

No.	Program/Service Title	Program/Service Description	Objectives	Type of service	General description of the process to avail the service	Benefits Under the Program/Service	Target Beneficiaries/Clients	Process of selection (if applicable)	Requirements, if any	Contact information for inquiries on program/service (e-mail, trunkline, and directline)
	Pantawid Pamilyang Pilipino Program (4Ps) , enacted into law thru Republic Act 11310 or An Act Institutionalizing the Pantawid Pamilyang Pilipino Program, or shortly, the "4Ps Act" Important Dates: Enactment: Apr 17, 2019 IRR Signing: Dec 9, 2019 IRR Effectivity: Mar 31, 2020	Sec. 4. The Pantawid Pamilyang Pilipino Program (4Ps). 4Ps is the national poverty reduction strategy and a human capital investment program that provides conditional cash transfer to poor households for a maximum period of seven (7) years, to improve the health, nutrition and education aspect of their lives. The National Advisory Council (NAC) may recommend a longer period under exceptional circumstances.	1. Improve the health and nutrition of young children and mothers by promoting preventive health care; 2. Increase the enrollment and attendance rate of children in child development centers (CDCs), pre-school, elementary, and secondary schools; 3. Contribute to the reduction of incidence of child labor; 4. Raise the average consumption rate in food expenditure of poor household; 5. Encourage parents to invest in their children's health, nutrition and education; and 6. Enhance the performance of parenting roles of beneficiaries and their participation in community development activities <i>Source: 4Ps Operations Manual, 5th edition</i>			(a) Education Grants per month per child for a maximum of ten (10) months per year: P300 per child enrolled in Day Care and Elementary programs P500.00 per child enrolled in Junior High School P700.00) per child enrolled in Senior High School (b) Health and nutrition grant in the amount of P750.00 per month for a maximum of twelve (12) months per year. <i>Other grants (not part of the 4Ps Act):</i> (c) Rice grants in the amount of P600 per month per household who is compliant with either health or education condition	Sec. 6. Eligible Beneficiaries. Farmers, fisherfolks, homeless families, indigenous peoples, those in the informal settler sector and those in geographically isolated and disadvantaged areas including those in areas without electricity shall be automatically included in the standardized targeting system to be conducted by the DSWD: Provided, That to be eligible for the cash grants, households or families must meet the following criteria: (a) Classified as poor and near-poor based on the Standardized Targeting System and the poverty threshold issued by the Philippine Statistics Authority (PSA) at the time of selection; (b) Have members who are aged zero (0) to eighteen (18) years old or have members who are pregnant at the time of registration; and (c) Willing to comply with the conditions specified by this Act.	The 4Ps follows a two-step beneficiary selection process. The first step is geographic targeting or selection of provinces, cities/ municipalities and barangays. The second step is the household targeting, or the selection of poor households with eligible household members.	None	
1	Grievance Intake and Response	Grievance Intake and Response refers to the recording of a grievance in a grievance form and providing the client an initial response, which usually involves an explanation about how the grievance will be processed by the DSWD and other actors. This is among the services (and part of the Citizen's Charter) of the 4Ps National Program Management Office (NPMO).	The objectives of GRS are: 1. Record grievances from a diverse channel of reporting; 2. Establish a set of standard, streamlined, and end-to-end procedures with corresponding timelines in resolving grievances; 3. Engage grievance actors and resolve grievances within the establish time protocol and provide appropriate technical assistance and capacity building activities in areas where necessary; 4. Setup monitoring and evaluation tools and systems to support timely and accurate reporting, and; 5. Process grievances to generate data on the program vulnerabilities with the end view of generating policies to minimize the incidence of grievances and improve program implementation.	Frontline service	Availing the service involves the following key steps: 1. Sign in the client logbook in the office lobby 1.1 Give ID Card to Guard on Duty 2. Inform the Officer of the Day at the Tangapan ng Reklamo Help Desk the nature of the visit and provide initial information. 3. If filing a complaint, get a Grievance Form from the Officer of the Day 3.1 If filing a request or inquiry, get a Request & Inquiry Form 4. Accomplish the Grievance Form/ Request & Inquiry Form 5. Provide additional and complete details with supporting documents if available	GRS provides the platform to report program implementation-related issues, categorized into the following: 1. Payment Issue 2. Card Issue 3. Disqualification 4. Misbehavior 5. Appeal 6. Facility Issue 7. Implementer Issue 8. Inclusion Request <i>Source: 4Ps National Advisory Council (NAC) Resolution 4, series of 2020 or the 4Ps GRS Resolution Standards and Indicators</i>	1. 4Ps Beneficiaries 2. General Public, especially for disqualification, misbehavior, and request for inclusion	This is the first step in the four (4)-step process of 4Ps Grievance Redress System (GRS). In summary, these are: 1. Intake and Response 2. Processing 3. Resolution 4. Feedback <i>Note:</i> <i>i. This is not the process of selection per se, but the general process of resolving complaints submitted by the target beneficiaries/clients.</i> <i>ii. There is no selection process in receiving grievances. GRS receives all complaints reported by the target beneficiaraies/clients.</i>	4Ps ID (not required if non-4Ps beneficiary) and other supporting documents as may be requested, depending on the type of grievance	Email: 4psassistance@dswd.gov.ph Telephone Number: (02) 8952-6929
2	Data / Research Request on 4Ps Program	This service refers to the process of ensuring that requests of clients/stakeholders for available information (in the form of regular reports/ statistical data, published studies) and needed research/assistance (such as but not limited to conduct of interviews, name matching and/or list of beneficiaries) are provided.	1. To provide timely and accurate data for usage of the public in research, policy development, targeting, analysis and among others 2. To provide timely assistance to clients who intend to conduct research activities (such as but not limited to survey, interviews, FGD, etc.) related to the Program	Frontline service	The process for this service requires sending the data/research request to 4Ps – Planning, Monitoring, and Evaluation (PMED).	The service serves as a platform to: 1. Access information such as (but not limited to): a. Administrative data (regular reports / statistical data previously approved, copies of published researches) b. Statistical data (list of beneficiaries, name matching, and other information requiring complex statistical computations such as multivariate, time series) 2. Provide assistance for (but not limited to) the following activities: a. Request for interview (beneficiaries, Program staff)	1) General Public	N/A	1 accomplished Data/Research Request Form (with appropriate attachments); and 1 signed MOA/DSA (if no pre-existing MOA/DSA with 4Ps)	For inquiries and follow ups, the client may contact the office through the following: Landline: Office +63 2 931 8101 loc. 234 Email: 4ps_meu@dswd.gov.ph or pmed@dswd.gov.ph

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1	Issuance of Gate Pass for Service Providers and Suppliers	Issued for properties that are to be used outside DSWD premises, for properties to be brought outside DSWD premises for repairs or replacement by the supplier, for properties that are to be disposed through sale/transfer/other mode of disposition	Frontline Service	1. DSWD Service Providers 2. DSWD Suppliers	The process for the issuance of gate pass consists of three (3) key steps: (1) Submission of duly accomplished gate pass with attachments and present property for checking, (2) Presentation of property together with the duplicate copy of the approved Gate Pass to the security guard, and (3) Upon return of property brought outside the DSWD premises, presentation to the Security Guard On Duty of the signed duplicate copy of gate pass together with the property. The processing time for this service is at least 1 hour.	1. Screen and Verify - PSAMD staff shall review the completeness and accuracy of information in the gate pass (in 3 original copies) submitted by the client together with the complete requirements (1 photocopy each requirement). 2. Update of the System - PSAMD staff shall scan the document barcode and update the date and time of receipt of gate pass in PREMIS. 3. Approve Document - after updating the system PSAMD staff shall forward to the gate pass to the Property Division Chief for approval 4. Distribute Approved Copies - Approved gate pass shall be distributed by PSAMD staff to Security Guard - original copy, Client - duplicate copy, PSAMD - triplicate copy 5. Validate - before check out of property, Security Guard on Duty shall check the property vs the information indicated in the gate pass. If with discrepancy, Security Guard shall return the gate pass to the client and advise to go to PSAMD for further instruction. If without discrepancy, Security Guard shall sign the original and duplicate copy of the gate pass and return the duplicate copy to the client. 6. Scan and Update PREMIS- Security Guard shall scan the barcode of the gate pass and record the date and time of check out of property in PREMIS. 7. Review and Validate - Upon return of property in DSWD premises, Security Guard shall check the property vs the duplicate copy of gate pass. If with discrepancy, Security Guard shall advise the client to go to PSAMD for instruction. If without discrepancy, Security Guard shall sign the original and duplicate copy of gate pass and record the time and date of return of property. 8. Scan and Update - Security Guard shall scan the barcode of the gate pass and record the date and time of return of property in PREMIS 9. Submit Gate Pass - Gate pass with recorded date and time of return of property shall be surrendered to PSAMD by the Security Guard 10. Update of PREMIS - PSAMD staff shall update the record of gate pass in PREMIS indicating the actual date of return of the property 11. File - PSAMD staff shall file gate pass for safe keeping future reference	1. Three (3) original copies of duly accomplished Gate Pass 2. Property/ies to be brought outside the DSWD premises In the absence of the authorized signatory secure any of the following: 1. Signed by the personnel authorized to sign in behalf of the authorized signatory – with attached one (1) photocopy of Special Order (SO) for order of succession 2. Digitally signed using the PNPKI registered digital signature 3. Printed copy of email using the official DSWD email account allowing the property to be brought outside DSWD premises Properties for repair/replacement attach: 1. 1 photocopy of pull-out slip indicating the name of person who will bring out the property or authorization letter 2. 1 photocopy of Technical Assistance Report 3. 1 photocopy of approved Purchase Order (PO) or Purchase Request (PR) 4. 1 photocopy of PAR/ICS if property is under warranty 5. 1 photocopy of government issued ID and company ID of client or representative For loaned properties to be returned to supplier attach: 1. 1 photocopy of pull-out slip indicating the name of person who will bring out the property or authorization letter 2. Personal Property Item Pass Slip (PIIP) and/or delivery or acknowledgement receipt 3. 1 photocopy of government issued ID and company ID of client or representative	email: property@dswd.gov.ph Trunkline: 02-8931-8101 to 07 loc 106 Directline: 02-8931-9145 VOIP: 10127, 10128"

2	Issuance of Property Clearance for Separated Officials and Employees	Property Clearance is issued to DSWD employees who are retired/transferred to another government agency/detail separation from the service, promotion/reassignment/transfer from one organizational unit within the Department. Approved Property Clearance shall be issued immediately upon cancellation of property accountability	Frontline Service	DSWD Employees who are: 1. Resigned 2. Transferred to other Government Offices 3. Non-Renewal of Contract 4. Terminated 5. Retired	The process for the request requires the submission of duly approved request for transfer, resignation and/or retirement 2 months before the effectivity of retirement, 30 days of resignation or transfer and the submission of documents and other requirements as proof of cancelled property accountability. The total processing time for the service is 3 hours.	1. Receiving - PSAMD personnel shall receive the 3 original copies of clearance and stamp the receiving date and time of the of the document. 2. Review and Validation - PSAMD staff shall review and validate if client has property accountability 3. Facilitation of Document - If no recorded accountabilities, PSAMD staff shall affix their initial on the clearance and forward to Division Chief for approval - If with accountabilities, PSAMD staff shall inform the former OBSU of the applicant on the remaining accountabilities to process the cancellation of accountabilities through Memorandum. 4. Receive and Validation - PSAMD staff shall receive and validate submitted documents as proof of cancelled property accountability 5. Facilitation of Document - If accountability were cancelled, PSAMD staff shall affix initial on the clearance and forward to Division Chief for approval 6. Approval of Document - PSAMD Division Chief shall mark the box with labelled "cleared" and affix the signature on the signature box of the clearance 7. Scan and Record - PSAMD staff shall scan the approved clearance, record in the logbook details of the approved and forward to the next office concerned 8. Uploading - PSAMD staff shall upload the scanned copy of the approved clearance in PREMIS	Without Property Accountability 1. Three (3) copies of Clearance Form 2. And/or duly approved request for transfer/resignation/retirement With Property Accountability 1. 3 copies of clearance form 2. 1 original copy of duly accomplished Furniture and Equipment Transfer Slip (FETS) 3. With request for relief from property accountability due to loss - 1 photocopy of COA decision 4. With request for replacement of lost property - 1 photocopy of request for replacement approved by the Undersecretary for GASSG, property to replaced the lost item	email: property@dswd.gov.ph Trunkline: 02-8931-8101 to 07 loc 106 Directline: 02-8931-9145 VOIP: 10127, 10128
3	Provision of Freedom of Information	The Administrative Service – Records and Archives Management Division (AS – RAMD) shall be receiving and conducting an initial evaluation of requests on Freedom of Information (FOI) being received by the Department. This process covers requests for information/data of Department through FOI pursuant to Executive Order No. 02, series of 2016, on FOI.	Frontline Service	Individuals with Filipino Citizenship	This service requires the submission of an FOI Request with attached photocopy of any government issued I.D or school I.D (for registered students) with photo. The request may also be coursed through electronically through foi.gov.ph . The total processing time needed for the request is at least 1 hour.	1. Standard Request 1.1. One (1) Request letter addressed to Secretary Rolando Joselito D. Bautista at DSWD-Central Office, IBP Road Batasan Pambansa Complex, Constitution Hills, Quezon City. 1.2. Attach tone (1) FOI Request Form 1.2.1. Must state your complete name, contact information and purpose of your request 1.2.2. Attach one (1) photocopy of government issued I.D or school I.D (for registered students) with photo 1.3. One (1) Receiving copy (for client reference) 2. Online Requests or through eFOI portal 2.1. Visit the eFOI website 2.1.1. Choose Make a Request icon 2.1.2. Select Department of Social Welfare and Development 2.1.3. Click on Write My Request 2.1.3.1. Ensure all the mandatory fields are filled out 2.1.4. Attach a copy of government issued I.D or school I.D (for registered students) with photo 3. If unable to make a written request, because of illiteracy or disability 3.1. Visit the nearest DSWD Office or contact Ms. Myrna H. Reyes in DSWD-Central Office at (02) 8- 951-7119 for inquiries 3.2. Make verbal request to the DSWD FOI Receiving Officer (FRO) who shall reduce the request to FOI Request Form 3.3. Provide one (1) copy of government issued I.D or school I.D (for registered students) with photo and authorization	Email: ramd_grp@dswd.gov.ph 8-951-71-19 8-931-91-05	

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1	Provision of Relief Assistance for Internally Displaced Persons (IDPs)	Disaster Response Management Division leads in planning, coordination and monitoring of all disaster response efforts including the provision of resource augmentation as support to LGUs. This process covers the request for relief assistance of LGUs affected by disaster or calamity.	Frontline service	LGU affected by disaster	Availing the service involves the following key steps: 1. Submits request letter with complete supporting documents to the office of the Regional Director 2. Submits schedule of pull out and distribution to Disaster Response and Rehabilitation Section 3. Sign delivery receipt		For sporadic incidents (fire, armed conflict, demolition, etc.): 1. Letter Request signed by the Local Chief Executive 2. Copy of Masterlist of affected families signed by Local Social Welfare and Development Officer (LSWDO) and noted by the Local Chief Executive 3. Copy of Situational/Incident/Disaster Report signed by the LSWDO and/or LDRRMO For El Nino, COVID-19 and other epidemic/pandemic 1. Copy of Letter Request signed by the Local Chief Executive 2. Copy of Masterlist of affected families signed by Local Social Welfare and Development Officer and noted by the Local Chief Executive 3. Copy of either Declaration of State of Calamity and/or Situational Report issued by the Local Disaster Risk Reduction and Management Officer on the effects of the disaster in the locality. For disasters which caused massive displacement/evacuation of families (earthquake, flooding, typhoons, landslides, etc.) 1. Copy of Letter Request signed by the Local Chief Executive 2. Copy of Situational/Incident/Disaster Report signed by the LSWDO and/or LDRRMO	Tel. Nos.: 8-352-24-27; 8-335-40-14; Email: drmb@dswd.gov.ph
2	DSWD Disaster Data Request Processing	Request for data relative to the mandate of the Agency in Disaster Response shall be processed by the Disaster Response Management Bureau (DRMB) through the Disaster Response Operations Monitoring and Information Center (DROMIC). The Bureau provides disaster statistical data on affected and displaced population which can be used for academic and research purposes, and other valid and relevant purposes as per the Bureau's review and assessment, and can only be obtained through request. This service only includes request for data that are coursed directly to the Bureau through email, snail mail and hand-carried documents.	Frontline service	Students, Researchers,	Client sends request letter with complete details and information together with one (1) valid proof of identification.		1. Written and signed request letter with complete contact details (name and contact information) of the requesting party, description of information requested and the reason for or purpose of the request for information 2. One (1) valid proof of identification 3. For request made through email, a scanned copy of the request letter and proof of identification must be attached	Tel. Nos.: 8-352-24-27; 8-335-40-14; Email: drmb@dswd.gov.ph

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1	Donor's Certificate of Donation	Processing of Certificate of Donations	Frontline service	Donors of cash and in-kind donations	<p>The processing for this service has six (6) key steps that consist of: (1) Downloading the request form from dswd.gov.ph/Download or personally requesting the form from the Accounting Division (2) Filling –up the printed Electronic copy of Request Form (DSWDFMS-AD No.2), (3) Scanning the filledup form and email together with the supporting documents to accounting@dswd.gov.ph; jmlsabandal@dswd.gov.ph; jvbinas@dswd.gov.ph; and pcadorable@dswd.gov.ph; or Personally presenting the filled-up form together with the supporting documents to Accounting Division, (4) Waiting for the acknowledgement receipt through email or ask for the claim stub for walk-in requests with schedule to claim the certificate, (5) Presenting the claim stub on or after the schedule indicated and accept the requested document, and (6) Sign the logbook for acknowledgement receipt.</p> <p>Processing time for this service is at least 7 days.</p>	<p>1. Electronic copy of request form for Certificate of Donation (DSWD-FMS-AD No. 2)</p> <p>2. Electronic copy of the supporting documents:</p> <p>2.1 Deed of Donation or any document showing proof of donations;</p> <p>2.2 Official receipt for cash donations; or</p> <p>2.3 Acknowledgement receipt and delivery receipt for donations</p>	<p>accounting@dswd.gov.ph;</p> <p>jmlsabandal@dswd.gov.ph;</p> <p>jvbinas@dswd.gov.ph;</p> <p>and</p> <p>pcadorable@dswd.gov.ph; or</p>

Human Resource Management and Development Service								Contact information for inquiries on program/service (e-mail, trunkline, and directline)
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1	Issuance of Certificate of Leave Without Pay (LWOP)/No LWOP to Separated Officials and Employees	The Certificate of Leave Without Pay (LWOP)/No LWOP is issued to separated Officials and employees in the Central Office who have been cleared of money, property, and legal accountabilities, which certifies that they have/do not have Leave Without Pay (LWOP) for a certain period.	Frontline Service	Separated Central Office (CO) Officials and Employees	The process of availment of the Certificate of Leave Without Pay (LWOP)/No LWOP to Separated Officials and Employees will take up to 7 days to complete. The process requires that the requesting party submit the HRMDS-PAD Request Form or formal letter or e-mail request with complete supporting documents to Personnel Administration Division (PAD) for processing of the request.		HRMDS-PAD Request Form or formal letter or e-mail request	hrmds@dswd.gov.ph 8-931-81-01 to 07 Locals: 101, 102; Tel. Nos.: 8-961-66-72; 8-961-66-59
2	Central Office Clearance Certificate from Money, Property and Legal Accountabilities (CO Clearance) to Separated Officials and Employees	The CO Clearance Certificate is being provided to Officials and employees who were separated from the Department which certifies that the former Official/employee no longer has money, property and legal accountabilities. The provision of the CO Clearance Certificate may be requested by separated Officials and employees if the CO Clearance Certificate initially-issued to them was lost, damaged, etc., or the Official/employee was not able to secure the duly-accomplished CO Clearance Certificate at the time of their separations.	Frontline Service	Separated Central Office (CO) Officials and Employees who already has a duly-accomplished CO Clearance Certificate on file/submitted to PAD and without any money, property, and legal accountabilities.	The process of availment of the CO Clearance to Separated Officials and Employees will take up to 3 days to complete. The process requires that the requesting party submit the HRMDS-PAD Request Form or formal letter or e-mail request with complete supporting documents to Personnel Administration Division (PAD) for processing of the request.		1. HRMDS-PAD Request Form or formal or e-mail request 2. Letter of Separation and its Acceptance 3. Special Power of Attorney (If authorized representative)	
3	Issuance of Service Record to Separated Officials and Employees	The Service Record (SR) is being issued to separated Officials and employees in the Central Office who have been cleared of money, property, and legal accountabilities. As requested, the SR provides and certifies their detailed government service, to include: Full Name, Date and Place of Birth, Positions, Status of Employment and Equivalent Periods and Salaries	Frontline Service	Separated Central Office (CO) Officials and Employees	The process of availment of the Service Record to Separated Officials and Employees will take up to 3 days to complete. The process requires that the requesting party submit the HRMDS-PAD Request Form or formal letter or e-mail request with complete supporting documents to Personnel Administration Division (PAD) for processing of the request.		1. HRMDS-PAD Request Form or formal letter or e-mail request 2. CO Clearance Certificate 3. Special Power of Attorney (If authorized representative)	

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1	Borrowing of Internal Audit Reports	1.0 This process aims to provide information to the public about the conducted audit of the Internal Audit Service (IAS). It allows the requesting party to understand the result of an internal audit or evaluation performed on the different DSWD Offices/Bureaus/Services (OBSs). It covers the result of any specific audit engagement conducted by IAS. However, the request may or may not be approved by the Department Secretary.	Frontline service	DSWD Central Offices/Bureaus/Services/Units and Regional Offices Attached and Supervised Agencies and other citizen's/parties from the government agencies.	The IARs & WPs are important documents which can offer service to other citizens/users for decision-making and reference purposes on internal audit or evaluation of the different programs of DSWD OBSs. Due to confidentiality and sensitivity in nature, it must be documented through formal request and approved by the Office of the Secretary and IAS Director. For this transaction, it can be issued to the borrower within a minimum of 2 days and maximum of 3 days.	Not Applicable	1. Proof of Identification (at least one (1) certified or photocopy), i.e., passport, driver's license, SSS ID, Voter's ID (per Freedom of Information/FOI requirement); and 2. Approved request from the Office of the Secretary (OSEC)/IAS Director with description of requested information and preferred mode of communication, i.e., how to be alerted about the status of request (per FOI requirement).	For inquiries and follow-ups, citizen's may contact: 952-9773 or ias@dswd.gov.ph
2	Benchmarking by Other Government Agencies	1.0 This process aims to compare and/or measure organization's performance and practices against other organizations. Benchmarking considered to assess current and emerging needs to the internal audit profession. It also identifies internal opportunities for improvement in order to achieve effective internal controls in one's agency. Benchmarking process by the DSWD Internal Audit Service (IAS) includes the following audit activities: (a) IAS Processes; (b) Conduct of Audit; (c) Baseline Assessment of Internal Control System (BAICS); and (d) Risk-based Internal Auditing (RBIA)	Frontline service	Citizens/Parties/Offices from other Government Agencies	Availing of the service has four (4) key steps: (1.)Submits request letter to IAS to conduct benchmarking activity, (2.) Responds to IAS queries, (3.) Attends benchmarking activity with DSWD-IAS personnel, and (4.) Gives token and/or Certificate of Appreciation to Host Agency.	Not Applicable		For inquiries and follow-ups, citizen's may contact: 952-9773 or ias@dswd.gov.ph

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1	Social Welfare Services to Distressed Overseas Filipinos (OFs) and Other Filipino Migrants and their Families	Social Welfare Attaches (SWAtts) deployed in foreign Posts are the ones to provide these types of services to distressed OFs, and may be accessed by OFs through a. Actual visit of the clients to the Office of the SWAtt in the Embassy/consulate; b.Actual visit of the SWAtt to the clients who are in their homes, shelters, safe houses, detention centers, prisons, and hospitals; and c. Referral of the case to FilCom/volunteer and partner agencies/entities in cases where the clients are quite too far from the Embassy	Frontline Service	Irregular (Undocumented) Distressed Overseas Filipinos and their Families	By visiting/calling (subject to the SWAtt's Assessment for provision of material assistance) the Office of the Social Welfare Attache (OSWA), Non-Government Partners and referral from Partner Agencies in the following Foreign Service Posts: 1. Philippine Embassy in Kuala Lumpur, Malaysia 2. Philippine Embassy in Riyadh, KSA 3. Philippine Embassy in Kuwait 4. Philippine Embassy in Qatar 5. Philippine Consulate General in Jeddah, KSA 6. Philippine Consulate General in Hong Kong 7. Philippine Consulate General in Dubai, UAE	N/A	Identification Card (Passport) or Travel Documents (TDs) etc	Office of the <u>Social Welfare Attache (OSWA)</u> <u>bit.ly/SWAttDirectory</u> <u>HOME OFFICE:</u> <u>3rd Floor, Matapat Bldg. DSWD Central Office, Constitution Hills, Brgy. Batasan Hills, Quezon City 1126</u> <u>DIRECT LINE (02) 8951-4922 - VOIP 88771</u> <u>isso@dswd.gov.ph</u>
2	Assistance to Individuals/Families in Crisis Situations (AICS)	Provision of Material Assistance such as: a. Food Assistance b. Toiletries/Hygiene Kit Assistance c. Medical Assistance d. Shelter Assistance e. Clothing Assistance f. Educational Assistance g. Provision of Cellphone Card/Load h. Transportation Assistance (within post) i. Burial Assistance i. Others, non-food	Frontline Service	Irregular (Undocumented) Distressed Overseas Filipinos and their Families				
3	3. Marriage Counseling Services	Conduct of Marriage Counselling Services a. Pre Marriage b. Marital Enrichment Counselling c. Marital Crisis Counselling	Frontline Service	Overseas Filipinos Married or Planning to Contract Marriage				
4	Orientation/Information Giving on Alternative Parental Care	Information Giving on: Adoption (Domestic and Inter Country) Foster Care Legal Guardianship Residential Care Conduct of Parenting Capability Assessment Report (PCAR) Conduct Family Capability Assessment Report (FCAR)	Frontline Service					
5	Counseling to Parents/Escorts of Minors Travelling Abroad	Information Giving on Parents/Escorts of Minors Travelling Abroad	Frontline Service	Parents/Escorts of Minors Travelling Abroad				
6	Capability Building and Skills Training Activities	Conduct of Capability Building and Skills Training Activities	Frontline Service	Overseas Filipinos (OFs) at FSP				
7	Recovery and Reintegration Program for Trafficked Persons (RRPTP)	RRPTP is a comprehensive program that ensures adequate recovery and reintegration services provided to trafficked persons. Utilizing a multi-sectoral approach, it delivers a complete package of services that will enhance the psychosocial, social, and economic needs of the clients.	Frontline Service	Trafficking in Persons (TIPs)				
8	Visit to Hospital, Jail, Detention Centers	a. Detention Center/Facilities b. Jail c. Hospital d. Home/Quarters e. Campsites f. Embassy/OWWA Facilities g. Host Countries/Other Facilities h. Others	Frontline Service	Irregular (Undocumented) Distressed Overseas Filipinos and their Families				
9	Repatriation and Reintegration Services	Assists in FSP' s Repatriation and Reintegration Services	Frontline Service	Mother/Father and Minor ChildrenDistressed OFs and their Family Members Medical Repatriated OFs and their families Sustainable Livelihood Program				

10	Referral Services to DSWD Field Offices, other agencies & LGUs for Support Services	Referral Services to DSWD Field Offices, other agencies & LGUs for Support Services	Frontline Service	Irregular (Undocumented) Distressed Overseas Filipinos and their Families				
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1	Provision of Assistance to Balik Probinsya Beneficiaries	The Balik Probinsya, Bagong Pag Asa Program conducts an eligibility assessment of the endorsed list of applicants. Eligible families are provided with the assistance package as part of their integration into their respective provinces.	Frontline Service	Families who: decided to go back to the provinces; lost job or other source of income; lives in unsafe dwelling places; and are exposure to health and safety risks and other environmental hazards.			Copy of the valid identification card of the BP2 Household Head (to be certified by the Social Worker) Copy of the Birth Certificate of the Traveling Minors (Authorization Letter from the minor's parents if the accompanying adult is not a biological parent/s, as applicable) Clearance from the BP2 Secretariat Health Clearance from the DOH Documentary Requirements	Telephone: (02) 8952-0697 Email: kc@dswd.gov.ph
2	Request for Procurement No Objection Letter (NOL) for KC - NCDDP	Review and evaluation of submitted procurement documents of KC-NCDDP sub-projects with a contract cost of 2 million Pesos and above to ensure compliance of requirements of the Community-Based Procurement Manual prior to the issuance of the Notice of Award.	Frontline Service	Barangay Development Council - Technical Working Group (BDC - TWG) through the Regional Program Management Office (RPMO)	Availment of service involves the following steps: 1. National Program Management Office Procurement Unit receives the Procurement NOL request 2. Review of the whole package of NOL reques 3. Preparation of No Objection Letter 4. Routing of NOL for NPM's Signature 5. Follow-up NOL if approved and sent out to respective Field Office/s		Program of Works (POW) including detailed estimates Technical Specifications / Scope of Works Community Procurement Plan Invitation to Bid / Request for Quotation and Bidding Documents Minutes of Bids and Awards Committee meetings Post-Qualification Report, when necessary Bid and Awards Committee Resolution Recommending Award Legal, Technical and Financial Proposal of the recommended bidder Draft Contract Agreement or Purchase Order	Telephone: (02) 8952-0697 Email: kc@dswd.gov.ph
3	Request for Technical No Objection Letter for KC - NCDDP	Technical Review of the proposed sub-projects with cost 2 million and above to ensure compliance of requirements of the Community-Based Infrastructure Manual.	Frontline Service	Barangay Development Council - Technical Working Group (BDC - TWG) through the Regional Program Management Office (RPMO)	Availment of service involves the following steps: 1. NPMO Engineering receives the Technical NOL request 2. Review of the Technical NOL request 3. Preparation of No Objection Letter 4. Approval of the Technical NOL		Program of Work (POW) including detailed estimates, bill of quantities / materials, work schedules in Gantt chart of Program Evaluation Review Technique (PERT) Critical Path Method (CPM) Technical plans and specifications Applicable social and environmental safeguards clearance Community Procurement Plan Market and economic study (for enterprise development sub-projects) Operation and Management Plan clearly stating the O&M arrangements; appropriate organization, policy/by-laws, guidelines and user's fee (for Enterprise Development SPs)	Telephone: (02) 8952-0697 Email: kc@dswd.gov.ph
4	Request for Fund Release (IP CDD) (this service will be devolved to the Regional Offices in 2022)	The KC-NCDDP is implemented through community driven development approach through the CEAC where local communities are provided with grants which they take control in the planning, budget management and execution of the sub-project implementation.	Frontline Service	Barangay Sub Project Management Committee	Client submits request for Fund Release to the Barangay Level and Area Coordinating Team Office then BSPMC receives the grant transferred to their bank account.		RFR Requirements	Telephone: (02) 8952-0697 Email: kc@dswd.gov.ph
5	Concurrence of LGU Engagement	Municipal local government units must undergo the KC-NCDDP enrollment process that aims to brief the local government units about responsibilities in KC-NCDDP and provide them with opportunity for comments and inputs. As such, the enrollment process will include mapping out of the various roles, responsibilities and contributions that DSWD will expect from the local government units. Through the enrollment process, local government units commitments for KC-NCDDP are better clarified at the early stage, and risks of local government units failure to deliver said commitments can be anticipated and managed by DSWD.	Frontline Service	Targeted Communities of the Program	The NPMO CD Division receives the letter for request of concurrence.		Endorsement from Regional Director Letter of Intent from the Local Chief Executive to participate in KC-NCDDP & SB implementation and SB Resolution to Engage in the Program Municipal Local Government Unit Enrollment Form Local Government Unit -Led Implementation Eligibility Checklist Local Government Unit Capacity Assessment Result Potential Problem Analysis (PPA) Municipal Program Implementation Proposal (MPIP - if LGU Led) and/or CEAC workplan (if regular CEAC) (if rating in the Local Government Unit Capacity Assessment Result falls under Moderately Strong or Strong)	Telephone: (02) 8952-0697 Email: kc@dswd.gov.ph

No.	Program/Service Title	Program/Service Description	Type of Service	Target Beneficiaries/Clients	General description of the process to avail the service	Process of selection (if applicable)	Requirements, if any	Contact information for inquiries on program/service (e-mail, trunkline, and directline)
1	Rendering Legal Opinions and Advice on Matters Brought to by External Clients	This process covers rendering legal opinion, advice or assistance to all external clients of the Department on matters involving its formal mandate and the exercise of its official powers and functions.	Frontline Service	G2G – Government to Government/ G2C – Government to Citizens/ G2B – Government to Business	The requesting party/client seeking legal assistance will just present the facts, verbally (face to face) or via phone and most of the time client will be ask to present a documents, if the concern or issues brought before LS is/are unique one or involve with some complexities, then the lawyer twill assesst/evaluate the given facts and issues to give legal assistance and advice.	Not Applicable	Copy of Request/Inquiry letter with attached related documents.	For inquiries and follow-ups, clients may contact the following telephone number: Contact info: 8951-22-38 legal@dswd.gov.ph

No.	Program/Service Title	Program/Service Description	Type of service	Target Beneficiaries/Clients	General description of the process to avail the service	Process of selection (if applicable)	Requirements, if any	Contact information for inquiries on program/service (e-mail, trunkline, and directline)
1	Walk-in name matching data process	Provision of data corresponding to the individual/s name matching request- to determine if a household is in the Listahanan database and its corresponding poverty status.	Frontline service	All walk-in clients	Availing this service requires for the Requesting Party to fill out the Walk-in Name Matching Form.		1. Walk-in Name Matching Form 2. Valid Identification Card/ Proof of Identity	nhtspr.npmo@dswd.gov.ph VOIP No.: 88872 WiServ: Listahanan<space>complaint/message send to 0918 912 2813
2	Data-sharing- name matching process	Provision of data corresponding to the individual/s name matching request- to determine if a household is in the Listahanan database and its corresponding poverty status.	Frontline service	All NGAs, GOCCs, NGOs, CSOs, and Private Foundations for the purpose of utilizing the data for social protection programs.	This service has the following key steps: 1.The Requesting Party will endorse their letter of request with attached e-copy of names for name matching to NHTO. 2. Requesting Party will attend the scheduled orientation with the ACBS. 3. Compliance and Submission of signed Memorandum of Agreement and documentary requirements to the Advocacy and Capacity Building Section 4. Requesting party will present their IT facilities to the NHTO Inspection Team. 5. Call NHTO Office for file password		1. Letter of Request (indicating reasons for name-matching), 2. Original Copy of the Resolution of Governing Board authorizing head of agency to enter into data sharing MOA with DSWD (for NGOs, CSOs, Private Foundations), 3. Electronic copy of the names to be matched, 4. Memorandum of Agreement, 5. Physical Setup Certification and Organizational, Technical, and Security Setup Certification, 6. Designated Data Protection Officer, 7. Valid Proof of Identities of the agency head and DPO	nhtspr.npmo@dswd.gov.ph VOIP No.: 88872 WiServ: Listahanan<space>complaint/message send to 0918 912 2813
3	Data-sharing- list of data subjects	Generation of data sets with Personal Information (PI) and Sensitive Personal Information (SPI) with a Memorandum of Agreement (MOA)	Frontline service	All NGAs, GOCCs, NGOs, CSOs, and Private Foundations for the purpose of utilizing the data for social protection programs.	This service has the following key steps: 1.Endorse the letter of request with attached e-copy of names for name matching to NHTO. 2. Requesting Party will attend the scheduled orientation with the ACBS. 3. Compliance and Submission of signed Memorandum of Agreement and documentary requirements to the Advocacy and Capacity Building Section for review on Completeness 4. Requesting party will present their IT facilities to the NHTO Inspection Team.		1. Letter of Request (indicating reasons for name-matching), 2. Original Copy of the Resolution of Governing Board authorizing head of agency to enter into data sharing MOA with DSWD (for NGOs, CSOs, Private Foundations), 3. Electronic copy of the names to be matched, 4. Memorandum of Agreement, 5. Physical Setup Certification and Organizational, Technical, and Security Setup Certification, 6. Designated Data Protection Officer, 7. Valid Proof of Identities of the agency head and DPO	nhtspr.npmo@dswd.gov.ph VOIP No.: 88872 WiServ: Listahanan<space>complaint/message send to 0918 912 2813
4	Data-sharing. Statistics/Raw Data Request	Generation of source data, unprocessed anonymized data or numerical processed data as requested by the client.	Frontline service	All	This service has the following key steps: 1.The requesting party (NGAs, CSOs / NGOs, LGUs, academe etc.) sends a communication letter addressed to the NHTO Director for request of statistical data/ raw data generated from Listahanan. 2. Receive the data requested		1. Letter of Request (specify purpose and data requested)	nhtspr.npmo@dswd.gov.ph VOIP No.: 88872 WiServ: Listahanan<space>complaint/message send to 0918 912 2813

No.	Program/Service Title	Program/Service Description	Type of service	Target Beneficiaries/Clients	General description of the process to avail the service	Process of selection (if applicable)	Requirements, if any	Contact information for inquiries on program/service (e-mail, trunkline, and directline)
1	Acceptance of Local In-Kind Donations for DRRM Purposes	Receiving and accepting of Local In-Kind Donations that can be used during response operations of the Department. Type of items that can be donated to the department is based on the need assessment example; canned goods, rice, new clothing, sleeping gears, tents.	Frontline service	Individual Donors, Groups, Organizations, and Institutions	Availing the service involves the following key steps: 1. Proceed to designated donations facility 2. Provide details of donation/s to the Donations Facilitation Officer/s, or the NROC Receiving Officer/s, with the following information: a. Name of Donor/Organization b. Contact details c. List of item/s to donate including nominal value/ expiry dates d. Purpose of Donation 3. Present the donation/s to the assisting officer and stand witness to the full inspection. 4. Counter-check details listed in the Acknowledgement Receipt which will serve as proof of donation/s. If in order, fill-up the Feedback Form which will be handed by the Assisting Officer.	Not Applicable	Detailed information of in-kind donation such as: a. Donor's information b. List of Donated Items c. Purpose of donation	email: nrmb@dswd.gov.ph Land Line: 8355-2849 VOIP: 10096

No.	Program/Service Title	Program/Service Description	Type of service	Target Beneficiaries/Clients	General description of the process to avail the service	Process of selection (if applicable)	Requirements, if any	Contact information for inquiries on program/service (e-mail, trunkline, and directline)
1	Approval for the conduct of research study and acquiring primary data from DSWD officials/personnel, beneficiaries, and clients	Provision of clearance to conduct research studies in DSWD Offices, Centers, and Institutions to researchers who wish to acquire primary data through first-hand investigation, e.g., face-to-face interviews, survey questionnaires, focused group discussions, case study among others from the DSWD including clients/beneficiaries currently at its Centers/Institutions, and on-going DSWD programs, projects, and services wherein their main subject of research study involves DSWD as an organization	Frontline service	Internal researcher (e.g., DSWD personnel researching to pursue higher academic education) and external researchers such as students, academe, other government agencies including members of other branches of government, local and international organizations or research institutions, and other independent researchers who intend to conduct research studies related to or involve the Department	1. Approach the designated administrative staff and fill in all the fields in the researchers' logbook located in the receiving area 2. Submit the required documents 2.1.Fill up the Research Request form (Annex C) and Research Brief (Annex D) 3. Fill up the Researcher's Feedback Form (Annex J). 4. Coordinate with the concerned office where the research request was endorsed	Not applicable	1. Letter of request 2. Research Request Form (DSWD MC 10, s2019 Annex C) 3. Research Brief (DSWD MC 10, s2019 Annex D) and 4. Research Instruments	Landline: 8951-7120 Trunkline: 8931-8101 loc 317 and 320 pdpb_red@dswd.gov.ph research@dswd.gov.ph
2	Obtaining Social Welfare and Development (SWD) Data and Information	Provision of SWD data and information to internal and external researchers who are requesting current and secondary SWD data and statistics from the Department	Frontline service	DSWD personnel conducting research for the purpose of pursuing higher academic education and external researchers such as students, academe, other government agencies including members of other branches of government, local and international organizations or research institutions and other independent researchers who are requesting current and secondary SWD data and statistics from the Department	1. Approach the designated administrative staff and fill in all the fields in the researchers' logbook located in the receiving area 2. Submit the required documents 2.1.Fill up the Research Request form (Annex C) and Research Brief (Annex D) 3. Fill up the Researcher's Feedback Form (Annex J). 4. Coordinate with the concerned office where the research request was endorsed	Not applicable	1. Letter of request	Landline: 8951-7120 Trunkline: 8931-8101 loc 317 and 318 pdpb_pd@dswd.gov.ph

No.	Program/Service Title	Program/Service Description	Type of service	Target Beneficiaries/Clients	General description of the process to avail the service	Process of selection (if applicable)	Requirements, if any	Contact information for inquiries on program/service (e-mail, trunkline, and directline)
1	Provision of Assistance to Individual in Crisis Situation	<p>AICS serves as a social safety net or stop-gap measure to support the recovery of individuals and families identified to be suffering from any unexpected life event or crisis through provision of psychosocial intervention and/or direct financial/material assistance that will enable the clients to meet their basic needs in the form of food, transportation, medical, educational and burial assistance among others.</p> <p>The provision of counseling, referral for psychological service, as well as financial assistance to disadvantaged and marginalized sectors is part of the social protection services of the Department. These protective services aim to help individuals and families to cope with the difficult situation they are presently experiencing, such as illness, death, loss of job or source of income.</p>	Frontline service	As stated at the MC. 11 series of 2019 and the MC 24 series of 2020 that they are indigent, marginalized and vulnerable/disadvantaged individuals and families in difficult circumstances or those in crisis situation based on the assessment of the Social Worker.	<p>I. Basic steps</p> <ol style="list-style-type: none"> 1. Screening of Documents and verification at the CrIMS 2. Interview and assesment of Social Workers 3. Encoding of clients data to the CIU daily spreadsheet. 4. Encoding of client & beneficiaries basic information at the CRIMS for new clients and Updating of client & beneficiaries data at the CRIMS for the those already availed assistance beyond three months. 5. Issuance of Client Satisfaction Survey. <p>II. For Outright cash:</p> <ol style="list-style-type: none"> 6. Approval of CID officer-in-Charge on the requested assistance 7. Photocopy of the documents 8. Releasing of assistance by the Special Disbursement Officer (SDO) <p>II. Guarantee Letters (GL)</p> <p>A. GL worth Php10,001.00 up to Php50,000.00</p> <ol style="list-style-type: none"> 6. Preparation of request for approval and Social Case Study Report 7. Preparation of Guarantee Letter of Admin Staff 8. For review and approval of CID officer-in-Charge 9. Releasing of GL to the Client <p>B. GL worth Php50,001.00 up to Php75,000.00</p> <ol style="list-style-type: none"> 6. Preparation of request for approval and Social Case Study Report 7. For review and approval of CID officer-in-Charge 8. For review and approval of PMB Bureau Director 9. Releasing of GL to the Client <p>C. GL worth Php75,001.00 up to Php100,000.00</p> <ol style="list-style-type: none"> 6. Preparation of request for approval and Social Case Study Report 7. For review and approval of CID officer-in-Charge 8. For review and reccomending approval of PMB Bureau Director 9. For review and approval of GL of Asec. for Statutory Program 10. Releasing of GL to the Client <p>D. GL worth Php100,001.00 up to Php150,000.00</p> <ol style="list-style-type: none"> 6. Preparation of request for approval and Social Case Study Report 7. For review and approval of CID officer-in-Charge 8. For review and reccomending approval of PMB Bureau Director 9. For review and Approval of Undersecretary for operations 10. Releasing of GL to the Client <p>F. GL worth Php150,001.00 & beyond base on the SWers assessment</p> <ol style="list-style-type: none"> 6. Preparation of request for approval and Social Case Study Report 7. For review and approval of CID officer-in-Charge 8. For review, approval and initial of PMB Bureau Director 9. For review and reccomending approval of Undersecretary for operations 10. For review and approval of GL of the Secretary 11. Releasing of GL to the Client" 	<p>Screening and Verification:</p> <ol style="list-style-type: none"> 1. A screening process are undertaken by the CIU Staff. The original or certified true copy of the applicable requirements must be exhibited by the client. If completed the required documents the client is eligible to avail AICS but if they client beneficiary is not yet avail asistance for three months as the assigned CU staff will check at the Crisis Intervention Monitoring System (CRIMS) of the clients and the beneficiaries data and records of AICS availment for interview and assessment. 	<p>REQUIRMENTS:</p> <p>I. TRANSFORMATION ASSISTANCE:</p> <ol style="list-style-type: none"> 1. Any valid identification card of the client/ person to be interviewed 2. Police Blotter/ Police Certification (for victims of pickpockets, illegal recruitment, etc.); 3. Barangay Certificate/ Certificate of Residency <p>II. MEDICAL ASSISTANCE:</p> <p>A. Basic Requirements:</p> <ol style="list-style-type: none"> 1 Any valid identification card of the client/ person to be interviewed 2. Medical Certificate/Clinical Abstract complete with name, license number, and signature of the Physician issued within three months (Original / Certified true copy) 3. Barangay Certificate/ Certificate of Residency 4. Social Case Study Report/ Case Summary <p>B. For Hospital bill</p> <ol style="list-style-type: none"> 5. Hospital bill / Statement of Account (outstanding balance) with name and signature 6. Promisory Note (if discharged with unpaid hospital bill) <p>C. Medical Assistance for Medicine/ Assistive Device</p> <ol style="list-style-type: none"> 5. Prescription with the date of issuance, complete name, license number, and signature of the Physician issued within three months. 6. Price Quotation <p>D. Medical Assistance for Laboratory/ Diagnostic/ Surgery Requests</p> <ol style="list-style-type: none"> 5. Laboratory Requests with name, license number, and signature of the Physician 6. Price quotation <p>III. BURIAL ASSISTANCE</p> <p>A. Funeral bill</p> <ol style="list-style-type: none"> 1. Any valid identification card of the client/ person to be interviewed 2. Registered Death Certificate/ Certification from the Tribal Chieftain (Original/certified true copy) 2. Funeral Contract 3. Barangay Certificate/ Certificate of Residency <p>B. Transfer of Cadaver</p> <ol style="list-style-type: none"> 1. Any valid identification card of the client/ person to be interviewed 2. Registered Death Certificate/ Certification from the Tribal Chieftain (Original/certified true copy) 3. Funeral Contract 4. Barangay Certificate/ Certificate of Residency 5. Transfer Health Certificate <p>IV. EDUCATIONAL ASSISTANCE</p> <ol style="list-style-type: none"> 1. Validated School ID 2. Valid I.D of the Parent/guardian 3. Enrolment Assessment Form or Certificate of Enrolment or Registration 4. Statement of Account for college students, when available. This may not be available to State Universities 5. Barangay Certificate or Certificate of Residency <p>V. FOOD ASSISTANCE</p> <ol style="list-style-type: none"> 1. Any valid identification card of the client/ person to be interviewed 2. Barangay Certificate or Certificate of Residency 3. Social workers Justification <p>Food Assistance for Individuals and families endorsed in Groups</p> <ol style="list-style-type: none"> 1. Any valid identification card of the client/ person to be interviewed 2. Project proposal and Food distribution List(CRCF client) 3. Barangay Certificate or Certificate of Residency <p>VI. CASH ASSISTANCE FOR OTHER SUPPORT SERVICES</p> <p>Cash</p> <ol style="list-style-type: none"> 1. Any valid identification card of the client/ person to be interviewed. 2. Social Wrkrs Justification 	<p>Email: ciu.co@dswd.gov.ph</p> <p>Direct Line: 028-951-7433</p> <p>Trunkline: 028-931-8101 to 07 loc. 509 or 510</p> <p>Website: pmb.dswd.gov.ph</p> <p>and DSWD-Field Office-AICS</p>

							<p>3. Depending on the circumstances:</p> <ul style="list-style-type: none"> - Police Report/ Bureau of Fire Protection Report from the Bureau of Fire and group Case Summary / Social Case Study Report. - Passport, Travel Document/s, certification from OWWA or the Barangay - Certification from a social worker or case manager from rescued clients. - Police Blotter and social worker's certification for the victims of online sexual exploitation of children - For Locally stranded individuals (LSI) without valid IDs, the Medical Certificate or the Travel Authority issued by the Philippine National Police will suffice and be accepted to prove his/her identity. For all other incidents- Barangay Certificate of Residency or Certificate of Indigency or Certificate of the Client is in Need of Assistance as well as other documents from legal authorities/regulating agencies, as may be applicable. <p>VI. PROVISION OF PPE</p> <ol style="list-style-type: none"> Any valid Government Issued I.D RT-PCR* Test Result, if applicable; *Reverse Transcription - Polymerase Chain Reaction 	
2	Issuance of Certification Declaring a Child Legally Available for Adoption (CDCLAA)	The Certification Declaring a Child Legally Available for Adoption (CDCLAA) is a document signed by the DSWD Secretary or his/her duly authorized representative, administratively declaring the child legally available for adoption.	Frontline service	All Provincial/City or Municipal Social Welfare and Development Office; Child Caring/Placing Agency; and DSWD Residential Care Facilities	All surrendered, abandoned, foundling, neglected, abused and dependent children who can be issued a Certification that they are legally available for adoption, either in a domestic or in an intercountry adoption proceeding.	Children admitted in DSWD Residential Care facilities, Child Caring/Placing Agencies, LGUs (including Independent Placement) shall be assessed by the social worker to determine if they are eligible for adoption. Necessary required documents should be facilitated per RA 9523.	<p>For surrendered cases:</p> <ol style="list-style-type: none"> Letter of Recommendation to the Secretary Case Study Report Notarized Deed of Voluntary Commitment Birth Certificate Recent whole body photograph Photograph of the child upon relinquishment/admission to agency <p>For Abandoned/Foundling Cases</p> <ol style="list-style-type: none"> Letter of Recommendation to the Secretary Petition Case Study Report Written Certification from radio/TV station One newspaper publication Either police clearance, barangay Certification or certified copy of tracing report issued by PNRC. Returned Registered mail Birth Certificate/Foundling Certificate/Child's Profile Recent photograph Recent photograph of the child upon admission/abandonment Notice of Petition Certificate of Posting <p>For Neglected/Abused Cases</p> <ol style="list-style-type: none"> Letter of Recommendation to the Secretary All original copy of the court order re: termination of parental rights and certified true copy of the other supporting documents presented in court. <p>-Other supporting documents may be required to support the case of the child if it is for the best interest of the child to be issued with CDCLAA, per AO 12, series of 2011.</p>	<p>Email: adoption@dswd.gov.ph Direct Line: 0289-517-438 Website: adoption.dswd.gov.ph</p> <p>and DSWD-Field Office-ARRS</p>
3	Issuance of Travel Clearance for Minors Travelling Abroad (MTA)	Travel Clearance is a document issued by the Department of Social Welfare and Development (DSWD) Field Offices or its attached agency, the Inter-Country Adoption Board, whichever is applicable to a minor traveling abroad unaccompanied by any of the parent or those persons having parental authority and legal custody over the child.	Frontline service	Filipino Minors Travelling Abroad	The Issuance of Travel Clearance for Minors Travelling Abroad has the following key steps: (1) registration, (2) application, (3) Screening of Application Form and documentary requirements, (4) undergoing an interview/assessment, (5) Review of the Application, (6) payment of fees (Php300 for 1 year validity; Php600 for 2 years validity), (7) preparation of travel clearance, (8) approval of the regional director, (9) Receipt of the Travel Clearance Certificate and Submission of the Filled Up CSS Form and Signs the Logbook for the Received Travel Clearance/Certificate of Exemption.			

4	Recovery and Reintegration Program for Trafficked Persons (RRPTP)	RRPTP is a comprehensive program that ensures adequate recovery and reintegration services provided to trafficked persons. Utilizing a multi-sectoral approach, it delivers a complete package of services that will enhance the psychosocial, social, and economic needs of the clients.	Frontline service	Victim-survivors of trafficking Families and relatives of victim-survivors of trafficking Commuity with high incidence of traffikcing	The victim survivors of trafficking may visit the DSWD Field/ Regional Office and submit the Documentary Requirement for the service/s to be availed. RRPTP provides a package of services to trafficking victims which include rescue, counseling, financial assistance, skills training, auxiliary services, temporary shelter and legal assistance. The financial services are for either self-employment and/or to finance their expenses while seeking employment		<p>For case Management</p> <ul style="list-style-type: none"> - Travel documents (if applicable) - Valid ID - Social Case Study Report <p>For Medical Assistance:</p> <ul style="list-style-type: none"> - Clinical Abstract / Medical Certificate with signature and license number of the attending physician (issued within three months) - Hospital Bill (for payment of hospital bill) or Prescription (for medicines) or Laboratory requests (for procedures). - Barangay Certificate and Valid ID for the client - Clinical Abstract / Medical Certificate with signature and license number of the attending physician (issued within three months) - Hospital Bill (for payment of hospital bill) or Prescription (for medicines) or Laboratory requests (for procedures). - Barangay Certificate and Valid ID for the client <p>For Educational Assistance</p> <ul style="list-style-type: none"> - School registration and/ or certificate of enrolment - Statement of Account for tertiary education - Valid school ID - Valid ID of the parent/ guardian <p>For Skills Training</p> <ul style="list-style-type: none"> - Official receipt from the training school (TESDA/ CHED accredited training school. - Valid school ID <p>For Employment:</p> <ul style="list-style-type: none"> - Contract of Employment or any similar document which indicates that they are hired - Valid ID <p>For Livelihood</p> <ul style="list-style-type: none"> - Result of the Handa Ka Na Bang Magnegosyo? The client score's must be 75 and above in order to be eligible for the livelihood Program, to determine the preparedness of the client to start their business. Re-assessment will be conducted to clients who will have a score of 74 and below or they may be considered to avail financial assistance for employment. - Project Proposal. They may write using their vernacular or local dialect. They may be assisted by the social worker in preparation of the said proposal. - Valid ID - Social Case Study Report <p>For Support to Victims/ Witnesses</p> <ul style="list-style-type: none"> - Valid ID - Social Case Study Report - Official receipt for the client's board and lodging. 	rrtp@dswd.gov.ph (08) 2931-9141
5	Provision of Assistance to Senior Citizens through Social Pension	The Social Pension for Indigent Senor Citizens (SPISC) is the provision of monthly stipend amounting to Five Hundred Pesos (Php 500.00) to augment the daily subsistence and other medical needs of indigent senior citizens in line with the fulfillment of the obligation of the government to the most vulnerable sector through social protection, and for the full implementation of Republic Act No. 9994 or the Expanded Senior Citizens Act of 2010. The stipend is received by a beneficiary on a semestral basis, using most cost-effective and efficient payment modality.	Frontline service	The SPISC will cover INDIGENT senior citizens sixty (60) years old and above who are, (1) Frail, sickly, or with disability; (2) No pension from the Governement Service Insurance System (GSIS), Social Security System (SSS), Philippine Veteran Affairs Office (PVAO), Armed Forces and Police Mutual Benefit Association (AFPMBAI), or any other insurance company; (3) No permanent source of income; and (4) No regular support from family or relatives for his/her basic needs.	<ol style="list-style-type: none"> 1. The Indigent Senior Citizens to file their application to the Office of Senior Citizens Affairs (OSCA) or Local Social Welfare Development Office (LSWDO). 2. OSCA to consolidate and certify list of potential beneficiaries and endorse to DSWD Field Office for assessment/validation. 3. FO to conduct and prepare assessment report reviewed by the Protective Services Unit (PSU) Head and will be recommended to the Regional Director for approval. 4. Encode the final list of beneficiaries in the Social Pension Program Information System (SPIS). 5. Endorse the approved list of beneficiaries to the City/Municipal Mayor through OSCA/LSWDO for reference. 6. Encode/upload the consolidated validated list to the DSWD CO for data cleasning and eligibility test. 7. Notify the qualified senior citizens thru a written notification of their inclusion as beneficiary of the Social Pension Program. 8. Conduct of brief orientation to the qualified senior citizens about the Social Pension Program. 		<p>For Social Pension application:</p> <ol style="list-style-type: none"> 1. Filled up Social Pension Application form 2. Photocopy of the OSCA ID or any other valid ID indicating the age of the senior citizens to OSCA or LSWDO. 	socialpension@dswd.gov.ph Trunk Lines: 8931-81-01 to 07 voip line 10157

6	Provision of Cash Incentives for Centenarian	<p>Republic Act 10868 or “An Act Honoring and Granting Additional Benefits And Privileges To Filipino Centenarians, And For Other Purposes” Also Known as the “Centenarians Act of 2016”</p> <p>The following awards and incentives are given:</p> <p>A. National Government</p> <p>1. Letter of Felicitation</p> <p>2. Centenarian Gift in the amount of Php100,000.00</p> <p>3. Posthumous Plaque of Recognition to the deceased centenarian who died upon the effectivity of the Act, to be received by his/her nearest surviving relative</p> <p>B. Local Government Units</p> <p>1. Plaque of Recognition</p> <p>2. Cash Incentives (amount to be determined by the LGU)</p>	Frontline service	All Filipinos who have reached one hundred years old and above, whether residing in the Philippines or abroad. (Centenarians who were alive when the law took effect on July 15, 2016 but died before the actual implementation are entitled to receive their awards and cash gift which will be received by their estate or nearest surviving relative)	<p>1. Identification of Beneficiaries: Based on the existing database from OSCA, Social Pension beneficiaries, Listahanan, CBMS, inventory of clients, data from the CFO for centenarians living abroad and other similar sources</p> <p>2. Verification of Beneficiaries: At the community level, the C/MSWDOs / OSCA Head in coordination with the CSOs will conduct the necessary verification to those identified centenarians in their respective areas using a General Intake Sheet (GIS). In the verification process, the centenarian shall present documents to prove his/her age. For the residential care facilities, validation shall be conducted by the Center Heads in coordination with the FOs and C/MSWDO The C/MSWDO shall submit a consolidated and verified list of centenarians of the city / municipality together with the supporting documents to the concerned DSWD Field Offices. The DSWD Field Offices may request to cross-check the submitted list with the Social Pension database or Listahanan. The DSWD Field Offices shall finalize the lists from C/MSWDOs and residential care facilities and submit the same to the DSWD Central Office as basis of budget request.</p>	N/A	<p>For Living Centenarians (Memorandum Circular No. 04 series of 2017)</p> <p>The centenarian shall present his/her Birth Certificate or Philippine Passport</p> <p>In case of absence of the said documents, any one (1) of the following primary IDs may be accepted</p> <p>Senior Citizens ID card issued by the OSCA indicating year of birth; Other Philippine-government issued identification cards such as LTO issued Driver's License, GSIS/SSS ID, PRC ID, Postal ID, COMELEC voter's ID</p> <p>Any two (2) of the following secondary documents may also be accepted in the absence of the above-mentioned primary IDs: Marriage Certificate from PSA or the Local Civil Registrar Birth Certificates of children borne by/of the centenarian Affidavits executed by at least two (2) disinterested persons with personal knowledge of centenarian's actual age or date of birth Old school or employment records showing date of birth Baptismal and/or confirmation records certified by Parish church</p> <p>For Deceased Centenarians (Memorandum Circular No. 06 series of 2018)</p> <p>The nearest surviving relative shall submit the following documents:</p> <p>Birth certificate, baptismal or Confirmation records certified by the parish church or other religious denomination, marriage certificate, old school record, old employment record, and/or any other document that will prove the deceased centenarian's age eligibility at the time R.A. 10868 took effect, if any.</p> <p>Death certificate of the deceased centenarian</p> <p>Copy of I.D. of the nearest surviving relative</p> <p>Certificate of Live Birth of the nearest surviving relative and other relevant documents that would establish the relationship to the deceased centenarian</p> <p>In case there are various nearest surviving relatives (e.g. children), a SPECIAL POWER OF ATTORNEY authorizing one of them to receive the centenarian gift in behalf of all of them. The nearest surviving relative should also execute a WARRANTY AND RELEASE FROM LIABILITY FORM.</p>	
7	Licensing of Child for Foster Care Placement	Foster Care refers to the provision of planned temporary substitute parental care to a child by a foster parent duly licensed by the DSWD. The State recognizes that in most cases, a child will benefit more from foster care than institutional care. It was systematized through the passage of the Republic Act No. 10165 or Foster Care Act of 2012 which was approved on June 11, 2012. This law ensures that foster families shall provide a wholesome atmosphere to the foster child. Further, foster care is an	Frontline service	Children eligible for foster care placement and licensed Foster Parents	A child eligible for foster care placement and a licensed foster parent shall undergo a matching process in the Region and/or in the Central Office. Once matched, a Certificate of Matching is issued. The licensed foster parent will send a letter of acceptance to the Department. Once received, the Department will issue a Foster Placement Authority, a document authorizing the placement of the child to their foster parent.	Matching is conducted to determine the most suitable foster parent for the child. The matching committee is composed of a registered social worker, a lawyer, a pediatrician, a psychologist, and a representative of an NGO-Child Caring Agency. The approving authority for the Matching is the Regional Director (for regional) or the Undersecretary of Operations (for interregional).	<p>Complete requirements of a licensed foster parent. For the child found eligible for foster care placement, there should be a Child Study Report prepared by a licnsed social worker, supported by the following documents:</p> <ul style="list-style-type: none">• Health and Medical Profile with immunization records• Birth Certificate/Foundling Certificate/Child Profile• Recent Photograph• Psychological Evaluation for children five (5) years old and above• School Records for children in school age	<p>Email: adoption@dswd.gov.ph</p> <p>Direct Line: 0289-517-438</p> <p>Website: adoption.dswd.gov.ph</p> <p>and DSWD-Field Office-ARRS</p>

8	Licensing for Foster Parents	important step towards the child's return and reintegration to his biological parents or placement with an adoptive family. The Adoption Resources and Referral Division of the Program Management Bureau is responsible for overseeing and ensuring the proper implementation of the foster care program and services with the DSWD Central and Field Offices and other partner agencies like the Child Caring/Placing Agencies, Local Government Units, among others. They also monitor the movement of cases of children under foster care that are either for reunification to birth parents or placement through legal adoption. The Memorandum Circular No. 21, Series of 2018 or the Omnibus Guidelines on Foster Care Service was issued on October 16, 2018 to ensure a seamless implementation of the foster care law.	Frontline service	Potential Foster Parents	The potential foster parent applicants must fill out an application form and submit to the DSWD-FO, Child-Placing Agency, or LGU within their residence. They should also attend a Foster Care Forum and submit the necessary requirements to the said agencies. Upon completion and submission of requirements, a Social Worker will conduct a scheduled home visit to the applicant and prepare a Home Study Report indicating the assessment and recommendation on the eligibility of the applicants to be licensed as foster parents.	Applicants shall be assessed and licensed based on demonstrated capacity, willingness, and motivation to foster a child. No application shall be disqualified by mere SOGIE of Foster Parents, religious affiliations, disability or IP membership and marital status.	<p>a. Birth Certificate of at least certified true copy from the original;</p> <p>b. Marriage Certificate, Divorce Annulment, Declaration of Nullity of legal separation documents;</p> <p>c. Medical Certificate issued at least 6 months;</p> <p>d. Income Tax Return or Certificate of Employment,</p> <p>e. National Bureau of Investigation (NBI) Clearance or Police Clearance issued at least one year;</p> <p>f. Barangay Certificate stating that the applicant is a resident of the barangay, the length of his/her residence therein, he/she is of good moral character;</p> <p>g. 3x5 inch sized Whole Body Photos of the applicant and, where applicable, his/her family taken at least 6 months;</p> <p>h. Certificate of Attendance at Foster Care Forum;</p> <p>i. Such other documents that the Department, Agency or LGU may require;</p> <p>The following are the additional requirements for alien applicants:</p> <p>a. Certificate of Residence in the Philippines issued by the Bureau of Immigration or the Department of Foreign Affairs.</p> <p>b. Two (2) character references from non-relatives who know the applicants(s) in the country of which he/she is a citizen or was a resident prior to residing in the Philippines, except for those who have resided in the Philippines for more than 15 years.</p>	
9	Provision of Assistance to Children in Need of Special Protection	<p>Children in Need of Special Protection (CNSP) refer to all persons below 18 years of age, or those 18 years old and over but are unable to take care of themselves because of physical or mental disability condition; who are vulnerable to or are victims of abuse, neglect, exploitation, cruelty, discrimination, and violence (armed conflict, domestic violence and other analogous conditions prejudicial to their development).</p> <p>- Provision of TA to Field Offices and Other Intermediaries.</p> <p><i>TA- activities through which DSWD imparts technical and organizational skills to its stakeholders e.g. another agency or organization, specially where the latter seek for such, with the aim of standardizing and upgrading the service delivery as defined in Administrative Order No. 44, series of 2002. For this particular frontline service, the technical assistance is provided by the Program Management Bureau to the Field Offices that handles case management on CNSP. The forms of technical assistance may be thru capacity building such as training, training of trainers, orientation, demonstration session, workshop, forum, consultation or sharing session, conference, coaching, and mentoring which are designed to enhance the capability of technical and service providers based on needs assessment for the effective implementation of SWD programs, projects and services specifically on CNSP. The means of</i></p>	Frontline service	<p>All persons below 18 years of age, or those 18 years old and over but are unable to take care of themselves because of physical or mental disability condition; who are vulnerable to or are victims of abuse, neglect, exploitation, cruelty, discrimination, and violence (armed conflict, domestic violence and other analogous conditions prejudicial to their development)</p> <p>Provision of TA: Regional Focal Persons on CNSP and other service providers on CNSP.</p> <p>Facilitation of Referral/s: Any person with referrals or concerns on CNSP cases through walk-in, phone-in and e-mail inquiries or referrals from EXECOM, MANCOM, personnel and inter-agency.</p>	<p>TA Provision:</p> <p>This procedure applies to the provision of technical assistance on case management and ensuring the welfare and protection of child/ren who are victims of abuse, neglect, and exploitation as either requested by the Field Office or as determined by the Program Focal Person as a result of the review of the Field Offices performance/accomplishments.</p> <p>Facilitation of Referral/s:</p> <p>This procedure applies to the facilitation of referrals on the CNSP cases received by the Central Office through walk-in, phone-in and e-mail inquiries or referrals from EXECOM, MANCOM, personnel and inter-agency.</p>	ANA (as need arises)	Referral Letter/s, Requests from FO's and Other Intermediaries	<p>Trunk Lines: 8931-81-01 to 07</p> <p>Locals: 407, 408, 409, 410, 426;</p> <p>Tel/Fax: 951-28-01;</p> <p>Tel. Nos.: 8-951-74-37; 8-931-91-41, 8-951-74-38, 8-277-38-81</p> <p>Email: psb@dswd.gov.ph</p>

		<p>provision may be through actual visit to the Field Offices or through phone calls, emails, virtual conferences/meetings or review of the Field Office's periodic reports submitted to the Program Management Bureau e.g. Quarterly Narrative and Statistical Reports.</p> <p>- Facilitation of Referral/s to Field Offices and Other Intermediaries</p> <p><i>Referral - process by which the immediate needs of a victim-survivor of violence against children (VAC) are assessed and are helped to gain access to comprehensive and supportive services provided by various agencies/organizations.</i></p>						
10	Provision of Assistance to Person Living with HIV	<p>The <i>Psychosocial Care and Support Services for Persons Living with HIV(PLHIV) and their Affected Families</i> is a community-based intervention for the prevention and management of the risks and related problems of HIV infection among infected and affected indivuals and their families. It is geared towards the education and capability building of individuals, family, and community in managing the impact of HIV and AIDS. Interventions include advocacy, capability building, referral services, and direct services among others.</p>	Frontline service	<p>The primary target beneficiaries of the project are PLHIVs or individuals confirmed as HIV reactive or seropositive by the DOH; The secondary target beneficiaries are the following: (1) Affectd families; (2) Orphaned Vulnerable Children; and (3) Affected, vulnerable, and high risks communities</p>	<p>The process for this service may involve the following key steps: (1) Persons Living with HIV and their Families may visit the SWADT Offices or Regional Offices (Walk-in- Clients), (2) Persons Living with HIV and their Families may visit the SWADT Offices or Regional Offices (Walk-in- Clients), (3) Persons Living with HIV and their Families may visit Provincial/City / Municipal Social Welfare Offices (P/C/MSWDOs).</p> <p>The provision of Economic and Psychosocial Support Services to PLHIVs are direct interventions that aim to mitigate the impact oof HIV and AIDS. This is the provision of assistance either in cash or in kind for education, skills training, livelihood, burial/funeral, transportation to PLHIV and their affected families. Any or all of these forms of assistance are meant for individuals and families of PLHIV in need of social welfare and development interventions. These may be availed either the assigned PLHIV Focal Staff and/or at the Crisis Intervention Units, subject to existing AICS Guideliines</p>	<p>PLHIV Clients may be referred by treatment hubs, LGUs, and partner CSOs. PLHIVs may also walk-in at DSWD FOs or at the CO for assistance</p>	<p>a. Livelihood Assistance - Strategies and Mechanism of the Sustainable Livelihoos Program shall be applies; b. Other types of Assistance such as Medical, Financial, Burial, etc - subject to assessment of the social worker and to existing AICS Guidelines</p>	<p>DSWD Field Offices - CIU and/or PLHIV Focal Staff; sectoralprograms@dswd.gov.ph</p>
11	Provision of Financial Assistance to Solo Parents	<p>The RA 8972 or the Solo Parent's Welfare Act provides for benefits and privileges to solo parents and their children</p> <p>A comprehensive package of social protective programs and services for solo parents and their children to be implemented by the government, any related government agencies and non-government organizations/ private corporations</p>	Frontline service	<p>any individual who falls under any of the following categories: (1) A woman who gives birth as a result of rape or crimes against chastity, even without a final conviction of the offender: Provided, that the mother keeps and raises the child; (2) Parent left solo or alone with the responsibility of parenthood due to death of spouse; (3) Parent left solo or alone with the responsibility of parenthood while the spouse is detained, or is serving sentence for a criminal conviction for at least one (1) year; The law applies to the spouses of prisoners, whether or not a final judgment has been rendered, provided they are in detention for a minimum period of one (1) year; (4) Parent left solo or alone with the responsibility of parenthood due to physical and/or mental incapacity of spouse as certified by a public medical practitioner; (5) Parent left solo or alone with the responsibility of parenthood due to legal separation or de facto</p>	<p>1. A solo parent shall file an application form (Annex A) at the City/Municipal Social Welfare Development Office (C/MSWDO) having jurisdiction over their residence supported by the following documents:</p> <p>2. A social worker receives and ensures that all documents are complete and register this with an appropriate case number in the logbook – Registry of Solo Parents herein the appropriate services needed.</p> <p>3. A Social Case Study Report shall be prepared by the social worker based on the information/data provided for by the applicant, as well as his/her assessment of said applicant, indicating therein the appropriate services needed.</p> <p>4. The Social Case Study Report, together with a referral letter prepared by the social worker, shall be forwarded by the Office of the City/Municipal Social Welfare and Development Office to the agency concerned providing the appropriate assistance/service.</p> <p>5. The social worker shall inform the solo parent of the status of his/her application within thirty (30) working days from the filing of such and shall require him/her to visit the agency/institution providing the assistance. In case the applicant is not qualified for services under this Act, he/she will be referred to the appropriate agency/program for assistance.</p> <p>6. Upon the favorable evaluation of the social worker, a Solo</p>		<p>1. barangay certificate to prove that you have resided in your barangay for the last six (6) months. Bring a valid government ID to verify your home address.</p> <p>2. Supporting documents/certificates that can prove your solo parent status. This can be a spouse's death certificate, declaration of nullity of marriage, or medical certificates.</p> <p>3. Birth certificate/s of your child/children</p> <p>4. Proof of financial status</p>	<p>DSWD Field Offices; Solo Parent Focal Person - mdesguia@dswd.gov.ph / 89319141</p>

				<p>separation from spouse for at least one (1) year;</p> <p>Provided, that he or she is entrusted with the custody of the children;</p> <p>(6) Parent left solo or alone with the responsibility of parenthood due to declaration of nullity or annulment of marriage as decreed by a court or by a church;</p> <p>Provided, that he/she is entrusted with the custody of the children;</p> <p>(7) Parent left solo or alone with the responsibility of parenthood due to abandonment of spouse for at least one (1) year;</p> <p>(8) Unmarried mother/father who has preferred to keep and rear his/her child/children instead of having others care for them or give them up to a welfare institution;</p> <p>(9) Any other person who solely provides parental care and support to a child or children provided he/she is duly licensed as a foster parent by the DSWD or duly appointed legal guardian by the court;</p> <p>(10) Any family member who assumes the responsibility of head of family as a result of the death, abandonment, disappearance or prolonged absence of the parents or solo parent: Provided, that such abandonment, disappearance, or absence lasts for at least one (1) year.</p>	<p>Parent Identification Card shall be issued to the solo parent within 30 days upon application duly signed by the city/municipal Social Welfare Officer and the city/municipal mayor. The Solo Parent Identification Card is necessary for the availment of benefits under the Act and these Rules. Such Identification Card shall be valid for only one (1) year, but may be renewed subject to a new assessment and evaluation</p>			
12	Assistance to Vocational Rehabilitation		Frontline service					
13	Provision of Center and Residential Care Services	<p>Residential care service is an alternative form of family care providing a 24-hour group living on a temporary basis to disadvantaged and vulnerable individuals and families in crisis who needs protection or any form of alternative family care for a period of time.</p> <p>Center-based services-refers to non-residential services rendered in physical facilities referred to as “center”, on a daily basis or during part of the day addressing crisis or developmental concern of an individual group or family. Clients in center-based services have families to return to after each segment of the brief treatment or developmental program. These can also be rendered up to a maximum of three weeks in the center involving clients that need to undergo thorough assessment or diagnoses and short term psychosocial intervention.</p>	Frontline service	<p>Children 0- below 18 years of age who are abandoned, neglected, foundling, surrendered, orphaned street children, abused, victims of involuntary prostitution, illegal recruitment, trafficking in persons, exploited, in-conflict with the law</p> <p>Youth - Children in Conflict with the Law (CICL) aged above 15 and below 18 years old who are ordered by the court to undergo rehabilitation at the DSWD facility.</p> <p>Women who are victims of involuntary or forced prostitution, illegal recruitment, physical, emotional and sexual abuse, and armed conflict among other. Age requirements to be eligible for assistance in Home/Haven for Women is 18-59 years old. For Sanctuary Center, the clients are women aged 17-59 years old who are improved from mental illness. Bereaved mothers are the target clients of INA Healing Center.</p> <p>Older Persons who are 60 years old and above, abandoned, homeless,</p>	<p>Clients must be admitted to the center and residential care facilities (CRCF) to avail the service. They are either walk-in, outreached or referred by Local Social Welfare Development Office, court, hospital and Social Welfare Agencies, etc.</p>	<p>All the clients admitted in the Center and Residential Care Facilities (CRCFs) are assessed to determine their needs, the appropriate intervention to provide towards rehabilitation.</p>	<ul style="list-style-type: none"> - Referral Letter (for referred cases) - Medical Certificate/Clearance - Social Case Study Report - School Records, if available - Copy of Birth Certificate, if available - Copy of Court Order - Police Blotter Report (for foundling cases) 	<p>Email: center_based@dswd.gov.ph/ psb@dswd.gov.ph Tel. Nos. 8931-81-01 to 07 local 410</p> <p>DSWD Field Offices</p>

				<p>unattached or neglected.</p> <p>Person with Disabilities (PWD) - abandoned and neglected children with special needs are the target clients of the residential care facilities catering to PWD sector. For the center-based services, target clients are those PWD and special groups needing vocational/social rehabilitato and skills training for socio-economic independence and productivity.</p> <p>Family- strandeers, vagrants and mendicants are the clients of Jose Fabella Center. Target clients of the Processing Center for Displaced Persons are undocumented Filipino deportees and repatriates.</p>				
14	Provision of Supplementary food to LGUs Through the Supplementary Feeding Program	<p>The Supplementary Feeding Program is the provision of food in addition to the regular meals, to currently enrolled children in Child Development Center (CDCs) and supervised neighborhood play (SNP) as part of the DSWD's contribution to the ECCD program of the government.</p> <p>Food supplementation is in the form of hot meals or nutrient-densed alterative meals being served during break time in the morning or afternoon session to children in Child Development Center (CDCs), Supervised neighborhood Play (SNP).</p> <p>The parents/volunteers will manage the feeding program based on a prepared cycle menu using available indigenous food materials.</p>	Frontline service	<p>> 2-4 year old children enrolled in the Supervised Neighborhood Play group (SNP)</p> <p>> 3-4 year old children enrolled in Child Development Centers (CDC)</p> <p>> 5 year old children not enrolled in DepEd but enrolled in CDCs</p>	Children ages 2-5 must be enrolled to SNP, CDC and DepEd pre-school	N/A	N/A	
15	Immersion Outreach Program/Government Internship Program	Immersion Outreach Program / Government Internship Program is one of the component programs of the Kabataan 2000 with the end goal of instilling a sense of community service and volunteerism for the less privileged youth of the society. Likewise, IOP is an opportunity that will provide life skills learning in the workplace at the same time, earn money to augment for their daily sustenance and future school needs	Frontline service	> 18 to 25 years old, Out-of-youth, must be a member of Pag-Asa Youth Association of the Phils. (PYAP)	The IOP/GIP shall be implemented at the DSWD Central Office and 16 FOs. The Department shall providee the participants with stipend for 30 days where IOP/GIP participants shall receive a daily stipend of the 75% of the regional minimum salary wage rate. The duration of the program will be for 30 working days as minimum number of days for its implementation, depending on the available funds. Actual implementation will start in Octobe of every year.	The Department thru the regional youth focal person shall create and convene a technical working group (TWG) which will identify and asses applicants. Coordination with the LGUs with active PYAP should be undertaken for the assessment and selection process.	ALS or TESDA certificates if applicable	
16	Republic Act No. 10868 or the Centenarians Act of 2016	The Centenarian program as mandated under Republic Act No. 10868 provides centenarian benefits, national and local levels, to Filipino citizens who reached the age of 100 years old, both in the Philippines and abroad	Frontline service		<p>1. All documents of the centenarian must be the respective Local Government Units where the centenarian resides</p> <p>2. LGUs must submit to the respective Field Offices the masterlist of their centenarian</p> <p>3. Field Offices will conduct validation to the centenarian applicants submitted by the LGUs</p>	<p>1. For the local centenarians</p> <p>* For community level, the identification of target beneficiaries shall be based on the existing database such as record of OSCA-issued senior citizens IDs, Social Pension beneficiaries, Listahanan, CBMS and other similar sources.</p> <p>* For residential care facilities, both publicly and privately-run, the identification of target beneficiaries shall be based on the inventory of clients</p>	<p>For the living centenarians:</p> <ul style="list-style-type: none"> Birth certificate or Philippine passport; In case said documents are not available, any one (1) primary IDs may also be accepted: Senior Citizens ID card issued by the OSCA indicating year of birth; Other Philippine-government issued identification cards such as LTO issued Driver's License, GSIS/SSS ID, PRC ID, Postal ID, COMELEC voter's ID; Any two (2) secondary documents may also be accepted in the absence of primary IDs: <ul style="list-style-type: none"> Marriage certificate Birth certificates of children Affidavits of two (2) disinterested persons aged 80 years old and above Old school or employment records 	Trunkline: 831-8101 local 10157

						<p>2. For overseas centenarians</p> <p>* For centenarians living abroad, the identification shall be based from the database of the Commission on Filipinos Overseas</p>	<p>o Baptismal or confirmation records; o Medical or dental records o Other related documents i.e. certification from NCIP, NCMF, AFPSLAI, AMWSLAI, etc.</p> <p>For the deceased centenarians:</p> <p>1. Birth certificate, baptismal or confirmation records certified by the parish church or other religious denomination, marriage certificate, old school record, old employment and/or any other document that will prove the deceased centenarian's age eligibility at the time Republic Act No. 10868 took effect, if any. 2. Death certificate of the deceased centenarian; 3. Copy of the I.D. of the nearest surviving relative; 4. Certificate of the Live Birth of the nearest surviving relative and other relevant documents that would establish the relationship to the deceased centenarian; 5. In case there are various nearest surviving relatives (e.g. children), a SPECIAL POWER OF ATTORNEY that authorizes one of them to receive the centenarian gift on behalf of all of them. The nearest surviving relative should also execute a WARRANTY AND RELEASE FROM LIABILITY FORM.</p> <p>For the overseas centenarians:</p> <p>1. one (1) duly accomplished application form and present any one (1) of the following primary documentation to prove his/her entitlement: * Valid Philippine Passport; or * Citizenship Retention and Re-Acquisition Certificate and Identification Certificate issued by the Philippine Embassy/Consulate which has jurisdiction in the area where the centenarian resides</p> <p>2. Any two (2) of the following secondary documents may also be submitted as supporting documents:</p> <p>* Authenticated birth certificate; * Marriage Certificate of the centenarian issued by the Philippine Statistics Authority (PSA) or Philippine Embassy; * Birth Certificates of children borne by/of the centenarian; * Affidavits executed by at least two (2) disinterested persons with personal knowledge of centenarian's actual age or date of birth; * Old School or Employment records showing date of birth of centenarian; * Baptismal and/or Confirmation records of centenarian; * Overseas voting card or affidavit; * Foreign driver's license; and * Medical or health card</p>	
17	Social Pension for Indigent Senior Citizens	As mandated under Republic Act No. 9994 or the Expanded Senior Citizens, that provides the government assistance the implementation of the Social Pension program which is the provision of monthly stipend of Php500.00 to indigent senior citizens to augment their daily living expenses and medical needs	Frontline service		<p>1. The Barangay Senior Citizens Association (BSCA) may recommend or submit a list of potential beneficiary senior citizens to the OSCA Head or at the City/ Municipal Social Welfare Development Office (C/MSWDO) with the filled-out Social Pension Application Form (Annex 1). The OSCA Head shall consolidate the list of all potential beneficiaries certified by the LSWDO for submission to the DSWD Field Office (FO). The social pension shall be provided to an individual who is assessed as a qualified indigent senior citizen. In the case of a qualified husband and wife, both can be considered beneficiaries at the same time.</p> <p>2.Referrals and walk-in clients or those senior citizens who are</p>	<p>1.The DSWD FO shall cross-match the consolidated list submitted by the OSCA Head with the available data from SSS, GSIS, PVAO, among others, to verify if the potential beneficiary is an existing pensioner of the insurance agencies.</p> <p>2.To facilitate the foregoing, the DSWD CO may coordinate and enter into a Memorandum of Agreement (MOA) with the concerned insurance agencies and secure their updated list of pensioners to be included in the SPIS as</p>	<p>1. OSCA ID 2. In the absence of OSCA ID, any government-issued ID</p>	Trunkline: 831-8101 local 10157

					<p>not included in the endorsed list of BSCA shall be referred to the concerned OSCA or DSWD FO through the SPPMO for assessment. Same shall apply for walk-in clients from the DSWD FO.</p>	<p>the basis of the DSWD FO in the validation / cross-matching of beneficiaries. This will not preclude the initiative of the FOs to enter into an agreement with their counterpart AGDB branches in their areas of operation.</p> <p>3.The DSWD FO's Social Worker or Focal Person shall take the lead in the conduct of assessment to the list of potential beneficiaries using the General Intake Sheet (GIS) (Annex 2). In the assessment process, the potential beneficiary shall present his/her OSCA ID or Birth Certificate. In case that the said ID or document is not available, he/she may present any valid ID, either government-issued ID or his/her federation/association ID, indicating his/her date of birth.</p> <p>Likewise, the DSWD FO shall validate the address indicated in the OSCA ID or other valid IDs of the senior citizen to confirm his/ her current residency and exact address. The DSWD FO may coordinate with the Punong Barangay or other Official/s to confirm such, by issuing a barangay certificate of residency.</p> <p>4.The DSWD FO's Social Worker or Focal Person shall prepare the assessment report that will be reviewed by the Protective Services Unit (PSU) Head and will be recommended to the Regional Director for approval. The assessment report shall be the basis of the final list of beneficiaries in every city/municipality.</p> <p>5.The DSWD FO shall endorse the approved final list of beneficiaries to the City/Municipal Mayor through the OSCA Head and LSWDO for reference. Simultaneously, the final list of beneficiaries shall then be encoded in the Social Pension Information System (SPIS).</p> <p>6.In case of inconsistencies or alterations in the list, such shall be reported to the DSWD FO for the conduct of further assessment and verification. Findings shall be discussed with the OSCA Head and LSWDO for information.</p>		
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Cell: B23
Comment: the program does not license a child to be placed in foster care.
-Ivan Robin M Limjap
True Sir Ivan, can we replace this to "Issuance of Foster Placement Authority"
-Arlynda A Pascual

Cell: C38
Comment: @anoliquino@dswd.gov.ph
Assigned to Almeda N Oliquino
-Kristel Tantan

Cell: C45
Comment: @mvbarcnas@dswd.gov.ph
Assigned to Maribel V Barcnas
-Kristel Tantan

No.	Program/Service Title	Program/Service Description	Type of Service	Target Beneficiaries/Clients	General description of the process to avail the service	Process of selection (if applicable)	Requirements, if any	Contact information for inquiries on program/service (e-mail, trunkline, and directline)
1	Registration of Private Social Welfare and Development Agencies (SWDAS), operating in more than one Region	The process of assessing the applicant with operations in more than one region to determine whether its intended purpose is within the purview of Social Welfare and Development.	Frontline Service	Private organization/agencies	Any private SWDA that intends to engage in SWD activities shall apply for registration with the Standards Bureau (SB) or concerned Field Office-Standards Section (FO-SS) within six (6) months from registration with the Securities and Exchange Commission (SEC), the agency that gives juridical personality to an agency to operate in the Philippines. Those already engaged in the implementation of SWD programs and services must apply not just for registration but also for a license to operate. A) Simultaneously with Registration; or B) Within six (6) months from the time of application for Registration.	The submitted complete documents must show that the Applicant organization must be engaged mainly or generally in SWD Activities with the following means of verification: i. The applicant's primary purpose/s as indicated in their Articles of Incorporation is/are within the purview of SWD; ii. Majority of the applicant's purposes as indicated in their articles of Incorporation are along the purview of SWD; iii. Its predominant activities are on SWD; and iv. Its SWD activities are planned and/or conducted on a regular basis/normal circumstances.	1. Duly Accomplished Application Form (DSWD-RLA-F001 Application for Registration) 2. Updated Copy of Certificate of Securities and Exchange Commission (SEC) 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 3. Copy of <u>any</u> of the following: a. Handbook or Manual Operations of its programs policies and procedures to attain its purposes b. Brochure c. Duly signed Work and Financial Plan for at least two (2) Years by the Head of Agency	Email: sb@dswd.gov.ph Tel. No. (+632) 8951-7125 Trunkline: (+632) 8931-8101 to 07 loc. 108
2	Licensing of Private Social Welfare and Development Agencies (SWDAS) 1 Auxiliary SWDA 2) Social Work Agency operating in more than one Region	The process of assessing the qualifications and authorizing a registered SWDA to operate as a Social Work Agency or as an Auxiliary SWDA.	Frontline Service	Registered SWDAs	All registered private SWDAs that are not yet in operation upon registration, shall apply a license to operate within one (1) year upon issuance of Registration Certificate. Those already engaged in the implementation of SWD programs and services must apply not just for registration but also for a license to operate simultaneously.	1. In case a new applicant SWDA applying to operate a residential care facility, the applicant must establish the need for a residential facility serving a particular sector and the absence of related facility to cater them. 2. Applicant has employed a sufficient number of duly qualified staff and/or registered social workers to supervise and take charge of its social welfare and development activities and/or social work interventions in accordance with the set standards; 3. Applicant must submit a duly certified financial statement that at least seventy percent (70%) of its funds are disbursed for direct social work services while 30% of the funds are disbursed for administrative services; 4. The SWDA must have a financial capacity to operate for at least two (2) years; 5. Applicant keeps a record of all social development and/or welfare activities it implements.	1. One (1) Duly Accomplished Application Form; 2. One (1) Copy of the Following Basic Documents a. Manual of Operation containing the SWDAs program and administrative policies, procedures and strategies to attain its purpose/s among others ; b. Profile of Board Trustees c. Profile of Employees and Volunteers: At least one (1) full time staff who will manage its operations d. Certified True Copy of General Information Sheet issued by SEC d. Certification of no derogatory information issued by SEC (for those operating more than six (6) months upon filing of the application e. ABSNET Membership Certification from the Regional ABSNET (RAB) President or Chairperson of the Cluster ABSNET (CAB) or the authorized ABSNET Officer attesting the active ABSNET membership of the applicant SWDA. (Not applicable for first time applicants) f. 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) g. Duly signed Work and Financial Plan for the two (2) succeeding years h. Notarized Certification from the Board of Trustees and/or funding agency to financially support the organizations to operate for at least two (2) years i. Annual Accomplishment Report previous year j. Audited Financial Report of the previous year k. Profile of Clients served for the preceding and current year 3. ADDITIONAL REQUIREMENTS 1. For those operating in more than one region a. List of main and satellite/branch offices with contact details, if any. b. Certified True Copy of the notarized written agreement of partnership or cooperation between the agency and its	Email: sb@dswd.gov.ph Tel. No. (+632) 8951-7125 Trunkline: (+632) 8931-8101 to 07 loc. 108

							partner agency e.g. MOA, Contract of Partnership, among others c. For Applicant SWA's implementing Child Placement Services <input type="checkbox"/> Certification from DSWD or photocopy of the certificate of training attended by the hired RSW related to child placement service. d. Validation report from concerned DSWD Field Office or Certification from Regional ABSNET/Cluster or LGUs attesting to the existence and status of operation of the organization in the area/s of jurisdiction. <input type="checkbox"/> There is no need to get a validation report/certification of existence for the region where the main office of the applicant is located. e. For Center Based (Residential and Non-Residential Based)Copy of the valid safety certificates namely: 1. Occupancy permit (only for new buildings) or Annual Building Inspection/Structural Safety Certificate (for old buildings) 2. Fire Safety Inspection Certificate 3. Water Potability Certificate or Sanitary Permit f. For applicant serving within the Ancestral Domains of Indigenous People (IP) – Photocopy of NGO Accreditation from NCIP g. 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	
3	Accreditation of Programs and Services of SWDAs	This is the process of assessing a licensed Private Social Welfare Agency and Public SWDAs if their SWD programs and services are compliant to the Department's set standards.	Frontline Service	Licensed Social Work Agencies and Public SWDAs	<p>SWD programs and services of Public and Private SWAs must be subjected to accreditation assessment. For private SWAs, accreditation shall be filed within the three (3) years validity period of the issued license.</p> <p>Public SWDAs with newly established facilities shall file application for accreditation within three (3) years upon their operations. Likewise, public SWDAs with existing and operational facilities shall file accreditation within one (1) year upon effectivity of MC17 s2018.</p> <p>The SWD programs and services to be assessed for accreditation shall include but are not limited to (i) Center based and (ii) Community based programs and services.</p>	<p>The SWDA will be assess on its compliance to DSWD standards and shall meet the minimum indicators.</p> <p>The Accreditation Certificate has a validity depending on its Level of Compliance in the Accreditation Standards: a. Level 1 – Compliant to mandatory indicators which should be complied to meet the accreditation standards". This corresponds to compliance to level one (1) with accreditation valid for three (3) years. b. Level 2 – Compliant to mandatory and higher set of indicators required for its work areas this corresponds to compliance to level two (2) with accreditation valid for five (5) years. c. Level 3 – Compliant to highest set of indicators while meeting/sustaining Level 1 and 2 indicators. This corresponds to compliance to level three (3) with an accreditation valid for seven (7) years.</p>	<p>1. One (1) Duly Accomplished Application Form; 2.1 Pre-accreditation assessment conducted by concerned FO (New Applicant) 2.2 Duly Accomplished Pre-accreditation assessment tool signed by the SWA's Head of Agency or Authorized Representative 3. One (1) Copy of the Following Basic Documents a. Manual of Operation containing the SWDAs program and administrative policies, procedures and strategies to attain its purpose/s among others ; b. Profile of Board Trustees c. Profile of Employees and Volunteers: At least one (1) full time staff who will manage its operations d. Certified True Copy of General Information Sheet issued by SEC d. Certification of no derogatory information issued by SEC (for those operating more than six (6) months upon filing of the application e. ABSNET Membership Certification from the Regional ABSNET (RAB) President or Chairperson of the Cluster ABSNET (CAB) or the authorized ABSNET Officer attesting the active ABSNET membership of the applicant SWDA. (Not applicable for first time applicants) f. 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) g. Duly signed Work and Financial Plan for the two (2) succeeding years h. Notarized Certification from the Board of Trustees and/or funding agency to financially support the organizations to operate for at least two (2) years i. Annual Accomplishment Report previous year j. Audited Financial Report of the previous year k. Profile of Clients served for the preceding and current year</p> <p>4. ADDITIONAL REQUIREMENTS</p> <p>1. For those operating in more</p>	Email: sb@dswd.gov.ph Tel. No. (+632) 8951-7125 Trunkline: (+632) 8931-8101 to 07 loc. 108

						<p>than one region</p> <p>a. List of main and satellite/branch offices with contact details, if any.</p> <p>b. Certified True Copy of the notarized written agreement of partnership or cooperation between the agency and its partner agency e.g. MOA, Contract of Partnership, among others</p> <p>c. For Applicant SWA's implementing Child Placement Services</p> <p><input type="checkbox"/> Certification from DSWD or photocopy of the certificate of training attended by the hired RSW related to child placement service.</p> <p>d. Validation report from concerned DSWD Field Office or Certification from Regional ABSNET/Cluster or LGUs attesting to the existence and status of operation of the organization in the area/s of jurisdiction.</p> <p><input type="checkbox"/> There is no need to get a validation report/certification of existence for the region where the main office of the applicant is located.</p> <p>e. For Center Based (Residential and Non-Residential Based)Copy of the valid safety certificates namely:</p> <p>1. Occupancy permit (only for new buildings) or Annual Building Inspection/Structural Safety Certificate (for old buildings)</p> <p>2. Fire Safety Inspection Certificate</p> <p>3. Water Potability Certificate or Sanitary Permit</p> <p>f. For applicant serving within the Ancestral Domains of Indigenous People (IP) – Photocopy of NGO Accreditation from NCIP</p> <p>g. 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> <p>For the purpose of compliance with RA 11032 or the Ease of Doing Business Act. The documentary requirements earlier submitted during the registration and licensing processes that are also required for accreditation shall be accepted during the accreditation application process only when no changes were made as attested by the applicant organization.</p> <p>Similarly, during the renewal process for accreditation, updated documents shall be submitted in addition to basic requirements.</p>		
4	Issuance of National Fund Raising Campaign Authority (During State of Emergency/Calamity)	The process of assessing the applicant person/individual, corporation, organization or association eligibility to conduct national fund raising campaign during the state of emergency or calamity.	Frontline Service	All eligible person/individual, corporation, organization or association desiring to solicit funds for charitable and public welfare purposes during state of calamity/emergency.	In times of natural or human-induced disasters and calamities, or when the beneficiaries of the public solicitation are living within clusters of communities, barangays, municipalities, cities, provinces, and regions declared by the President of the Philippines or Local Sanggunian under State of Calamity, a temporary permit with validity not exceeding three (3) months may be issued by the DSWD Standards Bureau or concerned DSWD-FOs in those areas. Application for this purpose shall be applied within the period that the targeted recipient areas are declared under state of emergency or calamity	<p>- Applicant submits application form, project proposal and notarized undertaking to the concerned DSWD Field Office /or to the Standards Bureau if DSWD-FO is affected by disaster/calamity, or</p> <p>- Applicant may apply for an amendment of the permit if there is an existing permit</p> <p>- Standards Section of DSWD-FO or Standards Bureau of DSWD CO shall assess application and thru a fast lane facilitate the issuance or amendment of solicitation permit within two (2) working days</p>	1. Accomplished Application Form (DSWD-SB- PS-F-001) 2. Project Proposal (DSWD-SB- PS-F-002). 3. Notarized undertakings (DSWD-SB- PS-F-006).	Email: sb@dswd.gov.ph Tel. No. (+632) 8951-7125 Trunkline: (+632) 8931-8101 to 07 loc. 108

5	<p>Issuance of National Fund Raising Campaign Authority (Normal Situation)</p>	<p>The process of assessing the applicant person/individual, corporation, organization or association eligibility to conduct national fund raising campaign.</p>	<p>Frontline Service</p>	<p>All eligible person/individual, corporation, organization or association desiring to solicit funds for charitable and public welfare purposes in more than one (1) region</p>	<p>Any person, corporation, organization, association or any other juridical entity desiring to conduct regional and national fund campaigns in the Philippines in order to solicit or receive contributions from the public for charitable or public welfare purposes, to first secure a Public Solicitation Permit, pursuant to DSWD Memorandum Circular 17 Series of 2014 (MC17 s2014), which implements Presidential Decree 1564 (Solicitation Permit Law).</p> <p>If the solicitation activity will only be undertaken in one city or municipality, such will not be subject to DSWD rules but will be subject to the specific regulations of said city or municipality.</p> <p>MC17 s2014 further emphasize that:</p> <p>1. "For-profit organizations" which intend to solicit for charitable and public welfare purposes shall not be allowed to apply for a solicitation permit. Per DSWD, if these organizations intend to help or assist in public welfare activities, the funds to be donated should come from their own income as part of their corporate social responsibility. Their welfare arms, however, may apply for a permit as long as they are registered as a non-stock non-profit corporation with the Securities and Exchange Commission.</p> <p>2. The use of photos and images to provide information on target beneficiaries using print, electronic (Internet) and broadcast media for the purpose of soliciting donations is strictly prohibited.</p> <p>3. Persons or officers-in-charge of the solicitations shall have absolutely no share in the proceeds to be derived therefrom.</p> <p>4. The contributions from whatever source should be acknowledged with receipts, and the expenditures should be supported by invoices and vouchers.</p>	<p>- Applicant submit the complete requirements and pays Processing Fee at DSWD-Finance Management Unit and submits photocopy of receipt to the Standards Section of the FO.</p> <p>- Standards Section of DSWD-FO assess and evaluate application within 5 working days, and conduct agency assessment visit, if necessary. If result of assessment is favorable, the DSWD-FO thru Standard Section shall endorse the documents of qualified applicant with the assessment report and recommendation to the Standards Bureau (SB). SB shall endorse Certificate of Authority to Conduct Fund Campaign to the Secretary or his/her duly authorized representative for approval/signature.</p> <p>- DSWD Secretary or his/her authorized representative signs the Certificate, SB thru the FO issues the signed certificate and provides orientation to the applicant conforming to the SOP in the inventory, monitoring and utilization of solicited funds. If the assessment is not favorable, DSWD-FO informs applicant and provide technical assistance to rectify deficiencies/submit lacking requirements.</p>	<p>1. One (1) Duly Accomplished Application Form signed by the Agency Head or his/her authorized representative;</p> <p>2. One (1) Certified True Copy of Certificate of Registration and Articles of Incorporation and By-laws with the SEC or other regulatory government agency which has jurisdiction to regulate the applicant, if new application</p> <p>*Not applicable to Government Agencies</p> <p>3. One (1) Photocopy of Updated Certificate of Good Standing, or Updated Certificate of Corporate Filing/Accomplished General Information Sheet (GIS) from SEC or any government regulatory agencies that has jurisdiction to regulate the applicant organization or agency. Required if the date of registration with the concerned regulatory agency is more than five (5) years prior to application.</p> <p>*Not applicable to Government Agencies</p> <p>4. Project Proposal approved by the Head of Agency on the intended public solicitation activity including the work and financial plan (WFP) on the activity to be undertaken.</p> <p>5. Profile of current Governing Board Members or its equivalent in the corporation, certified by the Corporate Secretary or any equivalent officer. *Not applicable to Government Agencies</p> <p>6. Notarized Written Agreement or any similar document signifying the intended beneficiary concurrence as recipient of the fundraising activities.</p> <p>7. Endorsement or Certification from any but not limited to the following agencies that allow/s applicant to undertake solicitation activities in their agency's jurisdiction, as applicable:</p> <p>7.1. Director of Private Schools</p> <p>7.2. Schools Superintendent of Public School</p> <p>7.3. Head or authorized representative of National Government Agencies (NGAs)</p> <p>7.4. Head or authorized representative of Local Government Unit (LGU)</p> <p>7.5. Bishop/Parish Priest/Minister or Head of Sect or Denomination</p> <p>7.6. Others</p> <p>8. Fund Utilization Report (DSWD-SB-PSF-007), of proceeds and expenditures duly certified by the agency's auditor/bookkeeper, if applying for renewal of permit/authority</p> <p>9. Sample of additional specific requirements for each methodology to be used, such as:</p> <p>9.1. Ticket, Ballots, Cards and similar forms</p> <p>9.2. Donation Boxes, Coin Banks and other similar forms</p> <p>9.3. Benefits show such as fashion show, concert and similar activities</p> <p>9.4. Photo or Painting Exhibits and similar activities</p> <p>9.5. Written request such as envelops, letters of appeal, greeting cards and similar forms</p> <p>9.6. Text messages and other types of solicitation suing electronic devices such as e-mail</p> <p>9.7. Mass media campaign through radio, television, cinema, magazines, newspapers, billboards and other similar forms</p> <p>9.8. Sport activities for a cause such as fun run, marathon, cycling and similar activities</p> <p>9.9. Rummage sale, garage sale, sale of goods and other similar forms</p>	<p>Email: sb@dswd.gov.ph</p> <p>Tel. No. (+632) 8951-7125</p> <p>Trunkline: (+632) 8931-8101 to 07 loc. 108</p>
6	<p>Processing of Donations For Duty-Exempt Importation Under Section 800 (m) of the Customs Modernization and Tariff Act</p>	<p>The process of assessing the applicant SWDA to determine whether its submitted requirements suffice their exemption from paying customs dues for the release of foreign donations</p>	<p>Frontline Service</p>	<p>Licensed and/or accredited Social Welfare and Development Agencies (SWDAs) who wish to exempt from customs dues the foreign donations consigned to them.</p>	<p>Only licensed and/or accredited SWDAs are eligible to apply for availment of duty free entry of foreign donations under Section 800(m) of CMTA.</p>	<p>- The representative of the SWDA files the application form, together with the supporting documents and other requirements at the respective DSWD Field Office covering the region where the</p>	<p>1. Application form (DSWD DFE Form 1)</p> <p>2. Authenticated Deed of Donation from the Philippine Consular Office of the country of origin</p> <p>3. Notarized Deed of Acceptance</p> <p>4. Copy of valid DSWD Registration, License and/or</p>	<p>Email: sb@dswd.gov.ph</p> <p>Tel. No. (+632) 8951-7125</p> <p>Trunkline: (+632) 8931-8101 to 07 loc. 108</p>

		consigned to them.				intended distribution of goods shall take place. - Vetting of SB and endorsement of the application to OUS or return to the concerned DSWD Field Office - Recommending approval by the Undersecretary - Approval of the Certification by the DSWD Secretary	Accreditation Certificate 5. Bill of Lading or Airway Bill 6. Packing List 7. Plan of Distribution OPTIONAL REQUIREMENTS 1. Certification from Food and Drug Administration (FDA), in case of medicines 2. Notarized distribution report on latest shipment, if not the first time to import foreign donations. 3. Proof of prior agreements or approved arrangements, in case In case of relief items other than food and medicines	
7	Accreditation of CSOs	The process of assessing the applicant to determine whether a Civil Society Organization is eligible to implement DSWD projects and/or programs using DSWD funds.	Frontline Service	A Social Work Agency that operated for three years and has at least one (1) year valid license to operate and the social welfare and development programs and services it is applying for is accredited in its geographical area of activity.	To be accredited, a CSO must meet the following criteria: 1. Must have operated, for at least three (3) years prior to the date of application, in the geographical area(s) of activity and technical area(s) of activity of being applied for accreditation. 2. Must not have any incorporator, organizer, director, trustee, officer or key personnel related within the fourth civil degree of consanguinity or affinity to any DSWD official and members of the DSWD Accreditation Committee, or any official of the GAs funding or implementing the program or the project to be implemented by the CSO. (This is to establish observance of no conflict of interest.) 3. Must not have any trustee, director, officer or key personnel related within the fourth civil degree of consanguinity or affinity to any DSWD official involved in the processing of its accreditation or to any official or personnel of the DSWD funding or implementing the program and/or project to be implemented or co-implemented by the applicant SWA.	The applicant shall submit all necessary documentary requirements to the Standards Bureau (SB) at the DSWD- Central Office. (DSWD-C.O.) If in case the application documents were filed at the Field Office (FO), the FO (Standards Section) shall provide the necessary technical assistance in terms of providing a checklist of the requirements (DSWD-SB-CSOA-007A) and advise the applicant to submit its application documents to the Standards Bureau following the Accreditation Process stated in these guidelines. The application for accreditation of the Implementing CSOs shall be processed at the Standards Bureau, following the hereunder steps: The accreditation process will take fifteen (15) working days if there is no need for validation (Section 3. Validation Item 3.4 of this guidelines)	1. Accomplished and Notarized Application Form (DSWD-SB-CSOA-001A) 2. Photocopy of the Audited Financial Statements as received by the BIR/Authorized collecting bank for the past three (3) years 3. Data Sheet of the Directors, Trustees, Officers, and Key Personnel of the applicant CSO. (DSWD-SB-CSOA-003A) 4. Location sketches (spot/ satellite map) and photographs (façade and interior) of the principal office and/or satellite offices 5. Certificate of Good Standing or Certificate of No Derogatory Information issued by SEC OPTIONAL REQUIREMENTS 1. List of Projects and Programs funded by DSWD or any government agency. If applicable. (DSWD-SB-CSOA-002A) <i>*Such is required if the applicant already have previous and/or current engagement with government agencies including the DSWD.</i> 2. Certificate of No Default or Delay in Liquidating Funds signed by the DSWD Field Office Head and countersigned by the Finance Management Service or by the concerned government official of the other Government Agencies, if applicable. (DSWD-SB-CSOA-004A) <i>*Such is required if the applicant has received public funds from DSWD or from any other government agency.</i>	Email: sb@dswd.gov.ph Tel. No. (+632) 8951-7125 Trunkline: (+632) 8931-8101 to 07 loc. 108
8	Accreditation of Social Workers Managing Court Cases	The process of assessing the Social Workers managing court-related cases as to their compliance to delivery of quality service.	Frontline Service	Government Agencies, Court Social Workers, Non-Government Organizations, and individual practitioners managing court cases of the disadvantaged groups.	Covers all social workers who are direct practitioners including supervisors from the DSWD Field Offices, residential and center-based facilities, Local Government Units, other National Government Agencies, Court Social Workers, NonGovernment Organizations as well as those individual practitioners managing court cases of the disadvantaged groups.	1. Application. The applicant shall file application {Annex A) at the concerned DSWD- Field Offices (FO) with the two (2) copies of documentary requirements stated in item F. Original copies of documents submitted shall be presented for verification purposes. Once verified, the focal person shall acknowledge receipt of the application with the two (2) copies of each document presented. One copy will be endorsed to DSWD-SB for final review and reference during the on-site accreditation assessment. FO shall keep a file copy of all submitted documents for reference purposes. 2. On-site Assessment. The SB shall review the application and documents submitted by the applicant and conduct on-site assessment through review of case records, interview of the applicant and client/s and conduct of other relevant activities. Confirmation report shall be sent to the concerned FO within ten working days after the on-site assessment. In cases where the applicant/s falls below the set standards, the said applicant/s shall be given appropriate technical assistance on the areas needing improvement. A reassessment shall be conducted after six months.	1. SOCIAL WORKERS a. 2 copies of Application Form for Accreditation of Social Workers Managing Court Cases (Annex A of AO1 s2008) b. 2 copies and original Valid Professional Regulations Commission Registration ID Card c. 2 copies of Certificate of attendance to basic course training (at least 32 hours) on the management of court cases from DSWD or its recognized training institutions; <i>*In case of lost certificate, a certified true copy from the training provider may be presented</i> d. Summary documentation of four (4) cases managed (Annex B AO1 s2008) e. Letter of Recommendation attesting to the competence of the social worker f. The following documents on cases handled must be made available during on-site assessment: • Case study reports; • Progress/running notes; • Case summaries; • Case conference proceedings/notes 2. SUPERVISORS a. First three (3) requirements stated under new applicants for social worker b. Technical supervisory notes of two (2) supervisees as proof of providing technical assistance c. The following documents on cases handled must be made available during on-site assessment: • Case study reports; • Progress/running notes; • Case summaries; • Case conference proceedings/notes For RENEWAL Please refer to AO 01 s2008.	Email: sb@dswd.gov.ph Tel. No. (+632) 8951-7125 Trunkline: (+632) 8931-8101 to 07 loc. 108

8	<p>Handling of Complaints Against Erring Social Welfare and Development Agencies (SWDAs)</p>	<p>The process of handling/managing complaints against neglect, abuse, and exploitation of clients by the erring SWDAs, following the prescribed procedures and timeline.</p> <p>Implement sanctions against those who violates policies and procedures regarding the registration, licensing and accreditation of SWDAs.</p>	Frontline Service	<p>Person/individual, corporation, organization or association, Private and Public SWDAs</p>	<p>Grounds for Complaint - A complaint may be filed for acts or omissions, which are:</p> <p>Contrary to law or regulations Unreasonable, unfair, oppressive or discriminatory Inconsistent with the general course of a SWDA's functions and provisions on SWDA's manual of operation and other policies Contrary to a directive of the DSWD, or any of its officials, to the SWDA, or any of its personnel Otherwise irregular, immoral or devoid of justification</p> <p>The following may file the complaint:</p> <p>The offended party: The parent or legal guardian of the client; An ascendant or collateral relative of the client within the third degree of affinity or consanguinity (e.g., sibling, aunt/uncle); An employee of the DSWD or other government agency; An employee of a registered, licensed, or accredited SWDA; The Barangay Chairperson; or Any person who has personal knowledge of the act or omission being complained</p>	<p>All complaints shall be filed at the concerned DSWD FO in which the SWDA operates. If the SWDA operates in more than one region, the complaint shall be filed in the region in which the alleged act or omission occurred.</p>	<p>For a complaint to be valid, it must meet the following requirements:</p> <p>1. In writing and subscribed by the complainant and shall contain the following: a. Full name, and contact details of the complainant. b. Full name of the SWDA, and where applicable, the full name and position of any personnel of such SWDA. c. A narration of the relevant and material facts that shows the act or omission allegedly committed by the respondent. d. Copies of documentary evidence and affidavits of witnesses, if any.</p> <p>2. Anonymous complaints shall be considered only if it is of public knowledge, is supported by clear evidence, or is readily verifiable or contains sufficient leads or particulars to enable the taking of further action.</p> <p>3. Verbal complaint is considered provided it is readily verifiable and with adequate information that leads to take for further action.</p>	<p>Email: sb@dswd.gov.ph Tel. No. (+632) 8951-7125 Trunkline: (+632) 8931-8101 to 07 loc. 108</p>
9	<p>Provision of Technical Assistance with social welfare and development (SWD) programs and services, service providers, and Civil Organizations (CSOs) along social welfare and development</p>	<p>Signifies the provision of professional aid or support by an authorized DSWD SB staff to a SWDA or applicant private agency to facilitate the process of RLA as part of their role or function. It also covers providing these customers updates on good practices, latest developments on SWD and the like through conferences, workshops, coaching and other learning mechanisms.</p>	Frontline Service	<p>Person/individual, corporation, organization or association, Private and Public SWDAs</p>	<p>TA request via email, call or letter</p>		<p>Request letter, phone call or email.</p>	<p>Email: sb@dswd.gov.ph Tel. No. (+632) 8951-7125 Trunkline: (+632) 8931-8101 to 07 loc. 108</p>

No.	Program/Service Title	Program/Service Description	Type of service	Target Beneficiaries/Clients	General description of the process to avail the service	Process of selection (if applicable)	Requirements, if any	Contact information for inquiries on program/service (e-mail, trunkline, and directline)
1	Referral Management Process for SLP	The referral management process for the selection process for SLP. The program to be referred may include Individuals and/or families who are indigent, vulnerable disadvantaged, who are listed in the Listahanan database or victims of natural calamities/disaster and armed conflict or are otherwise qualified after the administration of HAF, SLP Means Test, and LAF.	Frontline service	Individuals and/or families who are indigent, vulnerable disadvantaged, who are listed in the Listahanan database or victims of natural calamities/disaster and armed conflict or are otherwise qualified after the administration of HAF, SLP Means Test, and LAF.	The referral for management system consists of three (3) key steps: (1) 1.Visit SLP NPMO – Walk-in clients, (2) Referred clients from OBSUs, NGAs, NGOs, CSOs, and other institutions, and (3) Client's inquiries and livelihood applications through Email, social media, phone calls and text messages.		Filled up SLP Profile Form – for Walk-in Clients Referrals/endorsement letter from OBSUs, NGAs, NGOs, CSOs, and other institutions	SLP – NPMO Landline: 8951-2806 Email: livelihood@dswd.gov.p
2	Grievance Management Process for SLP	Requests for information or updates, seeks clarification explanation, referrals for livelihood assistance, etc) do not require conduct of thorough validation visits in the area but provision of feedback report that is substantial will do.	Frontline service	All may avail	Clients may course their grievance through walk-in, Field Offices, OBSUs, NGAs, NGOs, CSOs, 8888 Citizens Complaint Hotline, and other institutions, Email, social media, phone calls and sms.		1. SLP Referral and Grievance Form 2. Complaint letter	SLP – NPMO Landline: 8951-2806 Email: livelihood@dswd.gov.p

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1	Facilitation of Media Interview	<p>The service caters for the media requests from DSWD's media partners. In this service, SMS provides the media practitioners and outlets with requested information using various formats such as interviews, print materials, AVPs, and other related materials.</p> <p>The usual information provided to media partners include, but are not limited to, information on DSWD programs and services, clarificatory statements on issues related to welfare and development, and other updates on DSWD's official functions.</p>	Frontline service	Requesting Media Institution/Media Practitioner	Client submits request for media interview through email, text message, or through telephone call		Request for Media Interview on regular topic (except for hot issues)	Email: sms@dswd.gov.ph Direct Line: (+02) 89517440 Trunk Line: (+02 89318101 loc. 207, 208, 209

No.	Program/Service Title	Program/Service Description	Type of service	Objectives	Benefits Under the Program/Service	General description of the process to avail the service	Target Beneficiaries/Clients	Process of selection (if applicable)	Requirements, if any	Contact information for inquiries on program/service (e-mail, trunkline, and directline)
1	Provision of Technical Assistance along Social Technology Development or Sectoral Concerns	<p>This refers to requests for technical assistance on the following:</p> <p>1) social technology development processes; 2) ongoing projects under pilot testing; and/or 3) specific issues/sectors which the bureau is responding to (e.g. children, women, PWD, senior citizen, etc.)</p>	Frontline service	Provide technical assistance to social technology units and other stakeholders along social technology development or sectoral concerns	Technical assistance along social technology development and/or sectoral concerns	Availment of this service requires writing of an official request through e-mail or other electronic platforms detailing the details of the technical assistance to be requested.	1) DSWD-Offices, Bureaus, Services, Units (OBSUs) 2) DSWD-Field Offices 3) National Government Agencies (NGAs) 4) Local Government Units (LGUs) 5) Non-Government Organizations (NGOs) 6) Civil Society Organizations (CSOs) 7) Academe	Not applicable	1) Letter of Request 2) Template of data requirement (if any)	Email: soctech@dswd.gov.ph Trunk line: 931-8101 to 07 local 324, 326 Direct line: 931-8144, 951-7124
2	Sharing of Data, Information, and Knowledge Products on Social Technologies (STs)	<p>This refers to request to share data, information, and knowledge products regarding completed social technologies.</p> <p>The data or information may include reports on completed social technologies, disaggregated data sector, and other knowledge products such as manual and training modules on social technologies.</p>	Frontline service	Respond to requests for data, information, and knowledge products regarding completed social technologies	Provision of data, information, and knowledge products	<p>For Local Government Units (LGUs) send requests for data, information, or knowledge products on completed Social Technologies to DSWD Field Office for onward submission to DSWDSocial Technology Bureau.</p> <p>For National Government Agencies (NGAs, DSWD-Offices, Bureaus, Services, Units (OBSUs), Academe, and NonGovernment Organizations (NGOs) send requests to DSWD-Social Technology Bureau.</p> <p>All requests shall be sent via email to soctech@dswd.gov.ph.</p>	1) DSWD-Offices, Bureaus, Services, Units (OBSUs) 2) DSWD-Field Offices 3) National Government Agencies (NGAs) 4) Local Government Units (LGUs) 5) Non-Government Organizations (NGOs) 6) Civil Society Organizations (CSOs) 7) Academe	Not applicable	1) Letter of Request 2) Template of data requirement (if any)	
3	Provision of Technical Assistance on Social Marketing for the Institutionalization of Completed Social Technologies (STs)	<p>This refers to request for technical assistance to institutionalize (i.e., adopt or replicate) completed social technologies.</p> <p>Technical assistance may include orientation on completed social technologies as part of social marketing activities, capability building activities, advocacy, and lobbying with policy making bodies.</p>	Frontline service	Provide technical assistance to social technology units, OBSUs, and other stakeholders along social marketing and institutionalization of completed social technologies	Technical assistance along social marketing and institutionalization of social technologies	<p>For Local Government Units (LGUs) send request to DSWD Field Office to institutionalize (i.e., adopt or replicate) completed social technologies) for onward submission to DSWD-Social Technology Bureau</p> <p>For National Government Agencies (NGAs, DSWDOffices, Bureaus, Services, Units (OBSUs), Academe, and Non-Government Organizations (NGOs), Civil Society Organizations (CSOs) send official requests to DSWD-Social Technology Bureau.</p> <p>All requests shall be sent via email to soctech@dswd.gov.ph.</p>	1) DSWD-Offices, Bureaus, Services, Units (OBSUs) 2) DSWD-Field Offices 3) National Government Agencies (NGAs) 4) Local Government Units (LGUs) 5) Non-Government Organizations (NGOs) 6) Civil Society Organizations (CSOs) 7) Academe	Not applicable	1) Written and signed request letter with complete contact details (name and contact information) of the requesting party 2) Details of the technical assistance needed	

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1	Availment of Accommodation at SWADCAP Guest Rooms	The Social Welfare and Development Center for Asia and the Pacific (SWADCAP), DSWD learning facility, has guest rooms which can be availed by DSWD internal staff and external stakeholders through online reservation and walk-in.	Frontline service	DSWD employees, other government workers/ agencies, and private individuals/organizations	The service can be availed through A) online reservation or B) walk-in. If availed through A) online reservation, there is a Reservation Form that can be accessed through the DSWD website under Resources, under Downloads. The said Reservation Form needs to be accomplished by the requesting party and should be sent thru SWADCAP email at swadcap@dswd.gov.ph. If through B) walk-in, the guest before entering the SWADCAP building, should sign the Health Declaration Form at the front lobby guard.	If through A) online reservation, the requesting party will be notified regarding the status of their request, if it can be accommodated or not, through email. If through B) walk-in, it would depend if there are available rooms which the guest can occupy.	If through A) online reservation, the following are the requirements: -Reservation Form -Scanned copy of ID of requesting party If through B) walk-in, the following are the requirements: -Accomplished Billet Form -Scanned copy of ID of requesting party	SWADCAP Landline: (02) 8 843 6191 or (02) 8 843 6370 Email: swadcap@dswd.gov.ph
2	SWADCAP Function Room Reservation by External Stakeholders	The Social Welfare and Development Center for Asia and the Pacific (SWADCAP), DSWD learning facility, has function rooms which can be availed by external stakeholders through online reservation.	Frontline service	Other government workers/agencies and private individuals/organizations	The service can be availed through online reservation. There is a Reservation Form and Activity Terms and Conditions Form that can be accessed through the DSWD website under Resources, under Downloads. The said forms needs to be accomplished by the requesting party and should be sent thru SWADCAP email at swadcap@dswd.gov.ph.	The requesting party will be notified regarding the status of their reservation, if it can be accommodated or not, through email.	The following are the requirements	SWADCAP Landline: (02) 8 843 6191 or (02) 8 843 6370 Email: swadcap@dswd.gov.ph

No.	Program/Service Title	Program/Service Description	Type of service	Target Beneficiaries/Clients	General description of the process to avail the service	Process of selection (if applicable)	Requirements, if any	Contact information for inquiries on program/service (e-
1	Handling Grievance Redress Management Service of UCT Beneficiaries	Provide assistance to UCT Beneficiaries grievances and inquiries.	Frontline Service	Beneficiaries and Non-Beneficiaries	The processing for this service has two (2) key steps that consist of: (1) Clients will send their complaints through email or send directly to the office and (2) Clients submit through Walk-in / Help Desks. Clients may also send their concerns through WiServ (Clients can text this number (0918-9122813).		Uct Beneficiary Form Any Valid ID	Clients can communicate through 8888, Wiserv ALL NETWORKS (09189122813), Oasscb-UCT NPMO: 931 81 23 Loc 203.