



DSWD FIELD OFFICE VI

# CITIZEN'S CHARTER

2020 (second Edition)



## DSWD Field Office VI

### CITIZEN'S CHARTER

2020 (2nd Edition)

## **I. Mandate:**

### **(Organizational Outcomes)**

1. Well-being of poor families improved
2. Rights of poor and vulnerable sectors promoted and protected
3. Immediate relief and early recovery of disaster victims/survivors ensured
4. Continuing compliance of social welfare and development (SWD) agencies to standards in the delivery of social welfare services ensured
5. Delivery of social welfare and development (SWD) programs by local government units (LGUs), through local social welfare and development offices (LSWDOs), improved

## **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. Core Values and DSWD Brand**

- Maagap at MapagkalingangSerbisyo
- SerbisyonWalangPuwangsaKatiwalian
- PatasnaPagtratosKomunidad

## **V. Service Pledge:**

We are committed to provide you quality, prompt, and courteous service from Mondays to Fridays, 8:00 A.M. to 5:00 P.M., without noon breaks;

We shall endeavour to complete your transactions with us within the day. We will inform you promptly of our actions taken so far and clearly explain to you the reason/s should we not be able to complete within the day the delivery of the service you need.

We shall ensure availability of staff to attend to your concern/s even during lunch break.

We shall appreciate any positive or negative feedback regarding our services, facilities and personnel.

The Officers-in-Charge of our frontline services shall be available at all times for consultation and advice.

All these we pledge for the best interest of the clients/customers we serve.

## LIST OF SERVICES

	<b>Page</b>
<b>DSWD Field Office VI</b>	
<b>Crisis Intervention Section</b>	
Aid to Individuals in Crisis Situation	5
Medical Assistance	6
Burial Assistance	8
Educational Assistance	10
Transportation Assistance	12
<b>Protective Service Division</b>	
Minors Travelling Abroad Clearance	13
<b>Standards Section</b>	
Registration of Social Welfare Development Agencies	20
Registration of SWDAs	21
Licensing of Social Welfare Development Agencies	
Registration of SWDAs	25
Accreditation of Social Welfare Development Agencies	
Registration of SWDAs	35
<b>Feedback and Complaint Mechanism</b>	<b>42</b>
<b>List of Offices</b>	<b>43</b>

# **Crisis Intervention Section**

**Aid to Individuals in Crisis Situation**

## Aid to Individuals in Crisis Situation

### Medical Assistance

<b>Office or Division:</b>	Crisis Intervention Section			
<b>Classification:</b>	Simple (4 hours)			
<b>Type of Transaction:</b>	Medical Assistance			
<b>Who may avail:</b>	Indigent and those in crisis situation			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Any Valid ID Card of the client/person</li> </ul>		(Client's existing ID, as long as valid, is acceptable)		
<ul style="list-style-type: none"> <li>Hospital Bill – Hopital Bill/Statement of account (Outstanding Balance/with complete name and signature of the Billing Clerk; or</li> </ul>		Hospital		
<ul style="list-style-type: none"> <li>If for medicines/assistive devices- Prescription with date of issuance, complete name, signature and licence number of the attending physician</li> </ul>		Attending Physician		
<ul style="list-style-type: none"> <li>If medical procedures – Laboratory request with date of issuance, complete name, signature and license number of the attending physician.</li> </ul>		Attending Physician		
<ul style="list-style-type: none"> <li>*Brgy.Certificate of Residency/Indigency/Client in need of Assistance <b>may be required.</b></li> </ul>		Client's Barangay Hall		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client proceeds to DSWD Field Office VI with complete requirements	Assigned staff gives out queuing number	NONE	15 minutes	Crisis Intervention Section Officer of the Day
2. Client is assessed by a social worker as to eligibility and extent of need	Assigned social worker conducts assessment  2.1 If eligible, extent of need is determined, then client is advised for payout as next step	NONE	3 hours	Social Worker

	2.2 If not eligible, client is advised to comply with lacking requirements or timeline			
3. Client receives the assistance	Assigned staff releases assistance	NONE	45 minutes	Social Worker
			<b>4 hours</b>	

**Service is covered under Article II, Section 2 of Philippine Constitution and EO 15**

## Aid to Individuals in Crisis Situation

### Burial Assistance

<b>Office or Division:</b>	Crisis Intervention Section			
<b>Classification:</b>	Simple <b>(4 hours)</b>			
<b>Type of Transaction:</b>	Burial Assistance			
<b>Who may avail:</b>	Indigent and those in crisis situation			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Any Valid ID Card of the client/person</li> </ul>		(Client's existing ID, as long as valid, is acceptable)		
<ul style="list-style-type: none"> <li>Death certificate or certificate from the Tribal Chieftain (for IPs), Imam (for Moro) or Doctor authorized medical practitioner, in the absence of a death certificate; and</li> </ul>		Hospital/Chieftain, Imam, Authorized Medical Professional		
<ul style="list-style-type: none"> <li>Funeral Contract (except for Muslim and Indigenous People performing customary practices;</li> </ul>		Funeral Service Provider		
<ul style="list-style-type: none"> <li>*Brgy.Certificate of Residency/Indigency/Client in need of Assistance <b>may be required.</b></li> </ul>		Client's Barangay Hall		
<p>For transfer of cadaver:</p> <ul style="list-style-type: none"> <li>Death certificate or certificate from the Tribal Chieftain (for IPs), Imam (for Moro) or Doctor authorized medical practitioner, in the absence of a death certificate.</li> <li>Transfer Permit (except for Moro and Indigenous Peoples performing customary practices), if applicable</li> <li>*Brgy.Certificate of Residency/Indigency/Client is in need of Assistance <b>may be required.</b></li> </ul>		<p>Hospital/Chieftain, Imam, Authorized Medical Professional</p> <p>Client's Barangay Hall</p>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client proceeds to DSWD Field Office VI with complete requirements	Assigned staff gives out queuing number	NONE	15 minutes	Crisis Intervention Section Officer of the Day
2.Client is assessed by a social worker as	Assigned social worker conducts assessment	NONE	3 hours	Social Worker



to eligibility and extent of need	2.1 If eligible, extent of need is determined, then client is advised for payout as next step  2.2 If not eligible, client is advised to comply with lacking requirements or timeline			
3. Client receives the assistance	Assigned staff releases assistance	NONE	45 minutes	Social Worker
			<b>4 hours</b>	

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## Aid to Individuals in Crisis Situation

### Educational Assistance

<b>Office or Division:</b>	Crisis Intervention Section			
<b>Classification:</b>	Simple (4 hours)			
<b>Type of Transaction:</b>	Educational Assistance			
<b>Who may avail:</b>	Indigent and those in crisis situation			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Any Valid ID Card of the client/person to be interviewed; and</li> </ul>		(Client's existing ID, as long as valid, is acceptable)		
<ul style="list-style-type: none"> <li>Enrolment Assessment form or certificate of enrolment or registration</li> </ul>		School/College/University Registrar		
<ul style="list-style-type: none"> <li>Validated School ID of the student/Beneficiary; and</li> </ul>		School/College/University Registrar		
<ul style="list-style-type: none"> <li>Statement of account for College Students</li> </ul>		School/College/University Accounts Section		
<ul style="list-style-type: none"> <li>*Brgy.Certificate of Residency/Indigency/Client in need of Assistance <i>may be required.</i></li> </ul>		Client's Barangay Hall		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
3 Client proceeds to DSWD Field Office VI with complete requirements	Assigned staff gives out queuing number	NONE	15 minutes	Crisis Intervention Section Officer of the Day
4 Client is assessed by a social worker as to eligibility and extent of need	Assigned social worker conducts assessment  4.1 If eligible, extent of need is determined, then client is advised for payout as next step  2.2 If not eligible, client is advised to comply with lacking requirements or timeline	NONE	3 hours	Social Worker

5	Client receives the assistance	Assigned staff releases assistance	NONE	45 minutes	Social Worker
6				<b>4 hours</b>	

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## Aid to Individuals in Crisis Situation

### Transportation Assistance

<b>Office or Division:</b>	Crisis Intervention Section			
<b>Classification:</b>	Simple (4 hours)			
<b>Type of Transaction:</b>	Transportation Assistance			
<b>Who may avail:</b>	Indigent and those in crisis situation			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Any Valid ID Card of the client/person to be interviewed; and</li> </ul>		(Client's existing ID, as long as valid, is acceptable)		
<ul style="list-style-type: none"> <li>Police Blotter; or Police certification (For victim of pick pocket, illegal recruitment, etc.); or</li> </ul>		Nearest Police Station as practicable		
<ul style="list-style-type: none"> <li>Other supporting document/s such as, but not limited to, justification of the social worker, medical certificate, death certificate, and/or court order/subpoena.</li> </ul>		Justification of social worker—case findings from Local Government Unit  Medical certificate-Attending Physician Death Certificate-Hospital Court Order/Subpoena-Court concerned		
<ul style="list-style-type: none"> <li>*Brgy.Certificate of Residency/Indigency/Client in need of Assistance <b>may be required.</b></li> </ul>		Barangay Hall		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client proceeds to DSWD Field Office VI with complete requirements	Assigned staff gives out queuing number	NONE	15 minutes	Crisis Intervention Section Officer of the Day
2.Client is assessed by a social worker as to eligibility and extent of need	Assigned social worker conducts assessment 2.1 If eligible, extent of need is determined, then client is advised for payout as next step  2.2 If not eligible, client is advised to comply with lacking requirements or timeline	NONE	3 hours	Social Worker
3.Client receives the assistance	Assigned staff releases assistance	NONE	45 minutes	Social Worker
			<b>4 hours</b>	

**Service is covered under Article II, Section 2 of Philippine Constitution and EO 15**

## **Protective Services Division**

### **Minors Traveling Abroad (MTA) Clearance**

## Protective Services Division

### Minors Traveling Abroad (MTA) Clearance

Response to MTA Inquiries	
Letter/ email phone inquire or walk-in clients requesting information on MTA	
Office or Division:	DSWD Field Office, PMB-SPD
Classification	Simple (1 hour and 3 minutes)
Type of Transaction	G2C- Government to Citizen
Who may avail:	Filipino Minors Travelling Abroad

Issuance of Travel Clearance Certificate	
A. For Minors Traveling Alone to a Foreign Country for the First Time	
1. Duly accomplished Application Form	DSWD Field Office or at download form at <a href="http://www.dswd.gov.ph">www.dswd.gov.ph</a>
2. LSWDO/SWAD Social Worker's assessment, when necessary	Local Social Welfare and Development Office where the minor resides
3. PSA issued Birth Certificate of Minor	Philippine Statistics Authority (PSA)
4. Photocopy of PSA issued Marriage Contract of minor's parents/ Copy of Court issued Legal Guardianship/ Tallaq or Fasakh Certification from the Shariah Court or any Muslim Brgy or religious leader. PSA issued CENOMAR for illegitimate minors	Philippines Statistics Authority (PSA); Court who handled the Legal Guardianship petition; Shariah Court or Religious Leader
5. Notarized Affidavit of Consent of both parents/ legal guardian/ solo parent.	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 Red or Blue background)	Applicant
7. Affidavit of Support and certified copy of evidence to show financial capability of sponsor e.g Certification of Employment, Latest Income Tax Return, Bank Statement, etc) Certified True Copy of the Death Certificate ( for death)	Applicant
8. Unaccompanied Minor Certificated from the Airlines	Airline Company where ticket is obtained
9. Waiver from the parents releasing DSWD from any liability/ responsibility in case of untoward incident during the travel of the child	Applicant

For Succeeding Travel of Unaccompanied minor or Traveling ALONE	
1. Duly accomplished Application Form	DSWD Field Office/ DSWD website: <a href="http://dswd.gov.ph">dswd.gov.ph</a>
2. Notarized Affidavit or Writtten Consent of both parents, the Solo parent and the legal	Law Office and Notarized at the applicants place of residence

guardian whichever is applicable, with copy of valid ID with signature.	
3. Original copy of the previous Travel Clearance issued	Applicant
4. Unaccompanied Minor Certificate from Airline	Airline Company
5. Waiver from the parents releasing DSWD from any liability in case of untoward incident during travel	Applicant

Minor Travelling for the FIRST TIME with persons other than the Parents or Legal Guardian	
1. Duly accomplished Application Form	DSWD Field Office/ DSWD website: <a href="http://www.dswd.gov.ph">www.dswd.gov.ph</a>
2. Copy of the PSA issued birth certificate of the minor	Philippine Statistics Authority (PSA)
3. Notarized Affidavit of Consent or Written Consent from parents	Applicant
4. Copy of Marriage Certificate of minor parents (SECPA), Solo Parent ID for Solo Parents , Court Degree of Separation, Annulment or Divorce, for illegitimate minors, CENOMAR from PSA; in case of deceased parent/s, copy of the Death Certificate	PSA, Local Social Welfare and Development Office (for the Solo Parent ID); Family Court

Additional Requirements for Minor Under Special Circumstances:	
For Filipino Minors Migrating to Another Country	
1. Visa Petition Approval	Applicant
For Minor Studying Abroad	
1. Acceptance or Certificate of Enrollment or Registration from the School where the minor is to be enrolled	Applicant

For Minor who will attend Conference, Study Tours, Competition, Student Exchange Program, Summer Camp, Pilgrimage, World Youth Day and Other Related Activities:	
1. Certification from Sponsoring Organization	Sponsor Organization
2. Affidavit of Undertaking of Companion indicating safety measures undertaken by Sports Agency	Sports Agency
3. Signed Invitation from the Sponsoring Agency/ Organization abroad with itinerary of travel and list of participants and duration of the activity/travel	Sponsoring Organization

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 Death Certificate	PSA, Local Social Welfare and Development Office (for the Solo Parents ID); Family Court
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Additional Requirements for Minors Under Special Circumstances:	
For Filipino Minors Migrating to Another Country	
1. Visa Petition Approval	Applicant
For Minors Studying Abroad	
1. Acceptance or Certificate of Enrollment or Registration from the School where the minor is to be enrolled	Applicant
Minors going Abroad for Medical Purposes	
1. Medical Abstract of the Minor	Attending Physician
2. Recommendation from the Attending Physician that such medical procedure is not available in the country	Attending Physician
3. Letter from the Sponsor	Sponsor

Minors going Abroad for Inter-Country Adoption	
Placement Authority issued by ICAB	Inter-Country Adoption Board (ICAB)
Authority to Escort issued by ICAB	Inter-Country Adoption Board (ICAB)

Minors under Foster Care	
1. Notarized Affidavit of Undertaking by the Foster Parents	Foster Parents
2. Notarized Affidavit of Consent from the Regional Director or Authorized Representative	DSWD Regional Director
3. Photocopy of Foster Placement Authority	Applicant
4. Photocopy of Foster Care License of the Family	Applicant
5. DSWD Certification of the CDCLAA Except those under Kinship Care	DSWD
6. Return Ticket	Applicant

Minors Under Legal Guardianship	
1. Certified True Copy of the Court Order on Legal Guardianship	Court
For Minors whose parents are Seafarers	
1. Certification from the Manning Agency attesting to the parents employment	Applicant
Photocopy of Seaman's Book of Parent/s	



For Minors with alleged missing parent/s	
1. Social Case Study Report from LSWDO where the alleged missing parent's last known address	Local Social Welfare and Development Office
2. Blotter Report from either local police or Barangay Certification from the Locality of the last known address of the alleged missing parent	Local Police or Barangay of alleged missing parent/s last known address
3. One (1) returned registered mail to the last known address of the alleged missing parent/s.	Applicant

Within the Day of Transaction				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registration	1.1 Issuance of Service Sequence Number 1.2 Encoding of the client's information in online Spreadsheet	None	5 minutes	Officer of the Day
2. Screening of documents	2.1 Social Worker will check the presented requirements if the documents are complete. If the documents are not complete the client will be asked to comply	None	5 minutes	Social Worker
3. Interview/ Assessment*	3.1 Social Worker interviews and conducts assessment of the applicants 3.2 Recommends for the approval or disapproval of the application to the Signing Authority	None	10minutes	Social Worker
4. Review and Approval of the Application	4.1 Approves/Disapproves the application 4.1.a If Approved: Issuance of Claim Stub schedule of release (Minimum of 1day processing and maximum of 3 day processing) 4.1.b If Disapproved:	None	5 Minutes	Supervisor/OIC
	4.2 Counseling and Explanation of reason for disapproval of application		5 Minutes	Social Worker

	4.3 Notify the Nearby DSWD Field Offices 4.3.a If Exempted, prepares the Certificate of Exemption for Approval of the Regional Director		10 Minutes	Social Worker
5. Payments of Php 300.00 for 1 year validity Php 600.00 for 2 years validity	5.1 Recieves and Issues Official Receipt to the Applicant on the Payment Received	Payments of Php 300.00 for 1 year validity Php 600.00 for 2 years validity	3 Minutes	Cashier
1. Preparation of Travel Clearance	6.1 Encodes/ Types the details of the applicant to the Travel Clearance	None	10 Minutes	Administrative Staff
2. Approval of the Regional Director	7.1 Signs/Approves the Application or Certificate of Exemption for Exempted	None	5 Minutes	Regional Director or the Authorized Approved Signatory
3. Issuance of Travel Clearance Certificate	8.1 Releases the Travel Clearance Certificate to the Applicant/ Certificate of	None	5 Minutes	Administrative Staff
<b>TOTAL</b>		P300-600.00	1 hour and 3 minutes	

\*Social Worker may require additional documents from the applicants as basis of the assessment.

\*Fees P300.00 (1) Year and P600.00 for (2) Two Years

**Service under RA 7610**



## **Standards Section**

**Registration, Licensing and Accreditation of Social Welfare  
Development Agencies (SWDAs)**

## Standards

Registration, Licensing and Accreditation of Social Welfare Development Agencies(SWDAs)

<b>Office or Division:</b>	Standards			
<b>Classification:</b>	Complex <b>(10 days, 2 hours and 5 minutes)</b>			
<b>Type of Transaction:</b>	Registration of SWDAs			
<b>Who may avail:</b>	<ul style="list-style-type: none"> <li>• SWDAs</li> </ul>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1.Accomplished Application Form		DSWD/FO Standards Section or DSWD Website		
2. Updated Copy of Certificate of Registration and latest Articles of Incorporation and by-laws indicating that the organization's primary purpose is within the purview of social welfare and development issued by SEC that gives a juridical personality to a non-stock non –profit organization to operate in the Philippines		SWDA		
3.Copy of any of the following: <ul style="list-style-type: none"> <li>• Handbook or Manual Operations of its programs policies and procedures to attain its purposes</li> <li>• Brochure</li> <li>• Duly signed Work and Financial Plan for at least two (2) years</li> </ul>		SWDA		
		<p style="text-align: center;"><b>Template of WFP</b> <i>(available at the FO Standards Section)</i></p>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>A. Assessment Procedures for Walk-in Applicants:</b>				
1.Secures application form thru the DSWD Website/Standards Bureau/Field Office	Provides client application form, and checklist of requirements	NONE	30 minutes	Support Staff (Standards Bureau - SB/Field Office Standards Section- FO SS)
2. Submit/file application and supporting documents <i>(if operating only in one region, the application shall be</i>	1. Review and assess documentary requirements submitted a) If application and documentary complete, the same	NONE	45 minutes	Officer of the day (SB/FO SS)

<i>filed in the concerned DSWD Field Office; if operating in more than one region, the application shall be filed at the Standards Bureau).</i>	are returned to applicant with list of requirements not complied with b) If application and documentary requirements are complete, the "Officer of the Day" refers the applicant to the support staff for the issuance of billing statement			
	Prepares Billing Statement and instructs applicant to proceed to the Cashier Unit	NONE	20 minutes	Support Staff/ AA II
Presents the Billing Statement at Accounting and to the Cashier and settles the required fee	Approves and control, process payment and issues Official Receipt.	P1,000. 00	30 minutes	Accounting Clerk/ Cashier (Financial Management Service)
<b>B.Processing Procedures of Applications with Incomplete Requirements submitted at Standard Section Field Offices through Mail/Courier:</b>				
	Review, assess and prepare notification indicating result of the assessment clarifying and guiding the applicant		1 working day	Technical Staff
	Approval and signing of written notice		1 working day	Regional Director/ Division Chief/Standards Section Head/ Support Staff
	Release the written notice together with the returned documents through email or snail mail		1 working day	Support Staff/ AA II
<b>C. Processing Procedures of Applications with Complete Requirements submitted at Standards Section Field Offices:</b>				

1. Submit/file application forms, requirements and photocopy of Official receipt	Receives, encodes and/or forwards documents to assigned Technical Staff		1 working day	Support staff
	Initial review of the application			Technical staff
	Review the submitted requirements of the application as to compliance to the requirements and prepare confirmation report with the recommendation of issuance of Certificate.		2 working days	Technical staff
	Review and approval of the Confirmation Report; Preparation and endorsement for approval of the Registration Certificate		2 working days	Technical staff/ PPD Division Chief/ Regional Director
	Approval and signing of Registration Certificate		1 working day	Regional Director
	Send the confirmation Report and notify the availability of the Certificate of Registration for release through various means (direct pick-up, courier, or thru awarding ceremony)		1 working day (depending on the choice of the application)	Support staff/ AA II
			<b>(10 days, 2 hours and 5 minutes)</b>	
<b>END OF TRANSACTION</b>				

**\*Registration of SWDAs qualified for multi-stage processing**





## **Standards Section**

### **Licensing of Social Welfare Development Agencies (SWDAs)**

**a. Intending to Operate**

**b. Implementing prior to Application**

## Standards

### Licensing of Social Welfare Development Agencies(SWDAs)

<b>Office or Division:</b>	Standards	
<b>Classification:</b>	Highly-technical <b>(35 days, 1 hour and 10 minutes)</b>	
<b>Type of Transaction:</b>	Licensing of SWDAs	
<b>Who may avail:</b>	<ul style="list-style-type: none"> <li>• SWDAs</li> </ul>	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>For AUXILIARY SWDA</b>		
Intending to Operate		
1.Accomplished Application Form	DSWD FO Standards Section/DSWD Website	
2. Certification of plan to hire the required Registered Social Worker (RSW) or staff complement or Profile of Employees and volunteers	SWDA	
3.Manual of Operation/Handbook	SWDA	
4.Profile of Board of Trustees	SWDA	
5.Certified True Copy of General Intake Sheet issued by SEC	SEC SWDA	
6.Notarized certification from the Board of Trustees and/or the funding agency to financially support the organization's to operate for at least two (2) years		
7.Work and Financial Plan for the two (2) succeeding years	WFP Template <i>(available at the DSWD FO Standards Section)</i>	
Implementing prior to its application		
1. Accomplished Application Form	DSWD FO Standards Section/DSWD Website	
2. Manual of Operation/Handbook containing the SWDAs program and administrative policies, procedures and strategies to attain its purpose/s among others	SWDA	
3. Profile of Board Trustee		
4. Profile of Employees and Volunteers: <ul style="list-style-type: none"> <li>• At least one (1) full time staff who will manage its operations</li> </ul>	SWDA SWDA	
5. Certified True Copy of General Intake Sheet issued by SEC	SEC SEC	

<p>6. Certification of no derogatory information issued by SEC (for those operating more than six (6) months upon filing of the application)</p> <p>7. ABSNET Membership</p> <p>8. Declaration of Commitment from the applicant of no support to tobacco in compliance to the provisions of EO 26 series of 2017(Providing for the establishment of smoke-free Environments in Public and Enclosed Places) and RA 9211 (Tobacco Regulation Act of 2003)</p> <p>9. Duly signed Work and Financial Plan for the next two (2) succeeding years</p> <p>10. Notarized Certification from the Board of Trustees and/or funding agency to financially support the organizations to operate for at least two (2) years</p> <p>11. Annual accomplishment report for previous year</p> <p>12. Audited Financial Report of the previous year</p> <p>13. Profile of Clients served for the preceding and current year</p>	<p>Regional ABSNET Chairperson SWDA</p> <p>WFP Template <i>(available at the DSWD FO Standards Section)</i></p> <p>SWDA</p> <p>SWDA</p> <p>SWDA</p> <p>SWDA</p>
<p>Optional/ Additional Requirements (both for intending and already operating)</p>	
<p>A.Basic Documents</p> <p>1. For those operating in more than one region</p> <ul style="list-style-type: none"> <li>• List of main and satellite/branch offices, if any</li> <li>• Certified True Copy of the notarized written agreement of partnership or cooperation between the agency and its partner agency e.g. MOA, Contract of Partnership, among others</li> </ul> <p>B.Documents Establishing Corporate Existence and Regulatory Compliance</p> <p>2.For those operating in more than one region</p> <ul style="list-style-type: none"> <li>• Validation report from concerned DSWD Field Office or Certification from Regional ABSNET/Cluster or LGUs attesting to the existence and</li> </ul>	<p>SWDA</p> <p>SWDA</p> <p>DSWD FO Standards Section/Cluster ABSNET Chairperson/LGU</p>

<p>status of operation of the organization in the area/s of jurisdiction.</p> <p>3. For applicants that are identified that would be serving IP, appropriate additional documentary requirement will be required in order to ensure that the rights of the IP sectors are protected as per RA 8371 (The Indigenous Peoples' Rights Act of 1997)</p> <p>4. For applicant with past and current partnership with the DSWD that involved transfer of funds</p> <ul style="list-style-type: none"> <li>• Certification from DSWD Office and/or other concerned government agencies that the applicant is free from any financial liability/obligation</li> </ul>	<p style="text-align: center;">SWDA</p> <p style="text-align: center;">DSWD FO Finance Management Section</p>
<p><b>For AUXILIARY SWDA</b></p>	
<p>Intending to Operate</p>	
<p>1. Accomplished Application Form</p> <p>2. Certification of plan to hire the required Registered Social Worker (RSW) or staff complement or Profile of Employees and volunteers</p> <p>3. Manual of Operation/Handbook</p> <p>4. Profile of Board of Trustees</p> <p>5. Certified True Copy of General Intake Sheet issued by SEC</p> <p>6. Notarized certification from the Board of Trustees and/or the funding agency to financially support the organization's to operate for at least two (2) years</p> <p>7. Work and Financial Plan for the two (2) succeeding years</p>	<p style="text-align: center;">DSWD FO Standards Section/DSWD Website</p> <p style="text-align: center;">SWDA</p> <p style="text-align: center;">SWDA SWDA SEC</p> <p style="text-align: center;">SWDA</p> <p style="text-align: center;">WFP Template (available at the DSWD FO Standards Section)</p>
<p>Implementing prior to its application</p>	
<p>1. Accomplished Application Form</p>	<p style="text-align: center;">DSWD FO Standards Section/DSWD Website</p>

<p>2. Manual of Operation/Handbook containing the SWDAs program and administrative policies, procedures and strategies to attain its purpose/s among others</p> <p>3. Profile of Board Trustee</p> <p>4. Profile of Employees and Volunteers:</p> <p>4.1. <i>At least one (1) RSW to supervise and take charge of its social work functions for residential care agencies and community-based agencies</i> that caters to beneficiaries that requires social case management</p> <p>4.2. For <b>Center Based (Residential Based)</b>, to observe the caseload requirement of <i>client ratio</i> and <i>house parent</i></p> <p>4.3. For <b>Center Based (Non-Residential Based)</b>, to observe <i>at least one full time social worker for drop in center, processing center and vocational rehabilitation center while for senior citizens center and the like, a part-time social worker is considered.</i></p> <p>4.4. For <b>Community Based</b>, implementing community development or community organizing, any of the following <i>shall be hired in full/part time basis per region:</i></p> <p>4.4a. <i>Graduate of Bachelor Degree in Social Work or Community Development;</i> or</p> <p>4.4b. <i>Other professionals who have at least three (3) year work experiences in the field of social welfare and development</i></p> <p>5. Certified True Copy of General Intake Sheet issued by SEC</p> <p>6. Certification of no derogatory information issued by SEC (for those operating more than six (6) months upon filing of the application)</p> <p>7. ABSNET Membership</p> <p>8. Declaration of Commitment from the applicant of no support to tobacco in compliance to the provisions of EO 26 series of 2017(Providing for the establishment of smoke-free Environments in Public and Enclosed Places) and RA 9211 (Tobacco Regulation Act of 2003)</p> <p>9. Duly signed Work and Financial Plan for the next two (2) succeeding years</p>	<p>SWDA</p> <p>SWDA</p> <p>SWDA</p> <p>SEC</p> <p>SWDA</p> <p>SWDA</p> <p>SWDA</p> <p>SWDA</p> <p>SWDA</p> <p>SEC</p> <p>ABSNET Cluster Chairperson</p> <p>SWDA</p> <p>WFP Template</p>
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<p>10. Notarized Certification from the Board of Trustees and/or funding agency to financially support the organizations to operate for at least two (2) years</p> <p>11. Annual accomplishment report for previous year</p> <p>12. Audited Financial Report of the previous year</p> <p>13. Profile of Clients served for the preceding and current year</p>	<p><i>(available at the DSWD FO Standards Section)</i></p> <p>SWDA</p> <p>SWDA</p> <p>SWDA</p> <p>SWDA</p>
<p>Optional/ Additional Requirements (both for intending and already operating)</p>	
<p><b>A. Basic Documents</b></p> <p>1. <i>For those operating in more than one region</i></p> <p>a. List of main office and satellite/branch offices, if any</p> <p>2. <i>For Applicants SWAs implementing Child Placement Services</i></p> <p>Certification from DSWD or photocopy of the certificate of training attended by the hired RSW related to child placement service.</p> <p><b>B. Documents Establishing Corporate Existence and Regulatory Compliance</b></p> <p>3. For those operating in more than one region</p> <p>Validation report from concerned DSWD Field Office or <u>Certification from Regional ABSNET/Cluster or LGUs</u> attesting to the existence and status of operation of the organization in the area/s of jurisdiction</p> <p>4. <i>For Residential Based and Community Based with facility:</i></p> <p>Copy of the valid safety certificates namely:</p> <p>a. Occupancy permit (only for new buildings) or Annual Building Inspection/Structural Safety Certificate (for old buildings)</p> <p>b. Fire Safety Inspection Certificate</p> <p>c. Water Potability Certificate or Sanitary Permit</p> <p>5. For applicant serving within the Ancestral Domains of Indigenous People(IP)-</p>	<p>SWDA</p> <p>FO Standards Section/Cluster ABSNET Chairperson/LGU</p> <p>SWDA</p> <p>SWDA</p>

Photocopy of NGO Accreditation from the NCIP. <b>C. Documents Establishing Track Record and Good Standing</b> 6. For applicant with past and current partnership with the DSWD that involved transfer of funds Certification from DSWD Office and/or other concerned government agencies that the applicant is free from any financial liability/obligation		DSWD FO Finance Management Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>A. Assessment Procedure for Walk-In Applicants</b>				
1. Secures application form thru the DSWD Website/Standards Bureau/Field Office	Provides client application form, and checklist of requirements	NONE	30 minutes	Support Staff (Standards Bureau - SB/Field Office Standards Section- FO SS)
2. Submit/file application and supporting documents <i>(if operating only in one region, the application shall be filed in the concerned DSWD Field Office; if operating in more than one region, the application shall be filed at the Standards Bureau).</i>	1. Review and assess documentary requirements submitted a) If application and documentary complete, the same are returned to applicant with list of requirements not complied with  b) If application and documentary requirements are complete, the "Officer of the Day" refers the applicant to the support staff for the issuance of billing statement	NONE	1 hour	Technical Staff
	Prepares Billing Statement and instructs applicant to	NONE	20 minutes	Support Staff /AA II

	proceed to the Cashier Unit			
Presents the Billing Statement at the Cashier and settles the required fee	Approves and control, process payment and issues Official Receipt.	P1,000.00	30 minutes	Cashier Unit
<b>B. Processing Procedures of Applications with incomplete Requirements submitted at Standards Section Field Offices through Mail/ Courier:</b>				
	Review, assess and prepare notification indicating result of the assessment clarifying and guiding the applicant		1 working day	Technical Staff/ Division Chief
	Approval and signing of written notice		1 working day	Regional Director/Division Chief/ Technical Staff/ Support staff
	Release the written notice together with the documents through email or snail mail		1 working day	Support staff/ AA II
<b>C. Processing Procedures of Applications with complete Requirements submitted at Standards Section Field Office:</b>				
1. Submit/file application forms, requirements and photocopy of Official receipt	Receives, encodes and/or forwards documents to assigned Technical Staff		1 working da	Support Staff
	Initial review of the application			Technical Staff
	Assessment of submitted application acknowledgement as to compliance to the requirements		3 working days	Technical Staff/ Division Chief



	and indicates the schedule of visit			
	Onsite assessment visit based on the agreed schedule between DSWD and SWDA		1 working day	Technical Staff
	Prepares Confirmation report a. Recommendation on Issuance of Certificate		3 working days	Technical Staff
	b. Areas for compliance together with SWDAs Action Plan (proceed to Step D)			
	Review and endorsement of the confirmation report		5 working days	Technical Staff/ PPD Division Chief
	Review and approval of the Confirmation Report		3 working days	PPD Division Chief/ Regional Director
	Preparation and endorsement for approval of the License to Certificate		1 working day	Technical Staff/ PPD Division Chief
	Approval and signing of Certificate of License to Operate		2 working days	Regional Director
	Send confirmation report and notify the availability of the Certificate of License to Operate for release through various means (direct pick-up, courier or thru awarding ceremony)		1 working day (depending on the choice of the applicant)	Support Staff/ AA II
<b>D. Processing Procedures of Applications with Areas for Compliance:</b>				
	Prepares confirmation report		3 working days	Technical Staff

	citing the areas for compliance			
	Review and endorsement of confirmation report		5 working days	Technical Staff/ PPD Division Chief
	Review and approval of confirmation report		3 working days	Technical Staff/ PPD Division Chief/ Regional Director
	Send the confirmation report and notify the applicant on the result of the assessment		1 working day	Support Staff/ AA II
			<b>35 days, 1 hours and 10 minutes (highly technical)</b>	
<b>END OF TRANSACTION</b>				

**\*Licensing of SWDAs qualified for multi-stage processing**

## **Standards Section**

**Accreditation of Social Welfare Development Agencies (SWDAs)**

## Standards

Registration, Licensing and Accreditation of Social Welfare Development Agencies(SWDAs)

<b>Office or Division:</b>	Standards
<b>Classification:</b>	Highly-technical <b>(36 days, 1 hour and 20 minutes)</b>
<b>Type of Transaction:</b>	Accreditation of SWDAs
<b>Who may avail:</b>	<ul style="list-style-type: none"> <li>• SWDAs</li> </ul>
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Accomplished Application Form	DSWD FO Standards Section or DSWD Website
2. Pre- accreditation assessment conducted by concerned FO	FO Standards Section
3. Duly accomplished Pre- Accreditation assessment tool signed by the SWAs Head of Agency or Authorized Representative	SWDA
4. Certification of no derogatory information issued by SEC (for those operating more than six (6) months upon filing of the application)	SEC
5. ABSNET Membership	ABSNET Cluster Chairperson
6. Duly signed Work and Financial Plan for the next two (2) succeeding years	WFP Template (available at the DSWD FO Standards Section)
7. Notarized Certification from the Board of Trustees and/or funding agency to financially support the organizations to operate for at least two (2) years	<b>SWDA</b>
8. Annual accomplishment report for previous year	<b>SWDA</b>
9. Audited Financial Report of the previous year	
10. Profile of Clients served for the preceding and current year	<b>SWD</b>
11. Certification from the SWDAs Head of Agency on their observance and compliance	<b>SWDA</b>

<p>to the provisions of EO 26 series of 2017 (Providing for the establishment of Smoke-Free Environments in Public and Enclosed Places) and RA 9211 (Tobacco Regulation Act of 2003)</p>	
<b>Optional/ Additional Requirements (both for intending and already operating)</b>	
<p><b>A. Basic Documents</b></p> <ol style="list-style-type: none"> <li>1. Manual of Operation</li> <li>2. Profile of Board of Trustees</li> <li>3. Profile of Employees and Volunteers Staff requirement shall be based on the Staff Client Ratio per standards on accreditation of specific programs and services</li> <li>4. For <i>those operating in more than one region</i> <ol style="list-style-type: none"> <li>a. List of main office and satellite/branch offices, if any</li> </ol> </li> <li>5. For <i>Applicants SWAs implementing Child Placement Services</i> Certification from DSWD or photocopy of the certificate of training attended by the hired RSW related to child placement service.</li> </ol> <p><b>B. Documents Establishing Corporate Existence and Regulatory Compliance</b></p> <ol style="list-style-type: none"> <li>6. Certified True copy of General Intake Sheet issued by SEC/ CDA or any regulatory agencies</li> <li>7. For Center- Based (<i>Residential Based and Non- Residential- Based</i>): Copy of the valid safety certificates namely:       <ol style="list-style-type: none"> <li>c. Occupancy permit (only for new buildings) or Annual Building Inspection/Structural Safety Certificate (for old buildings)</li> <li>d. Fire Safety Inspection Certificate</li> <li>c. Water Potability Certificate or Sanitary Permit</li> </ol> </li> <li>8. For applicant serving within the Ancestral Domains of Indigenous People(IP)- Photocopy of NGO Accreditation from the NCIP.</li> </ol> <p><b>C. Documents Establishing Track Record and Good Standing</b></p>	<p style="text-align: center;"><b>SWDA</b></p> <p style="text-align: center;"><b>SWDA/DSWD Field Office</b></p> <p style="text-align: center;"><b>SEC</b></p> <p style="text-align: center;"><b>SWDA</b></p> <p style="text-align: center;"><b>SWDA</b></p>

<p>9. For applicant with past and current partnership with the DSWD that involved transfer of funds</p> <p>Certification from DSWD Office and/or other concerned government agencies that the applicant is free from any financial liability/obligation</p>		<b>DSWD FO Finance Management Section</b>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>A. Assessment Procedures for Walk-in Applicants</b>				
1. Secures application form thru the DSWD Website/ Field Office	Provides client application form, and checklist of requirements	NONE	30 minutes	Support Staff Field Office Standards Section
2. Submit/file application and supporting documents	<p>Review and assess documentary requirements submitted</p> <p>a) If application and documentary complete, the same are returned to applicant with list of requirements not complied with</p> <p>b) If application and documentary requirements are complete, the "Officer of the Day" refers the applicant to the support staff for the issuance of billing statement</p>	NONE	1 hour	Technical Staff
	Prepares Billing Statement and instructs applicant to proceed to the Cash Unit	NONE	20 minutes	Support Staff/ AA II
Presents the billing statement to the Cashier Unit and	Approves and control, process	Php1,000.00	30 minutes	Accounting Clerk/ Cashier

settles the required fee	payment and issues Official Receipt			
<b>B. Assessment Procedures for Applications with Incomplete Requirements submitted at Standards Section Field Office Vi</b>				
	Review, assess and prepare notification indicating the result of the assessment clarifying and guiding the applicant		1 working day	Technical Staff/ PPD division Chief
	Approval and signing of written notice		1 working day	Regional Director/ Technical Staff/ Support Staff
	Release the written notice together with the returned documents through email or snail mail		1 working day	Support Staff/ AA II
<b>C. Assessment Procedures for Applications with Complete Requirements submitted at Standards Bureau</b>				
Submits the application form, requirements and photocopy of Official Receipt	Receives, encodes and/or forwards documents to assigned technical staff		1 working day	Support staff
	Initial review of application			Division Chief/ Technical staff
	Assessment of submitted application, acknowledgement as to compliance to the requirements and indicates the schedule of visit		3 working days	Division Chief/ Technical staff
	Onsite validation assessment on the agreed schedule between the DSWD and SWDA		2 working days (excluding travel time)	Technical staff
	Prepares Confirmation report		3 working days	Technical staff

	a. Recommendation on Issuance of Certificate			
	b. Areas for compliance together with SWDAs Action Plan (proceed to STEP D)			
	Review and endorsement of the confirmation report		5 working days	Division Chief/ Technical staff
	Review and approval of the confirmation report		2 working days	Regional Director/Division Chief/
	Preparation and endorsement for approval of the Accreditation Certificate		1 working day	Technical Staff/ Regional Director
	Approval and signing of Accreditation Certificate		2 working days	Regional director
	Send confirmation report and notify the availability of the Certificate for release through various means (direct pick-up, courier, or thru awarding ceremony)		1 working day (depending on the choice of the applicant)	Support staff/ AA II
<b>D. Processing Procedures of Applications with Areas for Compliance</b>				
	Prepares confirmation report citing the areas for compliance		3 working days	Technical Staff
	Review and endorsement of confirmation report		5 working days	Technical Staff/ PPD Division Chief
	Review and approval of confirmation report		3 working days	Regional Director
	Send the confirmation report		1 working day	Support Staff/ AA II



	and notify the applicant on the result of the assessment			
			<b>36 days, 1 hour and 20 minutes</b>	

**\*Registration of SWDAs qualified for multi-stage processing**

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	<b>Email: <a href="mailto:fo6@dswd.gov.ph">fo6@dswd.gov.ph</a> or drop a feedback form at any of suggestion boxes located in various offices of DSWD Region VI</b>
How feedbacks are processed	<b>Your feedback is treated with confidentiality. The feedback is opened only by the Officer assigned, submitted to the Head of Office, routed to the concerned office for appropriate action, if needed.</b>
How to file a complaint	<p><b>You may file a complaint through any of the following:</b></p> <p><b>a. By writing a letter to:</b></p> <p><b>MS. MA. EVELYN B. MACAPOBRE, CESO III Regional Director DSWD Field Office VI MH Del Pilar, Molo, Iloilo City 5000</b></p> <p><b>The letter maybe submitted to the Records Section or emailed to <a href="mailto:fo6@dswd.gov.ph">fo6@dswd.gov.ph</a></b></p>
How complaints are processed	<b>Your complaint is treated with confidentiality. complaints is opened only by the Officer assigned, submitted to the Head of Office, routed to the concerned office for appropriate action,</b>
Contact Information of CCB, PCC, ARTA	<b>May Rago-Castillo Designated Focal Person-Ease of Doing Business/Exigent Concerns Regional Information Officer 09560661962 Email: <a href="mailto:mrcastillo@dswd.gov.ph">mrcastillo@dswd.gov.ph</a></b>

**LIST OF OFFICES**

<b>Office</b>	<b>Address</b>	<b>Contact Information</b>
Office of the Regional Director	DSWD Field Office VI, MH Del Pilar, Molo, Iloilo City 5000	(033)-330-7860 loc 16001
Office of the Assistant Regional Director for Administration	DSWD Field Office VI, MH Del Pilar, Molo, Iloilo City 5000	(033)-330-7860 loc 16024
Office of the Assistant Regional Director for Operations	DSWD Field Office VI, MH Del Pilar, Molo, Iloilo City 5000	(033)-330-7860 loc 16025
Policy and Plans Division	DSWD Field Office VI, MH Del Pilar, Molo, Iloilo City 5000	(033)-330-7860 loc 16005
Administrative Division	DSWD Field Office VI, MH Del Pilar, Molo, Iloilo City 5000	(033)-330-7860 loc 16030
Financial Management Division	DSWD Field Office VI, MH Del Pilar, Molo, Iloilo City 5000	(033)-330-7860 loc 16030
Human Resource Management and Development Division	DSWD Field Office VI, MH Del Pilar, Molo, Iloilo City 5000	(033)-330-7860 loc 16008
Disaster Response and Management Division	DSWD Field Office VI, MH Del Pilar, Molo, Iloilo City 5000	(033)-330-7860 loc 16006
Promotive Services Division	DSWD Field Office VI, MH Del Pilar, Molo, Iloilo City 5000	(033)-330-7860 loc 16003
Protective Services Division	DSWD Field Office VI, MH Del Pilar, Molo, Iloilo City 5000	(033)-330-7860 loc 16007

