



MEMORANDUM CIRCULAR

NO. 04

Series of 2022

**SUBJECT: RULES AND PROCEDURES ON THE USE OF SWADCAP
AND THE CENTRAL OFFICE DORMITORY**

I. Rationale

The Department of Social Welfare and Development (DSWD), as a national government agency, provides technical assistance through different capability building activities and learning and development interventions (LDI) to capacitate direct service implementers of social protection and social welfare and development programs and services.

The Social Welfare and Development Center for Asia and the Pacific (SWADCAP), located in Taguig City, is one of DSWD's learning facilities with various function and guest rooms. It caters to DSWD employees, other government personnel and private individuals whether they are LDI participants or merely transients. On the other hand, the Central Office (CO) Dormitory serves DSWD officials and employees for their lodging requirements.

In order to maintain these facilities, the DSWD is authorized to charge fees on the use of the SWADCAP and CO Dormitory adhering to existing laws, rules and regulations. Thus, it is necessary to determine the management and utilization of funds generated through these facilities as well as the rules and procedures on the utilization of such facilities.

II. Legal Bases

The SWADCAP and CO Dormitory, as DSWD facilities, are authorized to collect fees, remit funds as well as define/redefine their rates as stipulated in the following policies:

- a. **Memorandum Circular No. 12, series of 2015** known as the **"Guidelines on Fees and Charges"** rationalizes the rates of fees and charges being charged and collected by the Department.
- b. **DOF-DBM-NEDA Joint Circular No. 1-2013** or the implementing rules and regulations of AO 2012-31, provides the guidelines for rationalizing the rates of fees and charges, increasing existing rates and imposing new fees and charges.
- c. **Administrative Order No. 31, series of 2012 (AO 2012-31)** mandates the heads of departments, bureaus, commissions, agencies, offices and instrumentalities of the national government to rationalize the rates of their fees and charges.
- d. **Administrative Order No. 170, series of 2002 otherwise known as "Fees for Services Rendered"**, the DSWD is one government agency as mandated by laws and other issuances is allowed to raise income and deposit funds to the National Treasury.
- e. **Section 46, Chapter 5, Book VI of Executive Order No. 292 or the "Administrative Code"**, the Department or any government agency is authorized to charge fees, including honoraria and other reasonable allowances, as compensation for consultation, seminar or training programs, or technical services rendered to the other government agencies or private parties.
- f. **Section 54(1), Chapter 12, Book IV of Executive Order No. 292** permits heads of bureaus, offices or agencies, upon approval of the concerned department head, to revise their rates and charges.

III. Objectives

1. To provide rules and procedures on the use of SWADCAP and CO Dormitory;
2. To set a uniform rate of payment for the use of such facilities and other charges to be incurred;
3. To provide guidelines in the utilization of income generated from these facilities for their maintenance and improvement; and
4. To set a mechanism for soliciting feedback from customers to improve the Facilities' services.

IV. Coverage

This Memorandum Circular covers DSWD officials and employees, other government personnel and private individuals/organizations who intend to utilize the SWADCAP and CO Dormitory.

V. General Policies

All provisions under General Policies apply for both the use of SWADCAP and CO Dormitory except for the customers that they cater to.

1. The Social Welfare Institutional Development Bureau (SWIDB) shall be the office in charge of managing the SWADCAP while the Administrative Service is in-charge of the CO Dormitory.
2. The SWADCAP is open to DSWD employees, other government staff and private individuals and organizations. The CO Dormitory, on the other hand, caters only to DSWD internal staff.
3. All guests/lodgers, whether DSWD officials, employees, other government personnel and private individuals, shall pay fees for the use of SWADCAP and/or CO Dormitory.
4. Priority is given to DSWD officials and employees with official business and with approved online reservations.
5. Other government personnel/organizations and private individuals/organizations with reservations will only be accommodated depending on the availability of the function and guest rooms.
6. Walk-in guests for billeting will only be accommodated depending on the availability of guest rooms.
7. Only requests for discounts by organizations can be considered other than those discounts mandated by law. The request letter shall be communicated officially for approval of the Standards and Capacity Building Group (SCBG) Cluster Head as endorsed by SWIDB for SWADCAP, and General Administrative and Support Services Group (GASSG) Cluster Head as endorsed by Administrative Service for the CO Dormitory.

The criteria for grant of discount for organizations are as follows:

- a. Either local government unit, social welfare and development agency, civil society or people's organization;
- b. Provides social development services or programs; and/or
- c. Caters to the indigent population of the country.

A Discount Request Form shall also be accomplished by the requesting party. See Annex A. Upon approval of the request, the organization will be provided with a 20% discount on its total bill.

8. Request for an exemption to pay is granted only for certain DSWD officials who have been reassigned or transferred from the regions to the Central Office by virtue of the Department's policies on reshuffling or rotation of personnel and need accommodation.

- Other requests for exemption, unless officially directed by the Secretary, will not be accommodated.
9. Rules and regulations set for both SWADCAP and CO Dormitory should be strictly adhered to, including health and safety protocols in times of pandemic. See Annex B for SWADCAP and C for CO Dormitory.
 10. The Facility can be used for emergency purposes i.e. isolation facility. Suspension of the regular operations of the SWADCAP will be supported by a memorandum issued by the Secretary.

VI. Operating Procedures on the Use of Facilities

A. Reservation

1. A reservation form shall be filled out on the use of SWADCAP and CO Dormitory. It can be downloaded from the DSWD website. See attached Annex D: Reservation Form for SWADCAP reservation and Annex E: Reservation Form for CO Dormitory. If internal to the DSWD Central Office, the reservation form can also be accessed through General Service e-Ticketing Service (GSeT).
2. The filled-out reservation form for SWADCAP shall be sent to SWADCAP email at swadcap@dswd.gov.ph and for CO Dormitory to the General Services Division of the Administrative Service at gsd@dswd.gov.ph.
3. Reservation shall be made following these timelines:

Purpose	Timeline
Use of Function and Guest Rooms (in-house training)	At least twenty (20) days before the activity
Use of Function Room only	At least seven (7) days before the activity
Use of Guest Room only	At least three (3) days before billeting

4. All reservations will be acknowledged and approved or disapproved via email within 24 hours or one (1) day upon receipt following the SWADCAP's Citizen Charter.
5. Reservations made through phone calls or pencil booking will not be accommodated. Only approved reservations will be calendared.
6. For activity booking at the SWADCAP, an Activity Reservation Terms and Conditions Form will also be sent to the requesting party for signature. See Annex F.
7. The SWIDB/SWADCAP or GSD-AS shall be informed through email of any cancellation of the reservation at least one (1) day before billeting for transients only or at least one (1) week before the conduct of the activity for the organizers.

See Annexes G, H and I for reservation process flowcharts for SWADCAP. The process flow on the request of CO Dormitory is illustrated in Annex J.

B. Billeting

By Transients Only

1. The front desk staff will issue a stub indicating the link to the Google Form for the guest to encode his/her billeting details. In case the internet is unavailable, a hard copy of the Billet Form will be accomplished by the transient/s.
2. The guest should upload a photo of his/her valid/government-issued ID as an attachment to his/her entry to the Google form.
3. If there is no ID on-hand, a copy of Special Order or Authority to Travel will be requested if the transient is a DSWD employee.

By Participants of Learning Development Intervention (LDI) - this will only apply when the Pandemic is over

1. A rooming list will be required from the organizing office.

2. All LDI participants will access an online rooming list, a stub indicating the link to the form will be provided at the front desk upon check-in and check-out of the facility.
3. The participant should upload a photo of his/her valid/government-issued ID as an attachment to his/her entry to the Google form.

The availment of accommodation through walk-in at SWADCAP is shown in Annex K.

C. Fees and Charges on the Use of Facilities

The use of different function and guest rooms with corresponding capacity will be charged with the following fees and rates:

For the Use of Guest Room (for both SWADCAP and DSWD CO Dormitory)

Category of Guest	Capacity	Rate/Fee
DSWD official / employee / program beneficiaries	Three (3) persons in a room	Php 300.00 per guest per day
Non-DSWD government personnel	Three (3) persons in a room	Php 500.00 per guest per day
Non-government personnel/individuals	Three (3) persons in a room	Php 700.00 per guest per day
With less 20% discount rates to: <ul style="list-style-type: none"> ▪ Persons With Disabilities ▪ Senior Citizens ▪ Students ▪ Solo Parents Discount will be provided per person upon presentation of valid ID as proof	Three (3) persons in a room	

For the Use of Function Room inclusive of projector and sound system (for SWADCAP only)

Name of Function Room	Capacity		Rate/Fee
	Normal Days	Pandemic	
Plenary Hall	80 - 100 participants	maximum of 40 participants	Php 10,000.00 (as base rate good for 8 hours), additional Php 1,250.00 for every succeeding hour (after the 8 th hour)
Kamagong Function Room	30 - 50 participants	maximum of 25 participants	Php 7,000.00 (as base rate good for 8 hours), additional Php 875.00 for every succeeding hour (after the 8 th hour)
Rosal Function Room	20 - 30 participants	maximum of 15 participants	Php 5,000.00 (as base rate good for 8 hours) , additional Php 625.00 for every succeeding hour (after the 8 th hour)

Name of Function Room	Capacity		Rate/Fee
	Normal Days	Pandemic	
Sampaguita Function Room	30 - 50 participants	maximum of 25 participants	Php 5,000.00 (as base rate good for 8 hours), additional Php 625.00 for every succeeding hour (after the 8 th hour)
Ylang-Ylang Function Room	20 - 30 participants	maximum of 15 participants	Php 5,000.00 (as base rate good for 8 hours), additional Php 625.00 for every succeeding hour (after the 8 th hour)

Other Fees and Charges (for SWADCAP only)

Service	Rate/Fee
Printing Service	Per page
<u>A4</u>	
Black	Php 3.00
Colored	Php 7.00
<u>Long</u>	
Black	Php 5.00
Colored	Php 10.00
Photocopying Service	Per page
<u>A4</u>	
Black	Php 1.50
Colored	Php 7.00
<u>Long</u>	
Black	Php 2.00
Colored	Php 10.00
Water and Electric Utilities consumed by the Caterer (inclusive of the use of water for dishwashing, use of electricity for the use of coffeemaker, water dispenser and the like) <i>*The caterer to shoulder this expense</i>	Php 200.00 per day per minimum of 30 participants, additional Php 10.00 for every additional participant
Damaged/Lost Items	Rate/Fee
Blanket	Php 250.00
Pillow	Php 250.00
Pillow Case	Php 100.00
Bath Towel	Php 250.00
Stainless Pitcher	Php 150.00
Cup	Php 35.00
Saucer	Php 35.00
Drinking Glass	Php 50.00
Key	Php 200.00

D. Payment of Fees and Charges

1. All accounts shall be settled before leaving the SWADCAP or the CO Dormitory.
2. All fees incurred at the CO Dormitory shall be paid to the CO Cash Division and an official receipt will be issued.

3. All fees incurred at the SWADCAP shall be paid at the SWADCAP upon check-out and an official receipt will be issued by SWIDB's designated sub-collector, the staff authorized to collect fees for the use of SWADCAP.
4. The designated sub-collector at the SWADCAP shall prepare and maintain daily Cash Receipts Records (CRR) and shall submit a semi-monthly Report of Collections and Deposits, CRR and Report of Accountability for Accountable Forms to Finance and Management Service-Accounting Division for Regular Programs through the Cash Division for Regular Programs.
5. Lodging fees should be paid in cash while for the conduct of LDIs, using lodging and function rooms, payment can be in cash for external users or cash or processing of Advice to Debit Account (ADA) for internal staff.

VII. Management and Utilization of Income Generated

1. The fees collected at SWADCAP and CO Dormitory shall be deposited to the Training Fund under the Trust Account of the Department.
2. The Training Fund under Trust Account shall be managed by the SWIDB in coordination with Administrative Service.
3. The Training Fund under Trust Account shall be used for the Facility's operational expenses as well as for the improvement and maintenance of SWADCAP and CO Dormitory supported with project proposals approved by the Secretary and shall be disbursed subject to the usual accounting and auditing rules and regulations.

VIII. Monitoring and Evaluation

Continuous improvement in the management and operations of the facility will be undertaken to ensure the provision of quality services. The following activities will be conducted:

1. Solicit feedback from the customers thru the use of an online Customer Satisfaction Measurement Survey (CSMS) Form, as mandated by the Anti-Red Tape Authority (ARTA) and which shall be submitted to the Committee on Anti-Red Tape (CART) Secretariat and incorporated in the SWIDB Customer Satisfaction Measurement Survey Report and
2. Quarterly submission of reports on the management and operations of the facility which includes accomplishments, issues/gaps, and recommendations for submission to the SCBG Undersecretary.


IX. Effectivity

This Order shall take effect immediately upon approval and shall supersede Memorandum Circular No. 30, series of 2004 and all other existing guidelines and provisions inconsistent thereof.

Issued this 2nd day of MAY, 2022 in Quezon City.


ROLANDO JOSELITO D. BAUTISTA
 Secretary

Cert. True Copy:


 0 2 MAY 2022
MYRNA H. REYES
 OIC-Division Chief
 Records and Archives Mgt. Division.

ANNEX A

**REQUEST FOR DISCOUNT ON THE USE OF SWADCAP AND
CENTRAL OFFICE DORMITORY**

Kindly provide the necessary information requested.

I. Requesting Party Details

Name of Organization : _____

Office Address : _____

Type of Organization :

- Non-Government Organization/Social Welfare and Development Agency
- Civil Society Organization
- People's Organization

Programs/Services : _____

Target Clientele : _____

Is this your first time to request a discount to SWADCAP/Central Office Dormitory?

- Yes
 - No
- If NO, when was the last time?

II. Request Details

Discount applied for the use of:

- SWADCAP Guest Room
- SWADCAP Function Room
- Central Office Dormitory

Did the organization submit a request letter?

- Yes
- No

Approval of this request means a twenty percent (20%) discount to the total bill of the requesting party.

- Approved
- Disapproved due to

Undersecretary
(SCBG for SWADCAP/GASSG for CO Dormitory)

ANNEX B

Department of Social Welfare and Development SOCIAL WELFARE AND DEVELOPMENT CENTER FOR ASIA AND THE PACIFIC

HOUSE RULES

- Guests should surrender their keys at the front desk when going outside the facility.
- Observe proper decorum while inside the Facility premises.
- Conserve water and energy. Ensure to switch off lights, air-conditioner and faucets/showers before leaving the room.
- Be mindful of your belongings and valuables. SWADCAP is not liable for any loss.
- Maintain cleanliness and order.
- No smoking and drinking of alcoholic beverages inside the Facility premises.
- Deadly weapons are not allowed.
- Doing laundry inside the rooms is strictly prohibited.
- Curfew time starts at 10 p.m. Request clearance from your training team if you want to stay out within the curfew time which should be communicated to the front desk staff.
- Visitors shall be entertained only at the lobby/lounge during breaks, after the day sessions and before curfew time.
- In times of pandemic, please also observe the following:
 - Always wear a face mask and/or face shield.
 - Practice one-meter physical distancing and limit physical interaction.
 - Upon entry to the Facility, ensure to have your temperature checked by the guard at the lobby. Sanitize shoes with the foot bath available, and your hands with alcohol or hand sanitizer.

ANNEX C



Administrative Service CENTRAL OFFICE DORMITORY

HOUSE RULES

1. Reservations of CO-Dormitories must be done through the electronic system at least three (3) days prior to the billeting or conduct of activity. Priority shall be given to DSWD officials and employees with official business.
2. The Director of the Administrative Service shall approve the use of the CO-Dormitory which shall be issued prior to check-in to the dormitory.
3. Request for use of CO-Dormitory shall be coursed thru the Office of the Director, Administrative Service or its duly authorized representatives.
4. Said request shall specify the mode of payment and the responsible person/office who shall pay the bill. Please see attached request form.
 - a. The General Services Division through the Dormitory Manager shall confirm to the guests the availability of the facility. Said confirmation may be through the electronic system, email, or in writing and must be binding upon confirmation.
 - b. Cancellation of the reservation must be coordinated with the General Services Division (GSD) or the Dormitory Manager in charge of the Facilities two to three (2-3) days before the date of activity.
5. The Dormitory Manager shall issue a Billet Form (ANNEX B) to be filled up and signed by the lodger/guest upon entry to the facility. The Dormitory Manager shall keep the Billet Form which shall be the basis of the computation of the amount to be paid by the lodger/guest.
6. All accounts shall be settled before leaving the CO-Dormitory. Borrowed supplies, linen, and other items must be all accounted for by the lodger/guest. A clearance must be issued by the Dormitory Manager for this purpose.
7. It is prohibited in the Dormitory:
 - 7.1 to drink alcohol and/or use narcotic and toxic substances nor be under the influence of such within the Dormitory premises.
 - 7.2 to place unauthorized furniture or install electrical appliances and cables.

ANNEX C

- 7.3 to throw things or pour liquids from windows.
 - 7.4 to cause any kind of damage to the Dormitory's implements, lighting fixtures, elements of the building's facade, windows, doors, fire-fighting equipment, engineering systems, etc.
 - 7.5 to smoke or use an e-cigarette or shisha as the "No Smoking" policy is being enforced in all government-owned property including the CO-Dormitory.
 - 7.6 to keep and bring pets.
 - 7.7 to disturb the public order in any way.
 - 7.8 to bring in food and cook inside the rooms as doing so may attract pests.
 - 7.9 to engage in any and all forms of gambling.
 - 7.10 to not observe proper attire when outside the rooms.
 - 7.11 to wash clothes. Laundry services may be availed through the front desk.
 - 7.12 to hang clothes on venetian blinds inside the Dormitory rooms.
8. The time of rest in the Dormitory is from 11:00 PM to 6:00 AM. During such time, any excessive noise, playing of musical instruments, etc. that may disturb other occupants are forbidden. The tenant shall observe the universal rules of ethics and behavior.
9. The tenant shall:
 - 9.1 keep the Dormitory room, common rooms, and surroundings clean and tidy.
 - 9.2 not leave electrical appliances switched on without attention.
 - 9.3 use water and electricity in an economical manner by switching off all lights, air conditioners, and faucets before leaving the Dormitory room.
 - 9.4 observe fire safety and environment protection requirements.
 - 9.5 carry out all legal directions given by security guards and administration representatives (Dormitory Manager).
 - 9.6 prevent the destruction of Dormitory implements through their own fault or the fault of others, willfully or due to negligence. Incurred damage shall be compensated by the person guilty at the prices as of the day the damage was incurred; if no guilty person is found, the damage shall be compensated jointly and severally by tenants of the respective room, section, floor or house.
 - 9.7 immediately notify the front desk staff about defective equipment and facilities inside their room.
 - 9.8 immediately notify the front desk staff on cases of emergency so action can be made.
 - 9.9 secure their personal belongings and valuables. Dormitory management is not liable for any loss of personal property.
10. Guests:
 - 10.1 Dormitory guests shall present their identification (student card, passport, driver's license, etc.) at the security desk. Security guards are entitled to demand from

ANNEX C

the receiving person their signature with which they take responsibility for their guests.

10.2 Dormitory guests with alcoholic beverages in their possession or under the influence of such shall be denied access to the Dormitory.

10.3 Tenants are entitled to receive guests from 8:00 AM to 10:00 PM, but are responsible for them along with any damage and disturbance they may cause.

11. Cleaning:

11.1 Tenants shall clean their rooms, sections, and vestibules and dispose of garbage in garbage bins themselves.

11.2 Tenants shall clean common-use areas such as showers.

12. In times of pandemic, please also observe the following:

12.1 Always wear a face mask and/or face shield.

12.2 Practice one-meter physical distancing and limit physical interaction.

12.3 Upon entry to the Facility, ensure to have your temperature checked by the guard at the lobby. Sanitize shoes with the foot bath available, and your hands with alcohol or hand sanitizer.



**Social Welfare Institutional Development Bureau
SWADCAP RESERVATION FORM**

Date : _____
Name of Requesting Party/Office : _____
Contact Details : _____
Purpose : _____
Facilities/equipment requested : _____

Kindly mark the appropriate box.

- Lodging Room
- Function Room
- Training Equipment
- Microphone
- Projector

No. of Persons/Occupants : _____
Date and Time of Check-in : _____
Date and Time of Check-out : _____

SWADCAP Lodging Room Rates:

- DSWD officials /employees (P300/day)
- Non-DSWD Government Personnel (P500/day)
- Non-Government Personnel (P700/day)

SWADCAP Function Room Rates:

- Plenary (P10,000/8hrs)
- Kamagong Function Room (P7,000/8hrs)
- Others (P5,000/8hrs)

PAYMENT:

I hereby certify that the payment for the use of facilities shall be paid by the requesting party.

Kindly affix appropriate signatures:

Contact Person

OBS/FO Director

Approved/Disapproved:

Name and Signature of Head of Office
Social Welfare Institutional Development Bureau

ANNEX E



ADMINISTRATIVE SERVICE
GENERAL ADMINISTRATION AND SUPPORT SERVICES GROUP

REQUEST FOR USE OF DSWD C.O DORMITORY

(Note: Request should be made at least three (3) days before the date of actual use)

Date: _____

Name of Requesting Office : _____

Purpose : _____

No. of Persons/Occupants : _____

Date and Time of check-in : _____

Date and Time of check-out : _____

Head of Requesting Party/Authorized
Representative

CO Dormitory Room Rates

DSWD Officials/Employees (P300/day)

Non-DSWD Government Personnel (P500/day)

Mode of Payment

<p>To be paid by the guests/participants</p> <p>I promise to pay the bill for the use or dormitory.</p> <p>_____</p> <p>Guest</p>	<p>To be paid by the Sponsoring Agency</p> <p>I hereby certify that the payment for the use of dormitory shall be paid by this office.</p> <p>_____</p> <p>Head of Office</p>
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Approved/Disapproved:

Name and Signature of Head of Office
Administrative Service

By submitting this Reservation Form, you consent to the collection, generation, use, processing, storage and retention of your personal data by the DSWD for the intended purpose of reserving a room at the CO Dormitory.



**Social Welfare Institutional Development Bureau
SOCIAL WELFARE AND DEVELOPMENT
CENTER FOR ASIA AND THE PACIFIC (SWADCAP)**

ACTIVITY RESERVATION TERMS AND CONDITIONS

Kindly read the provisions stated herein. After reading, the activity organizer should affix his/her signature below. Signing means that the terms and conditions are fully understood and the requesting party is willing to abide to the following:

1. The activity organizer should provide the participants' rooming list to SWADCAP staff through email at least three (3) days before the conduct of the activity.
2. Check-in of participants is at 1:30 in the afternoon onwards of the first day of the activity. Check-out is at 12:00 noon on the last day of the activity.
3. The function room will be opened once the organizer has given the go-signal to the guard on-duty.
4. The use of a function room will only be allowed until 8:00 in the evening.
5. Discussion of SWADCAP house rules should be incorporated in the activity's programme. SWADCAP staff will be available to provide the orientation or the orientation material.
6. The staff in-charge of the activity during its duration should be responsible over the compliance of participants on the proper observance of the Facility house rules.
7. If there is a need to cancel, postpone or re-schedule the activity, SWADCAP should be informed through email at least one (1) week before the activity.
8. Billing statements will be issued by SWADCAP within a week after the activity. Payment should be processed by the organizing office within one (1) month after the issuance of a billing statement. Kindly furnish SWIDB/SWADCAP a copy of the validated DV or ORS as proof of payment.
9. Other charges incurred due to lost/damaged items by participants will be charged to the organizing office of the activity.
10. Feedback forms will be requested to be accomplished by the activity organizer.

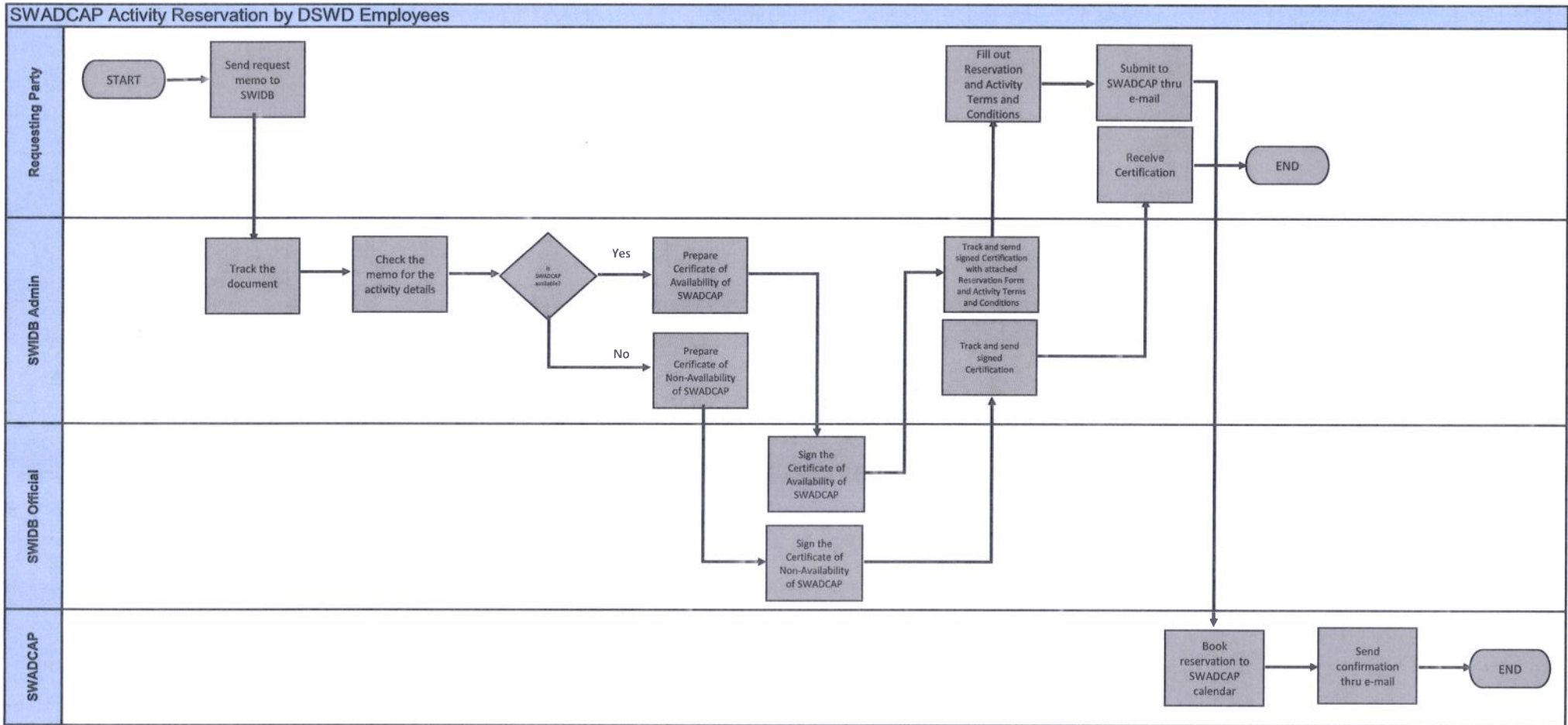
Conforme:

Name and Signature of Organizer/Date

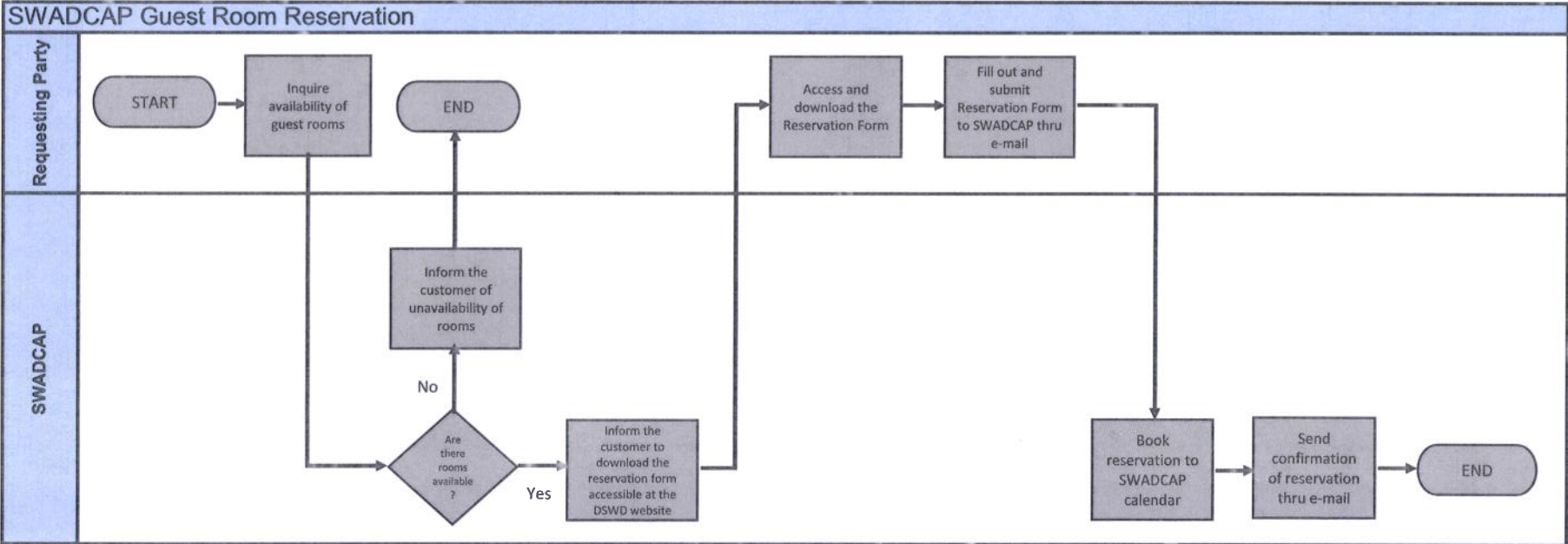
Office

Please e-mail back at swadcap@dswd.gov.ph once accomplished. Thank you! 😊

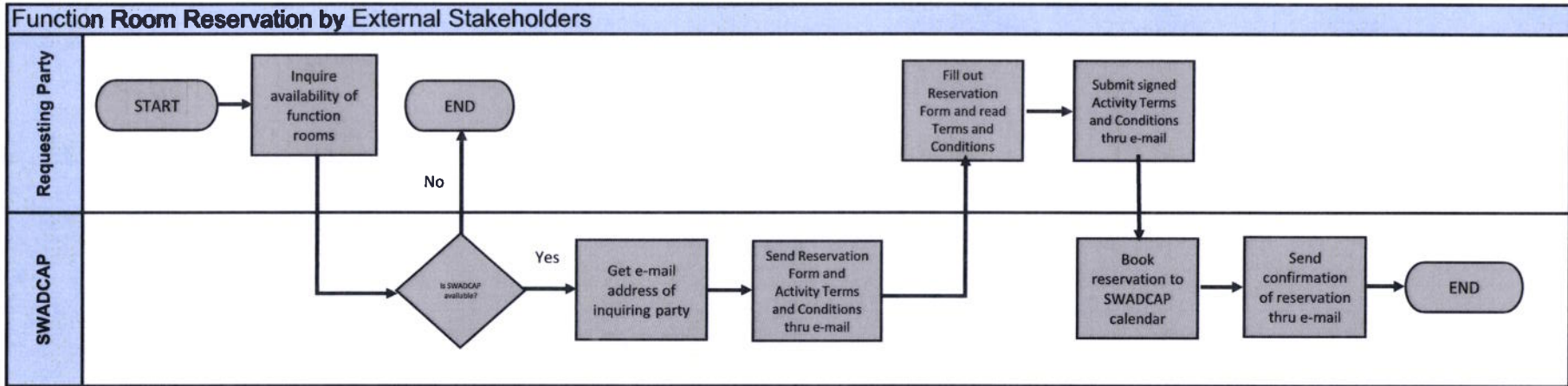
ANNEX G: SWADCAP Activity Reservation by DSWD Employees



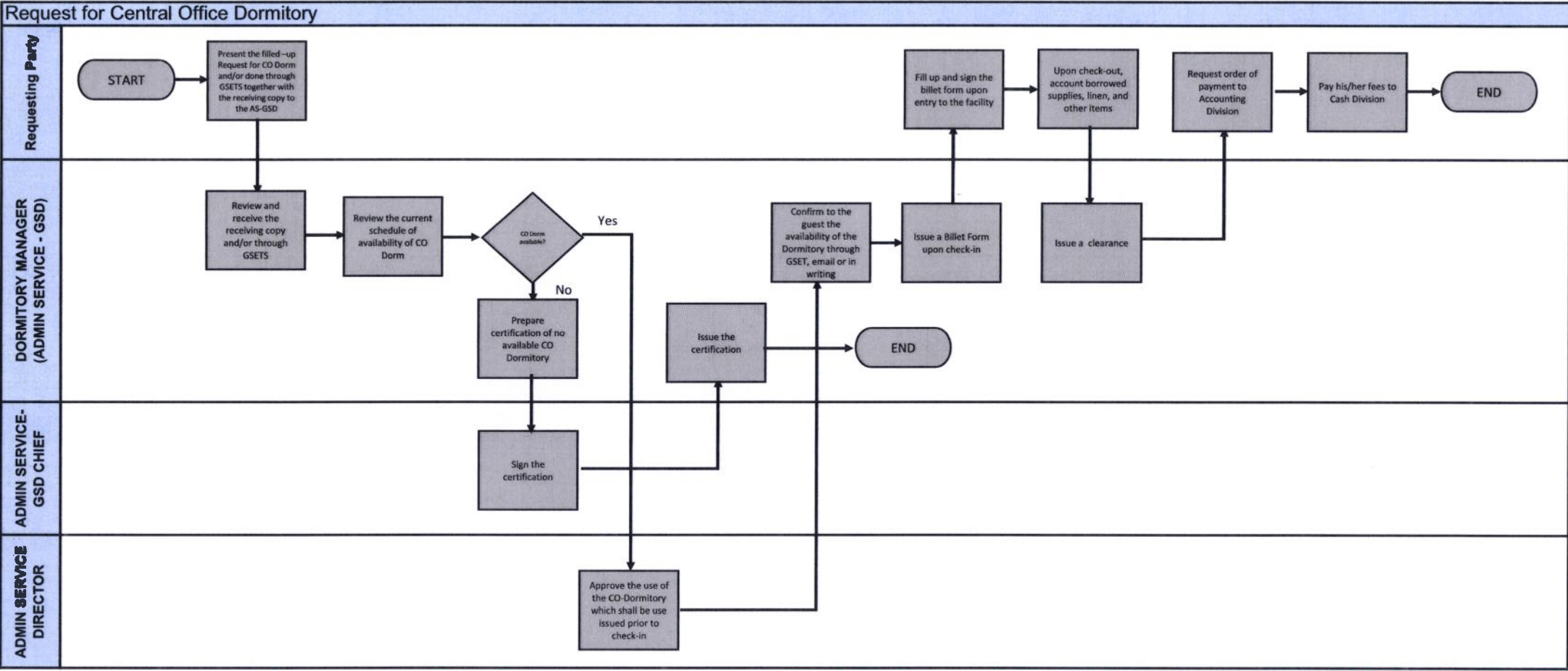
ANNEX H: SWADCAP Guest Room Reservation



ANNEX I : Function Room Reservation by External Stakeholders



ANNEX J: Request for Central Office Dormitory



ANNEX K: Availment of Accommodation at SWADCAP thru Walk-In

Availment of Accommodation at SWADCAP thru Walk-In

