



DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT

CITIZEN'S CHARTER

2019 (1st Edition)

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Answer the client feedback form and drop it at the designated drop box.
How feedbacks are processed	Every Friday at 3:00pm, a designated employee shall open the drop box and compiles and records all feedbacks submitted.
How to file a complaint	<p>Fill up the Complaint Form and drop it at the designated dropbox.</p> <p>Complaint may also be filed via letter addressed to the OIC Regional Director – Fatima S. Caminan sent to the hereunder channels:</p> <p>Email: fo9@dswd.gov.ph Office Address: DSWD Field Office IX, General Vicente Alvarez Street, Zamboanga City</p> <p>Please provide the following information:</p> <ul style="list-style-type: none"> Full name, and contact details of the complainant. Full name of the person or employee and position (if complaint is against a DSWD employee). The nature of the complaint. A narration of the relevant and material facts that shows the act or omission allegedly committed by the respondent. Copies of any documentation which supports the complaint and/or affidavits of witnesses, if any.
How complaints are processed	All complaints are forwarded everyday at 3:00pm to dswdfo9.complaints@gmail.com and shall be reviewed by Regional ARTA Focal for proper action.
Contact Information of CCB, PCC, ARTA, 8888	<p>8888 Citizen’s Hotline Complaint Send to 8888 providing details of the complaint</p> <p>ARTA: complaints@arta.gov.ph</p>

LIST OF SERVICES

NAME OF OFFICE

Page Number

External Services

Name of Service : REGISTRATION

Name of Service : LICENSING

Name of Service : ACCREDITATION

Name of Service : ADOPTION

Name of Service : FOSTER CARE

Name of Service : RECTIFICATION OF SIMULATED BIRTH CERTIFICATE

Name of Service : MINOR'S TRAVELLING ABROAD

1. REGISTRATION

Refers to the process of assessing the applicant organization to determine whether its intended purpose is within the purview of SWD, where the determination of the same shall result to the inclusion of the agency in the Department's registry of SWDAs. A Certificate of Registration shall be issued after having complied with all the prescribed requirements.

Office or Division:	STANDARDS SECTION			
Classification:				
Type of Transaction:				
Who may avail:	Public and private agencies and organizations engaged or planning to engage in providing direct or indirect SWD programs and services.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
REGISTRATION: 1. Duly Accomplished Application Form 2. Updated Copy of Certificate of Registration and latest Articles of Incorporation and by-laws indicating that the organization's primary purpose is within the purview of social welfare and development issued by SEC that gives a juridical personality to a non-stock non-profit organization to operate in the Philippines 3. Copy of any of the following: 3.1. Handbook or Manual Operations of its programs policies and procedures to attain its purposes 3.2. Brochure 3.3. Duly signed Work and Financial Plan for at least two (2) Years by the Head of Agency				
CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secures application form thru the DSWD Website/ Standards Bureau/ Field Office	Provides client application form, and checklist of requirements		30 min.	Standards Technical Staff
2. Submit/file application and supporting documents <i>(if operating only in one region, the</i>	1. Review and assess documentary requirements submitted a) If application and documentary			Standards Technical Staff

<i>ation shall be filed in the concerned DSWD Field Office; if operating in more than one region, the application shall be filed at the Standards Bureau).</i>	requirements are not complete, the same are returned to applicant with list of requirements not complied with b) If application and documentary requirements are complete, the "Officer of the Day" refers the applicant to the support staff for the issuance of billing statement		30-45 min.	
	Prepares Billing Statement and instructs applicant to proceed to the Financial Management Division (Accounting/ Cashier, 2nd Floor)		20 min.	Standards Technical Staff
Presents the Billing Statement at Accounting and to the Cashier and settles the required fee	Approves and control, process payment and issues Official Receipt.	P1,000.00	30 min.	Accounting and Cash Unit (FMD)
Incomplete Requirements submitted at Standards				
	Review, assess and prepare notification indicating result of the assessment clarifying and guiding the applicant		1 Working Day	Standards Technical Staff
	Approval and signing of written notice		1 Working Day	Regional Director
	Release the written notice together with the returned documents through email or snail mail.		1 Working Day	Standards Technical Staff
Applications with Complete Requirements submitted at Standards				
Submits the Application form, Requirements and Photocopy of the Official Receipt	Receives, encodes and/or forwards documents to assigned Technical Staff		30 min.	Standards Technical Staff
	Initial review of the application		1 working day	Standards Technical Staff

	Review the submitted Requirements of application as to compliance to the requirements and prepare Confirmation Report with the recommendation of issuance of Certificate		2 working days	Standards Technical Staff
	Review and approval of the Confirmation Report; Preparation and endorsement for approval of the Registration Certificate		2 working days	Standards Technical Staff
	Approval and Signing of Registration Certificate		1 working day	Regional Director
	Send the Confirmation Report and notify the availability of the Certificate of Registration for release through various means (direct pick-up, courier, or thru awarding ceremony)		1 working day (depending on the choice of the applicant)	Standards Technical Staff
TOTAL:		1, 000.00		

2. LICENSING

Refers to the process of assessing the qualifications and authorizing a registered SWDA to operate as a SWA or as an Auxiliary SWDA. A License to Operate shall be issued after having complied with the set criteria and all prescribed requirements.

Office or Division:	STANDARDS SECTION
Classification:	
Type of Transaction:	
Who may avail:	Public and private agencies and organizations engaged or planning to engage in providing direct or indirect SWD programs and services.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>LICENSING:</p> <ol style="list-style-type: none"> 1. Accomplished Application Form 2. Manual of Operation/Handbook containing the SWDAs program and administrative policies, procedures and strategies to attain its purpose/s among others 3. Profile of Board Trustee 4. Profile of Employees and Volunteers: <ul style="list-style-type: none"> <input checked="" type="checkbox"/> At least one (1) full time staff who will manage its operations 5. Certified True Copy of General Intake Sheet issued by SEC 6. Certification of no derogatory information issued by SEC (for those operating more than six (6) months upon filing of the application 7. ABSNET Membership 8. Declaration of Commitment from the applicant of no support to tobacco in compliance to the provisions of EO 26 series of 2017(Providing for the establishment of smoke-free Environments in Public and Enclosed Places) and RA 9211 (Tobacco Regulation Act of 2003) 9. Duly signed Work and Financial Plan for the next two (2) succeeding years 10. Notarized Certification from the Board of Trustees and/or funding agency to financially support the organizations to operate for at least two (2) years 11. Annual Accomplishment Report previous year 12. Audited Financial Report of the previous year 13. Profile of Clients served for the preceding and current year 	

Optional/ Additional Requirements A. Basic Documents 1. For those operating in more than one region <input type="checkbox"/> List of main and satellite/branch offices, if any <input type="checkbox"/> 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 B. Documents Establishing Corporate Existence and Regulatory Compliance 2. For those operating in more than one region <input type="checkbox"/> 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. 3. For applicant that are identified that would be serving IP, appropriate additional documentary requirement will be required in order to ensure that the rights of the IP sectors are protected as per RA 8371 (The Indigenous Peoples' Rights Act of 1997) 4. For applicant with past and current partnership with the DSWD that involved transfer of funds <input type="checkbox"/> Certification from DSWD Office and/or other concerned government agencies that the applicant is free from any financial liability/obligation -				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secures application form thru the DSWD Website/ Standards Bureau/ Field Office	Provides client application form, and checklist of requirements		30 min.	Standards Section Staff
Submit/file application and supporting documents <i>(if operating only in one region, the application shall be filed in the concerned DSWD Field Office; if operating in more than one region, the application shall be filed at the Standards Bureau).</i>	2. Review and assess documentary requirements submitted a) If application and documentary requirements are not complete, the same are returned to applicant with list of requirements not complied with b) If application and documentary requirements are complete, the "Officer of the Day" refers the applicant to the support staff for the issuance of billing statement		45 min – 1 hour	Standards Section Staff

	Prepares Billing Statement and instructs applicant to proceed to the Financial Management Division (Accounting/ Cashier, 2nd Floor)		20 min.	Standards Section Staff
Presents the Billing Statement at Accounting and to the Cashier and settles the required fee .	Approves and control, process payment and issues Official Receipt.	1,000.00	30 min.	Accounting and Cash Unit (FMD)
Incomplete Requirements submitted at Standards				
	Review, assess and prepare notification indicating result of the assessment clarifying and guiding the applicant		1 Working Day	Standards Technical Staff
	Approval and signing of written notice		1 Working Day	Regional Director
	Release the written notice together with the returned documents through email or snail mail.		1 Working Day	Standards Technical Staff
Applications with Complete Requirements submitted at Standards				
.Submits the Application form, Requirements and Photocopy of the Official Receipt	Receives, encodes and/or forwards documents to assigned Technical Staff		30 min.	Standards Section Staff
Step 1.	Initial Review of Application		1 working day	Standards Section Staff
Step 2	Assessment of submitted application, acknowledgement as to compliance to the requirements and indicates the schedule of visit		3 working days	Standards Section Staff
Step 2.a	Onsite Assessment Visit based on the Agreed Schedule between DSWD and SWDA		1 working day (excluding travel time)	Standards Section Staff
	Prepares Confirmation Report a)Recommendation on Issuance of Certificate (Proceed to Step		3 working days	Standards Section Staff

	2.b, 2.c, 2.d, 2.e, and 3) b) Areas for compliance together with SWDAs Action Plan (proceed to STEP D)			
Step 2.b	Review and endorsement of the Confirmation Report		5 working days	Standards Section Staff
Step 2.c	Review and approval of the Confirmation Report		3 working days	Standards Section Staff
Step 2.d	Preparation and endorsement for Approval of the License Certificate		1 working day	Standards Section Staff
Step 2.e	Approval and Signing of Certificate of License to Operate		2 working days	Regional Director
Step 3	Send the Confirmation Report and notify the availability of the Certificate of Registration for release through various means (direct pick-up, courier, or thru awarding ceremony)		1 working day (depending on the choice of the client)	Standards Section Staff
Application with Areas for Compliance				
	Prepares confirmation report citing the areas for compliance		3 working days	Standards Section Staff
	Review and endorsement of confirmation report		5 working days	Standards Section Staff
	Review and Approval of confirmation report		3 working days	Standards Section Staff
	Send the Confirmation Report and notify the applicant on the result of the assessment		1 working day	Standards Section Staff
Total:		1,000.00		

3. ACCREDITATION

Refers to the process of assessing a licensed SWA if their SWD programs and services are compliant to the Department's set standards. After compliance of the same, a Certificate of Accreditation shall be issued as proof of official recognition of the quality delivery of SWD programs and services.

Office or Division:	STANDARDS SECTION
Classification:	
Type of Transaction:	
Who may avail:	Public and private agencies and organizations engaged or planning to engage in providing direct or indirect SWD programs and services.
CHECKLIST OF REQUIREMENTS	
	WHERE TO SECURE
<ol style="list-style-type: none"> 1. Accomplished Application Form 2. Pre-accreditation assessment conducted by concerned FO 3. Duly Accomplished Pre-accreditation assessment tool signed by the SWA's Head of Agency or Authorized Representative 4. Certification of no derogatory information issued by SEC (Except those operating less than six (6) months upon filing of the application) 5. ABSNET Membership 6. Work and Financial Plan for the two (2) succeeding years 7. Notarized certification from the Board of Trustees and/or the funding agency to financially support the organization's to operate for at least two (2) years 8. Annual Accomplishment Report from the Previous year 9. Audited Financial Report of the previous year 10. Profile of Clients served for the preceding and current year 11. Certification from the SWDAs Head of Agency on their observance and compliance to the provisions of EO 26 series of 2017 (Providing for the establishment of smoke-free Environments in Public and Enclosed Places) and RA 9211 (Tobacco Regulation Act of 2003) <p>Optional/ additional requirements:</p> <p>A. Basic Documents</p> <ol style="list-style-type: none"> 1. Manual of Operation 2. Profile of Board Trustee or its equivalent 3. Profile of Employees and Volunteers: <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Staff requirement shall be based on Staff Client ratio per standards on accreditation of specific programs and services 4. For those operating in more than one region 	

<p><input checked="" type="checkbox"/> List of main and satellite/branch offices, if any</p> <p>5. For Applicant SWA's implementing Child Placement Services</p> <p><input checked="" type="checkbox"/> Certification from DSWD or photocopy of the certificate of training attended by the hired RSW related to child placement service.</p> <p>B. Documents Establishing Corporate Existence and Regulatory Compliance</p> <p>6. Certified True Copy of General Intake Sheet issued by SEC/CDA or any regulatory agencies</p> <p>7. For Center Based (Residential Based and Non-Residential Based)</p> <p><input checked="" type="checkbox"/> Copy of the valid safety certificates namely:</p> <p>a. Occupancy permit (only for new buildings) or Annual Building Inspection/Structural Safety Certificate (for old buildings)</p> <p>b. Fire Safety Inspection Certificate</p> <p>c. Water Potability Certificate or Sanitary Permit</p> <p>8. For applicant that are identified that would be serving IP, appropriate additional documentary requirement will be required</p> <p>in order to ensure that the rights of the IP sectors are protected as per RA 8371 (The Indigenous Peoples' Rights Act of 1997)</p> <p>C. Documents Establishing Track Record and Good Standing</p> <p>9. For applicant with past and current partnership with the DSWD that involved transfer of funds</p> <p>- <input checked="" type="checkbox"/> Certification from DSWD Office and/or other concerned government agencies that the applicant is free from any financial liability/obligation</p>	
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secures application form thru the DSWD Website/ Standards Bureau/ Field Office	Provides client application form, and checklist of requirements		30 min.	Standards Section Staff
Submit/file application and supporting documents <i>(if operating only in one region, the application shall be filed in the concerned DSWD Field Office; if</i>	2. Review and assess documentary requirements submitted a) If application and documentary requirements are not complete, the same are returned to applicant with list of requirements not complied with b) If application and documentary requirements are complete, the "Officer of the Day" refers the applicant		45 min – 1 hour	Standards Section Staff

<i>operating in more than one region, the application shall be filed at the Standards Bureau).</i>	to the support staff for the issuance of billing statement			
	Prepares Billing Statement and instructs applicant to proceed to the Financial Management Division (Accounting/ Cashier, 2nd Floor)		20 min.	Standards Section Staff
Presents the Billing Statement at Accounting and to the Cashier and settles the required fee .	Approves and control, process payment and issues Official Receipt.	1,000.00	30 min.	Accounting and Cash Unit (FMD)
Incomplete Requirements submitted at Standards				
	Review, assess and prepare notification indicating result of the assessment clarifying and guiding the applicant		1 Working Day	Standards Technical Staff
	Approval and signing of written notice		1 Working Day	Regional Director
	Release the written notice together with the returned documents through email or snail mail.		1 Working Day	Standards Technical Staff
Processing procedure of Pre-Assessment				
Secure application form thru the DSWD website/ Standards Section (For new Applicant) Secure pre-accreditation assessment	Provide applicant SWDA the application form/ Checklist of requirements and provide TA on the process of accreditation Inform of the schedule visit to SWDA		30-45 Min	
	Onsite pre-assessment Visit based on the Agreed schedule between SS and SWDA		2 working days (excluding travel time)	
	Preparation of pre-assessment report review and approval of pre-assessment report furnish copy of pre-assessment report to SWDA thru pick-up at FO or courier		1 working day	
Total:		1,000.00		

4. ADOPTION

GOVERNMENT SERVICE: <u>ADOPTION</u>					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
	RA 8552 MC 13s2020	<u>A. PROSPECTIVE ADOPTIVE PARENT/S</u> 1. Attendance to pre-adoption forum	RA 8552	1 day	N/A
Application Form		2. Application for adoption		3 months	N/A
1. Marriage Certificate 2. Divorce decree (if applicable) 3. Birth Certificates of couple 4. Health Certificate 5. Latest Income Tax Return or any proof of income 6. Consent to Adoption by the children ages 10 and above 7. NBI/Police or Barangay Clearance (with purpose for adoption) 8. Psychological Evaluation, if needed 9. 3 letters of character reference 11. Family photo		3. Assessment/ preparation of Home Study Report and completion of requirements for local matching.			
		4. LGU/Government/Non-Government residential care facilities submit/transmit dossiers of PAPs to DSWD- Field Office		3 days	N/A
		5. Local matching conference (Regional/Inter-regional)		1 day	N/A
		6. Issuance of Pre-adoption placement authority (PAPA) and Certificate of consent to Adoption (CA)		15 days	N/A

		7.Placement of the child to the PAPs			N/A
		8.Supervised Trial Custody		3 months	N/A
		<u>Judicial process</u> 9. Filing of Petition for Adoption in Court by the PAPs through their Legal Counsel		6 months to 1 year	N/A
		10. Court Hearing/s			N/A
		11. Issuance of Adoption Decree			N/A
		12. Issuance of Birth Certificate			N/A
		Closure of the case			N/A
		13. Post adoption Services			
				TOTAL:1-1 ½ year	
<u>Abandoned/Neglected Child</u> 1. Notarized Petition 2. Child Study Report 3. Proof of efforts to locate parents or any known relatives 3.Birth certificate 4. Photos of the child (upon admission/when found and current)		<u>B. 1.Child - Abandoned/Neglected Child</u> (Child for issuance of CDCLAA-Certification Declaring child as legally available for adoption) 1. Make efforts to scure documents for issuance of CDCLAA <ul style="list-style-type: none"> • Secure photo of the child • Secure Birth Certificate of the child (if not available) • Conduct home visit to last known/given address of the child • Send-out letter through registered mail with return card to last known address of parent/s or legal guardian • Secure Police/Barangay blotter or a certified copy 	RA 9523	1-2 months	N/A

		<p>of Tracing Report from the Philippine National Red Cross (PNRC), National Headquarters</p> <ul style="list-style-type: none"> Facilitate publication of one (1) newspaper of general circulation Facilitate radio or TV announcements on three (3) different stations and dates; Secure written certification from such station after the case was aired 			
		2.Preparation of Child Study Report		1 month	N/A
		3.Filing of petition at the Field Office		1 day	N/A
		4. ARRS examines petition if sufficient in form and in substance		5 days	N/A
		5. Posting of Notice of Petition		5 days	N/A
		6. Recommendation for issuance of CDCLAA		5 days	N/A
		7. RD transmits recommendation and records to the Office of the Secretary		2 days	N/A
		8. Issuance of CDCLAA (appealable within 5 days)		Within 5 working days	N/A
<u>For Surrendered child</u> 1. Deed of Voluntary Commitment 2.Child Study Report 3.Notarized Deed of Voluntary Commitment 4. Birth Certificate 5.Photos (upon admission and current)		<u>B.2 Child- Surrendered child</u> 1. Provide support services to the Birth parents		3 months	N/A
		2.Facilitate Deed of Voluntary Commitment(DVC) Signing			N/A
		3.Preparation of Case Study Report			N/A
		4.Filing of application to DSWD Field Office			N/A
		5. Recommendation for issuance of CDCLAA		5 days	N/A

		6. RD transmits recommendation and records to the Office of the Secretary		2 days	N/A
		7. Issuance of CDCLAA (appealable within 5 days)		Within 5 working days	N/A
		8. Update of case study report for presentation to regional/inter-regional matching		Within 1 month	N/A
				TOTAL: 6 months	

5. FOSTER CARE

GOVERNMENT SERVICE: FOSTER CARE					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Birth Certificate 2. Medical certificate 3. ITR or certificate of Employment 4. NBI Clearance or Police Clearance 5. Brgy. Certificate stating that the applicant is a resident the barangay, length of his residence, and that his is of good moral character 6. Recent photo and where applicable, his/her family		A. Application Assessment Phase - For Foster Parent			
		1. Attendance to foster care forum		1 day	N/A
		2. Filling-Up of application form and submission of documents		1 day	N/A
		3. Assessment and Preparation of comprehensive Home Study Report by the social worker		1 Month	N/A
		4. Issuance of Foster Care License		2 days	N/A
		- For children in Residential Care Facilities / LGUs Management eligible for Foster Care			
		1. Conduct of Case Study to determine the needs of the child and preparation of Child Study Report		Upon Admission	N/A

7. Such other document that the DSWD, Agency or LGU may require	2. Preparation of a Child Study Report		15 days (Upon admission)	N/A
	B. Matching Phase			
	1. Review of Child and Foster Parent dossiers		Within 2 working days	N/A
	2. Conduct of Matching Conference		5 days (Upon receipt of dossiers)	N/A
	3. Submission of acceptance letter by foster parents		1 day	N/A
	4. Issuance of Foster Placement Authority		1 day	N/A
	C. Placement Phase			
	1. Conduct of Home Visit		Within 2 days (Upon receipt of FPA)	N/A
	D. Supervision Phase			
	1. Conduct of discharge conference/physical transfer of the child to foster parents		Monthly for the 1 st 3 months and bi-monthly thereafter	N/A
	E. Termination Phase (either return to birthparents or placement to adoptive parents)			
2. Short-term Foster Care Placement		Less than 6 months	N/A	
3. Long-term Foster Care placement		6 months or more	N/A	
4. After Care Service (by LGU)		3-6 months	N/A	
TOTAL			1-2 MONTHS (APPLICATION ONLY)	

6. RECTIFICATION OF SIMULATED BIRTH CERTIFICATE

GOVERNMENT SERVICE: RECTIFICATION OF SIMULATED BIRTH CERTIFICATE					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Filing of petition with Complete documentary requirements with the LSWDO 1. Petition for adoption with an application for rectification of simulated birth record shall be in the form of affidavit 2. Original copy of CDCLAA issued by the DSWD (For non-relative) 3. Authenticated copy of simulated birth record of the child 4. Authenticated copy of the birth record of the adopters 5. Affidavit of admission, if the simulation of the birth was done by a third person 6. Barangay Certificate a. The petitioner(s) are bona fide residents of the barangay; b. The child has been living with the petitioner/s for at least three (3) years prior to March 29, 2019 c. The petitioner is indigent, if applicable 7. Notarized Affidavit of at least two (2) disinterested persons, who reside in the same barangay where the child resides 8. Oldest and recent photographs of the prospective adoptee and the petitioner(s) taken within the last three (3) months prior to the filling of the petition;	RA 11222	Qualified applicants shall file petition with the LSWDO in the Municipality or City where the child resides	RA 11222		N/A

<p>9. Certificate of Attendance to Pre-Adoption Forum</p> <p>10. As applicable;</p> <p>a. Marriage Contract</p> <p>b. Decree of Annulment</p> <p>c. Declaration of Nullity of Marriage or Decree of Legal Separation;</p> <p>11. Latest physical and Medical Evaluation of the adopter(s) by a duly licensed physician</p> <p>12. Psychological evaluation of the adopter(s) by a duly licensed psychologist (when appropriate)</p> <p>13. Latest NBI/ Police Clearance</p> <p>14. Latest income tax return or any other documents (Certificate of Employment , Bank Certificate or Statement of Assets and Liabilities)</p> <p>15. Authenticated copy of the Negative Certification of Birth</p> <p>16. Certified True Copy of the Receipt as proof of payment of the socialized fee</p> <p>17. Consent from appropriate person(s)</p> <p>a. The adoptee, if ten (10) years of age or over</p> <p>b. The legitimate and adopted daughters and sons, ten (10) years of age or over, of the adopter and adoptee, if any</p> <p>c. The illegitimate daughters and sons, ten (10) years of age or over, of the adopter if living with said adopter and the latter's spouse, if any</p> <p>d. The spouse, if any of the adoptee</p>					
		<p>LSWDO shall examine the petition and completeness of supporting documentary requirements to determine in sufficient in form and substance</p>		<p>7 days</p>	<p>N/A</p>
		<p>When finds that petition is sufficient in form and substance, LSWDO shall</p>		<p>3 days</p>	<p>N/A</p>

		forward the petition with supporting documents to DSWD Field Office			
		DSWD FO social workers review the completeness of documentary requirements endorsed by LSWDO and conduct home visits to petitioner(s) and the child for Social Case Study Report		15 days	N/A
		Mandatory personal appearance of the petitioner(s) and child before the Regional Director		5 days	N/A
		DSWD Regional Director shall prepare the recommendation on the petition from interview with the child and petitioner(s)		7 days	N/A
		Forward recommendation to DSWD Central Office		3 days	N/A
		DSWD Central Office- DSWD Secretary shall act and decide on the petition upon receipt of recommendation from the Regional Director		30 days	N/A
TOTAL				70 days	

7. MINOR'S TRAVELLING ABROAD

GOVERNMENT SERVICE: MTA					
SERVICE INFORMATION					
LIST OF REQUIREMENTS WITH CLASSIFICATION		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Basic Requirements 1) Application Form (from DSWD) 2) 2 photocopies of Minor's Birth Certificate (PSA) 3) 2 photocopies of Marriage Contract of parents (PSA) 4) 2 photocopies of Parents Consent – NOTARIZED 5) If illegitimate, CENOMAR from PSA 6) 3 pieces picture of minor (passport size) blue and red background 7) photocopies of passport of minor's travelling companion 8) if ONE parent is dead, Death Certificate is required photocopy 9) Fee of 300 for 1 year and 600 for 2 years	Legal Basis	1) Inquiry	Legal Basis	5 minutes	None
		2) Walk-in Applicant a. Fill-up the application form and wait to be called b. Submit requirements to Social Worker for initial screening for completeness of and authenticity of documents c. Interview/Assessment by Social Worker to determine purpose of travel and vulnerability/risk to child investigation d. Approval and Issuance of Travel Clearance e. Payment of processing fee for travel clearance issued		1 hour	Php 300.00 (1 year Validity) or Php 600.00 (2 years validity)
		f) Preparation of assessment and attached documents by the Social Worker		2 Working days	
		g) Approval of the Division Chief and Regional Director		1 day	

		3) Referral from SWADTs a) Review assessment and attached documents by the Social Worker. b) approval of the Division Chief and Regional Director c) Facilitate payment d) Facilitate transmittal of MTA blue card.		TOTAL: 3 working days	
					Php 300.00 (1 year Validity) or Php 600.00 (2 years validity)
				1 day	
				1 day	
				5 minutes	
				Within the day	

				TOTAL: 2 working days	
FOR SUCCEEDING RENEWAL OF TRAVEL CLEARANCE					
1) Surrender previous travel clearance (Blue Card and Certification) 2) Application Form (from DSWD) 3) 2 copies of Parent's Consent to travel (signed by both parents) NOTARIZED 4) Certificate of employment/latest income tax return/ Bank statement 5) 3 pieces picture of minor (passport size) Blue or Red background 6) 2 copies of passport of minor travelling companion 7) Fee of 300 for 1 year validity and 600 for 2 years validity					
REQUIREMENTS WITH SPECIFICATION					
a) Certification from the Airlines b) Waiver from the parents releasing DSWD from any liability/responsibility in case of untoward incident during the travel of the child		For Filipino minor/s travelling ALONE to foreign country			
Visa petition approval		For migration			

Certificate of acceptance or enrollment, registration from the school where minor is to be enrolled		For study			
* Certification from the sponsoring organization * Affidavit of undertaking of companion indicating the safety measures undertaken by the sports agency * Signed invitation from the sponsoring agency/organization abroad with itinerary of travel and list of participants and duration of the activity/travel		To attend conference, stud tours, competition, student exchange program, summer camp, pilgrimage and other related activities;			
* Medical abstract of the minor *Recommendation from the attending Physician that such medical procedure is not available in the country, letter from sponsor		For medical			
* Placement Authority issued by the ICAB * Authority to Escort issued by the ICAB		For minor going abroad for Inter country adoption			
*Notarized affidavit of undertaking by the Foster Parents indicating purpose of travel *Notarized affidavit of consent from the Regional Director * Phtocopy of Foster Placement		For minor under Foster Care			

<p>*Photocopy of Foster Care Lisence * DSWD Certification of child legally available for adoption CDCLAA * Return ticket</p>					
<p>* Certified true copy of Court Order on Legal Guardianship</p>		<p>For minor under Legal/guardianship</p>			
<p>* A certification from the manning agency attesting to the parents employment * Photocopy of the Seaman's Book</p>		<p>For minor whose parents are seafarers</p>			
<p>* Social Case Study Report executed by a Licensed Social Worker of LGU * Blotter Report * One returned registered mail to the last known address of the alleged missing parents or known relatives</p>		<p>For abandoned minor with alleged missing parent</p>			