant has received public funds prior to its application; Specifically stating that the CSO has liquidated in accordance with COA regulations, all fund transfers due for liquidation</i> </li> </ol>	<ol style="list-style-type: none"> <li>DSWD Field Office – Standards Section (SS)               <ol style="list-style-type: none"> <li>CSO Beneficiary Applicant                   <ol style="list-style-type: none"> <li>Barangay the CSO is located</li> <li>CSO Beneficiary Applicant</li> </ol> </li> </ol> </li> <li>CSO Beneficiary Applicant</li> <li>Government Agency or Agencies from which it has received public funds</li> </ol>

5. Proof of having undergone Social Preparation		5. Designated DSWD Regional Program/Project Officer of the DSWD Program/Projecct where the CSO is seeking funds		
• <b>Note to Applicant:</b> The acceptance of application documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators based on DSWD Memorandum Circular No. 17 Series of 2017.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the application documents	1.1 Receipt and log into the Document Tracking System (DTS). Refer to concerned unit.	None	2 hours	Administrative Aide IV (AAide IV) RAMS
	1.2 Receipt and review the submitted application and supporting documents 1.2.1 <b>Complete and Compliant:</b> Post Applicant in DSWD Website and prepare activities for the conduct of validation. Proceed to next step. 1.2.2 <b>Incomplete or Non-Compliant:</b> prepares acknowledgment memorandum and return the application documents for compliance. 1.2.3 <b>Found Irregularity/ Falsehood, Fabrication/ Forgery in</b>	None	1 Day	Project Development Officer III (PDO III)/ Social Welfare Assistant (SWA)

	<b>documents:</b> Applicant shall explain not later than 3 days from the receipt of Notice issued by the Regional Director.			
	1.3 Conduct validation as to the existence of the applicant beneficiary CSO including its on-going projects and/or programs as applicable.	None	18 Days and 6 hours	<i>PDO III/ SWA</i>
	1.4 Prepares and signs Validation Report and Abstract with supporting documents.	None		<i>PDO III/ SWA</i>
	1.5 Evaluation and deliberation by the Field Office Accreditation Committee.	None		<i>PDO III/ SWA</i>
	1.6 Prepare and Facilitates the signing of Certificate of Accreditation	None		<i>PDO III/ SWA</i>
	1.7 Post the list of the accredited Beneficiary CSOs to FO-assigned bulletin board	None		<i>PDO III/ SWA</i>
2. Receipt of the Certificate of Accreditation	2. Release of the signed Certificate of Accreditation through: 2.1 Befitting Ceremony 2.2 Pick-up by the CSO applicant; 2.3 Courier; and	None	1 Day	<i>PDO III/ SWA</i>

	2.4 Hand-Carry the Certificate/s of Accreditation whichever is practicable			
<b>Total</b>				
<b>Complete and Compliant</b>		<b>None</b>	<b>20 Days</b>	
<b>Incomplete or Non-Compliant</b>		<b>None</b>	<b>30 Minutes</b>	

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

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

### 39. Accreditation of Pre-Marriage Counselors

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

<b>Office or Division:</b>	Policy and Plans Division – Standards Section		
<b>Classification:</b>	Highly Technical		
<b>Type of Transaction:</b>	G2C – Government to Citizen		
<b>Who may avail:</b>	All qualified applicants per item VIII of Memorandum Circular 1 Series of 2019 and as amended in Memorandum Circular 10 Series of 2021.		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
<b>For New Applicants</b>			
1. One (1) duly accomplished Application Form		1.1 DSWD Field Office 1-Standards Section 1.2 Download in DSWD website at <a href="https://www.dswd.gov.ph/issuances/MCs/MC_2019-001.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2019-001.pdf</a> (Annex A. PMC Form_App	
<b><i>One (1) photocopy of the following documents (original copies must be presented):</i></b>			
1. Any of the following (proof that the applicant is a graduate of a 4-year course) 1.1 Certificate of Graduation/ College Diploma or Transcript of Records; 1.2 Valid PRC ID		1.1 School  1.2 Professional Regulations Commission (PRC)	
2. Training Certificates/ Certificates from seminars, conferences, training and other related activities on basic counselling service for at least 24-Hours.		2. Training Provider  3. Local Government Unit	

<p>3. Proof that the applicant is tasked to assist/conduct PMC sessions and/or part of the local PMC Team.</p> <p>3.6 Certification from the Immediate Supervisor</p> <p>3.7 An approved resolution</p> <p>4. Documentation of at least 6 PMC session, which captures the role performed by the applicant as proof that he/she has assisted in the PM Counselling Session.</p>	<p>4. Annex C.Documentation Report Template (download at <a href="https://www.dswd.gov.ph/issuances/MCs/MC_2019-001.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2019-001.pdf</a>)</p>
<p><b>Other documents to be made available during the assessment visit:</b></p> <ul style="list-style-type: none"> <li>Accomplished Marriage Expectation Inventory Form of would-be-married couple/s present during the validation visit</li> </ul>	
<p><b>For Renewal</b></p>	
<p>1. Training Certificates/ Certificates from seminars, conferences, training and other related activities on basic counselling service for at least 24-Hours.</p> <p>2. Accomplishment Report for the past year with at least a minimum of 10 PMC sessions conducted preceding the application using the template provided by DSWD (Annex D)</p> <p>3. Summary documentation of PMC session/s conducted for the past year using the template provided by DSWD (Annex C)</p>	<p>1. Training provider</p> <p>2. Annex D. PMC Form (download at <a href="https://www.dswd.gov.ph/issuances/MCs/MC_2019-001.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2019-001.pdf</a>)</p> <p>3. Annex C. PMC Form (download at <a href="https://www.dswd.gov.ph/issuances/MCs/MC_2019-001.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2019-001.pdf</a>)</p>
<p><b>Other documents to be made available during the validation visit.</b></p>	
<p>1. Accomplished Marriage Expectation Inventory from the would-be-married couple/s present during the validation visit.</p> <p>2. Accomplished and consolidated result of client feedback/satisfaction survey of about 50% of the total number of counselled couple for the past year;</p> <p>3. A summary/record on the number of Certificate of Marriage Counselling issued</p>	<p>2.1 DSWD Field Office 1 – Standards Section</p> <p>2.2 DSWD Website Annex F. PMC Form (download at <a href="https://www.dswd.gov.ph/issuances/MCs/MC_2019-001.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2019-001.pdf</a> )</p>

238



	1.3 Provide the client the Client Satisfaction Measurement Survey (CSMS) Form. Request the client to submit the accomplished form.	None	5 minutes	<i>Regional Director (RD)</i>  <i>Administrative Officer I (AO I)/Administrative Aide IV (AAide IV) Standards Section</i>
2. Attend to the Actual Accreditation Assessment	2.1 Conduct validation assessment with the applicable mode:  2.1.1 <b>Under Normal Circumstances:</b> actual accreditation visit  2.1.2 <b>During State of Calamity/ Emergency:</b> virtual assessment  Activities to take place: a. Brief overview on the assessment process; b. Observation on the counselling session; c. Exit Conference	None	1 Day	<i>PDO III (SS)</i>
3. Wait for the approval of the confirmation report/ issuance of the Certificate	3.1 Conduct final assessment of the application documents and the result of the actual accreditation assessment.	None	7 Days	<i>PDO III</i>

	Prepare the confirmation report with the following possible content:			
	3.1.1 <b>If Favorable:</b> inform the applicant of his/her accreditation. Forward to the Office of the Regional Director for review and approval.	None		<i>AAide IV</i>
	3.1.2 <b>If Unfavorable</b> : recommend for re-assessment	None		
	3.2 Review and approval of the documents	None		<i>Regional Director (RD)</i>
	3.3 Prepare the Certificate.	None		<i>Social Welfare Assistant (SWA)</i>
	3.4 Approval of the Certificate			<i>RD</i>
4. Receipt of the Accreditation Certificate	4. Release of Certificate	None	1 day	<i>AAide IV</i>
<b>Total For Complete and Compliant</b>		<b>None</b>	<b>18 Days and 3 hours</b>	
<b>For Complete Requirements with Areas for Compliance</b>		<b>None</b>	<b>25 minutes</b>	

#### 40. Accreditation of Social Workers Managing Court Cases

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>	G2C – Government to Citizen

<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>1. For Social Workers</b> 1.1 Two (2) copies of Application Form for Accreditation of Social Workers Managing Court Cases (Annex A)  1.2 Two (2) copies and Original Valid Professional Regulations Commission (PRC) ID Card 1.3 Two (2) copies of Certificate of Attendance to basic course training (at least 32 hours) on the management of court cases from DSWD or its recognized training institutions  1.4 Summary documentation of four (4) cases managed (Annex B)  1.5 Letter of Recommendation attesting to the competence of the Social Worker 1.6 The following documents on cases handled must be made available during on-site assessment: 1.6.1 Case Study reports; 1.6.2 Progress/ Running notes 1.6.3 Case Summaries; 1.6.4 Case conference proceedings/notes	1.1.1 DSWD Field Office 1-Standards Section 1.1.2 Download in DSWD website <a href="https://www.dswd.gov.ph/issuances/AOs/AO_2008-002.pdf">https://www.dswd.gov.ph/issuances/AOs/AO_2008-002.pdf</a>  1.2 Professional Regulations Commission  1.3 DSWD or Training Provider  1.4 DSWD Website: <a href="https://www.dswd.gov.ph/issuances/AOs/AO_2008-002.pdf">https://www.dswd.gov.ph/issuances/AOs/AO_2008-002.pdf</a> 1.5 Applicant  1.6 Any of the following: 1.6.1 Supervisor of the applicant 1.6.2 Philippine Association of Social Workers Inc. (PASWI) 1.6.3 Philippine Association of Court Social Workers (PACSWI). 1.6 Applicant/Client
<b>2. For Supervisors</b> 2.1 Two (2) copies of Application Form for Accreditation of Social Workers Managing Court Cases (Annex A)  2.2 Two (2) copies and original Valid PRC ID 2.3 Two (2) copies of Certificate of Attendance to basic (at least 32 hours) on the management of court	2.1.1 DSWD Field Office 1-Standards Section 2.1.2 Download in DSWD website <a href="https://www.dswd.gov.ph/issuances/AOs/AO_2008-002.pdf">https://www.dswd.gov.ph/issuances/AOs/AO_2008-002.pdf</a> 2.2 Professional Regulations Commission  2.3 Training Provider

<p>cases from DSWD or its recognized training institutions</p> <p>2.4 Technical supervisory notes of two (2) supervisees as proof of providing technical assistance</p> <p>2.5 The following documents on cases handled must be available during on-site assessment:</p> <p>2.5.1 Case Study reports;</p> <p>2.5.2 Progress/Running notes;</p> <p>2.5.3 Case Summaries</p> <p>2.5.4 Case Conference proceedings/notes</p>	<p>2.4 Applicant/Client</p> <p>2.5 Applicant/Client</p>
<b>For Renewal</b>	
<p><b>1. For Social Workers</b></p> <p>1.1 Certificate of attendance to relevant trainings or refresher course of at least 24 hours</p> <p>1.2 Summary documentation (Annex B) of cases managed for the last 6 months</p> <p>1.3 Recommendation from the Supervisor attesting to the competence of social worker in managing court cases</p> <p>1.4 The following documents on cases handled must be made available during on-site assessment:</p> <p>1.4.1 Case Study reports;</p> <p>1.4.2 Progress/running notes; and</p> <p>1.4.3 Other relevant documentations pertaining to the cases</p>	<p>1.1 DSWD or Recognized training institution</p> <p>1.2 DSWD website: <a href="https://www.dswd.gov.ph/issuances/AOs/AO_2008-002.pdf">https://www.dswd.gov.ph/issuances/AOs/AO_2008-002.pdf</a></p> <p>1.3 Applicant</p> <p>1.4 Applicant</p>
<p><b>2. For Supervisor</b></p> <p>2.1 Certificate of attendance to relevant trainings or refresher course of at least 24 hours</p> <p>2.2 Summary documentation (Annex B) of cases managed for the last 6 months</p> <p>2.3 Recommendation from the Supervisor attesting to the competence of social worker in managing court cases</p>	<p>2.1.1 DSWD or Recognized training institution</p> <p>2.1.2 DSWD Website: <a href="https://www.dswd.gov.ph/issuances/AOs/AO_2008-002.pdf">https://www.dswd.gov.ph/issuances/AOs/AO_2008-002.pdf</a></p> <p>2.2 Applicant</p> <p>2.3 Applicant</p>

2.4 Technical supervisory notes of two (2) supervisees as proof of providing technical assistance	2.4 Applicant			
2.5 The following documents on cases handled must be made available during on-site assessment: 2.5.1 Case Study reports; 2.5.2 Progress/running notes/ marginal notes; 2.5.3 Case summaries 2.5.4 Case conference proceedings/ notes				
• <b>Note to Applicant:</b> The acceptance of application documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators based on DSWD Memorandum Circular No.01 Series of 2019.				
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up and submit/file the application form at DSWD Standards Section.  1.1 Submit personally at the DSWD Field Office 1.2 Via Mail/Courier	1.3 Receive and assess completeness of the application and supporting documents.  1.3.1 <b>Complete:</b> Section Head assigns to Technical Staff for pre-assessment.  1.3.2 <b>Incomplete:</b> return the documents and provide technical assistance and checklist of requirements	None	1 hour and 30 minutes	Social Welfare Officer I (SWO I)/ Administrative Aide IV (AAide IV)
	1.4 Conduct a desk review of the received application and the completeness and compliance.	None	6 days and 1 hour	SWO I/ Project Development Officer III

	<p>1.4.1 <b>Complete and Compliant:</b> prepare the pre-assessment report and endorsement report to Standards Bureau (Central Office) along with send an acknowledgment letter to the applicant on the status of the application.</p>	None		
	<p>1.4.2 <b>Incomplete or non-compliant:</b> Prepare an acknowledgment letter to the applicant indicating the checklist of lacking documents.</p>	None		
	<p>1.5 One (1) set of the application and requirements together with the pre-assessment report and/or endorsement will be endorsed to DSWD- Standards Bureau (Central Office). One (1) set of copy is filed at the Field Office.</p>	None	1 hour	<i>AAide IV/ SWO I</i>
	<p>1.6 Signed/approved acknowledgment letter will be sent to the applicant.</p>	None		

	1.7 Receipt of the endorsed application and forward to Standards Compliance Monitoring Division (SCMD). SCMD reviews the completeness and compliance of the application.	None	3 days and 5 hours	<i>DSWD Standards Bureau (Central Office)</i>
	1.7.1 <b>Complete:</b> Prepare acknowledgment letter indicating the schedule and mode of accreditation shall be made:	None		
	1.7.2 <b>Incomplete/ Non-compliant:</b> Prepare acknowledgment letter indicating the checklist of lacking documents.	None		
	1.8 Signed and approved acknowledgment letter shall be endorsed to the applicant through the Field Office	None	1 day, 5 hours and 30 minutes	<i>Standards Bureau Technical Staff (Central Office)</i>
2. Coordinate with Standards Bureau through the Field Office on the schedule of assessment.	2.1 Conduct assessment through review of case records, interview of the applicant and conduct of other relevant activities.	None	1 day	<i>Standards Bureau Technical Staff (Central Office)</i>
	2.2 Prepare the confirmation Report Certificate of Accreditation,	None	5 days and 2 hours	<i>SMCD Support Staff</i>

	Executive Summary for the Assistant Secretary and Undersecretary and transmittal memo for review and approval. 2.3 Review and approval of the Certificate of Accreditation and other approved attached documents. Endorse to Field Office.	None	3 days 5 hours and 30 minutes	Assistant Secretary/ Cluster Head DSWD- Standards and Capacity Building Group/ Undersecretary
3. Receive/Pick-up the Accreditation Certificate.	3.1 Notify the applicant on the availability of the certificate 3.2 Issue the Certificate of Accreditation	None  None	30 minutes	AAide IV/ SWO I (DSWD Field Office-Standards Section)
<b>Total</b>		<b>None</b>	<b>20 Days</b>	

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

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

#### 41. Issuance of Certificate of Authority to Conduct Fund-Raising Campaign to Individual, Corporation, Organization and Association: National Regular Permit

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

<b>Office or Division:</b>	Policy Plans Division – Standards Section
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C – Government to Citizen; G2G – Government to Government
<b>Who may avail:</b>	All eligible person/individual, groups whether Organized or Unorganized corporations whether Profit or Non-profit Organizations or Agencies, Associations including Civil Society Organizations (CSOs), Registered, Licensed and/or Accredited SWDAs including Social Welfare Arms of Religious Organizations desiring to solicit funds for charitable and public welfare purposes in more than one (1) region.
<div>CHECKLIST OF REQUIREMENTS</div> <div>WHERE TO SECURE</div>	



**For Individuals, Corporation, Organization or Association desiring to solicit funds for charitable and public welfare purposes**

1. Duly Accomplished Application Form	1.1 DSWD Field Office – Standards Section 1.2 Download at DSWD website at <a href="https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</a> or Annex 2:DSWD-SB-PSF-001: Application Form
2. Certified True Copy (CTC) of Certificate of Registration which has jurisdiction to regulate the endorsing SWDA, and Articles of Incorporation and By-Laws, if new application <b>*Not applicable to Government Agencies and SWDAs with Valid RLA</b>	2. Securities and Exchange Commission (SEC)
3. 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. <b>*Not applicable to Government Agencies and SWDAs with Valid RLA.</b>	3. Securities and Exchange Commission (SEC)
4. Project Proposal on the intended public solicitation approved by the Head of Agency including the work and financial plan (WFP) of the intended activity indicating details of the methodology to be used.	4. Annex 5 – DSWD-SB-PSF-003: Project Proposal at <a href="https://www.dswd.gov.ph/issuances/MCs/MC_2021-05.pfd">https://www.dswd.gov.ph/issuances/MCs/MC_2021-05.pfd</a>
5. Updated Profile of the Governing Board or its equivalent in the corporation, certified by the Corporate Secretary or any equivalent officer. <b>*Not applicable to Government Agencies and SWDAs with Valid RLA.</b>	5. Annex 6 – DSWD-SB-PSF-004: Profile of Governing Board at <a href="https://www.dswd.gov.ph/issuances/MCs/MC_2021-05.pfd">https://www.dswd.gov.ph/issuances/MCs/MC_2021-05.pfd</a>
6. Notarized Written Agreement or any similar document signifying the intended beneficiary/ ies concurrence as recipient of the fundraising activities.  <i>For children beneficiaries, only the parent/s of the child/children or maternal/paternal relative/s may sign the document in behalf of the child.</i>	6. From the applicant signed by the intended beneficiary/ recipients or its head/ authorized representatives
7. Endorsement or Certification from Licensed and Accredited SWDA allowing an individual to solicit funds under their name or responsibility.	7. From Licensed and Accredited SWDA that allowed the applicant to solicit funds under their name or responsibility

- |   |  |
|---|--|
| <p>8. Endorsement or Certification from any but not limited to the following agencies that allow/s applicant to undertake solicitation activities in their agency's jurisdiction, as applicable:</p> <p>8.1 Director of Private Schools</p> <p>8.2 Schools Superintendent of Public School</p> <p>8.3 Head or authorized representative of National Government Agencies (NGAs)</p> <p>8.4 Head or authorized representative of Local Government Unit (LGU)</p> <p>8.5 Bishop/Parish Priest/Minister or Head of Sect or Denomination</p> <p>8.6 Others</p> | <p>8. From the agency that allows applicant to undertake solicitation activities in their jurisdiction</p>   |
| <p>9 Medical Certificate/Abstract and/or Treatment Protocol certified by the attending physician or by an Hospital Records Section</p>  | <p>9. From the attending physician or Hospital Records Section</p>   |
| <p>10 Duly signed Social Case Study Report and endorsement from the Local Social Welfare and Development Office (LSWDO)</p>   | <p>10. From the Local Social Welfare and Development Officer who has jurisdiction on the area of the applicant</p>   |
| <p>11 Signed Memorandum of Agreement (MOA) between the DSWD and the C/MSWDO of the concerned LGU stating therein their commitment to monitor the applicant's solicitation activities and to submit post-reportorial requirements to the issuing DSWD Office.</p>  | <p>11. From the concerned DSWD Office and/or the C/MSWDO of the concerned LGU</p>  |
| <p>12 Approved and notarized board resolution or other written authorization for the solicitation activity which shall ensure strict compliance to the standard ratio of funds utilization (Annex 20) or Pledge of Commitment for Individuals (Annex 11)</p>  | <p>12.1 Annex 10 - DSWD-SB-PSF-008: Board Resolution</p> <p>12.2 Annex 11 - DSWD-SB-PSF-009: Pledge of Commitment</p> <p>Download at:<br/> <a href="https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</a></p> |
| <p>13 Fund Utilization Report (Annex 12) of proceeds and expenditures</p>   | <p>13. Annex 12 - DSWD-SB-PSF-010: Fund Utilization Report</p> <p>Download at:<br/> <a href="https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</a></p>  |
| <p>14 Official Receipt as proof of payment of processing fee issued by the concerned DSWD CO-FO Finance Management Service./Unit (FMS/U)</p>  | <p>14. From the applicant as issued by the concerned Field Office</p>  |

15 Certification from the Barangay, City or Municipality from where the applicant Person, Corporation, Organization or Association is based, is not in any way connected, engaged or involved in any activity/action against the government per Anti-Terrorism Act of 2020.		15. Concerned LGU where the applicant is based.		
<ul style="list-style-type: none"><li><b>Note to Applicant:</b> The acceptance of application documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators based on DSWD Memorandum Circular No. 21 Series of 2019.</li></ul>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Secure and fill up the application form thru the DSWD Website or from the DSWD Field Office – Standards Section. 1.2 Submit the accomplished application form and supporting documents.	1. Receive and review the completeness and correctness of the submitted application form and supporting documents.	None	4 minutes	Administrative Officer I (AO I) SS
	<b>1.1 Complete and Compliant:</b> provide acknowledgment receipt and log to Document Tracking System (DTS).	None	15 minutes	AO I/ Project Development Officer III (PDO III) SS
	<b>1.2 Incomplete and Non-Compliant:</b> Communicate with the applicant citing reason/s for non-processing and denial. Return all documents submitted accompanied by a letter providing technical assistance and checklist of requirements for compliance.		3 days	AO I/ PDO III (SS)
2. Pay the processing fee	2.6 Prepare the billing statement. 2.7 Receipt of payment and issue Official Receipt (OR). Attach a copy of	1,000.00	10 minutes	AO II/ Administrative Assistant I (AA) Cash Section

	the OR to the application.			
3. Wait for the result of the assessment	3.1 Endorse complete application documents together with the copy of OR and assessment report to the Standards Bureau.	None	7 days	<i>PDO III (SS)</i>
	3.2 Review and validate the application documents. Prepare Permit/Certificate of Authority to Conduct National Fund Raising Campaign. Endorse to Undersecretary and DSWD Secretary for approval.	None	4 Days, 6 Hours, and 30 minutes	<i>Standards Compliance and Monitoring Division – Standards Bureau (SCMD) (Central Office)</i>
	3.3 Approval and signing of Permit/Certificate of Authority to Conduct National Fund Raising Campaign.	None	2 Days	<i>DSWD Secretary (Central Office)</i>
	<p><b>*Note:</b> If disapproved return to Standards Bureau and provide reasons for disapproval. Standard Bureau will also notify DSWD Field Office for non processing and provide the necessary technical assistance to rectify the gap and/or submit lacking requirements.</p> <p>3.4 Notify the applicant</p>			<i>SCMD (Standards Bureau-Central Office)</i>

	Organization on the approved National Fund Raising Campaign Authority/Permit through a Conforme letter			
4. Receipt of Conforme letter of the approved National Fund Raising Campaign Authority/Permit	4.1 Issue the National Fund Raising Campaign Authority/Permit or the Denial Letter. 4.2 Notify DSWD Field Office concern to monitor and validate the conduct of solicitation activities of applicants to determine whether solicitation activity is in accordance with the issued permit.	None  None	1 Hour and 30 minutes	<i>SCMD (Standards Bureau-Central Office)</i>
<b>Total Complete and Compliant</b>		<b>1,000.00</b>	<b>14 Days</b>	
<b>Complete but Non-Compliant and/or Incomplete Submission</b>		<b>1,000.00</b>	<b>3 days</b>	
<b>Incomplete Submission</b>		<b>None</b>	<b>30 minutes</b>	

***\*The number of minutes shall be included on the total 14 working days.***

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

## 42. Issuance of Certificate of Authority to Conduct Fund-Raising Campaign to Individual, Corporation, Organization and Association: Regional Regular Permit

Issuance of the regular Regional Fund-Raising Campaign (RFC) Authority to any person, groups, corporation, organization, and association for charitable or public welfare purposes planning to conduct a Fund-Raising Campaign during normal situation within a region or more than one (1) city/municipality in accordance with

the existing guidelines. The Regional Fund-Raising Campaign Authority is valid for a period of six (6) months.

<b>Office or Division:</b>	Policy Plans Division – Standards Section		
<b>Classification:</b>	Highly Technical		
<b>Type of Transaction:</b>	G2C – Government to Citizen		
<b>Who may avail:</b>	All eligible person/individual, groups whether Organized or Unorganized corporations whether Profit or Non-profit Organizations or Agencies, Associations including Civil Society Organizations (CSOs), Registered, Licensed and/or Accredited SWDAs including Social Welfare Arms of Religious Organizations desiring to solicit funds for charitable and public welfare purposes in more than one (1) region.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Duly Accomplished Application Form ( <b>Annex 2: DSWD-SB-PSF-001: Application Form</b> )		1.1 DSWD Field Office 1 – Standards Section 1.2 Download at DSWD Website: <a href="https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</a>	
2. Certified True Copy (CTC) of Certificate of Registration which has jurisdiction to regulate the endorsing SWDA, and Articles of Incorporation and By-Laws, if new application <b>*Not applicable to Government Agencies and SWDAs with Valid RLA</b>		2. Securities and Exchange Commission (SEC)	
3. 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. <b>*Not applicable to Government Agencies and SWDAs with Valid RLA</b>		3. Securities and Exchange Commission (SEC)	
4. Project Proposal on the intended public solicitation approved by the Head of Agency including the work and financial plan (WFP) of the intended activity indicating details of the methodology to be used. ( <b>Annex 5 – DSWD-SB-PSF-003: Project Proposal</b> )		4. Download at DSWD Website: <a href="https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</a>	
5. Updated Profile of the Governing Board or its equivalent in the corporation, certified by the Corporate Secretary or any equivalent officer.		5. Download at DSWD Website: <a href="https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</a>	



**\*Not applicable to Government Agencies and SWDAs with Valid RLA**

<p>6. Notarized Written Agreement or any similar document signifying the intended beneficiary/ies concurrence as recipient of the fundraising activities.</p> <p><i>For children beneficiaries, only the parent/s of the child/children or maternal/paternal relative/s may sign the document in behalf of the child.</i></p> <p>7. Endorsement or Certification from Licensed and Accredited SWDA allowing an individual to solicit funds under their name or responsibility.</p> <p>8. Endorsement or Certification from any but not limited to the following agencies that allow/s applicant to undertake solicitation activities in their agency's jurisdiction, as applicable:</p> <p>8.1 Director of Private Schools</p> <p>8.2 Schools Superintendent of Public School</p> <p>8.3 Head or authorized representative of National Government Agencies (NGAs)</p> <p>8.4 Head or authorized representative of Local Government Unit (LGU)</p> <p>8.5 Bishop/Parish Priest/Minister or Head of Sect or Denomination</p> <p>8.6 Others</p> <p>9. Medical Certificate/Abstract and/or Treatment Protocol certified by the attending physician or by an Hospital Records Section</p> <p>10. Duly signed Social Case Study Report and endorsement from the Local Social Welfare and Development Office (LSWDO)</p> <p>11. Signed Memorandum of Agreement (MOA) between the DSWD and the C/MSWDO of the concerned LGU stating therein their commitment to monitor the applicant's solicitation activities and to submit post-reportorial requirements to the issuing DSWD Office.</p> <p>12. Approved and notarized board resolution or other written authorization for the</p>	<p>6. Applicant signed by the intended beneficiary/recipients or its head/authorized representatives</p> <p>7. From Licensed and Accredited SWDA that allowed the applicant to solicit funds under their name or responsibility</p> <p>8. From the agency that allows applicant to undertake solicitation activities in their jurisdiction</p> <p>9. From the attending physician or Hospital Records Section</p> <p>10. From the Local Social Welfare and Development Officer who has jurisdiction on the area of the applicant</p> <p>11. From the concerned DSWD Office and/or the C/MSWDO of the concerned LGU</p>
---	--

<p>solicitation activity which shall ensure strict compliance to the standard ratio of funds utilization (Annex 20) or Pledge of Commitment for Individuals (Annex 11)</p> <p>13. Fund Utilization Report (Annex 12) of proceeds and expenditures</p> <p>14. Official Receipt as proof of payment of processing fee issued by the concerned DSWD CO-FO Finance Management Service/Unit (FMS/U)</p> <p>15. Certification from the Barangay, City or Municipality from where the applicant Person, Corporation, Organization or Association is based, is not in any way connected, engaged or involved in any activity/action against the government per Anti-Terrorism Act of 2020.</p>	<p>12. Download at DSWD website at <a href="https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</a></p> <p>13. Download at DSWD website at <a href="https://www.dswd.gov.ph/issuance/MCs/MC_2021-005.pdf">https://www.dswd.gov.ph/issuance/MCs/MC_2021-005.pdf</a></p> <p>14. Applicant</p> <p>15. Concerned LGU where the applicant is based</p>
--	--

- **Note to Applicant:** The acceptance of application documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators based on DSWD Memorandum Circular No. 05 Series of 2020.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submit the application documents through:</p> <p>1.1 Walk-in</p> <p>1.2 Mail or Courier</p>	<p>1.1 Receive log to Document Tracking System (DTS) and route to Standards Section.</p> <p>1.2 Review and assess the application.</p> <p>1.2.1 <b>Complete:</b> Provide the applicant with a Document Reference Number for easy tracking. Route to concerned Section Head.</p> <p>1.2.2 <b>Incomplete:</b> Provide the applicant the</p>	None	1 day	Administrative Aide IV (AAide IV)



	necessary technical assistance and provide checklist of requirements for compliance.			
	1.3 Receive application and assign to concerned technical staff. Provide notes/ instructions for action.	None	30 minutes	<i>Standards Section Head</i>
	1.4 Receives application and assess the submitted documents. Notify applicant to pay the necessary processing fee.	None	4 hours	<i>Administrative Officer I (AO I)/ AAide IV</i>
2. Pay the processing fee.	2.1 Receipt of payment and Issue Official Receipt.	500.00	30 minutes	<i>AO II/ Administrative Assistant I (Cash Section)</i>
	2.2 Photocopy the Official Receipt and attach to the application.	None	30 minutes	<i>AO I/ AAide IV</i>
	2.3 Conduct assessment of the application	None	1 Day	<i>Project Development Officer III (PDO III)</i>
	2.3.1 <b>Eligible:</b> Facilitates the preparation of Solicitation Permit/ Certificate of Authority to Conduct Fund Raising Campaign and Conforme letter.			

	<p>2.3.2 <b>Non-Eligible:</b> Provide applicant with technical assistance on fund raising requirements per MC No. 5 Series of 2021.</p> <p>2.4 Review and approve of the Solicitation Permit/ Certificate of Authority to Conduct Fund Raising Campaign and Conformance Letter.</p> <p>2.5 Receipt and Issue or email the approved Solicitation Permit/ Certificate of Authority to Conduct Fund Raising Campaign together with the Conformance Letter.</p>	None	3 Days	<i>Standards Section Head, Policy and Plans Division Chief (PPD Chief), Regional Director (RD)</i>
		None	4 hours	<i>AO II/ PDO III/ AAide IV</i>
3. Receipt of the approved Solicitation Permit. Fill-up the Conformance Letter.	2 Release the approved Solicitation Permit/ Certificate of Authority to Conduct Fund Raising Campaign.	None	10 minutes	<i>AO II/ PDO III</i>
<b>Total</b>				
<b>Complete and Compliant</b>		<b>P 500.00</b>	<b>7 Days</b>	
<b>Incomplete or Non-Compliant</b>		<b>P 500.00</b>	<b>3 Days</b>	

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

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

### 43. Issuance of Certificate of Authority to Conduct Fund-Raising Campaign to Individual, Corporation, and Organization: Regional Temporary Permit During State of Emergency/Calamity

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

<b>Office or Division:</b>	Policy Plans Division – Standards Section		
<b>Classification:</b>	Complex		
<b>Type of Transaction:</b>	G2C – Government to Citizen		
<b>Who may avail:</b>	All eligible beneficiary CSOs organized by the Department through Sustainable Livelihood Program (SLP).		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
<b>For Person/s desiring to solicit or receive contributions for response to victims of state or emergency/ calamity</b>			
1. Application Form signed by the Agency Head/ Authorized Representative ( <b>Annex 1 – DSWD-SB-PSF-001: Application Form</b> )	1.1 DSWD Field Office – Standards Section	1.2 Download at DSWD Websit:	<a href="https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</a>
2. Project Proposal including Work and Financial Plan (WFP) for the intended public solicitation approved by the Agency Head. ( <b>Annex 5 – DSWD-SB-PSF-003: Project Proposal</b> )	2.	Download at DSWD Website:	<a href="https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</a>
3. Undertaking to comply with the remaining requirements during the validity of the issued solicitation permit ( <b>Annex 7 – DSWD-SB-PSF-006: Undertaking</b> )	3.	Download at DSWD Website:	<a href="https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</a>
4. Fund Utilization Report (for renewal of solicitation permit, <b>Annex 12 – DSWD-SB-PSF-011: Fund Utilization</b> )	4.	Download at DSWD Website:	<a href="https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</a>
5. Additional Requirements for persons: 5.1 Two (2) valid government issued ID 5.2 Barangay Certificate attesting to the applicant’s integrity and capability to launch a fund-raising activity	5.	Applicant	
6. Certification from Barangay/City/ Municipality.	6.	Barangay/City/Municipality where the Applicant is based (not in any way connected, engaged	

	or involved in any activity/action against the government per Anti-Terrorism Act of 2020)
<b>For Person/s representing an unorganized/unregistered group</b>	
<ol style="list-style-type: none"> <li>1. Application Form (<b>Annex 2 – DSWD-SB-PSF-001: Application Form</b>)</li> <li>2. Project Proposal including the Work and Financial Plan (WFP) for the intended public solicitation signed by the Head of Agency (<b>Annex 5 – DSWD-SB-PSF-003: Project Proposal</b>)</li> <li>3. Undertaking to comply with the remaining requirements during the validity of the issued solicitation permit (<b>Annex 7 – DSWD-SB-PSF-006: Undertaking</b>)</li> <li>4. Additional Requirements for person/s representing an informal/ unorganized group: <ol style="list-style-type: none"> <li>5.1 Two (2) valid government issued ID</li> <li>5.2 Barangay Certification attesting to the applicant's integrity and capability to launch a fund-raising activity</li> <li>5.3 Endorsement Letter from the group the person is representing</li> </ol> </li> <li>5. Fund Utilization Report (for renewal, <b>Annex 12 – DSWD-SB-PSF-010: Fund Utilization</b>)</li> <li>6. Certification from Barangay/ City/ Municipality</li> </ol>	<ol style="list-style-type: none"> <li>1. Download at DSWD Website: <a href="https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</a></li> <li>2. Download at DSWD Website: <a href="https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</a></li> <li>3. Download at DSWD Website: <a href="https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</a></li> <li>4. Applicant</li> <li>5. Download at DSWD Website: <a href="https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</a></li> <li>6. Barangay/ City/ Municipality where the applicant (Person, Corporation, Organization or Association) is based and is not in any way connected, engaged or involved in any activity/ action against the government per Anti-Terrorism Act of 2020</li> </ol>
<b>For Corporations, Organizations, or Associations including SWDAs and Religious Organizations</b>	
<ol style="list-style-type: none"> <li>1. Application Form (<b>Annex 2 – DSWD-SB-PSF-002: Application Form</b>)</li> <li>2. Project Proposal including the Work and Financial Plan (WFP) for the intended public solicitation approved by Head of Agency (<b>Annex 5 – DSWB-SB-PSF-003: Project Proposal</b>)</li> </ol>	<ol style="list-style-type: none"> <li>1. Download at DSWD Website: <a href="https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</a></li> <li>2. Download at DSWD Website: <a href="https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</a></li> </ol>

<ol style="list-style-type: none"> <li>3. Undertaking to comply with the remaining requirements during the validity of the issued solicitation permit (<b>Annex 7 – DSWD-SB-PSF-006: Undertaking</b>)</li> <li>4. Fund Utilization Report of proceeds and expenditures (<b>Annex 12 – DSWD-SB-PSF-010: Fund Utilization</b>)</li> <li>5. Sample of additional specific requirements for each methodology to be used, such as:           <ol style="list-style-type: none"> <li>5.1 Ticket, Ballot, Card and similar forms</li> <li>5.2 Donation boxes, Coin Banks and similar forms</li> <li>5.3 Benefit show (i.e. fashion show, concert)</li> <li>5.4 Photo or Painting Exhibits and similar activities</li> <li>5.5 Written request such as envelopes, letters of appeal, greeting cards, and similar forms</li> <li>5.6 Text message, electronic mail, online post, and other types of solicitation using electronic devices</li> <li>5.7 Mass media campaign through radio, television, cinema, magazines, newspapers, billboards, and similar forms</li> <li>5.8 Sport activities for a cause such as fun run, marathon, cycling, and similar activities</li> <li>5.9 Rummage sale, garage sale, sale of goods, and other similar forms</li> </ol> </li> <li>6. Certification from the Barangay/ City/ Municipality</li> </ol>	<ol style="list-style-type: none"> <li>3. Download at DSWD Website: <a href="https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</a></li> <li>4. Download at DSWD Website: <a href="https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</a></li> <li>5. Applicant</li> <li>6. Barangay/ City/ Municipality where the applicant (Person, Corporation, Organization or Association) is based not in any way connected, engaged, or involved in any activity/ action against the government per Anti-Terrorism Act of 2020.</li> </ol>
<b>For Regional Offices of Government Agencies (GAs), Government-Owned Controlled Corporations (GOCCs), and Local Government Units (LGUs) desiring to solicit funds</b>	
<ol style="list-style-type: none"> <li>1. Application Form signed by the Agency Head or his/her authorized representative</li> </ol>	<ol style="list-style-type: none"> <li>1. Download at DSWD Website: <a href="https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</a></li> </ol>

2. Project Proposal including Work and Financial Plan (WFP) for the intended public solicitation approved by Head of Agency ( <b>Annex 5 – DSWD-SB-PSF-003: Project Proposal</b> )	2. Download at DSWD Website: <a href="https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</a>
3. Undertaking to comply with the remaining requirements during the validity of the issued solicitation permit ( <b>Annex 7 – DSWD-SB-PSF-006: Undertaking</b> )	3. Download at DSWD Website: <a href="https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</a>
4. Fund Utilization Report for applying for renewal ( <b>Annex 12 – DSWD-SB-PSF-010: Fund Utilization</b> )	4. Download at DSWD Website: <a href="https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</a>
5. Sample of additional specific requirements for each methodology to be used, such as: 5.1 Ticket, Ballots, Cards and Similar forms 5.2 Donation boxes, Coin Banks, and other similar forms 5.3 Benefits show such as fashion show, concert and similar activities 5.4 Photo or Painting Exhibits and similar activities 5.5 Written request such as envelopes, letters of appeal, greeting cards, and similar forms 5.6 Text message, e-mail, online post and other types of solicitation using electronic devices 5.7 Mass media campaign through radio, television, cinema, magazines, newspapers, billboards and other similar forms 5.8 Sport activities for a cause such as fun run, marathon, cycling and similar activities 5.9 Rummage sale, garage sale, sale of goods and other similar forms.	5. Applicant

- **Note to Applicant:** The acceptance of application documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators based on DSWD Memorandum Circular No. 05 Series of 2020.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the application form with supporting documents	1.1 Receive and assess the submitted	None	25 minutes	Administrative Officer I (AO I)

	application and documents 1.1.1 Complete: Receive the submitted documents. Provide an acknowledgment receipt and log into the Document Tracking System (DTS). Proceed to next step. 1.1.2 Incomplete: return all documents and provide checklist of requirements for applicant's compliance 1.2 Prepare the billing statement for the payment of the processing fee to Cash Section.	None		
2. Pay the processing fee.	2.1 Receive the Payment and provide Official Receipt.  2.2 Attach a photocopy of the receipt to the applicants document  2.3 Review and conduct assessment of the submitted application documents for eligibility and compliance to documentary requirements	500.00  None  None	5 minutes   4 hours	<i>Administrative Officer II (AO II)/ Administrative Assistant I (AA I) (Cash Section)</i>   <i>Project Development Officer III (PDO III)</i>

	2.3.1 <b>Non-Compliant:</b> Return application to client with letter citing reasons for disapproval with technical assistance on how to rectify non-compliance and/or submit lacking documents.	None		<i>Standards Section Head/ Division Chief/ Regional Director</i>
	2.3.2 <b>Compliant:</b> Accept the application documents and prepare the Solicitation/ Certificate and Confirmation letter of Authority to Conduct National Fund Raising Campaign.			
	2.4 Review and approve by signing the assessment report, Certificate of Authority to Conduct Regional Fund Raising Campaign.	None	1 day	<i>Standards Section Head, Division Chief, Regional Director</i>
3. Receive the Certificate	3. Release/ Transmit the approved/ signed permit to the applicant with a letter of instruction to provide	None	30 minutes	<i>AO I/ PDO III (Standards Section)</i>



	orientation conforming to the Standard Operating Procedures (SOP) in the inventory, monitoring and utilization of solicited funds.			
<b>Total</b>				
<b>Complete and Compliant</b>		<b>P 500.00</b>	<b>2 Days</b>	
<b>Complete but Non-Compliant and/or Incomplete Submission</b>		<b>P 500.00</b>	<b>6 hours</b>	
<b>Incomplete Submission</b>		<b>None</b>	<b>30 minutes</b>	

**Note 1:** If the concerned FO is affected by the Emergency situation, the application can be filed directly at the DSWD Standards Bureau (DSWD Central Office)

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

#### 44. Licensing of Private Social Welfare and Development Agencies (SWDAs) – Operating in One Region

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

<b>Office or Division:</b>	Policy Plans Division – Standards Section
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	All private SWDAs intending to Operate in One Region
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Application Form (duly notarized) <b>Annex 2: DSWD-RLA-F002 Application Form for Licensing</b>	1.1 DSWD Field Office – Standards Section 1.2 Download at DSWD Website at <a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a>
2. One (1) set of the following basic documents:	

<p>2.1 A certification of plan to hire the required Registered Social Worker (RSW) or staff complement; or profile of Employees and volunteers whichever is applicable (<b>Annex 22: DSWD-RLA-F02 Profile of Employees</b>);</p> <p>2.2 Manual of Operation containing the SWDAs program and administrative policies, procedures and strategies to attain its purpose/s among others (<b>Annex 4: DSWD-RLA-F004 Manual of Operation</b>);</p> <p>2.3 Profile of Board of Trustees (<b>Annex 21: DSWD-RLA-F021 Profile of Governing Board</b>)</p> <p>2.4 Certified True Copy of General Information Sheet issued by SEC</p> <p>2.5 Notarized certification from the Board of Trustees and/or the funding agency to financially support the organizations to operate for at least two (2) years.</p> <p>2.6 Work and Financial Plan for two (2) succeeding years (<b>Annex 9: DSWD-RLA-F009 Work and Financial Plan</b>)</p> <p>3. Additional Requirements:</p> <p>3.1 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</p> <p>3.2 For Applicant SWA's implementing Child Placement Services: Certification from DSWD or photocopy of the certificate of training attended by the hired RSW related to child placement service. (<b>Annex 22: DSWD-RLA-F022 Profile of Employees</b>)</p> <p>3.3 Documents establishing Corporate Existence and Regulatory Compliance:</p> <p>a. <b>For Center-Based (Residential and Non-Residential Based):</b></p> <p>a.1 Occupancy Permit (new buildings) or Annual Building Inspection/ Structural Safety Certificate (for old buildings)</p> <p>a.2 Fire Inspection Certificate</p>	<p>2.1 Download at DSWD Website at <a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a></p> <p>2.2 Download at DSWD Website at <a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a></p> <p>2.3 Download at DSWD Website at <a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a></p> <p>2.4 Securities and Exchange Commission (SEC)</p> <p>2.5 Board resolution by the Organization</p> <p>2.6 Download at DSWD Website at <a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a></p> <p>3.1 Applicant</p> <p>3.2 Download at DSWD Website at <a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a></p> <p>a.1 City/Municipal Engineering Office of Local Government Unit covering the SWDAs area of operation or Private Engineer</p>
---	--

<p>a.3 Water Potability Certificate or Sanitary Permit</p> <p>b. <b>For applicant serving within the Ancestral Domains of Indigenous People (IP):</b> Photocopy of NGO Accreditation from NCIP.</p> <p>c. <b>For applicant with past and current partnership with the DSWD that involved transfer of funds:</b> Certification from DSWD Office and/or other concerned government agencies that the applicant is free from any financial liability/ obligation</p>	<p>a.2 Office of the Bureau of Fire Protection in the City/Municipal Local Government Unit covering the SWDAs area of operation</p> <p>a.3 City/Municipal Health Office of the Local Government Unit covering the SWDAs area of operation</p> <p>b. National Commission of Indigenous People (NCIP) Regional Office where the NGO operates.</p> <p>c. Government Agency where the Organization implemented or implements projects and programs.</p>			
<p>• <b>Note to Applicant:</b> The acceptance of application documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators based on DSWD Memorandum Circular No. 05 Series of 2020.</p>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the duly notarized application form with supporting documents	1.1 Receive the application form and provide applicant/ organization with application reference number for easy tracking.	None	10 minutes	<i>Administrative Aide IV (AAide IV)</i>
	1.2 Review and assess the submitted documents to its completeness.	None	20 minutes	<i>Project Development Officer III (PDO III)</i>
	1.2.1 <b>Complete:</b> Provide acknowledge ment receipt and log to the Document Tracking System (DTS)			

	<p>1.2.2 <b>Incomplete:</b> return all documents accompanied by a checklist of requirements for applicant organization's compliance.</p> <p>1.3 Prepare the billing statement and instruct the applicant to proceed to the Cash Section.</p>	None	20 minutes	<p><i>Administrative Officer II (AO II)/ Administrative Assistant I (AA I) (Cash Section)</i></p>
2. Pay the processing fee	2.1 Receive the payment and issue Official Receipt and instruct to provide a photocopy of receipt to Standards Section.	1,000.00	15 minutes	<p><i>AO III/ AA I (Cash Section)</i></p>
	2.2 Attach the photocopy of the receipt to the application documents	None	15 minutes	<p><i>AAide IV</i></p>
	<p>2.3 Review the submitted documents as to its completeness and compliance, both in form and substance. The submitted documents must satisfy the following criteria:</p> <p>i. New applicant SWDA applying to operate a residential care facility: establish the need for a residential facility serving a particular sector and the absence of related facility</p>	None	2 days	<p><i>PDO III/ PDO I/ AO I/ Social Welfare Officer I (SWO I)/ Social Welfare Assistant (SWA) (Standards Section)</i></p>

	<p>to cater them e.g. situationer</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 70% of its funds are disbursed for direct social work services while 30% of the funds are disbursed for administrative services.</p> <p>iv. SWDA must have financial capacity to operate for at least 2 years.</p> <p>v. Applicant keeps record of all social development and/or welfare activities it implements.</p> <p><b>Note:</b> Criteria IV and V are only applicable for SWDAs that are already in operation prior to application</p>			
--	--	--	--	--

	<p>for License to Operate.</p> <p>2.3.1 <b>Complete and Compliant:</b> Acknowledgment Letter and Notification on the proposed schedule on the conduct of Validation Visit shall be prepared.</p> <p>2.3.2 <b>Incomplete or Non-Compliant:</b> Acknowledgment letter prepared shall contain the checklist of requirements to be secured and complied. Send to the applicant SWDA together with the application documents submitted.</p> <p>2.4 Review and approval of the acknowledgement letter including its attachments.</p>	None	2 days	<i>PDO III/ Division Chief/ Regional Director</i>
3. Confirm the availability of the proposed Validation Visit	3 Confirm the Validation Visit.	None	30 minutes	<i>PDO III/ AO I/ SWO I/ PDO I/ SWA</i>
4. Assist and participate in the Validation Visit	4.1 Conduct of Validation Visit	None	1 day	<i>PDO III/ PDO I/ AO I/ SWO I/ SWA</i>
	4.2 Provide the applicant organization the	None	5 minutes	<i>PDO III/ PDO I/ AO I/ SWO I/ SWA</i>

	<p>Client Satisfaction Measurement Form (CSMF)</p> <p>4.3 Prepare Confirmation Report</p> <p>4.3.1 Favorable: Prepare the draft Confirmation Report and draft Certificate of License to Operate.</p> <p>4.3.2 Not Favorable: Prepare the draft Confirmation Report detailing the assessors findings and the agreed compliance date of Action Plan.</p> <p>4.4 Review and approval of the Confirmation Report and Certificate of License to Operate (if favorable)</p>	<p>None</p> <p>None</p>	<p>3 days</p> <p>8 days</p>	<p><i>PDO III/ PDO I/ AO I/ SWO I/ SWA</i></p> <p><i>PDO III, Division Chief, Regional Director</i></p>
5. Acknowledge the receipt of License to Operate	5. 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.	None	1 day	<i>AAide IV</i>
<b>Total</b>				
<b>Complete and Compliant</b>		<b>P1,000.00</b>	<b>20 Days</b>	

<b>Incomplete Submission</b>	<b>None</b>	<b>17 Days</b>	
------------------------------	-------------	----------------	--

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

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

#### **45. Pre-Accreditation Assessment of Social Welfare and Development Programs and Services (Licensed Private SWAs and Public SWDAs) – Operating within the Region**

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

<b>Office or Division:</b>	Policy Plans Division – Standards Section
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C – Government to Citizen; G2G – Government to Government
<b>Who may avail:</b>	New applicant registered and licensed SWDA operating within the region.
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Application Form ( <b>Annex 3: DSWD-RLA-F003 Application Form for Accreditation</b> )  2. Pre-accreditation assessment: 2.1 For New Application: One (1) original copy of the pre-assessment conducted by concerned Field Office covering the Area of Operation; 2.2 For Renewal: One (1) original copy of the assessment tool signed by the SWAs Head of Agency  3. One (1) Original copy of each of the following Documents establishing Corporate Existence and Regulatory Compliance 3.1 Certification of No Derogatory information issued by SEC (for those operating more than 6 months upon filing of the application ( <b>Not applicable for Public SWDA</b> ))	1.1 DSWD Field Office – Standards Section 1.2 Download at DSWD Website at <a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a>  2. Download at DSWD Website at <a href="https://www.dswd.gov.ph/issuances/#MCs">https://www.dswd.gov.ph/issuances/#MCs</a> * For Community Based email at <a href="mailto:sb@dswd.gov.ph">sb@dswd.gov.ph</a>  3.1 Securities Exchange Commission (SEC)



<p>3.2 ABSNET Membership Certification from the Regional ABSNET (RAB) President or Chairperson of the Cluster ABSNET (CAB) or the authorized ABSNET membership of the applicant SWDA.</p> <p>For RAB President, the Standards Section shall be the one to issue the required certification.  <b>(Annex 23. DSWD-RLA-F023 ABSNET Active Membership)</b></p> <p>4. One (1) Original Copy of each of the following Documents Establishing Track Record and Good Standing:</p> <p>4.1 Duly signed Work and Financial Plan for the 2 succeeding years  <b>(Annex 9. DSWD-RLA-F009 Work and Financial Plan)</b></p> <p>4.2 Notarized updated Certification from the Board of Trustees and/or funding agency to financially support the organization's to operate for at least 2 years <b>(not applicable for Public SWDA)</b></p> <p>4.3 Annual Accomplishment Report previous year <b>(Annex 6. DSWD-RLA-F006 Accomplishment Report)</b></p> <p>4.4 Audited Financial Report of the previous year <b>(Annex 8. DSWD-RLA-F008 Audited Financial Statement)</b></p> <p>4.5 Profile of Clients served for the preceding and current year <b>(Annex 20. DSWD-RLA-F020 Profile of Clients/Beneficiaries Served)</b></p> <p>5. One (1) Original Copy of each of the following Documents Establishing Corporate Existence and Regulatory Compliance</p> <p>5.1 Declaration of Commitment from the applicant of no support to</p>	<p>3.2 Download at DSWD Website at <a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a></p> <p>4.1 Download at DSWD Website at <a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a></p> <p>4.2 Board Resolution by the Organization</p> <p>4.3 Download at DSWD Website at <a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a></p> <p>4.4 Download at DSWD Website at <a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a></p> <p>4.5 Download at DSWD Website at <a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a></p> <p>5. Download at DSWD Website at <a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> AO 11 series of 2019 Annex A. Declaration of Commitment</p>
--	--

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)

6. One (1) Original Copy of each of the following Basic Documents:

6.1 Manual of Operation containing the SWDAs program and administrative policies, procedures and strategies to attain its purpose/s among others (**Annex 4. DSWD-RLA-F004 Manual of Operations**)

6.2 Profile of Board Trustees (**Not applicable to Public SWDAs**) **Annex 21. DSWD-RLA-F021 Profile of Governing Board**

6.3 Profile of Employees and Volunteers: at least one (1) full time staff who will manage its operations (**Annex 22. DSWD-RLA-F022 Profile of Employees**)

6.4 Certified True Copy of General Information Sheet issued by SEC (**not applicable for Public SWDA**)

\*Note: The first 4 Basic Documents are needed if only there is an update or amendment on documents recently submitted to DSWD Standards Bureau.

7. For Applicant SWA's implementing Child Placement Services:

7.1 One (1) original copy of the Certification from DSWD or one (1) photocopy of the certificate of training attended by the hired RSW related to child placement service.

7.2 Certified True Copy of General Information Sheet issued by SEC

6.1 Download at DSWD Website at <https://www.dswd.gov.ph/downloads-2/>

6.2 Download at DSWD Website at <https://www.dswd.gov.ph/downloads-2/>

6.3 Download at DSWD Website at <https://www.dswd.gov.ph/downloads-2/>

6.4 Securities Exchange Commission

7.1 Download at DSWD Website at <https://www.dswd.gov.ph/downloads-2/>

7.2 Securities Exchange Commission

(not applicable for Public SWDA)				
8. For Center-Based (Residential and Non-Residential Based) and Community-Based, copy of the valid safety certificates namely: 8.1 Occupancy Permit (only for new buildings) or Annual Building Inspection/ Structural Safety Certificate (for old buildings)  8.2 Fire Safety Inspection Certificate Water  8.3 Potability Certificate or Sanitary Permit		8.1 City/Municipal Engineering Office of the Local Government Unit covering the SWDAs area of operation of Private Engineer  8.2 Office of the Bureau of Fire Protection in the City/Municipal Local Government Unit covering the SWDAs  8.3 City/Municipal Health Office of Local Government Unit covering the SWDAs area of operation of Private Service Provider		
9. For applicant serving within the Ancestral Domains of Indigenous People (IP): Photocopy of NGO Accreditation from NCIP		9. National Commission of Indigenous People (NCIP) Regional Office where the NGO operates		
10. For applicants with past and current partnership with the DSWD that involved transfer of funds		10. Field Office-Financial and Management Service Unit or concerned Government Agency where the Organization implemented or implements projects and programs.		
11. Signed Data Privacy Consent Form		11. Applicant		
<ul style="list-style-type: none"><li><b>Note to Applicant:</b> The acceptance of application documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators based on DSWD Memorandum Circular No. 05 Series of 2020.</li></ul>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished application form and supporting documents	1.1 Receive the application and the submitted documents. Stamp the receiving copy and provide the applicant SWDA with an application reference number for easy tracking.	None	30 minutes	Administrative Aide IV (AAide IV)

	1.2 Conduct desk review of the documentary requirements:	None	6 days, 7 hours and 30 minutes	<i>Project Development Officer III (PDO III)/ Division Chief/ Regional Director</i>
	1.2.1 Complete: Prepare acknowledgment letter indicating the schedule of the pre-assessment	None		
	1.2.2 Incomplete: Prepare acknowledgment letter indicating the checklist of documents to be submitted			
	1.3 Prepare the necessary documents, pre-assessment tool, power point presentation, special order, etc.	None		<i>PDO III</i>
	1.4 Conducts the pre-accreditation assessment (virtual or actual visit) through the following activities: Focus Group Discussion with clients, Interview with the staff, Review of Documents, Ocular Inspection, Action Planning. Provide Client Satisfaction Measurement Form (CSMF).	None	2 days	<i>PDO I</i>
	1.4.1 <b>Favorable:</b> Prepare Confirmation Report to the			

	SWDA and transmittal Memo to Standards Bureau. 1.4.2 <b>Not Favorable:</b> Prepare Confirmation Report to SWDA and Standards Bureau highlighting the indicators/ requirements for compliance of SWDA.			
<b>Total</b>				
<b>Complete and Compliant</b>		<b>None</b>	<b>20 Days</b>	
<b>Incomplete Submission</b>		<b>None</b>	<b>19 Days</b>	

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

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

#### 46. Registration of Private Social Welfare Development Agencies (SWDAs) Operating in One Region

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

<b>Office or Division:</b>	Policy Plans Division – Standards Section		
<b>Classification:</b>	Highly Technical		
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2G – Government to Government		
<b>Who may avail:</b>	All eligible person/individual, corporation, organization or association intending/ already engaging in SWD activities in One (1) region		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
<b>For Applicant person/individual, corporation, organization or association intending/already engaging in SWD activities</b>			
1. One (1) copy of Accomplished Application Form (Notarized) <ul style="list-style-type: none"><li><b>Note:</b> Per Secretary’s advisory, during state of public health</li></ul>		1.1 DSWD Field Office - Standards Section 1.2 <a href="https://www.dswd.gov.ph/downloads-2/publications1">https://www.dswd.gov.ph/downloads-2/publications1</a> <b>File path:</b> Standards Bureau/Approved Forms and Checklist Along Regulatory	

<p>emergency, Application need not be notarized</p> <p>2. Certificate of Registration (updated) and latest Articles of Incorporation and By-Laws, indicating that the organization's primary purpose is within the purview of social welfare and development</p> <ul style="list-style-type: none"> <li>• <b>Not applicable to Government Agencies</b></li> </ul> <p>3. Copy of any of the following:</p> <p>3.1 Handbook or Manual of Operations of its programs, policies, and procedures</p> <p>3.2 Brochure</p> <p>3.3 Duly signed Work and Financial Plan (for 2 succeeding years) by the Head of Agency</p>	<p>Services/RLA/DSWD-SB-GF-046 Application Form for Registration</p> <p>2. Securities Exchange Commission (SEC)</p> <p>3. Download in DSWD website at <a href="https://www.dswd.gov.ph/downloads-2/publications1">https://www.dswd.gov.ph/downloads-2/publications1</a></p> <p><b>File path:</b> Standards Bureau/Approved Forms and Checklist Along Regulatory Services/RLA</p> <p>a) DSWD-SB-GF-049 – Manual of Operation</p> <p>b) DSWD-SB-GF-050 - Guide in the preparation of Brochure</p> <p>c) DSWD-SB-GF-054 – Work and Financial Plan</p>
---	--

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

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Pre-Registration Procedures for Walk-in Applicants</b>				
1. Secure and accomplish 1 copy of the Application form and submit together with supporting documents	1.1 Provide the application form and checklist of requirements. Receive the duly accomplished application forms and its supporting documents.	None	30 minutes	Administrative Aide IV (AAide IV)
	1.2 Determine the completeness of the submitted requirement:	None		Officer of the Day (Standards Section)
	1.2.1 <b>If Complete:</b> provide the organization an acknowledgment receipt and log to			

	Document Tracking System (DTS) 1.2.2 <b>If Incomplete:</b> return all documents submitted accompanied by checklist of requirements for compliance 1.3 Provide Document Reference Number for easy tracking.	None		
2. Payment of the processing fee	2.1 Prepare the billing statement  2.2 Receipt of payment and issue Official Receipt (OR)	None  1,000.00	10 minutes  20 minutes	<i>Administrative Officer II (AO II)/ Administrative Assistant I (AA I) (Cash Section)</i>  <i>AO II/ AA I (Cash Section)</i>
3. Provide photocopy of the OR to Standards Section	3. Receipt and attach the photocopy of the OR for the processing fee	None	5 minutes	<i>AO II/ AA I (Cash Section)/ AAide IV (SS)</i>
4. Accomplish and submit the Client Satisfaction Measurement Survey (CSMS) Form.	4.1 Provide the applicant the CSMS form  4.2 Route the application and documents to Standards Section. 4.3 Receive incoming applications and assign to concerned technical staff	None  None  None	5 minutes  25 minutes  30 minutes	<i>AO II (Standard Section)</i>  <i>AAide IV</i>  <i>Standards Section Head</i>



	4.4 Conduct desk review of the received application as to completeness and compliance	None	3 hours	<i>Project Development Officer III (PDO III)/ SWO I, SWA, AO I</i>
	4.5 Prepare the confirmation report and attach the Certificate of Registration printed on Security Paper (SECPA) in duplicate copy.	None	5 Hours and 25 minutes	<i>PDO III/ AO IV/ PDO I/ SWO I/ SWA</i>
	4.6 Review and approval of Confirmation Report, Endorsement of the Registration Certificate 4.6.1 <b>If Approved:</b> Sign the confirmation Report and Certificate of Registration 4.6.2 If with revisions: return to technical staff for corrections and revision 4.7 Notify the client of the release of Certificate of Registration	None	7 hours	<i>AAide IV, Standards Section Head, PPD Chief, Regional Director,</i>
5. Receipt of Certificate of Registration and signs the logbook	5. Release of the approved Certificate of Registration	None	30 minutes	<i>Assistant Regional Director for Administration/ Standards Section</i>
<b>Total Complete and Compliant</b>		<b>1,000.00</b>	<b>3 days</b>	
<b>For Incomplete Submission (Walk-in)</b>		<b>None</b>	<b>2 days and 30 minutes</b>	
<b>Applications submitted at Standards Section via Mail/ Courier</b>				
1. Send the duly accomplished Application form	1.1 Receive the document and stamp	None	30 minutes	<i>AAide IV</i>



together with the documentary requirement through mail/courier addressed to:  <b>Regional Director</b> DSWD Field Office 1 Quezon ave. City of San Fernando, La Union 2500	“Received”. Log into the Document Tracking System (DTS) and forward the documents to Standards Section.			
	1.2 Receive and review the applications, provide notes and assign to concerned technical staff.	None	30 minutes	<i>Standards Section Head</i>
	1.3 Conduct a desk review on the submitted application and the submitted documents. <ul style="list-style-type: none"> <li><i>Submitted documents must satisfy the criteria that the applicants must be engaged mainly or generally in Social Welfare and Development Activities. Other documents may be requested to the applicant SWDA.</i></li> </ul>	None	3 hours	<i>PDO II/ AO IV/ PDO I/ SWO I/ SWA</i>
	1.3.1 <b>If Complete &amp; Compliant:</b> notify the applicant on the payment of the processing fee  1.3.2 <b>If Incomplete:</b> send an acknowledge ment letter			

	with checklist indicating the lacking requirement for compliance			
2. Payment of the processing fee	2.1 Prepare the billing statement 2.2 Receipt of payment and issue Official Receipt (OR)	1,000.00	10 minutes	AO III/ AA I (Cash Section)
3. Photocopy the Official Receipt and forward to Standards Section	3.3 Receipt and attach the photocopy of OR. 3.4 Prepare the confirmation report and attach the Certificate of Registration printed on SECPA in duplicate copy. 3.5 Review and approval of the Confirmation Report, Endorsement of the Registration Certificate 3.6 Notify the client of the availability of the Certificate of Registration.	None  None  None  None	5 minutes  30 minutes	AAide IV (Standards Section)
4. Receipt of Certificate of Registration	4. Release the Certificate of Registration based on the client's preference as indicated in the application form 4.1 Pick-up 4.2 Mail/ Courier	None		AAide IV
<b>Total For Complete and Compliant</b>		<b>1,000.00</b>	<b>3 days</b>	
<b>For Incomplete Submission Walk-in:</b>			<b>30 minutes</b>	

Courier:	2 days
----------	--------

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

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

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	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 (072-687-800 loc. 11221)</li> <li>-electronic mail (<a href="mailto:standards.fo1@dswd.gov.ph">standards.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>-letter addressed to the Regional Director, Marie Angela S. Gopalan</li> <li>-Official website at <a href="https://fo1.dswd.gov.ph">https://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 Human Resource Management and Development 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 of CCB, PCC, ARTA	<p><b>Anti-Red Tape Authority (ARTA)</b></p> <ul style="list-style-type: none"> <li>• (028) 478-5093</li> <li>• <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a></li> </ul> <p><b>Presidential Complaint Center (PCC):</b></p> <ul style="list-style-type: none"> <li>• Call/ text: 8888</li> <li>• Web: <a href="http://www.8888.gov.ph">www.8888.gov.ph</a></li> </ul>

	<b>Contact Center ng Bayan (CCB):</b> <ul style="list-style-type: none"> <li>• SMS: 0908-881-6565</li> <li>• Call: 165 65 Php 5.00 + VAT per call anywhere in the Philippines via PLDT landlines</li> </ul> Email: <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a> Web: <a href="https://contactcenterngbayan.gov.ph">https://contactcenterngbayan.gov.ph</a> Facebook: <a href="https://facebook.com/civilservicegovph">https://facebook.com/civilservicegovph</a>
--	---

### List of Offices

Office	Address	Contact Information
DSWD Field Office 1	Quezon Avenue, City of San Fernando, La Union 2500	072-687-8000 loc. 11221

# **SUSTAINABLE LIVELIHOOD PROGRAM**

## **FRONTLINE SERVICE**

#### 47. Referral Management Process for SLP-RPMO

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

<b>Office or Division:</b>		Sustainable Livelihood Program		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		G2C – Government to Citizen; G2G – Government to Government		
<b>Who may avail:</b>		All qualified program participants		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Filled-out Data Privacy Act 2. SLP Profile Form 3. SLP request form for Walk-in Clients, 4. Referral/Endorsement letter form from OBDSUs, NGA's, NGOs.		1. DSWD Field Office 1 – Sustainable Livelihood Program – Regional Management Office		
<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 Client</b>				
1. Inquiry and attend the brief orientation of walk-in clients on Sustainable Livelihood Program	1.1 Brief Orientation on the SLP Processes 1.2 Provide Data Privacy Act (DPA) of 2012 Form, SLP Profile Form, and Client's Logbook	None	10 minutes	<i>RPMO Project Development Officer (RPMO-PDO) – Special Project Focal / Administrative Assistant (AA)</i>
2. Fill-out and submit, Data Privacy Act (DPA) of 2012 Form, SLP Profile Form, SLP Request Form, and Client's Logbook	2.1 Issuance of SLP Walk-in Client Slip. 2.2 Provide Client Satisfaction Measurement Report Form (CSMR)	None	30 minutes	<i>PDO/ AA (SLP-RPMO)</i>
3. Fill-out and submit Client Satisfaction Measurement Report Form (CSMR)	3.1 Provide original copy of SLP request form to Records and	None	10 minutes	<i>PDO/ AA (SLP-RPMO)</i>

	Management Section			
	3.2 Data encoding of client's profile I the SLP Referral Management System / Registry of Referral Database	None	20 minutes	<i>RPMO-PDO Special Project Focal</i>
	3.3 Provide consolidated list of names within the day for name matching to Listahanan – NHTS and Pantawid Data Base	None	1 day	<i>RPMO-PDO – Special Project Focal / AA</i>
	3.4 Name matching of consolidated list of names to Listahanan – NHTS and Pantawid Database	None	3 days	<i>Information Technology Officer (ITO) NHTS/ Project Development Officer (PDO) 4Ps</i>
	3.5 Endorse name matching result to Provincial Operations Offices for appropriate action	None	1 hour	<i>RPMO – PDO – Special Project Focal / AA</i>
	3.6 Inform client on the result of name matching through phone call / letter	None	1 day	<i>SLP Field PDO</i>
	3.6.1 <b>If client is eligible</b> proceed to Capacity Building	None		<i>SLP Field PDO</i>
	3.6.2 <b>If no match:</b> to conduct Household Assessment Form or SLP Means Test	None		<i>NHTS Staff / SLP Field Project Development Officer</i>
	3.6.3 <b>If non-poor:</b> refer to other institution.	None		<i>SLP Partnership Officer</i>

4. Eligible client will attend Social Preparation Activities	4.1 Provide Capacity Building, Track Selection, and Micro Enterprise Development Training or Basic Employment Skills Training	None	1 day	SLP Field PDO
	4.2 Provide Project Proposal Form (Modality Application Form, Mungkahing Proyekto, and Livelihood Assessment Form)	None		SLP Field PDO
5. Prepare and submit Project Proposal Forms (Modality Application Form, Mungkahing Proyekto, and Livelihood Assessment Form) with attached valid I.D.	5.1 Review and approval of project proposal and Project Assessment Tool (PAT) in the Provincial Operations Offices	None	1 day	Provincial Coordinator and SLP Field PDO
	5.2 Transmittal of project proposal and Project Assessment Tool (PAT) for Regional Review Committee's and Regional Director's approval	None	1 day	AA (Provincial Operations Office (POO))
	5.3 Approval of project proposal and Project Assessment Tool (PAT)	None	3 days	Regional Review Committee's and Regional Director (RD)
	5.4 Submission of approved project proposal and PAT for fund processing and releasing of approved check for disbursement	None	8 days	RMEF, Budget Officer / SLP Mainstreamed Staff, Accountant / Mainstreamed Staff and Cashier / Mainstreamed Staff
	5.5 Inform client for the payout schedule and necessary	None		



	documents (Valid I.D. / Barangay Certification) needed			<i>RPMO PDO / SLP Field PDO (POO)</i>
6 Attend payout schedule and provide Valid I.D. / Barangay Certification	6 Awarding of Livelihood grant and provide CSMF	None	1 day	<i>RPMO PDO / SLP Field PDO (POO)</i>
7 Fill-out and submit CSMR	7 Receive filled-out client's CSMRF	None	10 minutes	<i>RPMO PDO / SLP Field PDO (POO)</i>
<b>Total</b>		<b>None</b>	<b>20 days, 2 hours, and 20 minutes</b>	
<b>SLP NPMO, PCC, 8888, Office of the President and other Institution's Referrals</b>				
1 Lodge request for assistance through SLP NPMO, PCC, 8888, OP and other Institution's	1.1 Validation of client information from referrals and endorse to RPMO – SLP	None	10 minutes	<i>DSWD FO 1's 8888 Focal, SLP NPMO, PCC, OP, LGU Focal, and other Institution</i>
	1.2 Endorse client to concerned Provincial Operations Office	None	1 hour	<i>RPMO Project Development Officer – Special Project Focal (RPMO-PDO)/ Administrative Assistant (AA)</i>
2. Wait for a call from POO/ home visitation for initial assessment	2.3 Contact client / conduct home visitation for initial assessment (Filling out of DPA form and SLP Profile Form)	None	1 day	<i>POO Field PDO</i>
	2.4 Provide name to RPMO for name matching to Listahanan – NHTS and Pantawid Data Base	None		<i>SLP Field PDO (POO)</i>
	2.5 Data encoding of client's profile in the SLP Referral Management System / Registry of	None	20 minutes	<i>RPMO PDO (Special Project Focal)</i>

	Referral Database			
	2.6 Provide consolidated list of names within the day for name matching to Listahanan – NHTS and Pantawid Data Base	None	1 day	<i>RPMO PDO (Special Project Focal)</i>
	2.7 Name matching of consolidated list of names to Listahanan – NHTS and Pantawid Database	None	3 days	<i>Information Technology Officer (ITO) NHTS or 4Ps PDO</i>
	2.8 Endorse name matching result to Provincial Operations Offices for appropriate action	None	1 hour	<i>RPMO PDO (Special Project Focal)/ AA</i>
	2.9 Inform client on the result of name matching through phone call / letter	None	1 day	<i>SLP Field PDO</i>
	2.9.1 <b>If client is eligible:</b> proceed to Capacity Building	None		<i>SLP Field PDO</i>
	2.9.2 <b>If no match:</b> conduct Household Assessment Form or SLP Means Test	None		<i>NHTS Staff/ SLP Field PDO</i>
	2.9.3 <b>If non-poor</b> :refer to other institution.	None		<i>SLP Partnership Officer</i>
3. If Eligible, attend to Social Pension Activities	3.1 Provide Capacity Building, Track Selection, and Micro Enterprise Development Training or Basic Employment Skills Training	None	1 day	<i>SLP Field PDO</i>

	3.2 Provide Project Proposal Form (Modality Application Form, Mungkahing Proyekto, and Livelihood Assessment Form)	None		<i>SLP Field PDO</i>
4. Prepare and submit Project Proposal Forms with attached valid ID	4.1 Review and approval of project proposal and Project Assessment Tool (PAT) in the Provincial Operations Offices. Transmittal of PAT for review and approval.	None	2 days	<i>Provincial Coordinator, SLP Field PDO, AA (POO)</i>
	4.2 Review and approval of the project proposal and PAT	None	3 days	<i>Regional Review Committee, Regional Director</i>
	4.3 Submission of approved project proposal and PAT for fund processing and releasing of approved check for disbursement	None	8 days	<i>RMEF, Budget Officer/ Accountant/ Cashier (Mainstreamed Staff)</i>
	4.4 Inform client for the payout schedule and to prepare necessary documents needed	None		<i>RPMO PDO/ SLP Field PDO</i>
5 Attend payout schedule and provide Valid ID/ Barangay Certification	5. Awarding of Livelihood grant and provide CSMR	None	1 day	<i>RPMO PDO/ SLP PDO (POO)</i>
6. Fill out and submit CSMR	6. Receive the filled-out CSMR from client	None	10 minutes	<i>RPMO PDO/ SLP Field PDO (POO)</i>

	<b>Total</b>	<b>None</b>	<b>20 days,, 2 hours, and 40 minutes</b>	
--	--------------	-------------	--	--

<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 (072-687-800 loc. 11229)</li> <li>-electronic mail (<a href="mailto:slp.fo1@dswd.gov.ph">slp.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>-letter addressed to the Regional Director, Marie Angela S. Gopalan</li> <li>-Official website at <a href="https://fo1.dswd.gov.ph">https://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 Human Resource Management and Development 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 of CCB, PCC, ARTA	<p><b>Anti-Red Tape Authority (ARTA)</b></p> <ul style="list-style-type: none"> <li>• (028) 478-5093</li> <li>• <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a></li> </ul> <p><b>Presidential Complaint Center (PCC):</b></p> <ul style="list-style-type: none"> <li>• Call/ text: 8888</li> <li>• Web: <a href="http://www.8888.gov.ph">www.8888.gov.ph</a></li> </ul> <p><b>Contact Center ng Bayan (CCB):</b></p>

	<ul style="list-style-type: none"> <li>• SMS: 0908-881-6565</li> <li>• Call: 165 65 Php 5.00 + VAT per call anywhere in the Philippines via PLDT landlines</li> </ul> Email: <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a> Web: <a href="https://contactcenterngbayan.gov.ph">https://contactcenterngbayan.gov.ph</a> Facebook: <a href="https://facebook.com/civilservicegovph">https://facebook.com/civilservicegovph</a>
--	--

### List of Offices

Office	Address	Contact Information
DSWD Field Office 1	Quezon Avenue, City of San Fernando, La Union 2500	072-687-8000 loc. 11216
Ilocos Norte Satellite Office	Jomel Bldg., 3rd floor, Brgy., 14, Laoag City, Ilocos Norte	077-670-0342, 077-774-2100
Ilocos Sur Satellite Office	Luisa Bldg., Quezon Avenue, Salcedo St., Brgy. III, Vigan City, Ilocos Sur	077-674-0137
Eastern Pangasinan Satellite Office	Governor Robert B. Estrella Memorial Stadium, Zone 4, Rosales, Pangasinan and Sta. Maria, Binalonan, Pangasinan	+63 9976120632
Central Pangasinan Satellite Office	AVRC 1, Russia St., Bonuan Binloc, Dagupan City, Pangasinan	075-653-4910
Western Pangasinan Satellite Office	AVRC 1, Russia St., Bonuan Binloc, Dagupan City, Pangasinan	075-653-4910

# **SOCIAL TECHNOLOGY SECTION**

## **FRONTLINE SERVICE**

#### 48. Technical Assistance on Program/ Project Development or Enhancement

This refers to provision of technical assistance on program/project development or enhancement which includes problem analysis, research for program/project development, designing, documentation, pilot-testing, and evaluation of social technologies, programs, and projects. This process shall apply to the Social Technology Section based on the needs presented by primary customers. This covers the review of requests, preparation of a reply letter for requests for comments, or a memorandum containing the recommendation, actual activity on technical assistance provision (if needed), and next steps based on a coordination meeting on the requested technical assistance.

<b>Office or Division:</b>	Policy and Plans Division – Social Technology Section (STS)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C – Government to Citizen; G2G – Government to Government			
<b>Who may avail:</b>	DSWD Offices, Bureaus, Services, Units (OBSUs), DSWD Field Office 1 Offices, Divisions, Sections, Units (ODSUs), National Government Agencies (NGAs), Local Government Units (LGUs), Non-Government Organizations (NGOs), Civil Society Organizations (CSOs), and Academe			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter		1. Requesting Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send the request for technical assistance along program/project development of enhancement to DSWD Field Office 1's STS	1.1 Receive and record the request.	None	2 Hours	<i>Social Welfare Assistant (SWA)</i> STS
	1.2 Prepare, review, and send a response to the requesting party	None	7 Days	<i>Social Welfare Officer (SWO)</i> STS
	1.3 If Request Involves Physical or Online Technical Assistance session such as conduct of meeting, orientation, and capability building activity,		5 Days	<i>Project Development Officer (PDO)</i> STS

	either face-to-face or online means as agreed with the requested party and prepare the following: 1.3.1 Activity Flow 1.3.2 Powerpoint Presentation 1.3.3 Attendance Sheet 1.3.4 Other Logistical requirement			
2. Fill out the Client Satisfaction Measurement Survey (CSMS)	2.1 Provide and Follow-up the completion of CSMS after the completion of provision of technical assistance	None	20 minutes	<i>PDO (STS)</i>
<b>Total</b> <b>If Technical Assistance may be provided via official communications</b>  <b>If Request involves conduct of actual technical assistance activity</b>		<b>None</b>  <b>None</b>	<b>7 Days and 2 Hours</b>  <b>12 Days, 2 Hours, and 20 minutes</b>	

#### 49. Technical Assistance on Social Technology Bureau-Developed Programs and Projects

Refers to the provision of technical assistance on concerns relative to the ongoing and completed social technology programs and projects of the Social Technology Bureau (STB). The process starts with the receipt of the request from Local Government Units or other intermediaries until the actual provision of technical assistance in the form of meetings, orientation, and capability building activities through face-to-face and online platforms. This includes the requests for data information, social marketing materials, and other knowledge products on Social Welfare and Development (SWD) programs and projects designed, under pilot-testing or ongoing implementation, and completed by the STB for adoption/replication by stakeholders.

<b>Office or Division:</b>	Policy and Plans Division – Social Technology Section (STS)
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C – Government to Citizen; G2G – Government to Government
<b>Who may avail:</b>	DSWD Offices, Bureaus, Services, Units (OBSUs), DSWD Field Office 1 Offices, Divisions, Sections, Units (ODSUs), National



		Government Agencies (NGAs), Local Government Units (LGUs), Non-Government Organizations (NGOs), Civil Society Organizations (CSOs), and Academe		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Written and signed request letter with complete contact details (name and contact information) of the requesting party		1. Requesting Office		
2. Details of the technical assistance needed		2. Requesting Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send the request for technical assistance to DSWD Field Office 1's STS	1.1 Receive and record the request.	None	2 Hours	<i>Social Welfare Assistant (SWA) STS</i>
	1.2 Prepare, check, and send a response to the request request and conduct of technical assistance	None	7 Days	<i>Social Welfare Officer (SWO) STS</i>
	1.3 If Request is for sharing data, information, and knowledge product:	None		<i>Project Development Officer (PDO) STS</i>
	1.3.1 <b>Available in website:</b> include the link form STB website or DSWD Field Office 1.			
	1.3.2 <b>Not Available:</b> Coordinate with requesting party (if necessary) to ensure that data to be shared are not			

	<p>privileged and sensitive information in adherence to the Data Privacy Act (DPA); with the Program Focal Person/s to generate the data needed; with the PDPS for regional data.</p> <p><b>1.3.3 If Not Compliant with the DPA and DSWD Research Protocol:</b> inform the requesting party following the DSWD Data Privacy Manual or endorse to PPD for appropriate action</p> <p><b>1.4</b> If Request involves conduct of actual technical assistance activity including orientation and capability building activities, either face-to-face or online means:</p> <p><b>1.4.1</b> Coordinate with the requesting party</p>	None	15 days	<p><i>Project Development Officer (PDO)</i> <i>STS</i></p>
--	---	------	---------	--

	1.4.2 Confirm the provision of technical assistance 1.4.3 Prepare necessary logistical needs 1.4.4 Prepare technical documents 1.4.5 Conduct the technical assistance			
2. Fill out the Client Satisfaction Measurement Survey (CSMS)	2.1 Provide and Follow-up the completion of CSMS after the completion of provision of technical assistance	None	20 minutes	<i>PDO (STS)</i>
<b>Total</b>				
<b>If Technical Assistance is sharing data, information, and knowledge product</b>		<b>None</b>	<b>7 Days and 2 Hours</b>	
<b>If Request involves conduct of actual technical assistance activity</b>		<b>None</b>	<b>15 Days, and 2 Hours</b>	

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	A complaint may be filed through any of the established modalities" -a telephone call (072-687-800 loc. 11221) -electronic mail ( <a href="mailto:socotech.fo1@dswd.gov.ph">socotech.fo1@dswd.gov.ph</a> ) -posts, comments and chat messages via DSWD FO1 Official Facebook Page: "DSWD Field Office 1" -personal appearance (walk-in clients)

	-letter addressed to the Regional Director, Marie Angela S. Gopalan -Official website at <a href="https://fo1.dswd.gov.ph">https://fo1.dswd.gov.ph</a> -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 Human Resource Management and Development Division for action and resolution. The resolution of all complaint consists of: 11 Submission/Receipt of a complaint 12 Recording of complaint 13 Data Gathering and Investigation 14 Resolution 15 Final Feedback
Contact Information of CCB, PCC, ARTA	<b><i>Anti-Red Tape Authority (ARTA)</i></b> <ul style="list-style-type: none"> <li>• (028) 478-5093</li> <li>• <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a></li> </ul> <b><i>Presidential Complaint Center (PCC):</i></b> <ul style="list-style-type: none"> <li>• Call/ text: 8888</li> <li>• Web: <a href="http://www.8888.gov.ph">www.8888.gov.ph</a></li> </ul> <b><i>Contact Center ng Bayan (CCB):</i></b> <ul style="list-style-type: none"> <li>• SMS: 0908-881-6565</li> <li>• Call: 165 65</li> </ul> Php 5.00 + VAT per call anywhere in the Philippines via PLDT landlines Email: <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a> Web: <a href="https://contactcenterngbayan.gov.ph">https://contactcenterngbayan.gov.ph</a> Facebook: <a href="https://facebook.com/civilservicegovph">https://facebook.com/civilservicegovph</a>

### List of Offices

Office	Address	Contact Information
DSWD Field Office 1	Quezon Avenue, City of San Fernando, La Union 2500	072-687-8000 loc. 11221

**SOCIAL WELFARE and INSTITUTION  
DEVELOPMENT SECTION**

**FRONTLINE SERVICE**

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

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

<b>Office or Division:</b>	Social Welfare Institutional Development Section – Capacity Building Unit (SWIDS-CBU)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen; G2G – Government to Government			
<b>Who may avail:</b>	DSWD intermediaries (local government units, non-government organizations, peoples' organizations, civil society organizations, academe) and stakeholders			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Memo of Request		1. 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. Send request letter to DSWD	1.1 Receive, check, and log the request letter. Create a routing slip for the received request. Record and forward the request letter and the routing slip to the Office of the Regional Director (ORD)	None	1 Hour	<i>Administrative Assistant (AA) Records Archives Management Section (RAMS)</i>
	1.2 Review the letter and provide instruction/s. Then, endorse the request letter to SWIDS/CBS Admin Staff.	None	3 Hours	<i>Regional Director (RD)/ Regional Executive Assistant (REA)</i>
	1.3 Receive and review the request letter and assign to technical staff.	None	4 hours	<i>SWA (SWIDS), SWIDS Section Head</i>
	1.4 Review the completeness of the request.	None	15 minutes	<i>Training Specialist III/I (TS III/I) SWIDS-CBU</i>

	1.4.1 <b>Request details are Complete:</b> identify resource person by checking the directory of Core Group of Specialists (CGS)	None	1 Hour and 45 minutes	TS I/II SWIDS-CBU
	1.4.2 <b>If Incomplete:</b> coordinate with the requestor to complete the details of the request through a request.	None		
	1.5 Senior Specialist to identify database/list, coordinate with the supervisor of the CGS member to inform and check on his/her availability. <i>*Note: If the supervisor of the CGS member will not be able to respond within 5 hours, assigned CBS/SWIDS staff will e-mail the CGS member with the details of the request.</i>	None	12 Hours	TS II or TS I (SWIDS)
	1.5.1 <b>If Senior Specialist is Not Available:</b> coordinate with the prospective RPs in the			

	following order: a. Junior Specialist (JS) b. Program Focal (PF) c. SWDL Net Member 1.5.2 <b>If NO RP is Available:</b> coordinate with the requestor and negotiate the date of the activity to suit the availability of the prospective RP and the requestor. 1.5.3 If requester if amenable to changing the date, the same process of coordination, following the sequence will be done. 1.6 Prepare and forward the Routing Slip, Confirmation letter/ Regret Letter, and RSO/Referral Letter to SWID Section Head for review and initials. <i>*If NO RP is available and the requester if not amenable to changing the date, prepare the letter of regret and the CSMS Form.</i>				
		None	1 Hour		TS // TS II (SWIDS)



1.7 Review and forward the Routing Slip, Confirmation Letter/ Regret Letter, and RSO/ Referral Letter to the Office of the Regional Director.	None	3 Hours	<i>SWIDS Section Head</i>
1.8 Review and approve Confirmation Letter/ Regret Letter, and RSO/ Referral Letter	None	3 Hours	<i>Regional Director (RD)</i>
1.9 Send the Confirmation letter/ Regret Letter, and CSMS Form to the requester, and RSO to the RP Supervisor/ Referral Letter to SWD L-Net Member. Record the details in the Logbook/Incoming Database	None	30 minutes	<i>TS I or TS II</i>
1.10 Collect the accomplished CSMS form, convert it PDF then forward the copy to the Document Custodian via E-mail.	None	30 minutes	<i>TS I / TS II (SWIDS)</i>
1.11 Encode the rest of the request to the database.	None	30 minutes	<i>TS I / TS II (SWIDS)</i>
<b>Total</b>	<b>None</b>	<b>4 Days and 2 Hours</b>	

### 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 (072-687-800 loc. 11221)</li> <li>-electronic mail (<a href="mailto:cbs.fo1@dswd.gov.ph">cbs.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>-letter addressed to the Regional Director, Marie Angela S. Gopalan</li> <li>-Official website at <a href="https://fo1.dswd.gov.ph">https://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 Human Resource Management and Development Division for action and resolution.</p> <p>The resolution of all complaint consists of:</p> <ol style="list-style-type: none"> <li>16 Submission/Receipt of a complaint</li> <li>17 Recording of complaint</li> <li>18 Data Gathering and Investigation</li> <li>19 Resolution</li> <li>20 Final Feedback</li> </ol>
Contact Information of CCB, PCC, ARTA	<p><b>Anti-Red Tape Authority (ARTA)</b></p> <ul style="list-style-type: none"> <li>• (028) 478-5093</li> <li>• <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a></li> </ul> <p><b>Presidential Complaint Center (PCC):</b></p> <ul style="list-style-type: none"> <li>• Call/ text: 8888</li> <li>• Web: <a href="http://www.8888.gov.ph">www.8888.gov.ph</a></li> </ul> <p><b>Contact Center ng Bayan (CCB):</b></p> <ul style="list-style-type: none"> <li>• SMS: 0908-881-6565</li> <li>• Call: 165 65</li> </ul> <p>Php 5.00 + VAT per call anywhere in the Philippines via PLDT landlines</p> <p>Email: <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a></p> <p>Web: <a href="https://contactcenterngbayan.gov.ph">https://contactcenterngbayan.gov.ph</a></p> <p>Facebook: <a href="https://facebook.com/civilservicegovph">https://facebook.com/civilservicegovph</a></p>

### List of Offices

Office	Address	Contact Information
DSWD Field Office 1	Quezon Avenue, City of San Fernando, La Union 2500	072-687-8000 loc. 11221

**LEGAL UNIT**  
**FRONTLINE SERVICE**

## 51. Rendering Legal Opinions and Advice on matters brought to by the External Clients

The Legal Unit provides Legal Opinions and Advice for employees or other juridical entities who have inquiries and concerns that involve matters with legal implications.

<b>Office or Division:</b>	Office of the Regional Director – Legal Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client; G2G – Government to Government			
<b>Who may avail:</b>	Employees of DSWD Field Office 1 who are deemed as internal clients with legal concerns or issues.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Complaint Assessment Form		1. DSWD Field Office 1 – Legal Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the filled out Complaint Assessment form.	1.1 Receive, record and assess the information indicated in the Complaint Assessment Form.	None	15 minutes	<i>Legal Assistant II (LA II)</i>
	1.2 Forward the received Complaint Assessment form to Attorney III	None	10 minutes	<i>LA II</i>
	1.2.1 <b>Complete and under Legal Unit Jurisdiction:</b> Attorney III will render Legal Opinion and Advice to Client	None	2 hours	<i>Attorney III</i>
	1.2.2 <b>Incomplete or not within Legal Unit's Jurisdiction:</b> complaint refer to agency, court or office	None	10 minutes	<i>Attorney III</i>

	with proper jurisdiction			
2. Submit feedback through filling out of client satisfaction form.	2. Receive feedback or comments from the client.	None	10 minutes	LA //
<b>TOTAL</b>				
<b>Incomplete Requirements</b>		<b>None</b>	<b>35 minutes</b>	
<b>Complete Requirements</b>		<b>None</b>	<b>2 Hours and 35 Minutes</b>	

<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 (072-687-800 loc. 11243)</li> <li>-electronic mail (<a href="mailto:legal.fo1@dswd.gov.ph">legal.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>-letter addressed to the Regional Director, Marie Angela S. Gopalan</li> <li>-Official website at <a href="https://fo1.dswd.gov.ph">https://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 Human Resource Management and Development 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 of CCB, PCC, ARTA	<p><b><i>Anti-Red Tape Authority (ARTA)</i></b></p> <ul style="list-style-type: none"> <li>• (028) 478-5093</li> <li>• <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a></li> </ul> <p><b><i>Presidential Complaint Center (PCC):</i></b></p> <ul style="list-style-type: none"> <li>• Call/ text: 8888</li> <li>• Web: <a href="http://www.8888.gov.ph">www.8888.gov.ph</a></li> </ul> <p><b><i>Contact Center ng Bayan (CCB):</i></b></p> <ul style="list-style-type: none"> <li>• SMS: 0908-881-6565</li> <li>• Call: 165 65</li> </ul> <p>Php 5.00 + VAT per call anywhere in the Philippines via PLDT landlines</p> <p>Email: <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a></p> <p>Web: <a href="https://contactcenterngbayan.gov.ph">https://contactcenterngbayan.gov.ph</a></p> <p>Facebook: <a href="https://facebook.com/civilservicegovph">https://facebook.com/civilservicegovph</a></p>
---------------------------------------	---

### List of Offices

Office	Address	Contact Information
DSWD Field Office 1	Quezon Avenue, City of San Fernando, La Union 2500	072-687-8000 loc. 11243

# **CRISIS INTERVENTION SECTION**

## **FRONTLINE SERVICE (UPDATE 2023)**



## 52. Implementation of the Assistance to Individuals in Crisis Situation Program for Individual Clients Transacting within the DSWD Offices (CIU/CIS/SWAD Offices)

AICS serves as a social safety net or stop-gap measure to support the recovery of individuals and families identified to be suffering from any adversity or crisis through the provision of financial assistance, psychosocial intervention, and referral services that will enable the clients to meet their basic needs in the form of food, transportation, medical, educational, material, funeral, and cash assistance for other support services among others.

The provision of psychosocial support, including psychological first aid, and counselling, as well as financial assistance to disadvantaged and marginalized sectors, are part of the social protection services of the Department. These protective services aim to help individuals and families to cope with the present difficult situation they are experiencing, such as illness, death, loss of job, or source of income. In order to effectively and efficiently respond to existing and emerging crisis situations among vulnerable sectors, a Citizen's Charter was crafted to provide a comprehensive guide on the provision of the aforementioned assistance.

<b>Office or Division:</b>	Crisis Intervention Unit		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2C – Government to Client		
<b>Who may avail:</b>	Indigent, marginalized, and vulnerable/disadvantaged individuals and families or are otherwise in crisis situation based on the assessment of the Social Worker.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. One (1) valid Government Issued ID (client/person to be interviewed)		1. Government Agency Issuing IDs like the following: PhilSys ID, SSS, GSIS, Driver's License, OWWA ID, Passport (DFA), Voter's ID, etc.	
2. Signed Authorization Letter (If applicable)		2. Applicant (except those who do not have the capacity to act or below 18 years old)	
<b>Transportation Assistance</b>			
1. Other supporting document/s such as but are not limited to, justification of the social worker, medical certificate, death certificate, and/or court order/subpoena		1.1 Police Station (Police Blotter) 1.2 Hospitals/ Clinic (Medical Abstract) 1.3 Court (Court Order/Subpoena) 1.4 Social Worker (justification)	
<b>Medical Assistance for Hospital Bill</b>			
1. Medical Certificate/ Abstract/ Discharge Summary/ Tagubilin (with Complete name, License Number and Signature of Physician issued within 3 months) Original or Certified True Copy		1. Medical Records of Hospital/ Clinic/ Attending Physician	

2. Hospital Bill/ Statement of Account (Outstanding balance) with name and signature of billing clerk  3. Social Case Study Report/ Case Summary	2. Billing Office of the Hospital  3. Registered Social Worker in public/private practice (DSWD; LSWDO; NGO; Medical Social Service)
<b>Medical Assistance for Medicine/Assistive Device</b> 1. Medical Certificate/ Clinical Abstract/ Discharge Summary/ Tagubilin Form with Diagnosis (with Complete name, License Number, and Signature of Physician issued within 3 months) Original or Certified True Copy  2. Prescription with date of issuance (with complete name, license number and signature of the Physician issued within 3 months)  3. Social Case Study Report/ Case Summary	1. Medical Records of Hospital/ Clinic/ Attending Physician  2. Attending Physician from a Hospital/Clinic  3. Registered Social Worker in public/private practice (DSWD; LSWDO; NGO; Medical Social Service)
<b>Medical Assistance for Laboratory</b> 1. Medical Certificate/ Clinical Abstract/ Discharge Summary/ Tagubilin Form with Diagnosis (with Complete name, License Number, and Signature of Physician issued within 3 months) Original or Certified True Copy  2. Laboratory Requests with date of issuance (with complete name, license number and signature of the Physician issued within 3 months)  3. Social Case Study Report/ Case Summary	1. Medical Records of Hospital/ Clinic/ Attending Physician  2. Attending Physician from a Hospital/Clinic  3. Registered Social Worker in public/private practice (DSWD; LSWDO; NGO; Medical Social Service)
<b>Funeral Assistance for Funeral Bill</b> 1. Registered Death Certificate/ Certification from the Tribal Chieftain (Original or Certified True Copy)	1. City/ Municipal Hall (Civil Registry Office), Hospital, Funeral Parlor, Tribal Chieftain or Imam

2. Promissory Note/ Certificate of Balance	2. Authorized staff from Funeral Parlor / Memorial Chapel
3. Funeral Contract	3. Authorized staff from Funeral Parlor / Memorial Chapel
<b>Funeral Assistance for Transfer of Cadaver</b>	
1. Registered Death Certificate/ Certification form the Tribal Chieftain (Original or Certified True Copy)	1. City/ Municipal Hall (Civil Registry Officer), Hospital, Funeral Parlor, Tribal Chieftain or Imam
2. Transfer Permit	2. City/ Municipal Hall
<b>Educational Assistance</b>	
1. Valid School ID	1. School
2.1 Enrolment Assessment Form; or 2.2 Certificate of Enrolment or Registration; or 2.3 Statement of Account	2. School Registrar or Concerned Office
<b>Food Assistance for Individual and Families Endorsed in Groups</b>	
1. Project Proposal	1. Local Government Unit
2. Barangay Certificate/ Residency/ Certificate of Indigency/ Certificate that the client is in need of assistance may be required.	2. Barangay Hall where the client is presently residing
<b>Cash Assistance for Other Support Services</b>	
Depending on the circumstances:	
1. <b>For Fire Victims:</b> Police Report/ Bureau of Fire Protection Report	1. Bureau of Fire (BFP) or Philippine National Police (PNP)
2. <b>For Distressed Overseas Filipinos:</b> Passport, Travel Document/s, Certification from OWWA or the Barangay	2. Overseas Workers Welfare Administration (OWWA) or Department of Migrant Workers/ Barangay
3. <b>For Rescued Client:</b> Certification from a Social Worker or Case Manager from rescued clients	3. Local Social Welfare and Development Office or other Social Welfare Agencies
4. <b>For Victims of Online Sexual Exploitation:</b> Police Blotter or Social Worker's Certification for the victims of online sexual exploitation of children	4. Local Social Welfare and Development Office or other Social Welfare Agencies

<b>5. For Locally Stranded Individuals (LSI):</b> LSI without valid IDs, the Medical Certificate, or the Travel Authority issued by the Philippine National Police will suffice and be accepted to prove his/her identity.		5. Police Station – Police Blotter; Hospital/ Clinic – Medical Certificate signed by the Registered Physician		
<b>6. For all other incidents:</b> 6.1 Barangay Certificate or Residency; or 6.2 Certificate of Indigency; or 6.3 Certificate of the Client is in Need of Assistance as well as other documents from legal authorities/regulating agencies, as may be applicable such as but not limited to Police Report/Blotter; 6.4 Spot Report from AFP or PNP, Joint AFP-PNP Intelligence Committee (JAPIC) certificate; or 6.5 Certification of Death; or 6.6 Disaster Assistance Family Access Card (DAFAC); or 6.7 Medico-legal Certification		6.1 Barangay Hall where the client is presently residing 6.2 Barangay where the client is presently residing 6.3 Police Station  6.4 AFP or PNP  6.5 Local Government Unit 6.6 Certificate form the LDRMO  6.7 Local Government Unit		
<b>Material Assistance</b> 1. General Intake Sheet 2. Material Assistance Distribution sheet		1. DSWD Field Office CIU/ CIS/ SWAD 2. DSWD Field Office CIU/ CIS/ SWAD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure a queuing number	1. Provide the client with queuing number.	None	10 minutes	<i>Administrative Staff</i>
2. Present pertinent documents	2.1 Receive the presented documents and check the validity and completeness of documents presented.	None	20 minutes	<i>Social Welfare Officer (SWO)</i>
	2.2 Check the client's record in the Crisis Intervention Monitoring System (CrIMS)	None	20 minutes	<i>SWO</i>

	2.1.1 <b>Complete, Valid, and Right Frequency of Availment:</b> Advise client to proceed to pertinent document.	None	5 minutes	SWO
	2.1.2 <b>Incomplete:</b> Advise the client to comply the needed documents or be rescheduled to the date wherein the proper frequency of availment will be met.	None	5 minutes	SWO
3. Submit the pertinent documents for Interview and Assessment	3.1 Assess the documentary requirements. Fill-out the General Intake Sheet (GIS) and the Certificate of Eligibility (CoE).	None	40 minutes	<i>Social Welfare Officer (SWO)</i>
	3.2 Determine the eligibility of the client and recommend the appropriate assistance.	None	40 minutes	SWO
	3.2.1 <b>If Ineligible:</b> Inform reason of ineligibility and henceforth be declined and provide a letter of disqualification to receive assistance.			
	3.2.2 <b>If Eligible:</b> Proceed to Step 4 and advise to wait for the release of assistance.			

	3.3 Forward client's document for approval of the Social Worker's recommendation	None	40 minutes	SWO
	3.4 Approval of the Social Worker's Recommendation (if found reasonable and with complete, valid documents)	None	40 minutes	CIS Head
	3.5 Scan the client's approved documents for filing, and forward for the release of assistance.	None	30 minutes	SWO
4. Receipt of Assistance	4.1 Check and verify the Client's Identity	None	15 minutes	Special Disbursing Officer (SDO)/ Regional Disbursing Officer (RDO)/ SWO
	4.2 Release the Assistance	None	15 minutes	SDO/RDO/SWO
5. Submit the filled-out Client Satisfactory Measurement Survey (CSMS) Form	5. Receive the properly filled CSMS Form or request the client to drop in CSMS box.	None	20 minutes	Administrative Assistant
<b>TOTAL</b>		<b>None</b>	<b>5 Hours and 40 Minutes</b>	

**\*Note:** Queuing time is excluded in the indicated processing time. Time may vary depending on the influx of clients, technical, and other circumstances outside the control of the Department.

### 53. Implementation of the Assistance to Individuals in Crisis Situation Program for Clients Tagged a Group of Individuals

AICS serves as a social safety net or stop-gap measure to support the recovery of individuals and families identified to be suffering from any adversity or crisis through the provision of financial assistance, psychosocial intervention, and referral services that will enable the clients to meet their basic needs in the form of food, transportation, medical, educational, material, funeral, and cash assistance for other support services, among others.

The provision of psychosocial support, including psychological first aid, and counselling, as well as financial assistance to disadvantage and marginalized sectors, are part of the social protection services of the Department. These protective services aim to help individuals and families to cope with the present difficult situation they are experiencing, such as illness, death, loss of job, or source of income. In order to effectively and efficiently respond to existing and emerging crisis situations among vulnerable sectors, a Citizen's Charter was crafted to provide a comprehensive guide on the provision of the aforementioned assistance.

<b>Office or Division:</b>	Crisis Intervention Unit
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Client
<b>Who may avail:</b>	Indigent, marginalized, and vulnerable/disadvantaged individuals and families or are otherwise in crisis situation based on the assessment of the Social Worker
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. One (1) valid Government Issued ID (client/person to be interviewed)	1. Government Agency Issuing IDs like the following: PhilSys ID, SSS, GSIS, Driver's License, OWWA ID, Passport (DFA), Voter's ID, etc.
2. Signed Authorization Letter (If applicable)	2. Applicant (except those who do not have the capacity to act or below 18 years old)
3. Project Proposal	3. Applicant
<b>Transportation Assistance</b>	
1. Other supporting document/s such as but are not limited to, justification of the social worker, medical certificate, death certificate, and/or court order/subpoena	1.1 Police Station (Police Blotter) 1.2 Hospitals/ Clinic (Medical Abstract) 1.3 Court (Court Order/Subpoena) Social Worker (justification)
<b>Medical Assistance for Hospital Bill</b>	
1. Medical Certificate/ Abstract/ Discharge Summary/ Tagubilin (with Complete name, License Number and Signature of Physician issued within 3 months) Original or Certified True Copy	1. Medical Records of Hospital/ Clinic/ Attending Physician



2. Hospital Bill/ Statement of Account (Outstanding balance) with name and signature of billing clerk  3. Social Case Study Report/ Case Summary	2. Billing Office of the Hospital  3. Registered Social Worker in public/private practice (DSWD; LSWDO; NGO; Medical Social Service)
<b>Medical Assistance for Medicine/Assistive Device</b> 1. Medical Certificate/ Clinical Abstract/ Discharge Summary/ Tagubilin Form with Diagnosis (with Complete name, License Number, and Signature of Physician issued within 3 months) Original or Certified True Copy  2. Prescription with date of issuance (with complete name, license number and signature of the Physician issued within 3 months)  3. Social Case Study Report/ Case Summary	1. Medical Records of Hospital/ Clinic/ Attending Physician  2. Attending Physician from a Hospital/Clinic  3. Registered Social Worker in public/private practice (DSWD; LSWDO; NGO; Medical Social Service)
<b>Medical Assistance for Laboratory</b> 1. Medical Certificate/ Clinical Abstract/ Discharge Summary/ Tagubilin Form with Diagnosis (with Complete name, License Number, and Signature of Physician issued within 3 months) Original or Certified True Copy  2. Laboratory Requests with date of issuance (with complete name, license number and signature of the Physician issued within 3 months)  3. Social Case Study Report/ Case Summary	1. Medical Records of Hospital/ Clinic/ Attending Physician  2. Attending Physician from a Hospital/Clinic  3. Registered Social Worker in public/private practice (DSWD; LSWDO; NGO; Medical Social Service)
<b>Funeral Assistance for Funeral Bill</b> 1. Registered Death Certificate/ Certification from the Tribal Chieftain (Original or Certified True Copy)	1. City/ Municipal Hall (Civil Registry Office), Hospital, Funeral Parlor, Tribal Chieftain or Imam



2. Promissory Note/ Certificate of Balance 3. Funeral Contract	2. Authorized staff from Funeral Parlor / Memorial Chapel 3. Authorized staff from Funeral Parlor / Memorial Chapel
<b>Medical Assistance for Medicine/Assistive Device</b> 1. Medical Certificate/ Clinical Abstract/ Discharge Summary/ Tagubilin Form with Diagnosis (with Complete name, License Number, and Signature of Physician issued within 3 months) Original or Certified True Copy 2. Prescription with date of issuance (with complete name, license number and signature of the Physician issued within 3 months) 3. Social Case Study Report/ Case Summary	1. Medical Records of Hospital/ Clinic/ Attending Physician 2. Attending Physician from a Hospital/Clinic 3. Registered Social Worker in public/private practice (DSWD; LSWDO; NGO; Medical Social Service)
<b>Medical Assistance for Laboratory</b> 1. Medical Certificate/ Clinical Abstract/ Discharge Summary/ Tagubilin Form with Diagnosis (with Complete name, License Number, and Signature of Physician issued within 3 months) Original or Certified True Copy 2. Laboratory Requests with date of issuance (with complete name, license number and signature of the Physician issued within 3 months) 3. Social Case Study Report/ Case Summary	1. Medical Records of Hospital/ Clinic/ Attending Physician 2. Attending Physician from a Hospital/Clinic 3. Registered Social Worker in public/private practice (DSWD; LSWDO; NGO; Medical Social Service)
<b>Funeral Assistance for Funeral Bill</b> 1. Registered Death Certificate/ Certification from the Tribal Chieftain (Original or Certified True Copy) 2. Promissory Note/ Certificate of Balance	1. City/ Municipal Hall (Civil Registry Office), Hospital, Funeral Parlor, Tribal Chieftain or Imam 2. Authorized staff from Funeral Parlor / Memorial Chapel

3. Funeral Contract	3. Authorized staff from Funeral Parlor / Memorial Chapel
<b>Funeral Assistance for Transfer of Cadaver</b> 1. Registered Death Certificate/ Certification form the Tribal Chieftain (Original or Certified True Copy)  2. Transfer Permit	1. City/ Municipal Hall (Civil Registry Officer), Hospital, Funeral Parlor, Tribal Chieftain or Imam  2. City/ Municipal Hall
<b>Educational Assistance</b> 1. Valid School ID  2.1 Enrolment Assessment Form; or 2.2 Certificate of Enrolment or Registration; or Statement of Account	1. School  2. School Registrar or Concerned Office
<b>Food Assistance for Individual and Families Endorsed in Groups</b> 1. Project Proposal 2. Barangay Certificate/ Residency/ Certificate of Indigency/ Certificate that the client is in need of assistance may be required.	1. Local Government Unit 2. Barangay Hall where the client is presently residing
<b>Cash Assistance for Other Support Services</b> Depending on the circumstances: 1. <b>For Fire Victims:</b> Police Report/ Bureau of Fire Protection Report  2. <b>For Distressed Overseas Filipinos:</b> Passport, Travel Document/s, Certification from OWWA or the Barangay  3. <b>For Rescued Client:</b> Certification from a Social Worker or Case Manager from rescued clients  4. <b>For Victims of Online Sexual Exploitation:</b> Police Blotter or Social Worker's Certification for the victims of online sexual exploitation of children 5. <b>For Locally Stranded Individuals (LSI):</b> LSI without valid IDs, the Medical Certificate, or the Travel Authority issued by the Philippine National Police	1. Bureau of Fire (BFP) or Philippine National Police (PNP)  2. Overseas Workers Welfare Administration (OWWA) or Department of Migrant Workers/ Barangay  3. Local Social Welfare and Development Office or other Social Welfare Agencies  4. Local Social Welfare and Development Office or other Social Welfare Agencies  5. Police Station – Police Blotter; Hospital/ Clinic – Medical Certificate signed by the Registered Physician

will suffice and be accepted to prove his/her identity.				
<b>6. For all other incidents:</b> 6.1 Barangay Certificate or Residency; or  6.2 Certificate of Indigency; or  6.3 Certificate of the Client is in Need of Assistance as well as other documents form legal authorities/regulating agencies, as may be applicable such as but not limited to Police Report/Blotter; 6.4 Spot Report from AFP or PNP, Joint AFP-PNP Intelligence Committee (JAPIC) certificate; or 6.5 Certification of Death; or 6.6 Disaster Assistance Family Access Card (DAFAC); or 6.7 Medico-legal Certification		6.1 Barangay Hall where the client is presently residing 6.2 Barangay where the client is presently residing 6.3 Police Station   6.4 AFP or PNP   6.5 Local Government Unit 6.6 Certificate form the LDRMO  6.7 Local Government Unit		
<b>Material Assistance</b> 1. General Intake Sheet 2. Material Assistance Distribution sheet		1. DSWD Field Office CIU/ CIS/ SWAD 2. DSWD Field Office CIU/ CIS/ SWAD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>PRE-OFFSITE PREPARATION - COMPLEX</b>				
1. Submit Project Proposal	1.1 Receipt of Project Proposal and documentary requirements.	None	5 minutes	<i>Administrative Staff</i>
	1.2 Assess and review the received Project Proposal.	None	3 Hours	<i>Social Welfare Officer (SWO)</i>
	1.2.1 <b>Found in Order:</b> Recommend for the approval of the Secretary			

	or his duly Authorized Representative.			
	1.2.2 <b>Not Found in Order:</b> Project Proposal is sent back to the requesting party for compliance.			
	1.3 Approval of the Project Proposal.	None	30 minutes	<i>Regional Director (RD)</i>
	1.4 Forward the approved project proposal to the Authorized Social Officer of the Crisis Intervention Section (CIS)	None	3 Hours	<i>Administrative Staff</i>
	1.5 Cross-match the submitted list of beneficiaries to the DSWD existing program monitoring system.	None	3 Hours	<i>Administrative Staff</i>
	1.6 Inform the group about the documentary requirements needed and the schedule payout	None	3 Hours	<b>SWO</b>
<b>OFF-SITE TRANSACTION</b>				
1. Present Pertinent Documents	1.1 Check the validity and completeness of the required documents.	None	5 minutes	<i>Administrative Staff</i>
	1.1.1 <b>Incomplete:</b> Advise the			

	client to comply with relevant documents. <b>1.1.2 Complete:</b> submit the presented documents and proceed for interview and assessment			
2. Submit the documents and undergo Interview and Assessment	2.1 Fill out the identifying information of the client in the General Intake Sheet (GIS)	None	15 minutes	SWO
	2.2 Conduct and interview and assessment. Establish the eligibility of the client and complete the GIS and CE.	None	15 minutes	SWO
3. Receipt of Assistance	3.1 Check and verify the client's identity.	None	2 minutes	SDO/RDO/SWO
	3.2 Release the Assistance.	None	3 minutes	SDO/RDO/SWO
<b>TOTAL</b>		<b>None</b>	<b>1 Day 5 Hours and 10 minutes</b>	

<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 (072-687-800 loc. 11209) -electronic mail ( <a href="mailto:cispsp.fo1@dswd.gov.ph">cispsp.fo1@dswd.gov.ph</a> )

	-posts, comments and chat messages via DSWD FO1 Official Facebook Page: "DSWD Field Office 1" -personal appearance (walk-in clients) -letter addressed to the Regional Director, Marie Angela S. Gopalan -Official website at <a href="https://fo1.dswd.gov.ph">https://fo1.dswd.gov.ph</a> -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 Human Resource Management and Development Division for action and resolution. The resolution of all complaint consists of: <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 of CCB, PCC, ARTA	<p><b>Anti-Red Tape Authority (ARTA)</b></p> <ul style="list-style-type: none"> <li>• (028) 478-5093</li> <li>• <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a></li> </ul> <p><b>Presidential Complaint Center (PCC):</b></p> <ul style="list-style-type: none"> <li>• Call/ text: 8888</li> <li>• Web: <a href="http://www.8888.gov.ph">www.8888.gov.ph</a></li> </ul> <p><b>Contact Center ng Bayan (CCB):</b></p> <ul style="list-style-type: none"> <li>• SMS: 0908-881-6565</li> <li>• Call: 165 65</li> </ul> <p>Php 5.00 + VAT per call anywhere in the Philippines via PLDT landlines</p> <p>Email: <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a>          Web: <a href="https://contactcenterngbayan.gov.ph">https://contactcenterngbayan.gov.ph</a>          Facebook: <a href="https://facebook.com/civilservicegovph">https://facebook.com/civilservicegovph</a></p>

### List of Offices

Office	Address	Contact Information
DSWD Field Office 1	Quezon Avenue, City of San Fernando, La Union 2500	072-687-8000 loc. 11209
Eastern Pangasinan Satellite Office	Gov. Robert B. Estrella Memorial Stadium Zone 4, Rosales, Pangasinan and Sta. Maria, Binalonan, Pangasinan	0977-6120632
Western Pangasinan Satellite Office	Russia St. Bonuan Binloc, Dagupan City, Pangasinan	(075) 653-4910
Central Pangasinan Satellite Office	Russia St. Bonuan Binloc, Dagupan City, Pangasinan	(075) 653-4910



Quezon Avenue, City of San Fernando, La Union  
2500 Philippines

Contact details:

-  (072) 687 8000
-  (072) 888 2505
-  fo1@dswd.gov.ph