



**DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT**

**CITIZEN'S CHARTER**  
2019 (1st Edition)

## **I. Mandate:**

The Department of Social Welfare and Development (DSWD) is the primary government agency mandated to develop, implement and coordinate social protection and poverty-reduction solutions for and with the poor, vulnerable and disadvantaged.

## **II. Vision:**

The Department of Social Welfare and Development envisions all Filipinos free from hunger and poverty, have equal access to opportunities, enabled by a fair, just, and peaceful society.

## **III. Mission:**

To lead in the formulation, implementation, and coordination of social welfare and development policies and programs for and with the poor, vulnerable, and disadvantaged.

## **IV. Service Pledge:**

We are committed to provide quality, prompt, and courteous service from Mondays to Fridays, 8:00 A.M. to 5:00 P.M., without noon breaks and thereby ensure that all applicants or requesting parties who are within the DSWD premises prior to the end of the official working hours and during lunch break shall be attended to. In view of this, we shall ensure availability of Officers-in- Charge of our frontline services at all times for consultation and advice.

Furthermore, we shall endeavor to complete transactions within the day and in the event that we are unable to do so, we shall inform you promptly of our actions taken so far and clearly explain the reason/s for such delay. We shall appreciate any positive or negative feedback regarding our services, facilities, and personnel.

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

## LIST OF SERVICES

**DSWD Field Office IX  
External Services**

**ACCREDITATION OF PRIVATE SOCIAL WELFARE  
AND DEVELOPMENT PROGRAMS AND SERVICES**

- |   |              |
|---|--------------|
| <b>1. ACCREDITATION</b>   | <b>3-14</b>  |
| A. Issuance of Certificate of Authority to Conduct Regional Fund-Raising Campaign to Individual, Corporation, Organization or Association | <b>15-22</b> |

**ACCREDITATION OF PUBLIC SOCIAL WORK  
AGENCY WITH CENTER BASED PROGRAMS AND  
SERVICES**

**23-31**

**LICENSING OF PRIVATE SOCIAL WELFARE AND  
DEVELOPMENT AGENCIES (SWDAs)- ALREADY  
IN OPERATION**

- |   |              |
|---|--------------|
| <b>2. LICENSING</b>   | <b>32-44</b> |
| <b>3. REGISTRATION</b>  | <b>45-51</b> |
| <b>4. ADOPTION</b>  |              |
| A. Application For Issuance Of Certification Declaring Child As Legally Available For Adoption (CDCLAA) | <b>52-60</b> |
| B. Adoption Application For Prospective Adoptive Parent   | <b>61-65</b> |
| <b>5. ADMINISTRATIVE ADOPTION</b>   | <b>66-72</b> |
| <b>6. FOSTER CARE</b>   | <b>73-81</b> |
| <b>7. TRAVEL CLEARANCE FOR MINORS<br/>TRAVELING ABROAD</b>  | <b>82-90</b> |

# **1. ACCREDITATION**

## **EXTERNAL SERVICE**

## ACCREDITATION OF PRIVATE SOCIAL WELFARE AND DEVELOPMENT PROGRAMS AND SERVICES

### 1. ACCREDITATION

refers to 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. 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.

<b>Office or Division:</b>	Policy and Plans Division / Standard Section
<b>Classification:</b>	Highly Technical
<b>Schedule of Availability of Service</b>	Monday to Friday (8:00AM-5:00PM)- No Noon Break
<b>Type of Transaction:</b>	Government to Business
<b>Who may avail of:</b>	All Private Licensed SWA with Social Welfare and Development Programs and Services operating in the region.
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<b>One (1) Duly Accomplished and Notarized Application Form</b>	DSWD Field Office – Standards Section (Region IX)  <a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> Annex 3. DSWD-RLA-F003 Application Form for Accreditation
<b>Pre–Accreditation Assessment</b>  The existing accreditation tools shall be used for the self-assessment of the applicant in determining the readiness of the SWDA to meet the set standards on SWD programs and services being delivered to clients. The Standards Section may provide technical assistance to the SWDA in administering the self-assessment tool.	<a href="https://www.dswd.gov.ph/issuances/#MCs">https://www.dswd.gov.ph/issuances/#MCs</a>  For Residential Amended Administrative Order No. 11, s.2007 Entitled Revised Standards on Residential Care Service For Community Based Revisions on Administrative Order No. 1 s.2010 (Amended Standards for Community Based Services)

<p>The accomplished self-assessment tool shall be duly signed by the Head of the Agency.</p>	
<p><b>Manual of Operation containing the SWDAs program and administrative policies, procedures and strategies to attain its purpose/s among others.</b></p>	<p><a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> Annex 4. DSWD-RLA-F004 Manual of Operation</p>
<p><b>Profile of Board of Trustees</b></p>	<p><a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> Annex 21. DSWD-RLA-F021 Profile of Governing Board</p>
<p><b>Profile of Employees and Volunteers</b></p> <p>5.1. For Social Work Agency, to consider the staff requirement:</p> <p>5.1.1. For Center Based (Residential Based and Non-Residential Based such as but not limited to processing center, rehabilitation and vocational center and drop in centers).</p> <ul style="list-style-type: none"> <li>- To hire a Full Time Registered Social Worker/s to supervise and take charge of its social work functions.</li> <li>- To follow caseload requirements of client ratio of the Social Worker and the Houseparent.</li> </ul> <p>5.1.2. For Community Based Agencies that caters to beneficiaries that requires case management, to hire Full Time Registered Social Worker.</p>	<p><a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> Annex 21. DSWD-RLA-F022 Profile of Employees</p> <p><a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> Annex 13. DSWD-RLA-F013 Certification of Hired Social Worker</p>

<p>5.1.3. For Community Based Agencies implementing community development or community organizing, any of the following shall be hired in full/part time basis.</p> <ul style="list-style-type: none"> <li>- Graduate of Bachelor Degree on Social Work or Community Development; or</li> <li>- Other professionals who have at least three (3)-year work experience in the field of social welfare and development.</li> </ul> <p>5.2. For Auxiliary SWDA, at least one (1) full time staff who will manage its operations.</p>	
<p><b>6. Certified True Copy of General Information Sheet issued by SEC (1 copy)</b></p>	<p>The Securities and Exchange Commission – Zamboanga City Office 2<sup>nd</sup> Floor, JV Building, San Jose Panigayan St., Zamboanga City</p>
<p><i>(Note: Manual of Operation, Profile of Board of Trustees, Profile of Employees and Certified True Copy of GIS are only needed if only there is an update or amendment on documents submitted.)</i></p>	
<p><b>7. Certificate of No Derogatory Information issued by SEC</b></p>	<p>The Securities and Exchange Commission – Zamboanga City Office 2<sup>nd</sup> Floor, JV Building, San Jose Panigayan St., Zamboanga City</p>
<p><b>8. ABSNET Membership</b>        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.</p>	<p><a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> Annex 23. DSWD-RLA-F023 ABSNET Active Membership and Undertaking</p>

<b>9. Declaration of Commitment from the applicant SWDA of No Support to Tobacco in compliance with provisions of Executive Order No. 26 of 2017 (Providing for the Establishment of Smoke-Free Environments in Public and Enclosed Places) and RA 9211 (Tobacco Regulation Act of 2003)</b>	<a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> AO 11. DSWD-RLA-F011 Declaration of Commitment
<b>10. Work and Financial Plan for the two (2) succeeding years</b>	<a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> Annex 9. DSWD-RLA-F009 Work and Financial Plan
<b>11. Notarized certification from the Board of Trustees and/or the funding agency to financially support the organization to operate for at least two (2) years</b>	Board resolution by the Organization
<b>12. Annual Accomplishment Report of the Previous Year</b>	<a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> Annex 6. DSWD-RLA-F006 Accomplishment Report
<b>13. Audited Financial Report of the previous year submitted to SEC and/or BIR shall be accepted. However, financial report based on the DSWD template shall be also submitted. For those SWDAs with the total revenue of less than Php 500,000, an unaudited financial statement prepared by the Financial Officer and concurred by the Head of Agency may suffice.</b>	<a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> Annex 8. DSWD-RLA-F008 Audited Financial Statement
<b>14. Profile of clients/community being</b>	<a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> Annex 20. DSWD-RLA-F020 Profile of clients/beneficiaries served



<p><b>served for the preceding and of the current year</b></p>	
<p><b>ADDITIONAL REQUIREMENTS:</b></p>	
<p><b>1. For Applicant SWAs implementing Child Placement Services</b></p> <ul style="list-style-type: none"> <li>▪ Certification from DSWD or photocopy of the certificate of training attended by the hired RSW related to child placement service.</li> </ul>	
<p><b>2. For Applicant SWAs implementing Center Based (Residential and Non-Residential Based)</b></p> <p><b>Copy of the valid safety certificates namely:</b></p> <ul style="list-style-type: none"> <li>a. Occupancy permit (only for new buildings) or Annual Building Inspection/ Structural Safety Certificate (for old buildings)</li> <li>b. Fire Safety Inspection Certificate</li> <li>c. Water Potability Certificate or Sanitary Permit</li> </ul>	<p>City/Municipal Engineering Office of Local Government Unit covering the SWDA's area of operation or Private Engineer</p> <p>Office of the Bureau of Fire Protection in the City/Municipal Local Government Unit covering the SWDA's area of operation</p> <p>City/Municipal Health Office of Local Government Unit covering the SWDA's area of operation or Private Service Provider</p>
<p><b>3. For applicant serving within the Ancestral Domain of Indigenous Peoples (IP), Photocopy of NGO Accreditation from NCIP.</b></p>	<p>National Commission of Indigenous People (NCIP) Regional Office.</p>
<p><b>4. For applicant with past and current partnership with the DSWD that involves transfer of funds, Certification from DSWD Office and/or other</b></p>	<p>DSWD Field Office IX – Financial Management Division, Gen. Vicente Alvarez St., Zamboanga City</p> <p>Government Agency where the Organization implemented or implements projects and programs.</p>

concerned government agencies that the applicant is free from any financial liability/obligation.				
CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	PERSON RESPONSIBLE
Secure application form and requirements thru the DSWD Website or Field Office IX thru Standards Section.	1.1 Provide and explain to client application form and checklist of requirements	None	30 minutes	Support/ Technical Staff (Standards Section – Field Office IX)
2. Submit/file application and supporting documents.  2.1. For Walk-In applicant organization, proceed to Standards Section located at 3 <sup>rd</sup> Floor, DSWD Field Office IX, Gen. Vicente Alvarez St., Zamboanga City 2.2. For applications through Mail/Courier, send to: Standards Section DSWD Field Office IX, Gen. Vicente Alvarez St., Zamboanga City	2. Receive the documentary requirements and determine whether the documents are complete.	None	10 minutes	Technical Staff (Standards Section – Field Office IX)
	2.1. If complete, provide the applicant SWDA with acknowledgment receipt and reference number for easy tracking and reference.	None	10 minutes	Technical Staff (Standards Section – Field Office IX)
	2.1.1. Log the receipt of application documents into the Document Tracking System (DTS).	None	5 minutes	Technical Staff (Standards Section – Field Office IX)
	2.1.2. Prepare Billing Statement	None	5 minutes	Technical Staff (Standards

	for the Processing Fee and instruct applicant to proceed to the Cash Section.			Section – Field Office IX)
	2.1.3. Instruct the applicant to return to Standards Section and to provide photocopy of Official Receipt.	None	5 minutes	Technical Staff (Standards Section – Field Office IX)
	2.2. For applications with incomplete documents, return all documents submitted accompanied by a checklist of requirements and provide technical assistance for Applicant Organization’s compliance.	None	30 minutes	Technical Staff (Standards Section – Field Office IX)
Pay the required processing fee at the Cash Unit located at the 2 <sup>nd</sup> Floor, DSWD Field Office IX.	3. Process payment and issue Official Receipt to applicant.	₱1,000	5 minutes	Support Staff Cash Section
Return to the Standards Section and provide	4. Acknowledge the copy of the Official Receipt from the	None	5 minutes	Support/Technical Staff (Standards Section – Field Office IX)

photocopy of the Official Receipt (OR).	applicant Organization.			
	4.1. Instruct the applicant to wait for the notification of the Accreditation Assessment Visit after review of documents as to completeness and compliance.	None	5 minutes	
5. Wait for the notification of Accreditation Assessment and confirm the proposed schedule of visit.	5. Review and assess the submitted documents in form and in substance and compliance. The complete documents must satisfy the set criteria.	None	3 working day	Technical Staff (Standards Section – Field Office IX)
	5.1. A notification letter on the proposed schedule of Accreditation Assessment Visit shall be prepared by Technical Staff for review and approval by the Section Head, Division Chief and the Regional Director. All routed through the Support Staff for tracking purposes.			Technical Staff Section Head, Policy and Plans Division Chief, Regional Director – Field Office IX)
	5.3. Transmit notification letter to applicant.			Support/ Technical Staff (Standards

				Section – Field Office IX)
Assist the Assessor during the conduct of Accreditation Assessment visit and must sign the Accreditation tool and the Action Plan (as applicable)	6. Conduct Accreditation Assessment using the Accreditation Tool.	None	2 working days	Support/ Technical Staff (Standards Section – Field Office IX)
	6.1. Conduct Exit Conference			
	6.2. Instruct the applicant to sign the Accreditation Tool and Action Plan (as applicable if there's a need to comply with other requirements).			
	6.3. Inform the applicant to wait for the confirmation report and release of Certificate of Accreditation			
Wait for the notification on the release of Confirmation Report and Certificate of Accreditation.	7. The Technical Staff shall draft the Confirmation Report and Certificate of Accreditation.	None	2 working days	Technical Staff (Standards Section – Field Office IX)
	7.1. Section Head and Division Chief shall review the draft Confirmation Report and	None	2 working days	Section Head, Policy and Plans Division Chief, Regional Director – Field Office IX)

	Certificate of Accreditation.			
	7.2. Regional Director shall approve the Confirmation Report and Certificate of Accreditation.			
	7.3. Notify the applicant on the availability of the Confirmation Report and Certificate of Accreditation for release through direct pick-up or courier.	None	1 working day	Support/Technical Staff (Standards Section – Field Office IX)
8. Receive/ acknowledge the Confirmation Report and Certificate of Accreditation.	8. Release the Confirmation Report and Certificate of Accreditation.	None	1 day	Support/Technical Staff (Standards Section – Field Office IX)
<b>TOTAL</b>		₱1,000	11 working days 1 hour and 20 minutes	

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	1. For feedback, the applicant may call the Telephone # (062) 991-6030 or email at <a href="mailto:sru_unit@yahoo.com">sru_unit@yahoo.com</a>
How feedbacks are processed	1. The applicant's feedback shall be tracked and will be acknowledged by the Standards Section Staff. 2. The feedback will be responded by Standards Section in writing through mail or email and it should be acknowledged by the sender.

<p>How to file a complaint</p>	<p>For complaints, the applicant may call the Telephone # (062) 991-6030 or email at <a href="mailto:sru_unit@yahoo.com">sru_unit@yahoo.com</a> and copy furnish <a href="mailto:fo9@dswd.gov.ph">fo9@dswd.gov.ph</a></p> <p>Complaint may also be filed via letter addressed to the OIC Regional Director – Atty. Sittie Raifah M. Pamaloy-Hassan sent to the hereunder channels:</p> <p>Email: <a href="mailto:fo9@dswd.gov.ph">fo9@dswd.gov.ph</a>        Office Address: DSWD Field Office IX, General Vicente Alvarez Street, Zamboanga City</p> <p>Please provide the following information:        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.</p>
<p>How complaints are processed</p>	<ol style="list-style-type: none"> <li>1. The applicant’s complaints shall be tracked and will be acknowledged by the Standards Section Staff.</li> <li>2. The complaints will be responded by Standards Section in writing through mail or email and it should be acknowledged by the sender.</li> </ol>
<p>Contact Information</p> <p>DSWD</p> <p>8888</p> <p>Anti-Red Tape Authority</p> <p>Contact Center ng Bayan CCB</p>	<p><a href="mailto:fo9@dswd.gov.ph">fo9@dswd.gov.ph</a>        991-6030        991-1001</p> <p>8888 Citizen’s Hotline Complaint        Send to 8888 providing details of the complaint</p> <p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a></p> <p><a href="#">CCB</a>  <a href="tel:09088816565">SMS – 0908 881 6565</a>  <a href="tel:16556">Call – 165 56</a>  <a href="#">P 5.0 + VAT per call anywhere in the Philippines via PLDT Landlines</a>  <a href="mailto:email@contactcenterngbayan.gov.ph">Email: email@contactcenterngbayan.gov.ph</a>  <a href="https://facebook.com/civilservicegov.ph/">Facebook: https://facebook.com/civilservicegov.ph/</a>  <a href="#">Web:</a>  <a href="http://contactcenterngbayan.gov.ph">http://contactcenterngbayan.gov.ph</a></p>

### A. Issuance of Certificate of Authority to Conduct Regional Fund-Raising Campaign to Individual, Corporation, Organization or Association

refers to a Certificate of Authority issued by the DSWD to a person, corporation, organization or agency applying for an authorization to solicit donations or voluntary contributions for charitable or public welfare purposes.

<b>Office or Division:</b>	Policy and Plans Division / Standards Section
<b>Classification:</b>	Complex
<b>Schedule of Availability of Service</b>	Monday to Friday (8:00AM-5:00PM)- No Noon Break
<b>Type of Transaction:</b>	1. Government to Business 2. Government to Client 3. Government to Government
<b>Who may avail of:</b>	All eligible person/individual, corporation, organization or association desiring to solicit funds for charitable and public welfare purposes in one (1) region
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
For Corporation, Organization or Association desiring to solicit funds for charitable and public welfare purposes	
1. One (1) Duly Accomplished Application Form signed by the Agency Head or his/her authorized representative	Standards Section DSWD Field Office IX Gen. Vicente Alvarez St., Zamboanga City <a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/</a> DSWD-SB-PS-F-001: Application Form
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 *Not applicable to Government Agencies.	The Securities and Exchange Commission – Zamboanga City Office, 2 <sup>nd</sup> Floor, JV Building, San Jose Panigayan St., Zamboanga City



<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. This is 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>The Securities and Exchange Commission – Zamboanga City Office 2<sup>nd</sup> Floor, JV Building, San Jose Panigayan St., Zamboanga City</p>
<p>4. One (1) Original Copy of 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><a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/</a>          DSWD-SB- PS-F-002: Project Proposal</p>
<p>5. One (1) Original Copy of Notarized Written Agreement or any similar document signifying the intended beneficiary concurrence as recipient of the fundraising activities.</p>	<p>with the agency that allows applicant to undertake solicitation activities in their jurisdiction</p>
<p>6. One (1) Original Copy of Profile of current Governing Board Members or its equivalent in the corporation, certified by the</p>	<p><a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/</a>          DSWD-SB- PS-F-003: Profile of Governing Board</p>

<p>Corporate Secretary or any equivalent officer. *Not applicable to Government Agencies</p>	
<p>7. One (1) Original Copy of 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: 7.1. Director of Private Schools 7.2. Schools Superintendent of Public School 7.3. Head or authorized representative of National Government Agencies (NGAs) 7.4. Head or authorized representative of Local Government Unit (LGU) 7.5. Bishop/Parish Priest/Minister or Head of Sect or Denomination 7.6. Others</p>	
<p>8. One (1) Original Copy of 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><a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/</a>  DSWD-SB- PS-F-007: Fund Utilization Report</p>
<p>For individual soliciting funds for child/relative suffering from chronic diseases that requires long-term and/or expensive medication</p>	
<p>1. One (1) Original Copy of Endorsement or Certification from Licensed and Accredited SWDA</p>	<p>DSWD Licensed or Accredited Social Welfare and Development Agency (SWDA)</p>

allowing an individual to solicit funds under their name or responsibility	
2. One (1) Original Copy of Applicant's Social Case Study Report from his/her locality duly signed by the Head of the City/Municipal Social Welfare and Development Office (C/MSWDO)	Office of the City/Municipal Social Welfare and Development in the City/Municipal Local Government Unit of applicant's current residence
3. One (1) Copy of Original/Certified True Copy of Medical Certificate/Abstract and/or Treatment Protocol certified by the attending physician or by the Hospital Records Section	Hospital Records Section or Attending Physician or Treatment Protocol
4. One (1) Original Copy of 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	Applicant

CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	PERSON RESPONSIBLE
Secure application form and requirements thru the DSWD Website or Field Office IX thru Standards Section.	1. Provide and explain to client the application form and checklist of requirements	None	30 minutes	Support/ Technical Staff (Standards Section – Field Office IX)
2. Submit/file application and supporting documents.	2. Receive the documentary requirements and determine whether the	None	5 minutes	Technical Staff (Standards Section –

	documents are complete.			Field Office IX)
2.1. For Walk-in applicant organization, proceed to Standards Section located at 3 <sup>rd</sup> Floor, DSWD Field Office IX, Zamboanga City.	2.1. If complete, provide the applicant with acknowledgment receipt and reference number for easy tracking and reference.	None	10 minutes	Technical Staff (Standards Section – Field Office IX)
2.2. For applications through Mail/Courier, send to: Standards Section DSWD Field Office IX, Gen. Vicente Alvarez Street, Zamboanga City.	2.1.1. Log the receipt of application documents into the Document Tracking System (DTS).	None	5 minutes	Technical Staff (Standards Section – Field Office IX)
	2.1.2. Prepare Billing Statement for the Processing Fee and instruct applicant to proceed to the Cash Section.	None	5 minutes	Technical Staff (Standards Section – Field Office IX)
	2.1.3. Instruct the applicant to return to Standards Section and to provide photocopy of Official Receipt.	None	5 minutes	Technical Staff (Standards Section – Field Office IX)
	2.2. For applications with incomplete documents, return all documents submitted accompanied by a checklist of requirements	None	30 minutes	Technical Staff (Standards Section – Field Office IX)

	and provide technical assistance for Applicant Organization's compliance.			
Pay the required processing fee at the Cash Unit located at the 2 <sup>nd</sup> Floor, DSWD Field Office IX.	3. Process payment and issue Official Receipt to applicant.	₱500.00	5 minutes	Support Staff Cash Section
Return to the Standards Section and provide photocopy of the Official Receipt (OR).	4. Acknowledge the copy of the Official Receipt from the applicant Organization.	None	5 minutes	Support/Technical Staff (Standards Section – Field Office IX)
	4.1. Instruct the applicant to wait for the notification on the release of Certificate.	None	5 minutes	
5. Wait for the notification on the release of Confirmation Report and Certificate of Authority to Conduct Fund Campaign.	5. The Technical Staff shall draft the Confirmation Report and Certificate of Authority to Conduct Fund Campaign.	None	2 working days	Technical Staff (Standards Section – Field Office IX)
	5.1. Section Head and Division Chief shall review the draft the Confirmation Report and Certificate of License.	None	1 working day	Section Head, Policy and Plans Division Chief, Regional Director – Field Office IX)
	5.2. Regional Director shall approve the Confirmation Report and Certificate of Authority to	None		

	Conduct Fund Campaign.			
	5.3. Notify the applicant on the availability of the Confirmation Report and Certificate of Authority to Conduct Fund Campaign for release through direct pick-up or courier.	None	1 working day	Support/Technical Staff (Standards Section – Field Office IX)
6. Receive/acknowledge the Confirmation Report and Certificate of Authority to Conduct Fund Campaign.	6. Release the Confirmation Report and Certificate of Authority to Conduct Fund Campaign.	None	1 working day	Support/Technical Staff (Standards Section – Field Office IX)
TOTAL		₱500.00	5 days 1 hour and 15 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	1. For feedback, the applicant may call the Telephone # (062) 991-6030 or email at <a href="mailto:sru_unit@yahoo.com">sru_unit@yahoo.com</a>
How feedbacks are processed	1. The applicant's feedback shall be tracked and will be acknowledged by the Standards Section Staff. 2. The feedback will be responded by Standards Section in writing through mail or email and it should be acknowledged by the sender.
How to file a complaint	For complaints, the applicant may call the Telephone # (062) 991-6030 or email at <a href="mailto:sru_unit@yahoo.com">sru_unit@yahoo.com</a> and copy furnish <a href="mailto:fo9@dswd.gov.ph">fo9@dswd.gov.ph</a> Complaint may also be filed via letter addressed to the OIC Regional Director – Atty. Sittie Raifah M. Pamaloy-Hassan sent to the hereunder channels:  Email: <a href="mailto:fo9@dswd.gov.ph">fo9@dswd.gov.ph</a> Office Address: DSWD Field Office IX, General Vicente Alvarez Street, Zamboanga City

	<p>Please provide the following information:</p> <p>Full name, and contact details of the complainant.</p> <p>Full name of the person or employee and position (if complaint is against a DSWD employee).</p> <p>The nature of the complaint.</p> <p>A narration of the relevant and material facts that shows the act or omission allegedly committed by the respondent.</p> <p>Copies of any documentation which supports the complaint and/or affidavits of witnesses, if any.</p>
<p>How complaints are processed</p>	<ol style="list-style-type: none"> <li>1. The applicant's complaints shall be tracked and will be acknowledged by the Standards Section Staff.</li> <li>2. The complaints will be responded by Standards Section in writing through mail or email and it should be acknowledged by the sender.</li> </ol>
<p>Contact Information</p> <p>DSWD</p> <p>8888</p> <p>Anti-Red Tape Authority</p> <p>Contact Center ng Bayan CCB</p>	<p><a href="mailto:fo9@dswd.gov.ph">fo9@dswd.gov.ph</a> 991-6030 991-1001</p> <p>8888 Citizen's Hotline Complaint Send to 8888 providing details of the complaint</p> <p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a></p> <p><a href="#">CCB</a> <a href="#">SMS – 0908 881 6565</a> <a href="#">Call – 165 56</a> <a href="#">P 5.0 + VAT per call anywhere in the Philippines via PLDT Landlines</a> <a href="mailto:email@contactcenterngbayan.gov.ph">Email: email@contactcenterngbayan.gov.ph</a> <a href="https://facebook.com/civilservicegov.ph/">Facebook: https://facebook.com/civilservicegov.ph/</a> <a href="#">Web:</a> <a href="http://contactcenterngbayan.gov.ph">http://contactcenterngbayan.gov.ph</a></p>

## ACCREDITATION OF PUBLIC SOCIAL WORK AGENCY WITH CENTER BASED PROGRAMS AND SERVICES

### ACCREDITATION

refers to 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. 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.

<b>Office or Division:</b>	Policy and Plans Division / Standards Section
<b>Classification:</b>	Highly Technical
<b>Schedule of Availability of Service</b>	Monday to Friday (8:00AM-5:00PM)- No Noon Break
<b>Type of Transaction:</b>	Government to Government
<b>Who may avail of:</b>	All Public SWAs with Center Based Programs and Services operating in the region.
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. One (1) Duly Accomplished and Notarized Application Form	DSWD Field Office – Standards Section (Region IX)  <a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> Annex 3. DSWD-RLA-F003 Application Form for Accreditation
2. Pre –Accreditation Assessment  The existing accreditation tools shall be used for the self-assessment of the applicant in determining the readiness of the SWDA to meet the set standards on SWD programs and services being delivered to clients. The Standards Section may provide technical assistance to the SWDA in administering the self-assessment tool. The accomplished self-assessment tool shall be duly signed by the Head of the Agency.	<a href="https://www.dswd.gov.ph/issuances/#MCs">https://www.dswd.gov.ph/issuances/#MCs</a>  Amended Administrative Order No. 11, s.2007 Entitled Revised Standards on Residential Care Service
3. Manual of Operation containing the SWDAs program and administrative	<a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> Annex 4. DSWD-RLA-F004 Manual of Operation



<p>policies, procedures and strategies to attain its purpose/s among others.</p>	
<p>4. Profile of Employees and Volunteers</p> <p>Staff Requirement shall be based on client ratio of the Social Worker and the Houseparent.</p>	<p><a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> Annex 21. DSWD-RLA-F022 Profile of Employees</p> <p><a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> Annex 13. DSWD-RLA-F013 Certification of Hired Social Worker</p>
<p>5. ABSNET Membership</p> <p>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.</p>	<p><a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> Annex 23. DSWD-RLA-F023 ABSNET Active Membership and Undertaking</p>
<p>6. Declaration of Commitment from the applicant SWDA of No Support to Tobacco in compliance with provisions of Executive Order No. 26 of 2017(Providing for the Establishment of Smoke-Free Environments in Public and Enclosed Places) and RA 9211 (Tobacco Regulation Act of 2003)</p>	<p><a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> AO 11. DSWD-RLA-F011 Declaration of Commitment</p>
<p>7. Work and Financial Plan for the two (2) succeeding years</p>	<p><a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> Annex 9. DSWD-RLA-F009 Work and Financial Plan</p>
<p>8. Annual Accomplishment Report of the Previous Year</p>	<p><a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> Annex 6. DSWD-RLA-F006 Accomplishment Report</p>
<p>9. Financial Report of the previous year signed by the Provincial/City/Municipal Accountant</p> <p>In the absence of Certified Public Accountant from the LGU, financial report from the</p>	<p><a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> Annex 8. DSWD-RLA-F008 Audited Financial Statement</p>

Commission on Audit (COA) representatives.	
<b>10.</b> Profile of clients being served for the preceding and of the current year	<a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> Annex 20. DSWD-RLA-F020 Profile of clients/beneficiaries served
<b>ADDITIONAL REQUIREMENTS:</b>	
1. For Applicant SWAs implementing Child Placement Services  - Certification from DSWD or photocopy of the certificate of training attended by the hired RSW related to child placement service.	
2. Copy of the valid safety certificates namely:  a. Occupancy permit (only for new buildings) or Annual Building Inspection/ Structural Safety Certificate (for old buildings)  b. Fire Safety Inspection Certificate  c. Water Potability Certificate or Sanitary Permit	City/Municipal Engineering Office of Local Government Unit covering the SWDA's area of operation or Private Engineer  Office of the Bureau of Fire Protection in the City/Municipal Local Government Unit covering the SWDA's area of operation  City/Municipal Health Office of Local Government Unit covering the SWDA's area of operation or Private Service Provider

CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	PERSON RESPONSIBLE
Secure application form and requirements thru the DSWD Website or Field Office IX thru Standards Section.	1.1 Provide and explain to the client application form and checklist of requirements	None	30 minutes	Support/ Technical Staff (Standards Section – Field Office IX)
Submit / file application form and supporting documents.  2.1. For Walk-In applicant organization, proceed to Standards Section located at 3 <sup>rd</sup> Floor, DSWD Field Office IX, Zamboanga City.	2. Receive the application form and documentary requirements and determine whether the documents are complete.	None	10 minutes	Technical Staff (Standards Section – Field Office IX)
	2.1. If complete, provide the applicant SWA with acknowledgment receipt and reference number for	None	10 minutes	Technical Staff (Standards Section – Field Office IX)

<p>2.2. For applications through Mail/Courier, send to:</p> <p>Standards Section DSWD Field Office IX, Gen. Vicente Alvarez St., Zamboanga City.</p>	<p>easy tracking and reference.</p>			
	<p>2.1.1. Log the receipt of application documents into the Document Tracking System (DTS).</p>	None	5 minutes	<p>Technical Staff (Standards Section – Field Office IX)</p>
	<p>2.1.2. Instruct the applicant to wait for the notification of the Accreditation Assessment visit after review of documents as to completeness and compliance.</p>	None	5 minutes	<p>Technical Staff (Standards Section – Field Office IX)</p>
	<p>2.2. For applications with incomplete documents, return all documents submitted accompanied by a checklist of requirements.</p>		30 minutes	<p>Technical Staff (Standards Section – Field Office IX)</p>

	ts and provide technical assistance for Applicant Organization's compliance .			
3. Wait for the notification of Accreditation Assessment and confirm the proposed schedule of visit.	3. Review and assess the submitted documents in form and in substance and compliance. The complete documents must satisfy the set criteria.	None	3 working day	Technical Staff (Standards Section – Field Office IX)
	3.1. A notification letter on the proposed schedule of Accreditation Assessment Visit shall be prepared by Technical Staff for review and approval by the Section Head, Division Chief and the Regional Director.			Technical Staff , Section Head, Policy and Plans Division Chief, Regional Director – Field Office IX)

	All routed through the Support Staff for tracking purposes.			
	3.3. Transmit notification letter to applicant.			Support/ Technical Staff (Standards Section – Field Office IX)
4. Assist the Assessor during the conduct of Accreditation Assessment Visit and must sign the Accreditation Tool and the Action Plan (as applicable)	4. Conduct Accreditation Assessment using the Accreditation Tool.	None	2 working days	Support/ Technical Staff (Standards Section – Field Office IX)
	4.1. Conduct Exit Conference			
	4.2. Instruct the applicant to sign the Accreditation Tool and Action Plan (as applicable) if there's a need to comply with other requirements.			
	4.3. Inform the applicant to wait for the confirmation report and release of Certificate of Accreditation			
5. Wait for the notification on the release of Confirmation Report and Certificate of Accreditation.	5. The Technical Staff shall draft the Confirmation Report and Certificate of Accreditation.	None	2 working days	Technical Staff (Standards Section – Field Office XI)
	5.1. Section Head and Division Chief shall review the draft Confirmation Report and Certificate of Accreditation.	None	2 working days	Section Head, Policy and Plans Division Chief, Regional Director –

	5.2. Regional Director shall approve the Confirmation Report and Certificate of Accreditation.			Field Office XI)
	5.3. Notify the applicant on the availability of the Confirmation Report and Certificate of Accreditation for release through direct pick-up or courier.	None	1 working day	Support/ Technical Staff (Standards Section – Field Office IX)
6. Receive/ acknowledge the Confirmation Report and Certificate of Accreditation.	6. Release the Confirmation Report and Certificate of Accreditation.	None	1 working day	Support/ Technical Staff (Standards Section – Field Office IX)
TOTAL		None	11 working days and 1 hour	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	1. For feedback, the applicant may call the Telephone # (062) 991-6030 or email at <a href="mailto:sru_unit@yahoo.com">sru_unit@yahoo.com</a>
How feedbacks are processed	1. The applicant's feedback shall be tracked and will be acknowledged by the Standards Section Staff. 2. The feedback will be responded by Standards Section in writing through mail or email and it should be acknowledged by the sender.
How to file a complaint	For complaints, the applicant may call the Telephone # (062) 991-6030 or email at <a href="mailto:sru_unit@yahoo.com">sru_unit@yahoo.com</a> and copy furnish <a href="mailto:fo9@dswd.gov.ph">fo9@dswd.gov.ph</a> Complaint may also be filed via letter addressed to the OIC Regional Director – Atty. Sittie Raifah M. Pamaloy-Hassan sent to the hereunder channels:  Email: <a href="mailto:fo9@dswd.gov.ph">fo9@dswd.gov.ph</a> Office Address: DSWD Field Office IX, General Vicente Alvarez Street, Zamboanga City

	<p>Please provide the following information:</p> <p>Full name, and contact details of the complainant.</p> <p>Full name of the person or employee and position (if complaint is against a DSWD employee).</p> <p>The nature of the complaint.</p> <p>A narration of the relevant and material facts that shows the act or omission allegedly committed by the respondent.</p> <p>Copies of any documentation which supports the complaint and/or affidavits of witnesses, if any.</p>
<p>How complaints are processed</p>	<ol style="list-style-type: none"> <li>1. The applicant's complaints shall be tracked and will be acknowledged by the Standards Section Staff.</li> <li>2. The complaints will be responded by Standards Section in writing through mail or email and it should be acknowledged by the sender.</li> </ol>
<p>Contact Information</p> <p>DSWD</p> <p>8888</p> <p>Anti-Red Tape Authority</p> <p>Contact Center ng Bayan CCB</p>	<p><a href="mailto:fo9@dswd.gov.ph">fo9@dswd.gov.ph</a> 991-6030 991-1001</p> <p>8888 Citizen's Hotline Complaint Send to 8888 providing details of the complaint</p> <p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a></p> <p><a href="#">CCB</a> <a href="#">SMS – 0908 881 6565</a> <a href="#">Call – 165 56</a> <a href="#">P 5.0 + VAT per call anywhere in the Philippines via PLDT Landlines</a> <a href="mailto:email@contactcenterngbayan.gov.ph">Email: email@contactcenterngbayan.gov.ph</a> <a href="https://facebook.com/civilservicegov.ph/">Facebook: https://facebook.com/civilservicegov.ph/</a> <a href="#">Web:</a> <a href="http://contactcenterngbayan.gov.ph">http://contactcenterngbayan.gov.ph</a></p>



## **2. LICENSING**

### **EXTERNAL SERVICE**

## LICENSING OF PRIVATE SOCIAL WELFARE AND DEVELOPMENT AGENCIES (SWDAs)- ALREADY IN OPERATION:

**Auxiliary SWDA** – is a private SWDA which provides SWD programs and services to clients indirectly through provision of funds and/or in kind and/or capacitating staff of other SWAs through training, research, and advocacy.

**Social Work Agency (SWA)** – a private SWDA that directly engages in SWD programs and services whether Center-based and/or Community-based using social work interventions, whether case work, group work or community organizing. It employs the service of a full time or part time social worker.

### 2. LICENSING

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

<b>Office or Division:</b>	Policy and Plans Division / Standards Section
<b>Classification:</b>	Highly Technical
<b>Schedule of Availability of Service</b>	Monday to Friday (8:00AM-5:00PM)- No Noon Break
<b>Type of Transaction:</b>	Government to Business
<b>Who may avail of:</b>	All Private SWDAs Already in Operational
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
One (1) copy original Duly Accomplished and Notarized Application Form	DSWD Field Office – Standards Section (Region IX) <a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> Annex 2. DSWD-RLA-F002 Application Form for Licensing
Manual of Operation containing the SWDAs program and administrative policies, procedures and strategies to attain its purpose/s among others. (One original copy)	<a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> Annex 4. DSWD-RLA-F004 Manual of Operation
One (1) original copy of Profile of Board of Trustees	<a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> Annex 21. DSWD-RLA-F021 Profile of Governing Board
One (1) copy Profile of Employees and Volunteers	<a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> Annex 21. DSWD-RLA-F022 Profile of Employees
4.1. For Social Work Agency, to consider the staff requirement:	<a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a>

<p>4.1.1. For Center Based (Residential Based and Non-Residential Based such as but not limited to processing center, rehabilitation and vocational center and drop-in centers).</p>	<p>Annex 13. DSWD-RLA-F013 Certification of Hired Social Worker</p>
<ul style="list-style-type: none"> <li>- To hire a Full Time Registered Social Worker/s to supervise and take charge of its social work functions.</li> <li>- To follow caseload requirements of client ratio of the Social Worker and the Houseparent.</li> </ul>	
<p>4.1.2. For Community Based Agencies that cater to beneficiaries that require case management; to hire Full Time Registered Social Worker.</p>	
<p>4.1.3. For Community Based Agencies implementing community development or community organizing, any of the following shall be hired in full/part time basis.</p> <ul style="list-style-type: none"> <li>- Graduate of bachelor's degree on Social Work or Community Development; or</li> <li>- Other professionals who have at least three (3)-year work experience in the field of social welfare and development.</li> </ul>	
<p>4.2. For Auxiliary SWDA, at least one (1) full time staff who will manage its operations.</p>	
<p>5. Certified True Copy of General Information Sheet issued by SEC (One (1) copy)</p>	<p>The Securities and Exchange Commission – Zamboanga City Office 2<sup>nd</sup> Floor, JV Building, San Jose Panigayan St., Zamboanga City</p>

6. Certificate of No Derogatory Information issued by SEC (One copy)	The Securities and Exchange Commission – Zamboanga City Office 2 <sup>nd</sup> Floor, JV Building, San Jose Panigayan St., Zamboanga City
7. 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.	<a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> Annex 23. DSWD-RLA-F023 ABSNET Active Membership and Undertaking
8. Declaration of Commitment from the applicant SWDA of No Support to Tobacco in compliance with provisions of Executive Order No. 26 of 2017(Providing for the Establishment of Smoke-Free Environments in Public and Enclosed Places) and RA 9211 (Tobacco Regulation Act of 2003)	<a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> AO 11. DSWD-RLA-F011 Declaration of Commitment
9. Work and Financial Plan for the two (2) succeeding years	<a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> Annex 9. DSWD-RLA-F009 Work and Financial Plan
10. Notarized certification from the Board of Trustees and/or the funding agency to financially support the organization to operate for at least two (2) years	Board resolution by the Organization
11. Annual Accomplishment Report of the Previous Year	<a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> Annex 6. DSWD-RLA-F006 Accomplishment Report
12. Audited Financial Report of the previous year. Submitted to SEC and/or BIR shall be accepted. However, financial report based on the DSWD template shall be also submitted. For those SWDAs with the total revenue of less than Php 500,000, an unaudited financial statement prepared by the Financial Officer and concurred by the Head of Agency may suffice.	<a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> Annex 8. DSWD-RLA-F008 Audited Financial Statement

<p>13. Profile of clients/community being served for the preceding and of the current year</p>	<p><a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> Annex 20. DSWD-RLA-F020 Profile of clients/beneficiaries served</p>
<p>ADDITIONAL REQUIREMENTS:</p>	
<p>1. For Applicant SWAs implementing Child Placement Services Certification from DSWD or photocopy of the certificate of training attended by the hired RSW related to child placement service.</p>	
<p>2. For Applicant SWAs implementing Center Based (Residential and Non-Residential Based)</p> <p>Copy of the valid safety certificates namely:</p> <p>a. Occupancy permit (only for new buildings) or Annual Building Inspection/ Structural Safety Certificate (for old buildings)</p>	<p>City/Municipal Engineering Office of Local Government Unit covering the SWDA's area of operation or Private Engineer</p>
<p>b. Fire Safety Inspection Certificate</p>	<p>Office of the Bureau of Fire Protection in the City/Municipal Local Government Unit covering the SWDA's area of operation</p>
<p>c. Water Potability Certificate or Sanitary Permit</p>	<p>City/Municipal Health Office of Local Government Unit covering the SWDA's area of operation or Private Service Provider</p>
<p>3. For applicant serving within the Ancestral Domain of Indigenous Peoples (IP), a Photocopy of NGO Accreditation from NCIP.</p>	<p>National Commission of Indigenous People (NCIP) Regional Office.</p>
<p>5. For applicant with past and current partnership with the DSWD that involves transfer of funds, Certification from DSWD Office and/or other concerned government agencies that the applicant is free from any financial liability/obligation.</p>	<p>DSWD Field Office IX – Financial Management Division, Gen. Vicente Alvarez St., Zamboanga City</p> <p>Government Agency where the Organization implemented or implements projects and programs.</p>

CLIENT STEPS	AGENCY ACTIONS	FEE S	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure application form and requirements thru the DSWD Website or Field Office IX thru Standards Section.	1.1 Provide and explain to client application form and checklist of requirements	None	30 minutes	Support/ Technical Staff (Standards Section – Field Office IX)
<p>2. Submit/file application and supporting documents.</p> <p>2.1. For Walk-In applicant organization, proceed to Standards Section located at 3<sup>rd</sup> Floor, DSWD Field Office IX, Gen. Vicente Alvarez St., Zamboanga City.</p> <p>2.2. For applications through Mail/Courier, send to:</p> <p>Standards Section 3<sup>rd</sup> Floor, DSWD Field Office IX, Gen. Vicente Alvarez St., Zamboanga City.</p>	2. Receive the application form and documentary requirements and determine whether the documents are complete.	None	5 minutes	Technical Staff (Standards Section – Field Office IX)
	2.1. If complete, provide the applicant SWDA with acknowledgment receipt and reference	None	10 minutes	Technical Staff (Standards Section – Field Office IX)

	number for easy tracking and reference.			
	2.1.1. Log the receipt of application documents into the Document Tracking System (DTS).	None	5 minutes	Technical Staff (Standards Section – Field Office IX)
	2.1.2. Prepare Billing Statement for the Processing Fee and instruct applicant to proceed to the Cash Section.	None	5 minutes	Technical Staff (Standards Section – Field Office IX)
	2.1.3. Instruct the applicant to return to Standards Section and to provide photocopy of Official Receipt.	None	5 minutes	Technical Staff (Standards Section – Field Office IX)
	2.2. For applications with incomplete documents, return all documents submitted accompanied by a checklist of requirements and provide technical assistance for Applicant Organization's compliance.	None	30 minutes	Technical Staff (Standards Section – Field Office IX)
3. Pay the required processing fee at the Cash Unit	3. Process payment and issues Official	₱1,000	5 minutes	Support Staff Cash Section

located at the 2 <sup>nd</sup> Floor, DSWD Field Office IX.	Receipt to applicant.			
4. Return to the Standards Section and provide photocopy of the Official Receipt (OR).	4. Acknowledge the copy of the Official Receipt from the applicant Organization.	None	5 minutes	Support/ Technical Staff (Standards Section – Field Office IX)
	4.1. Instruct the applicant to wait for the notification of the validation visit after review of documents as to completeness and compliance.	None	5 minutes	Support/ Technical Staff (Standards Section – Field Office IX)
5. Wait for the notification of validation visit and confirm the proposed schedule of visit.	5. Review and assess the submitted documents in form and in substance and compliance. The complete documents must satisfy the following Criteria: Applicant must be engaged mainly or generally in Social Welfare and Development Activities. Applicant has employed a sufficient number of duly qualified staff and/or registered social workers	None	2 working days	Technical Staff (Standards Section – Field Office IX)



	<p>to supervise and take charge of its social welfare and development activities and/or social work interventions in accordance with the set standards. 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 thirty percent (30%) of the funds are disbursed for administrative services. The SWDA must have a financial capacity to operate for at least two (2) years. Applicant keeps record of all social development and/or welfare activities it implements.</p>			
	<p>5.1. Prepare findings and observations during review</p>			<p>Technical Staff        (Standards Section –</p>

	of documents using the Assessment Tool.			Field Office IX)
	5.2. A notification letter on the proposed schedule of Validation Visit shall be prepared by Technical Staff for review and approval by the Section Head, Division Chief and the Regional Director. All routed through the Support Staff for tracking purposes.			Technical Staff , Section Head, Policy and Plans Division Chief, Regional Director – Field Office IX)
	5.3. Transmit notification letter to applicant.			Support/ Technical Staff (Standards Section – Field Office IX)
6. Assist the Assessor during the conduct of Validation Visit and must sign the Assessment Tool and the Action Plan (as applicable)	6. Conduct Validation and Assessment Visit using the Assessment Tool.	None	2 working days (excluding travel time, if location is in the Province)	Support/ Technical Staff (Standards Section – Field Office IX)
	6.1. The assessment must satisfy the licensing criteria:  6.1.1. Readiness of the SWDA administrativel			

	<p>y, technically and financially;</p> <p>6.1.2. Validate further the results of the documents review.</p>			
	<p>6.2. Conduct Exit Conference</p> <p>6.2.1. Instruct the applicant to sign the Assessment Tool and Action Plan (as applicable) if there's a need to comply with other requirements.</p>			
	<p>6.3. Inform the applicant to wait for the confirmation report and release of Certificate of License to Operate.</p>			
7. Wait for the notification on the release of Confirmation Report and Certificate of License to Operate	<p>7. The Technical Staff shall draft the Confirmation Report and Certificate of License.</p>	None	3 working days	Technical Staff (Standards Section – Field Office IX)
	<p>7.1. Section Head and Division Chief shall review the draft Confirmation Report and Certificate of License.</p>	None	1 working day	Section Head, Policy and Plans Division Chief, Regional Director – Field Office IX)
	<p>7.2. Regional Director shall</p>			

	approve the Confirmation Report and Certificate of License.			
	7.3. Notify the applicant on the availability of the Confirmation Report and Certificate of License to Operate for release through direct pick-up or courier.	None	1 working day	Support/ Technical Staff (Standards Section – Field Office IX)
8. Receive/ acknowledge the Confirmation Report and Certificate of License to Operate.	8. Release the Confirmation Report and Certificate of License to Operate.	None	1 working day	Support/ Technical Staff (Standards Section – Field Office IX)
<b>TOTAL</b>		₱1,000	10 working days 1 hour and 40 minutes	

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	1. For feedback, the applicant may call the Telephone # (062) 991-6030 or email at <a href="mailto:sru_unit@yahoo.com">sru_unit@yahoo.com</a>
How feedbacks are processed	1. The applicant's feedback shall be tracked and will be acknowledged by the Standards Section Staff. 2. The feedback will be responded by Standards Section in writing through mail or email and it should be acknowledged by the sender.
How to file a complaint	For complaints, the applicant may call the Telephone # (062) 991-6030 or email at <a href="mailto:sru_unit@yahoo.com">sru_unit@yahoo.com</a> and copy furnish <a href="mailto:fo9@dswd.gov.ph">fo9@dswd.gov.ph</a> Complaint may also be filed via letter addressed to the OIC Regional Director – Atty. Sittie Raifah M. Pamaloy-Hassan sent to the hereunder channels:  Email: <a href="mailto:fo9@dswd.gov.ph">fo9@dswd.gov.ph</a>

	<p>Office Address: DSWD Field Office IX, General Vicente Alvarez Street, Zamboanga City</p> <p>Please provide the following information:          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.</p>
<p>How complaints are processed</p>	<ol style="list-style-type: none"> <li>1. The applicant's complaints shall be tracked and will be acknowledged by the Standards Section Staff.</li> <li>2. The complaints will be responded by Standards Section in writing through mail or email and it should be acknowledged by the sender.</li> </ol>
<p>Contact Information</p> <p>DSWD</p> <p>8888</p> <p>Anti-Red Tape Authority</p> <p>Contact Center ng Bayan CCB</p>	<p><a href="mailto:fo9@dswd.gov.ph">fo9@dswd.gov.ph</a> 991-6030 991-1001</p> <p>8888 Citizen's Hotline Complaint Send to 8888 providing details of the complaint</p> <p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a></p> <p><a href="#">CCB</a>  <a href="#">SMS – 0908 881 6565</a>  <a href="#">Call – 165 56</a>  <a href="#">P 5.0 + VAT per call anywhere in the Philippines via PLDT Landlines</a>  <a href="mailto:email@contactcenterngbayan.gov.ph">Email: email@contactcenterngbayan.gov.ph</a>  <a href="https://facebook.com/civilservicegov.ph/">Facebook: https://facebook.com/civilservicegov.ph/</a>  <a href="#">Web:</a>  <a href="http://contactcenterngbayan.gov.ph">http://contactcenterngbayan.gov.ph</a></p>

## **3. REGISTRATION**

### **EXTERNAL SERVICE**

## REGISTRATION OF PRIVATE SOCIAL WELFARE AND DEVELOPMENT AGENCIES (SWDAs)

### 3. 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.

<b>Office or Division:</b>	Policy and Plans Division / Standards Section
<b>Classification:</b>	Complex
<b>Schedule of Availability of Service</b>	Monday to Friday (8:00AM to 5:00PM)- No Noon Break
<b>Type of Transaction:</b>	Government to Business
<b>Who may avail of:</b>	All Private Organization that intends to engage in Social Welfare and Development Activities
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. One (1) Duly Accomplished and Notarized Application Form	DSWD Field Office IX – Standards Section  <a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> Annex 1. DSWD-RLA-F001 Application Form for Registration
2. One (1) 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	The Securities and Exchange Commission – 2 <sup>nd</sup> Floor JV Building, San Jose Panigayan St., Zamboanga City

<p>3. One (1) Copy of any of the following:</p> <p>4. Handbook or Manual of Operations of its programs policies and procedures to attain its purposes.</p> <p>5. Brochure</p> <p>6. Duly signed Work and Financial Plan for at least two (2) years</p>	<p><a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> Annex 4. DSWD-RLA-F004 Manual of Operation</p> <p><a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> Annex 5. DSWD-RLA-F005 Brochure</p> <p><a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> Annex 9. DSWD-RLA-F009 Work and Financial Plan</p>
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CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure application form and requirements thru the DSWD Website or Field Office IX thru Standards Section.	Provide and explain to client application form and checklist of requirements.	None	10 minutes	Support/ Technical Staff (Standards Section – Field Office IX)
2. Submit/file application form and documentary requirements.  2.1. 2.1. For Walk-In applicant organization, proceed to Standards Section located DSWD Field Office IX, Gen. Vicente Alvarez St., Zamboanga City.	Receive application form and documentary requirements and determine whether the documents are complete and compliant. 2.1. Review and assess the documents as to completeness and compliance. The documents must satisfy the following Criteria: The applicant's primary purpose/s as indicated in the Articles of Incorporation is/are within the purview of SWD;	None	20 minutes	Technical Staff (Standards Section – Field Office IX)



<p>2.2. 2.2. For applications through Mail/Courier, send to:</p> <p>2.3. Standards Section DSWD Field Office IX, Gen. Vicente Alvarez St., Zamboanga City.</p>	<p>Majority of the applicant's purposes as indicated in the Articles of Incorporation are along the purview of SWD; Its predominant activities are on SWD; and; Its SWD activities are planned and/or conducted on a regular basis/ normal circumstances.</p>			
	<p>2.2. If complete and compliant, provide the applicant SWDA with acknowledgement receipt and reference number for easy tracking and reference.</p>	None	5 minutes	Technical Staff (Standards Section – Field Office IX)
	<p>2.2.1. Log the receipt of application documents into the Document Tracking System (DTS).</p>	None	5 minutes	Technical Staff (Standards Section – Field Office IX)
	<p>2.2.2. Prepare Billing Statement for the Processing Fee and instruct applicant to proceed to the Cash Section.</p>	None	5 minutes	Technical Staff (Standards Section – Field Office IX)
	<p>2.2.3. Instruct the applicant to return to Standards Section and to</p>	None	5 minutes	Technical Staff (Standards Section –

	provide photocopy of Official Receipt.			Field Office IX)
	2.3. For applications with incomplete documents, return all documents submitted accompanied by a checklist of requirements and provide technical assistance for Applicant Organization's compliance.	None	10 minutes	Technical Staff (Standards Section – Field Office IX)
3. Pay the required processing fee at the Cash Unit located at the Ground Floor, Diamond Building, DSWD Field Office IX.	3. Process payment and issue Official Receipt to applicant.	₱1,000	5 minutes	Support Staff Cash Section
4. Return to the Standards Section and provide photocopy of the Official Receipt (OR).	4. Acknowledge the copy of the Official Receipt from the applicant Organization.	None	5 minutes	Support/ Technical Staff (Standards Section – Field Office IX)
	4.1. Instruct the applicant to wait for the notification on the confirmation and release of Certificate.			Technical Staff (Standards Section – Field Office IX)
5. Wait for the notification on the release of Confirmation Report and Certificate of Registration.	5. The Technical Staff shall draft the Confirmation Report and Certificate of Registration.	None	2 working days	Technical Staff (Standards Section – Field Office IX)
	5.1. Section Head and Division Chief shall review the draft Confirmation Report and Certificate of Registration.	None	1 working day	Section Head, Policy and Plans Division Chief, Regional Director –

	5.2. Regional Director shall approve the Confirmation Report and Certificate of Registration.			Field Office IX)
	5.3. Notify the applicant on the availability of the Confirmation Report and Certificate of Registration for release through direct pick-up or courier.	None	10 minutes	Support/ Technical Staff (Standards Section – Field Office IX)
6. Receive/ acknowledge the Confirmation Report and Certificate of Registration.	6. Release the Confirmation Report and Certificate of Registration.	None	10 minutes	Support/ Technical Staff (Standards Section – Field Office IX)
<b>TOTAL</b>		₱1,000	5 days 1 hour and 5 minutes	

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	1. For feedback, the applicant may call the Telephone # (062) 991-6030 or email at <a href="mailto:sru_unit@yahoo.com">sru_unit@yahoo.com</a>
How feedbacks are processed	1. The applicant's feedback shall be tracked and will be acknowledged by the Standards Section Staff. 2. The feedback will be responded by Standards Section in writing through mail or email and it should be acknowledged by the sender.
How to file a complaint	For complaints, the applicant may call the Telephone # (062) 991-6030 or email at <a href="mailto:sru_unit@yahoo.com">sru_unit@yahoo.com</a> and copy furnish <a href="mailto:fo9@dswd.gov.ph">fo9@dswd.gov.ph</a> Complaint may also be filed via letter addressed to the OIC Regional Director – Atty. Sittie Raifah M. Pamaloy-Hassan sent to the hereunder channels:  Email: <a href="mailto:fo9@dswd.gov.ph">fo9@dswd.gov.ph</a> Office Address: DSWD Field Office IX, General Vicente Alvarez Street, Zamboanga City

	<p>Please provide the following information:</p> <p>Full name, and contact details of the complainant.</p> <p>Full name of the person or employee and position (if complaint is against a DSWD employee).</p> <p>The nature of the complaint.</p> <p>A narration of the relevant and material facts that shows the act or omission allegedly committed by the respondent.</p> <p>Copies of any documentation which supports the complaint and/or affidavits of witnesses, if any.</p>
<p>How complaints are processed</p>	<ol style="list-style-type: none"> <li>1. The applicant's complaints shall be tracked and will be acknowledged by the Standards Section Staff.</li> <li>2. The complaints will be responded by Standards Section in writing through mail or email and it should be acknowledged by the sender.</li> </ol>
<p>Contact Information</p> <p>DSWD</p> <p>8888</p> <p>Anti-Red Tape Authority</p> <p>Contact Center ng Bayan CCB</p>	<p><a href="mailto:fo9@dswd.gov.ph">fo9@dswd.gov.ph</a> 991-6030 991-1001</p> <p>8888 Citizen's Hotline Complaint Send to 8888 providing details of the complaint</p> <p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a></p> <p><a href="#">CCB</a> <a href="#">SMS – 0908 881 6565</a> <a href="#">Call – 165 56</a> <a href="#">P 5.0 + VAT per call anywhere in the Philippines via PLDT Landlines</a> <a href="mailto:email@contactcenterngbayan.gov.ph">Email: email@contactcenterngbayan.gov.ph</a> <a href="https://facebook.com/civilservicegov.ph/">Facebook: https://facebook.com/civilservicegov.ph/</a> <a href="#">Web:</a> <a href="http://contactcenterngbayan.gov.ph">http://contactcenterngbayan.gov.ph</a></p>

## **4. ADOPTION**

### **EXTERNAL SERVICE**

## 4. ADOPTION

It is a socio-legal process of providing a permanent home to a child who was voluntarily or involuntarily relinquished parental authority over the child. It is a professional service to protect child's rights and welfare. It is a social work intervention to ensure that family life can be restored to a child deprived of his/her biological family. In this process, the paramount consideration is the best interest and welfare of the child.

### A. APPLICATION FOR ISSUANCE OF CERTIFICATION DECLARING CHILD AS 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.

<b>Office or Division:</b>	Protective Services Division / ADOPTION RESOURCE AND REFERRAL SECTION
<b>Classification:</b>	Government to Government
<b>Type of Transaction:</b>	Highly Technical
<b>Who may avail:</b>	All Provincial/City or Municipal Social Welfare and Development Office; Accredited Child Caring/Placing Agency; and DSWD Residential Care Facilities.
<b>Office or Division:</b>	ADOPTION RESOURCE AND REFERRAL SECTION
<b>Classification:</b>	Government to Government
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<p style="text-align: center;"><b><u>FOR ABANDONED / FOUNDLING CHILD</u></b></p> <ol style="list-style-type: none"> <li>1. Letter of Recommendation</li> <li>2. Updated Child Study Report</li> <li>3. Written Media Certification that case was aired in 3 different dates</li> <li>4. Either one of the following: Police Report/Barangay Certification/Certified copy of a tracing report issued by PNRC</li> <li>5. Returned Registered mail (if Address is Available)</li> <li>6. Birth Certificate/Cert of Foundling, Cert true copy from LCR or SECPA or Child's Profile)</li> <li>7. Child's Original Recent Photograph</li> </ol>	<ul style="list-style-type: none"> <li>• Head of Provincial/City or Municipal Social Welfare and Development Office; Child Caring/Placing Agency; and DSWD Residential Care Facilities.</li> <li>• Licensed Social Worker from Provincial/City or Municipal Social Welfare and Development Office or Child Caring/Placing Agency; Child Caring/Placing Agency; and DSWD Residential Care Facilities</li> <li>• Radio/TV Station</li> <li>• Police or Barangay where the child was found/abandoned or</li> </ul>

<p>8. Original Photograph of the Child upon abandonment</p> <p>9. 5 pcs oldest 2x2 photo of the minor (for posting)</p> <p>10. Notarized petition</p> <p><u>A.2. FOR VOLUNTARILY SURRENDERED CHILD:</u></p> <ol style="list-style-type: none"> <li>1. Notarized Deed of Voluntary Commitment</li> <li>2. Child Study Report</li> <li>3. Birth Certificate</li> <li>4. 4.Photo upon admission</li> <li>5. Latest photo of the minor</li> </ol>	<p>Philippine National Red Cross (PNRC)</p> <ul style="list-style-type: none"> <li>• Philippine Postal Office</li> <li>• Local Civil Registrar/Philippine Statistics Office</li> <li>• Child’s custodian</li> <li>• Child’s custodian</li> <li>• Handling Social Worker</li> <li>• Head of Provincial/City or Municipal Social Welfare and Development Office; Child Caring/Placing Agency; and DSWD Residential Care Facilities.</li> </ul> <ol style="list-style-type: none"> <li>1. To be executed by the child’s birthparent/s; or in the absence of the birthparent/s per Article 216 of the Family Code the succession will apply as to who will exercise substitute parental authority in signing the DVC.</li> <li>2. Licensed Social Worker from Provincial/City or Municipal Social Welfare and Development Office or Child Caring/Placing Agency; Child</li> <li>3. Philippine Statistics Authority</li> <li>4. Case Manager</li> <li>5. Case Manager</li> </ol>
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*Filing of Petition to the DSWD Field Office will require the Petitioner to submit two sets of complete supporting documents, as enumerated thereof. (1 set original and 1 set photocopy)*

Note:  
*Per Administrative Order No. 12, Series of 2011 or the Guidelines for the issuance of the DSWD Certification, the following additional documents may be required to support the report/case of the child if it is for the best interest of the child to be issued with CDCLAA.*

1. *Copy of the ID used by the child's birth parents/relatives in signing the DVC (refer to Article 216 of Family Code, who will exercise substitute parental authority in default of child's birthparent/s.)*
2. *Death Certificate of Birth Parent/s (if deceased)*

3. *Psychiatric/ Psychological Evaluation Report (if birthparents/ is/ are/ or diagnosed to be intellectually challenged)*
4. *DVC of legal husband (if child was born out of extra arital affair); if whereabouts is unknown, comply the requirements for petition.*
5. *Copy of marriage certificate or Certificate of No Marriage (if necessary).*
6. Medical Certificate/ Bone and/or Dental Ageing Result (for foundling cases)
7. Birth Certificate of the child's birthmother (if the DVC was signed by the child's maternal grandparents/s to establish the relationship of the child's birth mother and maternal grandmother).
8. Affidavit of Discrepancy signed by the child's birth mother (if the signature of the birthmother in the birth certificate and DVC are different as well as the child's birth order in the Birth Certificate was incorrect).
9. Affidavit of Two Disinterested Person/s (if the informant in the child's birth certificate is not the child's birthmother)
10. Certificate of Authority for a Notarial Act (CANA) for surrendered cases.

CLIENT STEPS	AGENCY ACTIONS	FEEES	PRO-CESSING TIME	PERSON RESPONSIBLE
<p><b><u>FOR ABANDONED/FOUNDLING CHILD</u></b></p> <p>1. Filing of petition at the Field Office (However, if the inconsistencies/lacking documents may be cured without materially affecting the Petition, the dossiers will not be returned to the petitioner. instead, the petitioner shall be required to comply with the requirements</p>	<p>ARRS to receive petition From LGU/CCA /CPA Together with all the documents for issuance of CDCLLA</p>	<p>No fee</p>	<p>On the 3rd- 4th month</p>	<p>ARRS administrative staff</p>



without need of having to re-file a Petition. The reckoning date shall start from the completion of required documents.)				
2. ARRS examines petition if sufficient in form and in substance	The Adoption Resource and Referral Unit (ARRU shall review and examines the petition if sufficient in form and substance. Input data of the minor in the database	No fee	4 working days	CDCLAA focal team  ARRS Statistician
3. Posting of Notice of Petition	Posting of notice of petition & picture in conspicuous places in the locality where the child was found. The Head of Local Social Welfare Office will issue a Certificate of Posting.	No fee	5 working days	LGU Social Worker/ARRS Staff
4. Recommendation of case for	From completion of Posting, upon	No fee	within 2 working days	Regional Director

issuance of CDCLAA	finding merit in the Petition, the Regional Director renders recommendation			
5. Transmit recommendation and dossier to the Office of the Secretary through the PMB-Central Office	ARRS shall transmit the same dossier to Central Office-PMB from the time the Regional Director signs the recommendation	No fee	3-5 working days	ARRS CDCLAA focal/Social Worker
6. Issuance of CDCLAA (appealable within 5 days)	Secretary signs the Certificate Declaring the Child Legally Available for Adoption, if petition is meritorious  The Certification shall have the Secretary's seal and a control number, indicating the year of issuance.	No fee	7 working days	DSWD Secretary
Filing of Application to the DSWD Field Office will require the Petitioner to submit two sets of complete supporting documents, as enumerated thereof. (1 set original and 1 set photocopy)				

<b>TOTAL:</b>		<b>No fee</b>	<b>4 months</b>	
<p><b><u>FOR SURRENDERED CHILD</u></b></p> <p>1. Filing of application at the Field Office</p>	<p>ARRS to receive application From LGU/CCA/C PA together with all the documents for issuance of CDCLLA</p>	No fee	On the 3rd month	ARRS administrative staff
<p>2. ARRS examines application if sufficient in form and in substance</p>	<p>The Adoption Resource and Referral Section (ARRS shall review and examines the petition if sufficient in form and substance. Input data of the minor in the database</p>	No fee	4 working days	<p>CDCLAA foca/l team</p> <p>ARRS Statistician</p>
<p>4. Recommendation of case for issuance of CDCLAA</p>	<p>From completion of Posting, upon finding merit in the Petition, the Regional Director renders recommendation</p>	No fee	1 day	Regional Director

5. Transmit recommendation and dossier to the Office of the Secretary through the PMB-Central Office	ARRS shall transmit the same dossier to Central Office-PMB from the time the Regional Director signs the recommendation	No fee	3-5 days	ARRS CDCLAA focal/Social Worker
6. Issuance of CDCLAA (appealable within 5 days)	Secretary signs the Certificate Declaring the Child Legally Available for Adoption, if petition is meritorious	No fee	7 days	DSWD Secretary
TOTAL:		No fee	3 months & 12 working days	

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	1. For feedback, the applicant may call the Telephone # (062) 991-0858 or email at <a href="mailto:arrsfo9@gmail.com">arrsfo9@gmail.com</a>
How feedbacks are processed	1. The applicant's feedback shall be tracked and will be acknowledged by the Adoption Resource and Referral Section (ARRS) Staff.  2. The feedback will be responded by Adoption Resource and Referral Section in writing through mail or email and it should be acknowledged by the sender.
How to file a complaint	1. For complaints, the applicant may call the Telephone # (062) 991-0858 or email at

	<p><a href="mailto:arrsfo9@gmail.com">arrsfo9@gmail.com</a> and copy furnish <a href="mailto:fo9@dswd.gov.ph">fo9@dswd.gov.ph</a></p> <p>Please provide the following information:</p> <ul style="list-style-type: none"> <li>• <i>Full name, and contact details of the complainant.</i></li> <li>• <i>Full name of the person or employee and position (if complaint is against a DSWD employee).</i></li> <li>• <i>The nature of the complaint.</i></li> <li>• <i>A written narration of the relevant and material facts that shows the act or omission allegedly committed by the respondent.</i></li> <li>• <i>Copies of any documentation which supports the complaint and/or affidavits of witnesses, if any.</i></li> </ul>
<p>How complaints are processed</p>	<ol style="list-style-type: none"> <li>1. The applicant's complaints shall be tracked and will be acknowledged by the Adoption Resource and Referral Section Staff.</li> <li>2. The complaints will be responded by Adoption Resource and Referral Section in writing through mail or email and it should be acknowledged by the sender.</li> </ol>
<p>Contact Information</p> <p>DSWD</p> <p>8888</p> <p>Anti-Red Tape Authority</p> <p>Contact Center ng Bayan CCB</p>	<p><a href="mailto:fo9@dswd.gov.ph">fo9@dswd.gov.ph</a> 991-6030 991-1001</p> <p>8888 Citizen's Hotline Complaint Send to 8888 providing details of the complaint</p> <p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a></p> <p>CCB SMS – 0908 881 6565 Call – 165 56 P 5.0 + VAT per call anywhere in the Philippines via PLDT Landlines Email: <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a> Facebook: <a href="https://facebook.com/civilservicegov.ph/">https://facebook.com/civilservicegov.ph/</a> Web: <a href="http://contactcenterngbayan.gov.ph">http://contactcenterngbayan.gov.ph</a></p>

## B. ADOPTION APPLICATION FOR PROSPECTIVE ADOPTIVE PARENT

It describes the step by step process of Prospective Adoptive Parents (PAPs) who intends to apply for the regular adoption program under RA 8552.

<b>Office or Division:</b>	Protective Services Division / ADOPTION RESOURCE AND REFERRAL SECTION			
<b>Classification:</b>	Government to Citizen			
<b>Type of Transaction:</b>	Highly Technical			
<b>Who may avail:</b>	Public;Filipino Spouses/ Single applicant who wants to adopt through regular adoption.			
<b>Office or Division:</b>	ADOPTION RESOURCE AND REFERRAL SECTION			
<b>Classification:</b>	Government to Citizen			
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>			
<ol style="list-style-type: none"> <li>1. Marriage Certificate (1 original copy-LCR/SECPA )</li> <li>2. Divorce decree (if applicable)</li> <li>3. Birth Certificates of couple (1 original copy-LCR/SECPA )</li> <li>4. Health Certificate (Original Copy)</li> <li>5. Latest Income Tax Return or any proof of income (machine copy)</li> <li>6. Consent to Adoption by the children ages 10 and above ( 1 original copy)</li> <li>7. NBI/Police Clearance (with purpose for adoption)</li> <li>8. Psychological Evaluation, if needed</li> <li>9. 3 letters of character reference</li> <li>10. Family photo</li> <li>11.Application Form</li> <li>12. Home Study Report</li> </ol>	<ol style="list-style-type: none"> <li>1.Philippine Statistics Office</li> <li>2. Hall of Justice</li> <li>3. Philippine Statistics Office</li> <li>4. From a duly licensed Physician</li> <li>5. Bureau of Internal revenue/Employer</li> <li>6. To be facilitated by a lawyer</li> <li>7. NBI Office/Police Station</li> <li>8. Duly Licensed Psychologist</li> <li>9. Any significant people who knows the applicants for 3 years.</li> <li>10. To be provided by the applicants</li> <li>11.DSWD-ARRS</li> <li>12. DSWD-ARRS accomplished by a licensed Social Worker</li> </ol>			
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Attendance to pre-adoption forum	Preparation and conduct forum		6 hours	ARRS Team and client
2. Application for adoption	Provide copy of application form and list of all the requirements for application.		10 minutes 1 hour	-Case Manager/Social Worker and client

	The Social Worker will review the documents once completed Schedule a specific date for home visit.			
3. Assessment/preparation of Home Study Report and completion of requirements for local matching.	Conduct series of home visit Prepare comprehensive Home Study Report.		1 month	Case Manager/Social Worker Client
4. LGU/Government/ARRS Social Worker submit/transmit dossiers of PAPs to DSWD-Field Office	ARRS Statistician receives the dossier and input information in the database and endorse the same to RCWSG Secretariat.  RCWSG Secretariat shall prepare the profile of the prospective adoptive parents.		3-5 days for transmittal/1 day for cases within Zamboanga City	Case Manager/Social Worker/ARRS Statistician/RCWSG Secretariat
5. Local matching conference (Regional/inter-regional)	Preparation of case dossier Preparation of case to the committee Presentation of the case		1 day	Case Manager/Social Worker and client RCWSG Committee RCWSG Secretariat
6. Issuance of Pre-adoption placement authority (PAPA)	The RCWSG Secretariat will issue the PAPA approved by the Regional Director		1 day	Regional Director/Duly assigned OIC RCWSG Secretariat

7. Placement of the child to the PAPs	Prepare all the documents (PAPA and Acceptance letter) Assist the family during physical entrustment		1 day	Child Care Agency Staff Social Worker
8. Supervised Trial Custody	Conduct Supervised Trial Visit		3 months	Case Manager/Social Worker Client
9. Approval of Final Report	Social Worker will prepare and submit a final report stating recommendation as to the final placement of the minor.		1 day	Case Manager/Social Worker Regional Director
10. Issuance of Certificate of Consent (CA)	The RCWSG Secretariat will issue the CA.		1 day	Regional Director/Duly assigned OIC RCWSG Secretariat
11. Approval of Final Report	Social Worker will prepare and submit a final report stating recommendation as to the final placement of the minor.		1 day	Case Manager/Social Worker Regional Director
<b>JUDICIAL PROCESS</b>				
12. Filing of Petition for Adoption in Court by the PAPs through their Legal Counsel	Social Worker to instruct to file the adoption in court represented by their lawyer. Submit the Home Study and Case Study Report in court.		Business process will be under the accountability of the court	Lawyer
13. Court Hearing/s	Appear in court to act as witness for the adoption case.			Honorable Judge for the Family Court Lawyer



				Prospective Adoptive Parents
14. Issuance of Court Decision	Ensure to keep a copy of the Certificate.			Court
15. Issuance of Court Decree	Ensure to keep a copy of the Certificate.			
16. Issuance of Birth Certificate	Ask client a copy of the birth certificate for file copy of the office.		Issuance within 21 days(% LCR)	Local Civil Registrar Office/Philippine Statistics Office
17. Closing of the case	Preparation and submission of closing summary		1 day	Case Manager/Social Worker
18. Post adoption Services	Assist during Telling about child's adoption/Counseling, explore possibility of establishing contact with birthfamilies, etc.			Case Manager/Social Worker Adoptive Family
<i>Note: The DSWD does not entail a fee apart from the expenses in gathering the requirements. On the other hand, the adoptive parents will have to pay their lawyer for the legal fees, which is a fee that varied per lawyer.</i>				
	<b>TOTAL:</b>		<b>N/A</b>	

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	1. For feedback, the applicant may call the Telephone # (062) 991-0858 or email at <a href="mailto:arrsfo9@gmail.com">arrsfo9@gmail.com</a>
How feedbacks are processed	1. The applicant's feedback shall be tracked and will be acknowledged by the Adoption Resource and Referral Section (ARRS) Staff.  2. The feedback will be responded by Adoption Resource and Referral Section in writing through mail or email and it should be acknowledged by the sender.
How to file a complaint	2. For complaints, the applicant may call the Telephone # (062) 991-0858 or email at <a href="mailto:arrsfo9@gmail.com">arrsfo9@gmail.com</a> and copy furnish <a href="mailto:fo9@dswd.gov.ph">fo9@dswd.gov.ph</a>  Please provide the following information:

	<ul style="list-style-type: none"> <li>• <i>Full name, and contact details of the complainant.</i></li> <li>• <i>Full name of the person or employee and position (if complaint is against a DSWD employee).</i></li> <li>• <i>The nature of the complaint.</i></li> <li>• <i>A written narration of the relevant and material facts that shows the act or omission allegedly committed by the respondent.</i></li> <li>• <i>Copies of any documentation which supports the complaint and/or affidavits of witnesses, if any.</i></li> </ul>
How complaints are processed	<ol style="list-style-type: none"> <li>1. The applicant's complaints shall be tracked and will be acknowledged by the Adoption Resource and Referral Section Staff.</li> <li>2. The complaints will be responded by Adoption Resource and Referral Section in writing through mail or email and it should be acknowledged by the sender.</li> </ol>
<p>Contact Information</p> <p>DSWD</p> <p>8888</p> <p>Anti-Red Tape Authority</p> <p>Contact Center ng Bayan CCB</p>	<p><a href="mailto:fo9@dswd.gov.ph">fo9@dswd.gov.ph</a> 991-6030 991-1001</p> <p>8888 Citizen's Hotline Complaint Send to 8888 providing details of the complaint</p> <p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a></p> <p>CCB SMS – 0908 881 6565 Call – 165 56 P 5.0 + VAT per call anywhere in the Philippines via PLDT Landlines Email: <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a> Facebook: <a href="https://facebook.com/civilservicegov.ph/">https://facebook.com/civilservicegov.ph/</a> Web: <a href="http://contactcenterngbayan.gov.ph">http://contactcenterngbayan.gov.ph</a></p>

## **5. SIMULATED BIRTH RECTIFICATION ACT**

### **EXTERNAL SERVICE**

## 5. SIMULATED BIRTH RECTIFICATION ACT

The process is purely administrative in nature. The law provides for a simpler and less costly adoption proceedings for children whose birth records were simulated but were treated by the prospective adoptive parent(s) as his/her/their own child. This is an opportunity for the prospective adoptive parent(s) and encourages them to come out in the open and correct the birth records of the child under their care without any fear of being prosecuted either criminal, civil and administratively as the law grants amnesty, provided they will file the necessary application. By availing the privilege of the law, the existing parent-child relationship will be legalized. Further, a socialized fee may charge to the applicant(s) an amount not exceeding Php.1,000.00 as enumerated in Sec.27 of Implementing Rules and Regulations of the Simulated Birth Rectification Act.

<b>Office or Division:</b>	Protective Services Division / ADOPTION RESOURCE AND REFERRAL SECTION
<b>Classification:</b>	Government to Citizen,
<b>Type of Transaction:</b>	Highly Technical
<b>Who may avail:</b>	Public: Petitioner(s) who simulated a child's birth record before the effectivity of the law, consistently considered and treated said child as his/her/their own daughter or son, may file a petition, provided that the child has been in the care and custody for at least three (3) years prior the effectivity of the Act.

### ADMINISTRATIVE ADOPTION UNDER RA 11222 DOCUMENTARY REQUIREMENTS

-Enumerates the following documentary requirements for RA 11222 that have to be secured by the applicants. When cases for RA 11222 require CDCLAA, the case has to comply first with the CDCLAA that varies on case categories: Abandoned, Foundling and Surrendered. Process flow is coherent as enumerated above category **1. Adoption A. Application for Issuance of Certification Declaring a Child Legally Available for Adoption.**

-No. of required copies of petition with documentary requirements for RA 11222 not specified in the IRR but per consultation with the PMB-CO, petitioner/s must submit 1 copy each of the requirements and FO shall secure CTC copy from the requirements submitted by the latter.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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)	1. Secure template to LSWDO to be facilitated by the petitioners and notarized petition 2. DSWD 3. Philippine Statistic Authority 4. Philippine Statistic Authority

<p>3. Authenticated copy of simulated birth record of the child</p> <p>4. Authenticated copy of the birth record of the adopters</p> <p>5. Affidavit of admission, if the simulation of the birth was done by a third person</p> <p>6. Barangay Certificate</p> <p>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</p> <p>c. The petitioner is indigent, if applicable</p> <p>7. Notarized Affidavit of at least two (2) disinterested persons, who reside in the same barangay where the child resides</p> <p>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;</p> <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>5. Secure template to LSWDO to be facilitated by the petitioners . this refer to the informant found in the simulated birth record other than the applicant/ petitioner and notarized affidavit</p> <p>6. Barangay Hall where the child resides</p> <p>a-c. Guide what to include in securing Barangay Certificate</p> <p>7. Secure template to LSWDO, to be facilitated by the petitioner this refers to persons who knew the petitioners and adoptee for 3 years living in the same barangay and notarized the affidavit</p> <p>8. To be provided by the applicant(s)/ Petitioners</p> <p>9 DSWD FO-IX ARRS section</p> <p>10. a-c</p> <p>a. Philippine Statistic Authority</p> <p>b. Hall of Justice</p> <p>c. Hall of Justice</p> <p>11. Duly licensed physician</p> <p>12. Duly licensed psychologist</p> <p>13. NBI Office/ Police Station</p> <p>14. Any proof of financial capacity of the petitioners</p> <p>15. LCR by the petitioners and PSA by the FO SW</p> <p>16. Only when with resolution except for DSWD ( LSWDO, DSWD and LCR)</p> <p>17. To be secured by the petitioners and notarized consent</p> <p>a. Adoptee 10 years of age or over</p> <p>b. Legitimate children 10 years of age or over</p> <p>c. Illegitimate children 10 years of age of over living with the adopter and spouse</p> <p>d. spouse of adoptee</p> <p>18. By the petitioners secured written consent of child's birth parents below 18 years old to be notarized by petitioner's preferred lawyer</p>
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<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 d. The spouse, if any of the adoptee</p> <p>18. Consent to adoption of biological parent(s) whose relationship within the 4th degree of consanguinity or affinity</p>	
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**ADMINISTRATIVE ADOPTION APPLICATION**

Delineate the step-by-step process flow for qualified applicants who filed the petition for administrative adoption with application for rectification of simulated birth record.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Qualified applicants shall file petition with the LSWDO in the Municipality or City where the child reside	Received filed petition for administrative adoption with complete documentary requirements.	No fee		LSWDO handling Social Worker
2. LSWDO shall examine the petition and completeness of supporting documentary requirements to determine in sufficient in form and substance <i>Note: Upon review of the petition with documentary requirements found insufficient the turn-around period will not run. Return petition with written explanation of</i>	Properly reviewed filed petition with the documentary requirements in forms and substance particularly format/template used. When found not sufficient returned a dossier with a written explanation to the applicants. When found applicant is non-indigent Local Social Welfare Development Office	Php. 1000  <i>Note: As per Section 27 of IRR of RA 11222, provided with resolution</i>	7 days	LSWDO handling Social Worker

<i>insufficiency to petitioner</i>	(LSWDO) may charge a SF to provided with resolution			
3. When finds that petition is sufficient in form and substance, LSWDO shall forward the petition with supporting documents to DSWD Field Office	LSWDO shall prepare the endorsement letter with the petition to DSWD Field Office	No fee	3 days	LSWDO Handling Social Worker
<p>4. 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</p> <p>Note:</p> <p>-As per MC 16 series of 2020 Item XI Implementing Procedures, category D reference no. 2 paragraph 3- in cases information in the SCR needing proof to substantiate its veracity, petitioners</p>	DSWD FO Social Worker review petition with its attachment and conduct home visits to petitioner and adoptee for Social Case Study Report	No fee	20 days	DSWD ARRS Case Manager

<p><i>must submit additional requirements to support the report e.g</i></p> <ul style="list-style-type: none"> <li><i>· Marriage or Death Certificate of the child's biological parents</i></li> <li><i>· receipt/s medical/ psychological/ psychiatrist report</i></li> </ul>				
<p>5. Mandatory appearance (MA) of the petitioner(s) and child before the Regional Director</p> <p><i>Note:</i></p> <p><i>-Additional information/ documents may be required from the petitioner to support the petition as determined under Section 21 Recommendation on the Petition of IRR of RA 11222 and MC 16 s2020 Item XI Implementing Procedures, category D reference No. 2 paragraph 6.</i></p>	<p>Regional Director review petition with the documentary requirements and Social Case Study Report and set schedule for MA.</p> <p>A Socialized fee may be charged for non-indigent petitioner(s)</p>	<p>1000</p>	<p>5 days</p>	<p>ARRS team, client, Regional Director</p>
<p>6.DSWD Regional</p>	<p>After the MA prepare the</p>	<p>No fee</p>	<p>5 days</p>	<p>DSWD ARRS Case</p>



Director shall prepare the recommendation on the petition from interview with the child and petitioner(s)	recommendation to be forwarded to DSWD-CO			Manager and Regional Director
<i>7. Forward recommendation to DSWD Central Office</i>	Recommendation will be forwarded to DSWD-CO along with petition and attachments including recordings during MA	No fee		DSWD ARRS Case Manager
8. DSWD Central Office- DSWD Secretary shall act and decide on the petition upon receipt of recommendation from the Regional Director	DSWD-CO will review the documents forwarded and act and decides on petition	No fee	within 30 days	DSWD-CO
<p>Note:</p> <p>As per MC 16 s2020 of Category VI General Policies item no.13 highlighted pertaining to turn-around period that the prescribed period relating to the preparation, endorsement and transmittal by the concerned implementers of the documents/ recommendation required under the Act or these guidelines shall be mandatory however, if the last day of such period, falls on saturday, sunday or legal holidays, the time shall not run until the next working day. The counting of the prescribed period shall only commence upon completion of the documentary requirements.</p>				
<b>TOTAL:</b>			70 days	

## **6.FOSTER CARE**

### **EXTERNAL SERVICE**

## 6. FOSTER CARE

This refers to the provision of planned substitute parental care to a child by a licensed foster family.

<b>Office or Division:</b>	Protective Services Division / ADOPTION RESOURCE AND REFERRAL SECTION
<b>Classification:</b>	Government to Citizen, Government to Government
<b>Type of Transaction:</b>	Highly Technical
<b>Who may avail:</b>	<p>An applicant who meets all of the following qualifications may be a foster parent:</p> <ul style="list-style-type: none"> <li>a) Must be of legal age;</li> <li>(b) Must be at least sixteen (16) years older than the child unless the foster parent is a relative;</li> <li>(c) Must have a genuine interest, capacity and commitment in parenting and is able to provide a familial atmosphere for the child;</li> <li>(d) Must have a healthy and harmonious relationship with each family member living with him or her;</li> <li>(e) Must be of good moral character;</li> <li>(f) Must be physically and mentally capable and emotionally mature;</li> <li>(g) Must have sufficient resources to be able to provide for the family's needs;</li> <li>(h) Must be willing to further hone or be trained on knowledge, attitudes and skills in caring for a child; and</li> <li>(i) Must not already have the maximum number of children under his foster care at the time of application or award, as may be provided in the implementing rules and regulations (IRR) of this Act.</li> </ul>
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<ol style="list-style-type: none"> <li>1. <i>Application Form</i></li> <li>2. <i>Certificate of Attendance to Forum</i></li> </ol>	<ol style="list-style-type: none"> <li>1. DSWD-ARRS</li> <li>2. DSWD-ARRS</li> <li>3. Philippine Statistics Authority</li> <li>4. Philippine Statistics Authority</li> </ol>

3. <i>Marriage Certificate, Divorce Annulment, Declaration of Nullity of legal separation documents;</i> 4. <i>Birth Certificate in SecPa Copy</i> 5. <i>Medical Certificate issued at least 6 months</i> 6. <i>Income Tax Return or Certificate of Employment</i> 7. <i>NBI/Police Clearance</i> 8. <i>Barangay Certificate of Good Moral Character</i> 9. <i>2 letters of character reference</i> 10. <i>1 family photo in 3r size</i>			5. Duly licensed Physician 6. Employer/Bureau of Internal Revenue 7. NBI or City Police Office 8. Barangay of Habitual residence 9. <i>2 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.)</i> 10. To be provided by the applicant/s		
CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	PERSON RESPONSIBLE	
<b>A. - Licensing of Foster Parent</b>					
1. Attendance to orientation	Preparation and conduct forum	N/A	1 Day	ARRS Team and client	
2. Application and submission of requirements	Provide copy of application form and list of all the requirements for application.	N/A	1 Day	Client/Social Worker	
3. <i>Assessment and preparation of Home Study report</i>	The Social Worker will review/assess documents and accept once completed.	N/A	1 month	Social Worker	
4. <i>Home Study Report and Other Documents</i>  <i>If disapproved</i>	Prepare home Study Report On Hold/Return for Action	N/A	1 Week	Social Worker	
5. <i>If approved</i>	Issuance Foster Care License and ID	N/A	1 Day	Social Worker	

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	Assess the need of the child	N/A	Upon admission	Social Worker
2. Preparation of Child Study Report	Child Study Report	N/A	15 days (Upon admission )	Social Worker
<b>B. Matching Phase</b>				
1. Review of Child and Foster Parent Dossier	Review the substance of the Home/Child Study Report and completeness of documentary requirements of Foster Parents and children prepared and submitted by the social worker. Assess the cases of children and foster parents through the Home/Child Study Report and other pertinent documents to determine inclusion in the presentation of the case to the foster care matching conference.	N/A	2 Days	Foster Care Matching Secretariat

2. Conduct of Matching Conference	<p>Deliberate the matching of children and foster parents based on the needs of the child and the capacity /resources of the foster parents</p> <p>Issuance of Resolution declaring the match and signing of Certificate of Matching of children matched.</p>	N/A	<p>5 Days (Upon receipt of dossier)</p> <p>1 Day to Deliberate (Matching Conference)</p>	Foster Care Matching Committee
			5 Working Days	
3. Submission of Acceptance Letter by foster parents	Facilitate acceptance letter	N/A	1 Day	Foster Parent
4. Issuance of Foster Placement Authority	The Foster Placement Authority (FPA) shall be issued within the day upon receipt of the acceptance letter submitted by the foster parents to the Agency, if the matching was conducted by the Agency, or to the DSWD Field Office, if the matching was	N/A	1 Day	Social Worker

	<p>conducted by the FO, or to the Protective Services Bureau, if the matching was conducted at the DSWD Central Office. The Foster Placement Authority shall be approved by the Regional Director or Undersecretary of the Protective Operations and Programs Groups (POPG), as may be applicable.</p>			
<b>C. Placement Phase</b>				
1. Conduct of Home Visit	<p>Conduct home visits, monthly or more frequent as needed for the first three months and bi-monthly thereafter, to monitor the foster child's adjustment in the foster home</p>	N/A	<p>Within 2 days (Upon receipt of FPA)</p>	Social Worker
<b>D. Supervision Phase</b>				
1. Conduct of discharge conference/physical transfer of the child to foster parents	<p>Conduct of supervisory visit to foster family</p>	N/A	<p>Monthly for the 1st 3 months and bi-monthly thereafter</p>	Social Worker

<b>E. Termination Phase (either return to birthparents or placement to adoptive parents)</b>				
1. Short-term Foster Care Placement	Conduct of supervisory visit to foster family Determination of permanency plan Termination of foster care placement	N/A	Less than 6 months	Social Worker
2. Long-term Foster Care placement	Child and Home Study Reports and other supporting documents of cases that are recommended for long-term foster placement shall be forwarded to Field Office for presentation in the matching conference to be attended by the Child Welfare Specialist Group (CWSG).  Once approved by the Regional Director, the Long-Term Foster Placement Authority shall be issued to the concerned	N/A	6 months or more	Social Worker



	Agency/LGIJ within the day.			
3. After Care Service (by LGU)	The case of the child shall be properly endorsed to concerned local government unit for continuous monitoring with the birth family and provision of appropriate assistance/services, as applicable. The monitoring of the child shall be done three to six months or until the child has fully adjusted with his/her family.	N/A	3-6 months	LGU
3. After Care Service (by LGU)	The case of the child shall be properly endorsed to concerned local government unit for continuous monitoring with the birth family and provision of appropriate assistance/services, as applicable. The monitoring of the child shall be done three	N/A	3-6 months	LGU

	to six months or until the child has fully adjusted with his/her family.			
<i>The DSWD does not entail a fee apart from the expenses in gathering the requirements.</i>				
<b>TOTAL:</b>		<b>N/A</b>	<b>1-2 MONTHS</b>	

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	1. For feedback, the applicant may call the Telephone # (062) 991-0858 or email at <a href="mailto:arrsfo9@gmail.com">arrsfo9@gmail.com</a>
How feedbacks are processed	1. The applicant's feedback shall be tracked and will be acknowledged by the Adoption Resource and Referral Section (ARRS) Staff.  2. The feedback will be responded by Adoption Resource and Referral Section in writing through mail or email and it should be acknowledged by the sender.
How to file a complaint	3. For complaints, the applicant may call the Telephone # (062) 991-0858 or email at <a href="mailto:arrsfo9@gmail.com">arrsfo9@gmail.com</a> and copy furnish <a href="mailto:fo9@dswd.gov.ph">fo9@dswd.gov.ph</a>  Please provide the following information: <ul style="list-style-type: none"> <li>• <i>Full name, and contact details of the complainant.</i></li> <li>• <i>Full name of the person or employee and position (if complaint is against a DSWD employee).</i></li> <li>• <i>The nature of the complaint.</i></li> <li>• <i>A written narration of the relevant and material facts that shows the act or omission allegedly committed by the respondent.</i></li> <li>• <i>Copies of any documentation which supports the complaint and/or affidavits of witnesses, if any.</i></li> </ul>
How complaints are processed	1. The applicant's complaints shall be tracked and will be acknowledged by the Adoption Resource and Referral Section Staff.

	<p>2. The complaints will be responded by Adoption Resource and Referral Section in writing through mail or email and it should be acknowledged by the sender.</p>
<p>Contact Information</p> <p>DSWD</p> <p>8888</p> <p>Anti-Red Tape Authority</p> <p>Contact Center ng Bayan CCB</p>	<p><a href="mailto:fo9@dswd.gov.ph">fo9@dswd.gov.ph</a> 991-6030 991-1001</p> <p>8888 Citizen’s Hotline Complaint Send to 8888 providing details of the complaint</p> <p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a></p> <p>CCB SMS – 0908 881 6565 Call – 165 56 P 5.0 + VAT per call anywhere in the Philippines via PLDT Landlines Email: <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a> Facebook: <a href="https://facebook.com/civilservicegov.ph/">https://facebook.com/civilservicegov.ph/</a> Web: <a href="http://contactcenterngbayan.gov.ph">http://contactcenterngbayan.gov.ph</a></p>

## **7. TRAVEL CLEARANCE ISSUANCE FOR MINORS TRAVELLING ABROAD**

### **EXTERNAL SERVICE**

## 7. TRAVEL CLEARANCE ISSUANCE FOR MINORS TRAVELLING ABROAD

Travel Clearance is a document issued by the Department of Social Welfare and Development for a minor who is below 18 years old, who wants to travel abroad alone, without any of his or her parent or legal guardian.

<b>Office or Division:</b>	Protective Services Division / Minors Travelling Abroad
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	Filipino Minor Travelling Abroad
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
<b>Issuance of Travel Clearance Certificate</b>	
<b><i>A. For Minors Travelling Alone to a Foreign Country for the First Time</i></b>	
1. Duly Accomplished Application Form	DSWD Field Offices or at download form at <a href="http://www.dswd.gov.ph">www.dswd.gov.ph</a>
2. LSWDO/SWAD Social Worker's Assessment, when necessary	Local Social Welfare and Development Office where the minor resides
3. PSA issued Birth Certificate of Minor	Philippine Statistics Authority (PSA)
4. Photocopy of PSA issued Marriage Contract of minor's parents / Copy of Court issued Legal Guardianship / Tallaq or Fasakh Certification from the Shariah Court or any Muslim Barangay or religious leader. PSA issued CENOMAR for illegitimate minors of SECPA;	Philippine Statistics Authority (PSA); Court who handled the Legal Guardianship petition; Shariah Court or Religious Leader
5. Notarized Affidavit of Consent or Written Consent of both parents / legal guardian / solo parent, whichever is applicable. Photocopy of valid ID issued abroad, if parents are working abroad.	Law Office and Notarized at the place where the minor resides / Philippines Embassy (if minor's parents are abroad)
6. Two (2) original colored passport size photo of the minor (in White, Red or Blue Background) taken within the last 6 months. No scanned picture is allowed.	Applicant
7. Affidavit of Support and Certified copy of evidence to show financial capability of sponsor e.g Certificate of Employment, Latest Income Tax Return, Bank Statement, etc.	Applicant

8. Certified True Copy of the Death Certificate (for deceased parent/s) on SECPA;	Applicant
9. Unaccompanied Minor Certificate from the Airlines.	Airline Company where ticket is obtained
10. Waiver from the parents releasing DSWD from any liability/responsibility in case of untoward incident during the travel of the child.	Applicant
<b><i>B. For Succeeding Travel of Unaccompanied Minor or Traveling Alone</i></b>	
1. Duly Accomplished Application Form	DSWD Field Office/DSWD Website: <a href="http://www.dswd.gov.ph">www.dswd.gov.ph</a>
2. Notarized Affidavit or Written Consent of both parents, the Solo Parent and the Legal Guardian, whichever is applicable, with copy of valid ID with signature.	Law office and Notarized at the applicants place of residence
3. Original copy of previous Travel Clearance issued.	Applicant
4. Two (2) colored passport size pictures of the minor (in White, Red or Blue Background) taken within the last 6 months. No scanned picture will be accepted.	Applicant
5. Unaccompanied Minor Certificate from the Airlines.	Airline Company
6. Waiver from the parents releasing DSWD from any liability in case of untoward incident during the travel of the child.	Applicant
<b><i>C. Minor Travelling for the First Time with persons other than the Parents or Legal Guardian</i></b>	
1. Duly Accomplished Application Form	DSWD Field Office/DSW Website: <a href="http://www.dswd.gov.ph">www.dswd.gov.ph</a>
2. Copy of the PSA issued Birth Certificate of Minor	Philippine Statistics Authority (PSA)
3. Notarized Affidavit or Written Consent of both parents, the Solo Parent and the Legal Guardian, attached with valid identification card with specimen signature.	Applicant

4. Copy of Marriage Certificate of minor's parents (SECPA), Solo Parent ID for Solo Parents, Court Decree of Separation, Annulment or Divorce, for illegitimate minors, CENOMAR from PSA; in case of deceased parent/s copy of the Death Certificate.	PSA, Local Social Welfare and Development Office (for solo parents ID), Family Court
5. Two (2) colored passport size pictures of the minor (in White, Red or Blue Background) taken within the last 6 months. No scanned picture will be accepted.	Applicant
6. Photocopy of the passport of the travelling companion.	Minor's travelling companion
<b><i>D. Minors Travelling subsequently with a Person Other than the Parents or Legal Guardian</i></b>	
1. Duly Accomplished Application Form	DSWD Field Office/DSW Website: <a href="http://www.dswd.gov.ph">www.dswd.gov.ph</a>
2. Original copy of previous Travel Clearance issued.	Applicant
3. Notarized Affidavit of Consent from Biological parent/s, legal guardian authorizing a particular person to accompany the child in his/her travel abroad, with a copy of the valid identification card with specimen signature.	Applicant
4. Two (2) colored passport size pictures of the minor (in White, Red or Blue Background) taken within the last 6 months. No scanned picture will be accepted.	Applicant
5. Photocopy of the passport of the travelling companion.	Minor's travelling companion
<b>Additional Requirements for Minors Under Special Circumstances:</b>	
<b><i>For Filipino Minors Migrating to Another Country</i></b>	
1. Visa Petition Approval	Applicant
<b><i>For Minors Studying Abroad</i></b>	
1. Acceptance or Certificate of Enrollment or Registration from the School where the minor is to be enrolled.	Applicant

<b><i>For Minors who will attend Conference, Study Tours, Competition, Student Exchange Program, Summer Camp, Pilgrimage, World Youth Day and Other Related Activities</i></b>	
1. Certification from Sponsoring Organization.	Sponsor Organization
2. Affidavit of Undertaking of Companion indicating safety measures undertaken by the Sports Agency.	Sports Agency
3. Signed Invitation from the Sponsoring Agency/Organization abroad with itinerary of travel and list of participants and duration of the activity/travel.	Sponsor Organization
<b><i>Minors going abroad for Medical Purposes</i></b>	
1. Medical Abstract of the Minor.	Attending Physician
2. Recommendation from the Attending Physician that such medical procedure is not available in the country.	Attending Physician
3. Letter from the Sponsor.	Sponsor
<b><i>Minors going Abroad for Inter-Country Adoption</i></b>	
1. Placement Authority issued by ICAB.	Inter-Country Adoption Board (ICAB)
2. Authority to Escort issued by ICAB.	Inter-Country Adoption Board (ICAB)
<b><i>Minors under Foster Care</i></b>	
1. Notarized Affidavit of Undertaking by the Foster Parents.	Foster Parents
2. Notarized Affidavit of Consent from the Regional Director or Authorized Representative.	DSWD Regional Director
3. Photocopy of Foster Placement Authority.	Applicant
4. Photocopy of Foster Care License of Family.	Applicant
5. DSWD Certification of the CDCLAA except those under Kinship Care.	DSWD
6. Return Ticket.	Applicant
<b><i>Minors Under Legal Guardianship</i></b>	
1. Certified True Copy of the Court Order on Legal Guardianship.	Court
<b><i>For Minors whose parents are Seafarers</i></b>	
1. Certification from the Manning Agency	Manning Agency



attesting to the parent's employment.				
2. Photocopy of Seaman's Book of Parent/s.		Applicant		
<b>For Minors with alleged missing parent/s</b>				
1. Social Case Study Report from the LSWDO where the alleged missing parent's last known address.		Local Social Welfare and Development Office		
2. Blotter Report from either local police or Barangay Certification from the Locality of the last known address of the alleged missing parent.		Local Police or Barangay of the alleged missing parent/s last known address		
3. One (1) returned registered mail to the last known address of the alleged missing parent/s known address.		Applicant		
<b>Within the Day Transaction</b>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Registration				
Screening of Documents	1.1 Issuance of Service Sequence Number 1.2 Encoding of the client's information in online spreadsheet		5 minutes	Office of the Day
2. Interview / Assessment	2.1 Social Worker will check the presented documentary requirements are complete. If not, the client will be asked to comply.		5 minutes	Social Worker

3. Review and Approval of the Application	<p>3.1 Social Worker interviews and conducts assessment of application</p> <p>3.2 Recommends for the approval of the application to the signing authority</p>		10 minutes	Social Worker
4. Payment of Php 300.00 for 1 year validity; Php	4.1 Approves / Disapproves the application		5 minutes	Supervisor / OIC
600.00 for 2 years validity	<p>4.1.a If Approved: *Issuance of Claim Stub schedule of release (Minimum of 1 day processing and maximum of 3 days processing)</p> <p>4.1.b If Disapproved</p> <p>4.2 Counseling and Explanation of reason for disapproval of application</p> <p>4.3 Notify the nearby DSWD Field Offices</p> <p>4.3.a If exempted, prepares the Certificate of Exemption for the Approval of the Regional Director</p>		<p>5 minutes</p> <p>10 minutes</p>	<p>Social Worker</p> <p>Social Worker</p>

5. Preparation of Travel Clearance	5.1 Receives and Issues Official Receipt to the Applicant on the Payment Received	Php 300.00 for 1 year validity; Php 600.00 for 2 years validity	3 minutes	Cashier
6. Approval of Regional Director	6.1 Encodes/Types the details of the applicant to the Travel Clearance Certificate		10 minutes	Administrative Staff
7. Issuance of Travel Clearance Certificate	7.1 Signs/Approves the Application or Certificate of Exemption for Exempted Applicants		5 minutes	Regional Director or the Authorized Approved Signatory
<b>TOTAL</b>	8.1 Releases the Travel Clearance Certificate to the Applicant / Certificate of Exemption		5 minutes	Administrative Staff
		Php 300.00 – Php 600.00	1 hour and 3 minutes	

- Social Workers may require additional documents from the applicant as basis of assessment whether or not the minor's travel will not constitute trafficking, exploitation and abuse.

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	DSWD – Field Office send Memo / Email to DSWD – PMB.
How feedbacks are processed	DSWD – PMB send reply letter / Memo to the concerned Field Office.
How to file a complaint	Complaints can be filed thru sending a letter or email to PMB-DSWD. The details of the complaint should be included in the information.

<p>Complainant using 8888</p>	<p>SMS will receive the complaint and will be forwarded to PMB if the concern is:</p> <p>On Programs and Services – SPD will be the one replying to the complaint.        On Personnel and other outside matters – The Focal Person will be the one replying to the complaint.</p>
<p>How complaints are processed</p>	<p>The concerned Office will conduct a case conference/ meeting to discuss the issue/concern. If necessary, to set a meeting with the complainant and discuss the concern.</p> <p>Internal investigation shall be conducted within the Bureau, then provide recommendation and officially send reply letter/memo to the concerned DSWD – Field Office.</p>
<p>Contact information of DSWD Program Management Bureau – Sectoral Programs Division (SPD)</p> <p>DSWD</p> <p>8888</p> <p>Anti-Red Tape Authority</p> <p>Contact Center ng Bayan CCB</p>	<p>Tel. No. – 931-91-41</p> <p>Email Address: <a href="mailto:psb@dswd.gov.ph">psb@dswd.gov.ph</a>  <a href="mailto:fo9@dswd.gov.ph">fo9@dswd.gov.ph</a>        991-6030        991-1001</p> <p>8888 Citizen’s Hotline Complaint        Send to 8888 providing details of the complaint</p> <p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a></p> <p>CCB        SMS – 0908 881 6565        Call – 165 56        P 5.0 + VAT per call anywhere in the Philippines via PLDT Landlines        Email: <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a>        Facebook: <a href="https://facebook.com/civilservicegov.ph/">https://facebook.com/civilservicegov.ph/</a>        Web:  <a href="http://contactcenterngbayan.gov.ph">http://contactcenterngbayan.gov.ph</a></p>



