DSWD
Department of Social Welfare and Development

TITLE OF SERVICE/PROCESS

ACCREDITATION OF CSOs TO IMPLEMENT DSWD PROJECTS AND/OR PROGRAMS USING DSWD FUNDS

I. OFFICE OR DIVISION

STANDARDS SECTION

II. SCHEDULE OF AVAILABILITY OF SERVICE

MONDAY - FRIDAY 8:00 AM-5:00 PM

III. WHO MAY AVAIL OF THE SERVICE

SOCIAL WORK AGENCIES W/ AT LEAST ONE (1) YEAR VALID LICENSE TO OPERATE

WHAT ARE THE REQUIREMENTS	WHERE TO SECURE
1. ACCOMPLISHED AND NOTARIZED APPLICATION FORM (DSWD-SB-CSOA-001A)	• DSWD CENTRAL OFFICE - STANDARDS BUREAU (SB) IBP ROAD, CONSTITUTION HILLS, BATASAN PAMBANSA COMPLEX, QUEZON CITY • ANY DSWD FIELD OFFICE - STANDARDS SECTION (REGIONS I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, CARAGA, MIMAROPA & NCR) • DSWD WEBSITE https://www.dswd.gov.ph/download/Documents-related-to-CSO-Accreditation/list_of_forms_for_the_accreditation_of_csos_as_implementing_entities_of_government_or_public_funds/edited-3.12.19DSWD-SB-CSOA-001A-Application-Form-Implementing-CSO.doc
2. PHOTOCOPY OF THE AUDITED FINANCIAL STATEMENTS AS RECEIVED BY THE BIR/AUTHORIZED COLLECTING BANK FOR THE PAST THREE (3) YEARS	APPLICANT
3. DATA SHEET OF THE DIRECTORS, TRUSTEES, OFFICERS, AND KEY PERSONNEL OF THE APPLICANT CSO. (DSWD-SB-CSOA-003A)	DSWD WEBSITE https://www.dswd.gov.ph/download/Documents-related-to-CSO-Accreditation/list_of_forms_for_the_accreditation_of_csos_as_implementing_entities_of_government_or_public_funds/edited-3.12.19DSWD-SB-CSOA-003A-CSO-Data-Sheet-Implementing-CSO-1.doc
4. LOCATION SKETCHES (SPOT/SATELLITE MAP) AND PHOTOGRAPHS (FAÇADE AND INTERIOR) OF THE PRINCIPAL OFFICE AND/OR SATELLITE OFFICES	APPLICANT
5. CERTIFICATE OF GOOD STANDING OR CERTIFICATE OF NO DEROGATORY INFORMATION ISSUED BY SEC	• SECURITIES EXCHANGE COMMISSION (SEC) - COMPANY REGISTRATION AND MONITORING DEPARTMENT SECRETARIAT BUILDING, PICC COMPLEX, ROXAS BOULEVARD, PASAY CITY, 1307 • ANY SEC EXTENSION OFFICE (BAGUIO CITY, TARLAC CITY, LEGAZPI CITY, CEBU CITY, ILOILO CITY, CAGAYAN DE ORO CITY, DAVAO CITY, ZAMBOANGA CITY)
6. DECLARATION OF COMMITMENT PURSUANT TO AO NO. 11 SERIES OF 2019	DSWD WEBSITE https://www.dswd.gov.ph/download/Documents-related-to-CSO-Accreditation/list_of_forms_for_the_accreditation_of_csos_as_implementing_entities_of_government_or_public_funds/Declaration-of-Commitment-Pursuant-to-AO-no.-11-s-2019.pdf

WHAT ARE THE REQUIREMENTS	WHERE TO SECURE
7. LIST OF PROJECTS AND PROGRAMS FUNDED BY DSWD OR ANY GOVERNMENT AGENCY. IF APPLICABLE. (DSWD-SB-CSOA-002A)	DSWD WEBSITE https://www.dswd.gov.ph/download/Documents-related-to-CSO-Accreditation/list_of_forms_for_the_accreditation_of_csos_as_implementing_entities_of_government_or_public_funds/edited-3.12.19DSWD-SB-CSOA-002A-List-of-Projects-Programs-Implementing-CSO.docx
8. CERTIFICATE OF NO DEFAULT OR DELAY IN LIQUIDATING FUNDS SIGNED BY THE DSWD FIELD OFFICE HEAD AND COUNTERSIGNED BY THE FINANCE MANAGEMENT SERVICE OR BY THE CONCERNED GOVERNMENT OFFICIAL OF THE OTHER GOVERNMENT AGENCIES, IF APPLICABLE. (DSWD-SB-CSOA-004A)	DSWD WEBSITE https://www.dswd.gov.ph/download/Documents-related-to-CSO-Accreditation/list_of_forms_for_the_accreditation_of_csos_as_implementing_entities_of_government_or_public_funds/edited-3.12.19DSWD-SB-CSOA-004A-Certification-of-No-Unliquidated-Funds-Implementing-CSO.docx

IV. HOW TO AVAIL OF THE SERVICE

CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
STEP 1: THE CSO REPRESEN-TATIVE FILES THE APPLICATION FORM TOGETHER WITH OTHER DOCUMENTARY REQUIRE-MENTS TO THE STANDARDS BUREAU OF THE DSWD CO.	RECEIVES AND RECORDS THE APPLICATION AT THE E-DTMS	NONE	*30 MINUTES	SUPPORT STAFF (STANDARDS BUREAU-CENTRAL OFFICE)
STEP 2: THE APPLICANT CSO AWAITS FOR NOTIFICATION RELATIVE TO THE APPLICATION	2.1 IF FOUND COMPLETE, SB WILL REQUEST THE FIELD OFFICE TO CONDUCT A VALIDATION VISIT. 2.2. POSTS NOTICE TO THE PUBLIC OR INVITATION TO SUBMIT DEROGATORY REPORT (WITHIN THREE (3) WORKING DAYS FROM THE RECEIPT OF A DEROGATORY REPORT, THE STANDARDS BUREAU, THROUGH A FORMAL LETTER SHALL NOTIFY THE APPLICANT AND REQUIRE THE SAME TO SUBMIT AN EXPLANATION/ COMMENT WITHIN TEN (10) WORKING DAYS FROM THE RECEIPT THEREOF. PLEASE ALSO REFER TO SECTION VI. NO. 2 OF MC 13 SERIES OF 2019)	NONE	2 WORKING DAYS	STANDARDS BUREAU ASSIGNED PERSONNEL (SCMD) THROUGH STANDARDS SECTION (FO) INFORMATION AND COMMUNICAT-ION TECHNOLOGY MANAGEMENT SERVICES (ICTMS)

CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	IF FOUND INCOMPLETE, SB WILL RETURN ALL SUBMITTED DOCUMENTS TO THE APPLICANT CSO WITH A LETTER AND ATTACHED CHECKLIST (DSWD-SB-CSOA-007A) INDICATING THE LACKING REQUIRED DOCUMENTS. IF FOUND WITH IRREGULARITIES, DOCUMENTS WILL NOT BE RETURNED TO APPLICANT WHICH SHALL SERVE AS EVIDENCE AND A GROUND FOR BLACKLISTING.			
STEP 3: ACTUAL VALIDATION VISIT	CONDUCTS VALIDATION VISIT TO THE APPLICANT CSO'S ADDRESS OR LOCATION (IF THE APPLICANT RECENTLY RECEIVED ITS ACCREDITATION (AS SWA) WITHIN SIX (6) MONTHS PRIOR TO THE DATE OF ITS APPLICATION AS AN IMPLEMENTING CSO, THERE IS NO NEED FOR A VALIDATION VISIT, UNLESS THE DECLARED PROJECTS AND PROGRAMS APPLIED FOR ACCREDITATION REQUIRES FURTHER VERIFICATION AS PER ASSESSMENT OF THE STANDARDS BUREAU STAFF.)	NONE	1 WORKING DAY (PER AGREED SCHEDULE)	STANDARDS SECTION (FO) PER AREA OF JURISDICTION. STANDARDS BUREAU FOR THOSE OPERATING IN MORE THAN ONE REGION
STEP 4: AWAITS APPROVAL OR DENIAL OF THE APPLICATION FOR ACCREDITAT-ION	4.1. PREPARES AND SUBMIT THE VALIDATION REPORT TO SB	NONE	**4 WORKING DAYS	STANDARDS SECTION (FO), DIVISION CHIEF AND REGIONAL DIRECTOR
	4.2. CONDUCTS ASSESSMENT AND EXAMINATION OF APPLICATION	NONE	4 WORKING DAYS	STANDARDS BUREAU ASSIGNED PERSONNEL (SCMD)
	4.3. FINAL REVIEW AND EVALUATION (AN APPLICANT MAY BE REQUIRED BY THE SB TO SUBMIT ADDITIONAL SET OF REQUIREMENTS WHICH ARE DEEMED NECESSARY TO VERIFY DOUBTFUL	NONE	4 WORKING DAYS	STANDARDS BUREAU ASSIGNED PERSONNEL (SCMD)

CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	INFORMATION AND TO ESTABLISH COMPLIANCE TO APPROPRIATE POLICIES.)			
	4.4. CONFIRMATION LETTER ON THE RESULT OF THE EVALUATION	NONE	2 WORKING DAYS	STANDARDS BUREAU ASSIGNED PERSONNEL (SCMD), SB DIRECTOR
	4.5. APPROVAL OF THE CERTIFICATE OF ACCREDITATION	NONE	3 WORKING DAYS	STANDARDS BUREAU ASSIGNED PERSONNEL (SCMD), SB DIRECTOR, CLUSTER HEADS AND DEPARTMENT SECRETARY
STEP 5: RECEIVES THE CERTIFICATE OF ACCREDITAT-ION OR THE DENIAL LETTER	5.1 NOTIFY THE APPLICANT ORGANIZATION ON THE AVAILABILITY OF THE CERTIFICATE 5.2 ISSUES THE CERTIFICATE OF ACCREDITATION OR THE DENIAL LETTER	NONE	5 WORKING DAYS	SUPPORT STAFF (STANDARDS BUREAU - SB)

V. PROCESSING TIME

COMPLETE AND COMPLIANT :	20 WORKING DAYS
INCOMPLETE AND NON-COMPLIANT: :	3 WORKING DAYS

THE NUMBER OF MINUTES SHALL BE INCLUDED ON THE TOTAL 20 WORKING DAYS.

***** THIS DOES NOT INCLUDE THE TRAVEL TIME OF DOCUMENTS FROM THE DSWD FIELD OFFICE TO THE CENTRAL OFFICE, AND VICE VERSA.***

VI. FEEDBACK AND COMPLAINTS MECHANISM

HOW TO SEND FEEDBACK	FILL OUT THE CUSTOMER'S FEEDBACK FORM AND PUT IN THE DROP BOX.
HOW FEEDBACK ARE PROCESSED	SECTION HEAD, ASSISTED AND WITNESSED BY AN ADMINISTRATIVE STAFF, OPENS THE DROP BOX. COMMENTS AND / OR COMPLAINTS ARE TO BE NOTED IN A SEPARATE SHEET (HARD COPY AND SOFT COPY). THE COMMENTS AND / OR COMPLAINTS SHALL BE DISCUSSED BY THE SECTION HEAD WITH THE CONCERNED STAFF FOR FEEDBACK AND APPROPRIATE ACTION. SUBSEQUENT MONITORING FOR ACTION TAKEN SHALL BE DONE FOR UPDATE PURPOSES.
HOW TO FILE A COMPLAINT	FOR WRITTEN COMPLAINTS, ONE CAN FILL-OUT THE COMPLAINT FORM FOUND AT THE PUBLIC ASSISTANCE DESK AND PUT IT INSIDE THE PROVIDED SUGGESTION BOX. ONE CAN ALSO PERSONALLY SEND A LETTER COMPLAINT (HARD COPY VIA COURIER AND / OR SOFT COPY VIA EMAIL) ADDRESSED TO THE DIVISION CHIEF OR TO THE REGIONAL DIRECTOR.
HOW COMPLAINTS ARE PROCESSED	FOR COMPLAINTS THROUGH THE PUBLIC ASSISTANCE DESK (PACD) AND HARD COPY VIA COURIER, THESE SHALL BE ACCESSED BY THE SECTION HEAD ASSISTED AND WITNESSED AND DOCUMENTED (HARD AND SOFT COPY) BY AN ADMINISTRATIVE ASSISTANT. FOR COMPLAINTS THROUGH EMAIL, THE ADMINISTRATIVE ASSISTANT SHALL INFORM THE SECTION HEAD ABOUT IT. THE COMMENTS AND / OR COMPLAINTS SHALL BE DISCUSSED BY THE SECTION HEAD WITH THE CONCERNED STAFF FOR FEEDBACK AND APPROPRIATE ACTION. SUBSEQUENT MONITORING FOR ACTION TAKEN SHALL BE DONE FOR UPDATE PURPOSES.
CONTACT INFORMATION	standards.fo7@dswd.gov.ph