



**Republic of the Philippines**  
**Department of Social Welfare and Development**

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**ADMINISTRATIVE ORDER**

No. 06  
Series of 2012

**SUBJECT : GUIDELINES FOR DSWD ONLINE DATABASE SYSTEM  
FOR SOCIAL WELFARE AND DEVELOPMENT  
AGENCIES (SWDA) AND SERVICE PROVIDERS (SP)**

**I. Rationale:**

Memorandum Circular No. 05, Series of 2010, otherwise known as “The Department of Social Welfare and Development (DSWD) Reform Agenda,” mandates the rallying cry for all social reform efforts to work “Faster, Better, Smarter, and Together.” The reform is aimed to improve outcomes of social welfare and development; improve governance and delivery of assistance through integrated national and local level reforms and build institutional capacities of the DSWD and attached agencies in performance-oriented budgeting and management.

The DSWD Reform Agenda presents four (4) reform areas to achieve the DSWD’s goal of improving its delivery of basic social services and providing leadership in the social protection sector. One of these reform areas is “providing faster and better social protection programs where the regulatory and quality assurance role of DSWD is focused on non-government organizations (NGOs), Local Government Units (LGUs), and other service providers as partners in social protection.

The Standards Bureau (SB), through Memorandum Circular No. 3 series of 2004, installed a monitoring system for SWDAs and Social Welfare and Development (SWD) programs and services. Said system requires that minimum standards are complied and met to ensure that quality delivery of SWD programs and services among the SWDAs, specifically in the provisions of appropriate interventions as well as technical assistance.

To ensure the efficient and effective monitoring of SWDAs, the SB initiated the “Development of the Online Data Base Systems for Social Welfare and Development Agencies (SWDAs) and Service Providers (SP).” This project is parallel with the current efforts of DSWD to automate its frontline transactions and services for efficient processing, decision-making and service delivery as articulated in the DSWD Information Systems Strategic Plan [ISSP].

Further, the online database system is a web-based system and services for SWDAs and Service Providers. It maximizes the use of ICT to support the requirements of the business and ensure significant contribution to the realization of the DSWD reform agenda objectives. Likewise, synchronize the different programs, projects, services and activities including various terminologies used by the Department and other SWDAs in the delivery of social protection programs. With the various terminologies currently used, there is a need to standardize these for better understanding. Hence, this guideline is hereby set to operationalize the project.

## **II. OBJECTIVES:**

### *General:*

Operationalization of the online database systems for SWDAs and SPs for efficient and effective implementation of the Standards Bureau frontline services while strengthening the Department's regulatory function in the implementation of SWDAs programs and services for the disadvantaged individuals, families, groups and communities.

### *Specific:*

1. To ensure access and improve transactions timelines of all SWDAs and SPs on DSWD's registration, licensing and accreditation process through the use of electronic web-based system that facilitates immediate data generation and processing.
2. To provide accurate and interactive database system.
3. To facilitate monitoring of SWDAs' and SPs' compliance to set standards as basis for decision making, research and policy development.

## **III. COVERAGE:**

This guideline covers all Social Welfare and Development Agencies (SWDA) and Service Providers (SP) whether licensed or not.

## **IV. LEGAL BASES:**

This guideline is hereby promulgated based on the following legal mandates of DSWD:

1. *Republic Act No. 4373 amended by R.A. 5175 of 1965* – (An Act to Regulate the Practice of Social Work and the Operation of Social Work Agencies in the Philippines and for other purposes) mandates the DSWD to regulate the operation of social work agencies, part of which is setting standards of quality of life.
2. *Republic Act No. 5416 of 1968* – (Providing for Comprehensive Social Services for Individuals and Groups in Need of Assistance, Creating the Department of Social Welfare). In Section 3, it provides that the Department shall:



- *set standards and policies to insure effective implementation of public and private social welfare programs;*
  - *Accredit institutions and organizations, public and private, engaged in social welfare activity including the licensing of child caring and child placement institutions and provide consultative services thereto.*
3. Presidential Decree 603 (The Child and Youth Welfare Code as amended) of 1977
- *Article 118 - No private person, natural or judicial, shall establish, temporarily or permanently, any child welfare agency without first securing a license from the DSWD.*
  - *Article 120 - The DSWD may, after notice and hearing, suspend and revoke the license of a child welfare agency on grounds stipulated.*
4. Executive Order 292 (Administrative Code of 1987), Title XVI, Chapter I, Section 3. Powers and Functions, to accomplish its mandates and objectives, the Department shall:
- *Accredit institutions and organizations engaged in social welfare activities and provide consultative and information services to them;*
  - *Set standards, accredit and monitor performance of all social welfare activities in both public and private sectors.*
5. Executive Order 221 Series of 2003 (Amending Executive Order No. 15 series of 1998, entitled Redirecting the Functions and Operations of the Department of Social Welfare and Development) provides that:
- *Sec. 2 Roles of the DSWD - (d) Licensor and accreditor of social welfare development agencies and service providers.*
  - *Sec. 3 Powers and Functions of the DSWD – (a) Set standards, accredit and provide consultative services to institutions, organizations, and persons engaged in social welfare activities and monitor performance of institutions, organizations and persons engaged in social welfare activities, both public and private.*
6. Republic Act 8369 – Family Courts Act of 1997 section 11. Alternative Social Services. In accordance with section 17 of this Act, in areas where no family court has been established or no regional trial court was designated by Supreme Court due to limited number of cases, the DSWD shall designate and assign qualified, trained

and DSWD accredited social workers of the local government units to handle juvenile and family cases filed in the designated regional trial court in the place.

7. Family Code of the Philippines – Art. 16 In cases where parental consent or advise is needed, the party or parties concerned shall in addition to the requirements of the preceding articles, attach a certificate issued by a priest, imam, or minister authorized to solemnize marriage under Article 7 of the Family Code of the Philippines or a counselor duly accredited by proper government agency to the effect that the contracting parties have undergone marriage counseling.
8. Joint Memorandum Circular No. 1 series of 2002 (DSWD, DILG, DOH and POPCOM) III. Roles of National Coordinating Agencies letter D-DSWD shall provide technical assistance to Local Government Units (LGUs) on Marriage Counseling and Accredited Marriage Counselors.

#### **V. DEFINITION OF TERMS:**

- a. DSWD Reform Agenda – refers to a comprehensive medium-term agenda of the Department in addressing the issues of poverty and sustainable social development focusing on the more disadvantaged sectors of society.
- b. Social Welfare and Development Agency (SWDA) – refers to a person, corporation or organization, engaged in providing directly or indirectly social welfare services and obtains its finances either totally or in part, from any agency or instrumentality of the government and/or endowment. (Philippine Encyclopedia of Social Work 2000 Edition volume 2)
- c. Service Delivery Mode – refers to the means by which social welfare and development programs and services are delivered, which include community based and residential based.
- d. Social Work Methods – refers to a problem solving process carried out by social workers in order to solve problems of social functioning, which includes casework, groupwork and community organization.
- e. Standards Compliance Monitoring – refers to a set of organized activities conducted by authorized personnel of the DSWD to keep track of the status and operation of registered, licensed and accredited SWDAs in accordance with established social welfare and development standards.
- f. Accreditation – refers to the process of providing official recognition to the social welfare and development (SWD) programs and services of the licensed agency after meeting the minimum standards set by the Department. It ensures that delivery of programs and services are within set standards.



- g. Licensing – refers to the provision of a legal permit to operate as such after having complied with certain standards and requirements. (Dictionary of Social Work Philippine Setting-Leonora S. de Guzman-1988).
- h. Registration – refers to the official recognition of the operation of a SWDA within the purview of social welfare and development through the issuance of a certificate of registration issued by DSWD and inclusion in the registry of social welfare and development agencies.
- i. Operation – refers to either direct or indirect implementation of social welfare and development programs and services by a SWDA within specific geographical coverage or place over a period of time using its own or tapped resources and conduits.
- j. Online Data Based Systems – is a web and internet based transactions for Social Welfare and Development Agencies (SWDAs) and Service Providers (SPs).
- k. Program - refers to organization of activities, projects, processes brought together to achieve specific policies. Usually comprises several projects supporting a broader effort. (NEDA)
- l. Project - encompasses a specific range of resources and activities which are brought together clearly defined outputs (objectives) within a given budget and a specified period of time. Projects are more specific and have more defined targets and time frames. (NEDA)
- m. Services - these are opportunities for social and economic growth of the disadvantaged sectors of the population to develop them into productive and self-reliant citizens and promote social equity i.e. livelihood services among others.
- n. Activity - refers to specific actions/tasks to complete the objectives.

## **VI. GENERAL POLICIES:**

The following policies shall be observed in the operationalization of the Online Database Systems (OLDBS) for SWDAs and Service Providers.

1. All licensed Social Welfare and Development Agencies (SWDA) and Service Providers (SP) should be included in the online database systems. This shall include the profile of the SWDAs and SPs, as well as their SWD programs, services, activities, clientele served and specific areas of coverage.
2. SWDAs applying for solicitation permit and duty free entry can fill-up the application form via online through the E-Service technology or download the form once re-activated by the Information Communication and Technology Management Services (ICTMS). However, the necessary documents/requirements should be submitted in hard copies for review. Only those with complete requirements shall be endorsed to

the Secretary for approval. Approved applications shall be posted in the online system.

3. There should be a common understanding and interpretation of terminologies used, such as programs, projects, services, activities among others.
4. SWDAs and SPs can download or fill-up the application form for the new/renewal of registration, licensing and accreditation using the E-Services technology
5. Transactions between Standards Bureau and FO Standards Unit should pass through the online system to ensure real-time updates. This include changes or updates on the status of SWDAs and SPs i.e. address, contact persons and their phone numbers.
6. The online database system for SWDAs and SPs shall automatically produce a report as to the number of registered, licensed and accredited SWDAs and SPs.
7. For purposes of the data protection, only the Standards Bureau and Field Office focal persons can change or update all the information in the system. SWDAs and SPs can only view their data but in case they have updates, they are required to submit their data updates to the nearest Field Office for correction or updates.

## **VII. OPERATIONAL GUIDELINES:**

The execution of preliminary components, implementation of phases, encoding and updating of data/information and other operational procedures pertinent to the Online Database Systems for SWDAs & SPs shall be carried out by the Standards Bureau and the Standards Unit in the 16 Field Offices. The following are the specific operational guidelines:

### **A. Execution of Preliminary Components**

1. All Field Office/s should ensure the following:
  - 1.1. Readiness and availability of materials/equipment to be used e.g. computers, etc.
  - 1.2. Presence of Trained ICT staff on the systems/process of registration, licensing, accreditation, duty free entry and fund drive.
  - 1.3. Accessibility to strong internet providers/network
2. Conduct of orientation/capability building for FO focal persons/administrators
  - 2.1. Orientation/capability building activity shall be conducted to capacitate the focal persons/administrators in operating the online database systems for SWDAs and SPs project. Training shall include orientation on the intricacies (structure, data fields and other details), use (processes and functions) of the system. Follow-through activities such as



coaching/mentoring sessions and technical assistance will be conducted, as deemed necessary (especially when the system structure, data fields or other details are enhanced and when the focal persons/administrators handling/operating the system are reassigned or replaced.

- 2.2. A users training manual shall be developed by the ICTMS in coordination with the Standards Bureau and Capacity Building Bureau (CBB), to be used in the training and its application. Said manual shall be continuously updated in keeping with certain enhancements in the operation of the systems.

## **B. Stages of Implementation**

The following are important stages of the Online Database System for SWDA and SPs implementation:

### ***1. Transition from Manual to Automated Monitoring and Reporting.***

- 1.1. The submission of manual or hard copy reports/documents shall be continued while the operation of the project for SWDAs & SPs systems is being developed/installed which would take effect according to the stages of implementation. Hence, all the existing processes used are still applicable until such time the system becomes ready. For ready reference, the national and regional reports on SWDAs, Service Providers, ABSNET, Fund Raising, Duty Free Entry, Senior Citizens Centers, forms used among others, shall be retained.
- 1.2. Other relevant activities for the transition period, from the manual reporting system to the automated, shall be undertaken as deemed necessary.

### ***2. Systems Development/Installation***

- 2.1. The systems installation shall start at the Standards Bureau office. The Bureau shall serve as the pilot implementer of this project where the initial database will be established. The regions shall do the same once the CO-SB database is functional.

### ***3. Operation of the System at the Regional Level***

- 3.1. The Online Database Systems for SWDAs & SPs shall be operated in accordance with the objectives of the project. There should be an assigned focal persons particularly from the Standards Bureau and Field Office Standards Unit who will be trained and act as system

administrator/encoder of project and responsible for the management of the system. Said focal persons will be supported with a Special Order.

- 3.2. The focal persons will be required to have log-in accounts to access the system. Log-in accounts shall be acquired by registering in the system and subject for approval of the ICTMS at the Central Office level. Should there be problems on the systems, assigned focal persons in field to coordinate with their Regional Management Information System.
- 3.3. The user manual shall be used as guide to properly operate the system. This manual shall be updated in keeping with certain enhancements in the operation of the data systems and developments in the implementation of the project, specifically on the monitoring and data banking of SWDAs and SPs.

#### 4. Access to the System

The different levels of access to the Online Database System for SWDA & SPs (*i.e.* accessing, viewing, editing and deleting data/information provided and encoded both by the SB and FO) are:

##### 4.1 Access Levels

- a. Standards Bureau - The basic information/profiles, status, programs and services of Social Welfare and Development Agencies and Service Providers, SWDAs endorsed for Duty Free Entry and issued Solicitation Permits can be accessed at the national level by the DSWD Central Office personnel.
- b. Field Office – The basic information/profile, status, programs and services of the SWDAs and SPs can also be accessed at the regional level by the Field Office personnel.
- c. SWDAs and SPs – The SWDAs and SPs can also access and view the information/profile in the online database systems. However, they *cannot edit and delete the information*. Any updates/changes on the existing information as published online needs to be submitted at the Field Offices or Standard Bureau for online editing/updating. Hence, to safeguard and protect all the online information, only the designated SB and FO focal persons or systems administrator can change/delete the data/information online.
- d. Other Stakeholders – concerned stakeholders needing information as to the profile, status, programs and services of SWDAs and SPs; SWDAs applied/availed the Duty Free Entry and Solicitation Permits issued can be viewed/access in the online database system for reference purposes.



## **5. Monitoring and Evaluation of the System Operation**

- 5.1. The Online Database System for SWDAs & SPs operation shall be closely monitored by the Standards Bureau, in coordination with the ICTMS who will determine and troubleshoot system errors and electronic threats. System errors and electronic threats shall be reported both by the Standards Bureau and the Field Office users to the ICTMS. Nonetheless, initial system troubleshooting shall be undertaken by the DSWD Field Offices with their Regional ICTMS staff.
- 5.2. System errors and electronic threats should be reported immediately to the ICTMS to avert corresponding effects on the processing and generation of data/information encoded.
- 5.3. The online database systems for SWDA & SP operation shall be evaluated by the DSWD every semester to determine systems gaps and enhance system structure/data fields/ details, as well as to improve processes/functions.

## **VIII. INSTITUTIONAL ARRANGEMENTS:**

The specific roles/functions of national/regional and other offices/bureau/service/units (OBSUs) pertinent to the Online Database Systems for SWDAs & SPs operational guidelines are hereby set, as follows:

### **A. Standards Bureau [SB]**

1. Lead the Project Management Team in the development, institutionalization, and enhancement of the online database systems for SWDAs and SPs.
2. Coordinates with the ICTMS for the development and finalization of the project manual that will guide in the operations of the database system.
3. Identify business requirements as basis for system design, procurement transactions for the acquisition of hardware and software and competency development activities for system users.
4. Coordinate with other offices, bureaus, services, units of the department and SWDAs to generate the necessary support in the identification of business requirements, integration with existing systems and procedures, funding requirements, support services along procurement transactions and property management.
5. Conduct capability building for the implementers of the online database project.

6. Managed the operation of the online database system for SWDAs and Service Providers.
7. Conduct online and actual monitoring and provide technical assistance to the Field Office to ensure the smooth implementation of the database system.
8. Consolidate/analyze issues and concerns generated from the implementation for decision making, policy review and amendments.

B. Information Communication and Technology Management Services [ICTMS]

1. Provide technical assistance on ICT service management concerns to support the proposed development and institutionalization of the enhanced online transaction and monitoring system for SWDAs and SPs.
2. Attend Project Management Team meetings.
3. Initiate Systems Development Team Meetings.
4. Assist the Standards Bureau in the identification and analysis of business requirements as basis for systems design and development, procurement of ICT hardware and software and conduct of competency development activities for system users.
5. Develop the user manual in coordination with the Standards Bureau.
6. Provide resource person in the conduct of the User Training/Orientation.
7. Provide technical assistance and other ICT support services on matters pertaining to the development and institutionalization of the system.
8. Maintenance and operations of the system.
9. Assist the Standards Bureau in monitoring the progress of the project and in responding to issues and concerns that may be identified.

C. Policy Development and Planning Bureau [PDPB]

1. Assist the Standards Bureau in the integration of existing and on-going system development projects pertinent to monitoring and evaluation.
2. Attend project management team meetings.



3. Provide inputs on policy development, planning and monitoring aspects of the project management.

D. Social Marketing Service [SMS]

1. Attend project management team meetings
2. Provide inputs to the project management team on the formulation of plans and strategies for the effective marketing and promotion of the online database system.
3. Advocate the use of online database system.

F. Protective Services Bureau [PSB]

1. Provide inputs to enhance/amend specific data/information fields in the OLDBS-SWDAs & SP.
2. Link and access the programs and services of SWDAs and use them whenever needed in the field of disaster operation, referrals among others.
3. Assist in the online systems enhancement.

G. Social Technology Bureau (STB)

1. Provide technical assistance on the social technologies developed by SWDAs such as strategies, approaches, systems and interventions.
2. Assist in the analysis of data/information generated by the automated system whether these are useful in program/project development.
3. Assist in the review/enhancement of guidelines and training module/materials whenever necessary.

H. Capacity Building Bureau (CBB)

1. Develop a training module in the implementation of the online database system for SWDA's & SP's in coordination with the ICTMS
2. Provide technical assistance to the DSWD FOs and other stakeholders in the conduct of capability building activities.
3. Link and access the information in the online database system for SWDAs and SPs and use this as resource data for Knowledge Management Center.

I. DSWD-Field Offices (DSWD-FOs)

1. Roll-out the OLDBS-SWDAs & SPs to the ABSNET members and other stakeholders specifically to the city/municipal social welfare and development offices and create access permission points and users' accounts;
2. Undertake initial troubleshooting of system errors and electronic threats occurring at the local level;
3. Monitor the OLDBS-SWDAs & SPs operation at the regional level to determine system errors and electronic threats and report to the ICTMS for appropriate action;
4. Retain/archive regional consolidated reports on SWDAs, Service Providers and other SB programs/projects
5. Submit quarterly narrative report to the Standards Bureau highlighting the list of SWDAs and SPs that have been included in the system.

J. Other Stakeholders (National Government Agencies (NGAs), Government-Owned and Controlled Corporations (GOCCs), Non-Government Organizations (NGOs), People's Organizations (POs), Private and Faith-Based Organizations

1. Access and use the information on the online database system for SWDAs and SPs.
2. Share feedback and comments on their experiences applying / seeking information online.

**IX. FUNDING ARRANGEMENT:**


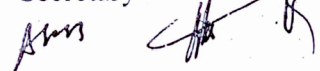
The OLDBS for SWDAs & SPs operation shall make use of available ICT equipment and existing Internet connection of key users without entailing additional funds from the DSWD. On the other hand, funds for orientation, use of systems shall be allocated by the DSWD through SB or ICTMS.

In addition, follow-through capability-building such as coaching/mentoring sessions and consultations shall be included in the DSWD FOs' technical assistance plan for its intermediaries.

**X. EFFECTIVITY:**

This Guideline shall take effect immediately and supersedes those other orders that are inconsistent with these provisions.

Issued this 22nd day of May, 2012 at the Quezon City, Philippines.

  
CORAZON JULIANO-SOLIMAN  
Secretary  


**CERTIFIED COPY:**

  
MICOMEDES P. SULLER  
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