



Council for the Welfare of Children



Citizen's Charter
2026 1st EDITION



COUNCIL FOR THE WELFARE OF CHILDREN (CWC)

CITIZEN'S CHARTER
2026 1ST (EDITION)

FOREWORD

Pursuant to Section 6 of the Republic Act (RA) No. 11032, or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018, it is imperative that covered government instrumentalities shall set up their Citizen's Charter to provide the transacting public an information billboard and handbook of their most current processes and services.

As such, the Council for the Welfare of Children (CWC), an attached agency of the Department of Social Welfare and Development (DSWD) that is covered by RA 11032, hereby presents this Citizen's Charter for FY 2026 as commitment to the government's fight against red tape and push for the ease of doing business.

In adherence with His Excellency President Ferdinand R. Marcos, Jr.'s push for a whole-of-government approach to achieve bureaucratic efficiency, CWC enjoins all government offices' further compliance with the Citizen's Charter requirements and other provisions of the Ease of Doing Business Law.

Let us continue to work together to provide a transparent, people-centered, and productive Philippine government that fosters a sound regulatory environment and globally competitive services.



Angelo M. Tapaless
USEC. ANGELO M. TAPALES
Executive Director V, CWC

AGENCY PROFILE

I. Mandate

Presidential Decree(P.D.) No. 603 of December 1974, otherwise known as the “Child and Youth Welfare Code” created the Council for the Welfare of Children (CWC) and its Secretariat. It was amended by Executive Order 233 series of 1987 which strengthened its powers and responsibilities along with policy and plan formulation, advocacy, coordination, and monitoring of the implementation of policy, programs, and services relative to the best interest of children.

The Council for the Welfare of Children has a Secretariat headed by an Executive Director duly appointed by the President. The Secretariat is the executive arm of the Council and its tasks and functions are as follows:

1. Implement all directives and resolutions of the Council;
2. Coordinate and monitor the implementation of policies, programs, and projects;
3. Facilitate the conduct, research, human resources development, and project development that the child youth-serving agencies may need;
4. Provide administrative, secretariat, communication, documentation, and liaison services to the Council and its committees, sectorial panels, and other organizational structure under the Council;
5. Prepare necessary reports as required; and
6. Perform other tasks and functions as directed by the Council under the goals and objectives of PD 603 and EO 233 and other pertinent decrees, executive orders, proclamations, and regulations for the welfare of children and youth.

II. Vision:

The focal government inter-agency provides dynamic leadership in ensuring a child-friendly and child-sensitive society where every child fully enjoys his/her rights.

III. Mission:

- CWC shall undertake its coordinative role for children through:
- Coordination of implementation and enforcement of all laws relative to the promotion of children's welfare;
- Formulation and advocacy for the implementation of policies, programs, and projects;
- Monitoring and evaluation of policies, programs, and measures for children;
- Advocacy for child rights and mobilization of resources;
- Building strong networks, partnerships, and coordination mechanisms; and
- Institution building of partners and stakeholders.

AGENCY PROFILE

IV. Core Values:

The CWC is guided by the following core values at all times:

- Respect for the rights of the child is given a premium.
- Strive for Excellence in all its undertakings with highest standards.
- Non-discrimination of children regardless of age, sex, color, religion, ethnicity, race, etc.
- Accountability- CWC shall act with transparency, liability, and answerability. CWC shall acknowledge and assume responsibility for actions, decisions and policies including the administration, governance and implementation of programs and services. CWC shall accept the consequences of choices and learning from our mistakes.

V. Service Pledge:

We, the Council for the Welfare of Children Secretariat, commit ourselves to providing excellent quality services to its customers, partners, stakeholders, and Filipino children in adherence to the provisions of Presidential Decree 603 (Child and Youth Welfare Code) and Executive Order 233, other relevant laws, national and international commitment.

We pledge to achieve our commitment through a **CHILD-friendly** approach:

- **C**ontinuously take a proactive stance in protecting Filipino children;
- **H**arness our partnership with different stakeholders on children;
- **I**mprove our service effectiveness and efficiency with transparency, accountability and integrity;
- **L**ead a multi-disciplinary team of experts and competent staff who proactively respond to the demands of national policies and international treaties; and
- **D**evelop and continually improve our quality management system.

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CENTRAL OFFICE

EXTERNAL SERVICES

OFFICE OF THE EXECUTIVE DIRECTOR (OED)

1. Management of Incoming Documents from External Sources

This provides the process for all incoming documents from external sources (e.g., government agencies, private institutions, organizations, and individuals) received by the Council for the Welfare of Children and Office of the Executive Director are properly recorded, reviewed and routed to the concerned office or division for action.

Office or Division:	Office of the Executive Director (OED)			
Classification:	Simple			
Type of Transaction:	Government-to-Government (G2G)			
Who may Avail of the Service:	CWC Division/Unit/Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Transmittal Letter/Memorandum 1. <u>For physical mail:</u> 1 original copy of the approved request with its corresponding attachments, addressed to the agency or to the Head of Agency <u>For email request:</u> 1 scanned copy of the approved request with its corresponding attachments		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request not limited to the following: a. Technical Assistance/ Inputs	1.1 Receives incoming emails and provide instruction before endorsing it to the responsible office/division/sectio	None	2 hours	Executive Assistant III (EAIII)

b. Attendance to Meeting c. Serve as Panelist	n/ unit for their action. The responsible office/division/section/ unit shall send an acknowledgment to the requesting party.			
	1.2 If the letter is directly for action of the head of agency such as attendance to meetings, consultation, or as a panel, the EA III shall confirm or decline attendance if the schedule is in conflict with a prior engagement. Otherwise, forwards the document to the Executive Assistant IV for assessment before routing to the concerned office/division/section/ unit	None	5 hours	Executive Assistant III
2.Receive the email/letter response and complete the Online Client Satisfaction Measurement (CSM) Form. https://docs.google.com/forms/d/e/1FAIpQLScaKX9uDDqIPUAgVWGNLFcCFY9JlpPt7qI4RSbAk0M5ehohdg/viewform	2.1. Send the response to the Requesting Party and provide the Online Client Satisfaction Measurement (CSM) Form.	None	1 hour	Executive Assistant III

TOTAL	None	1 day	
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2. Request for Messages, Speeches, Statements, and other Public Relations engagements (walk-in Clients)

This process covers the request for messages, speeches, statements and other public engagements of the Head of Agency. These requests may originate from media partners, private entities, and government agencies.

Office or Division:	Office of the Executive Director (OED)
Classification:	Complex
Type of Transaction:	Government-to-Government (G2G)
Who may Avail of the Service:	CWC Division/Unit/Office

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) Original Copy of request letter and must contain the following information: a. Full name of the representative from the requesting Agency b. Contact Number and email address c. Full instruction/details of requested material (What, When, Where. Who, and How and other relevant supporting details)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Submit printed request not limited to the Office of the Executive Director (OED)	1.1 Receive the request from the requesting party and routes to OED.	None	10 minutes	Administrative Assistant II (AA II) Receiving Section
	1.2 Input in the document tracker and endorse to the Executive Assistant III (EA III/ Executive Assistant IV (EA IV)	None	10 minutes	Administrative Assistant II (AA II), OED
	1.3 Assess the request and assign it to the office/division/ section/ unit primarily responsible for providing data needed.	None	1 hour	Executive Assistant III (EA III)
	1.4 Gather data and draft document in coordination with the EA IV	None	5 days	Technical Staff
	1.5 Review and approval of the draft from the assigned office/ division/ section/ unit	None	1 day	Attorney III/ EA IV
	1.6 Final review and endorsement for signature of the Head of Agency	None	4 hours	EA III
	1.7 Final review and signature of the draft from the assigned office/ division/ section/ unit	None	2.5 hour	Head of Agency
2.Receive the email/letter response and complete the Online Client	2.1. Send the response to the Requesting Party and provide the Online	None	10 minutes	Executive Assistant III (EA III)

Satisfaction Measurement (CSM) Form. https://docs.google.com/forms/d/e/1FAIpQLScaKX9uDDqIPUAgVWGNLFcCFY9JIpPt7qI4RSbAk0M5ehohdg/viewform	Client Satisfaction Measurement (CSM) Form.			
TOTAL		None	7 days	

3. Request for Messages, Speeches, Statements, and other Public Relations engagements (via email)

This process covers the request for messages, speeches, statements and other public engagements of the Head of Agency. These requests may originate from media partners, private entities, and government agencies.

Office or Division:	Office of the Executive Director (OED)
Classification:	Complex
Type of Transaction:	Government-to-Government (G2G)
Who may Avail of the Service:	CWC Division/Unit/Office
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Email formal request at cwc@cwc.gov.ph or oed@cwc.gov.ph Must contain the following: • Full name of the representative from the requesting Agency • Contact Number and email address • Full instruction/details of requested material (What, When, Where. Who, and How and other relevant supporting details)	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send a formal request with complete details via email at cwc@cwc.gov.ph or oed@cwc.gov.ph	1.1 Receive and assess request from the requesting institution and forward to concerned division/unit for action and to the Administrative Assistant II for recording in the tracking system.	None	1 hour	Executive Assistant III (EA III)
	1.2 Record the request in the tracker and monitor	None	30 minutes	Administrative Assistant II (AA II)
	1.3 Gather data and draft document in coordination with the EA IV	None	5 days	Technical Staff
	1.4 Review and approval of the draft from the responsible office/ division/ section/unit	None	1 day	Executive Assistant IV (EA IV)/ Attorney III
	1.5 Final review and check completeness of the document before endorsing it to the head of the agency.	None	4 hours	Executive Assistant III (EA III)
	1.6 Final review and signature of the draft from the responsible office/ division/ section/unit	None	2 hours	Head of Agency
2.Receive the email/letter response and complete the Online Client Satisfaction	2.1. Send the response to the Requesting Party and provide the Online Client Satisfaction	None	30 minutes	Executive Assistant III (EA III)

Measurement (CSM) Form. https://docs.google.com/forms/d/e/1FAIpQLScaKX9uDDqIPUAqVWGNLFcCFY9JlpPt7ql4RSbAk0M5ehohdg/viewform	Measurement (CSM) Form.			
TOTAL		None	7 days	

OFFICE OF THE EXECUTIVE DIRECTOR- LEGAL UNIT

1. Request for Resource Speaker

This pertains to the request for a resource speaker to discuss the mandates and program of CWC.

Office or Division:	Office of the Executive Director- Legal Unit			
Classification:	Simple			
Type of Transaction:	Government-to-Government (G2G) Government-to-Citizen (G2C)			
Who may Avail of the Service:	ALL CWC Division/Unit/Office			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. 1 original/ scanned approved letter request containing the following: • Name of the Requesting Client • Date and time of the activity (must be 7 days before the conduct of the activity) • Brief profile of attendees • Video Conference link/ Venue • Program			Requesting Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Submit Request Letter through the following: Via Physical Copy: Addressed to Office of the Executive Director- Legal Unit Via email: btsantamaria@cwcc.gov.ph flacmaan@cwcc.gov.ph	1.1 Receives and checks the adequacy and completeness of the document as part of the complete staff work before endorsing it to the Legal Officer, then records the same to the document tracking.	None	1 hour	Legal Assistant II
	1.2 Review the request, and if no further details are needed, signify attendance through the Legal Assistant II or the Administrative Aide VI. Otherwise, send a letter of regret to the requesting client.	None	21 hours	Attorney III
2. Coordinate on the finalization of the schedule	2.1 Send confirmation of attendance or regret letter to the requesting client either through phone call or through email confirmation.	None	1 hour	Legal Assistant II Administrative Aide VI
3. Receive the email/letter response and complete the Online Client Satisfaction	3.1 Send the response to the Requesting Party and provide the Online Client	None	1 Hour	Legal Assistant II

Measurement (CSM) Form. https://docs.google.com/forms/d/e/1FAIpQLScaKX9uDDqIPUAgVWGNLFcCFY9JlpPt7qI4RSbAk0M5ehohdg/viewform	Satisfaction Measurement (CSM) Form.			
TOTAL		None	3 days	

COMMITTEE ON ANTI-RED TAPE (CWC-CART)

1. Provision of assistance for walk-in client/s through Public Assistance and Complaints Desk (PACD)

The assigned personnel shall provide assistance to walk-in clients through the Public Assistance and Complaints Desk (PACD) which serves as the helpdesk of the Council, providing immediate assistance to the public by addressing inquiries, concerns, and complaints through physical walk-in visits to the CWC office. It ensures transparency, accountability, and accessibility in service delivery by facilitating immediate assistance and appropriate actions to walk-in clients.

Office or Division:	CWC-Committee on Anti-Red Tape (CWC-CART)		
Classification:	Simple		
Type of Transaction:	Government-to-Citizen (G2C) Government-to-Government (G2G) Government-to-Business (G2B)		
Who may Avail of the Service:	All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Inquiry/ Complaint Form or Similar Documents containing the following: a. Full Name of the Client b. Address of the Client c. Contact Details of the Client d. Purpose of Visit e. Person/s visited		PACD Area Requesting Client	

f. For complaint, evidence of such violation/s, such as but not limited to the following documents from the concerned government agency:

- Transaction Slips (1 Scanned Copy)
- Receipts (1 Scanned Copy)
- Notification (1 Scanned Copy)
- Application Form (1 Scanned Copy)
- Payment Slips (1 Scanned Copy)
- Acknowledgment Receipts (1 Scanned Copy)
- Conformation Slips (1 Scanned Copy)

NOTES:

Complaints which do not disclose the identity of the complainant will be acted upon and treated as anonymous complaint provided that the rest of the details required above are submitted. Complaints with incomplete requirements and no contact information may not be acted upon by the Council.

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Physically file the concern with the necessary information by visiting the CWC Office located at No. 10 St., Sta. Teresita, Quezon City	1.1 Inform the client of the Data Privacy Act and that all information and records obtained shall be secured and shall only be	None	30 minutes	PACD Officer

	used for the following purposes: - Evaluation of possible violation of RA No. 11032; - Exercise of fact-finding investigation of CWC; - Reporting to other government agencies in case of referral; - Other actions necessary for the exercise of CWC's mandate under the law. - Ask the client if he/she understood the foregoing Data Privacy Statement and express his/her consent for CWC to collect, record, use his/her			
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	personal data as part of the information for purposes abovestated 1.2 PACD Officer to check the completeness of the documents submitted by the client 1.3 If the Inquiry/ Complaint Form is complete, the PACD Officer shall: Scan the accomplished Inquiry/ Complaint Form for documentation; Endorse to the Records Officer for recording and issuance of a Tracking Number.			
	1.4 PACD Officer to provide the walk-in client with the receiving copy of the Inquiry/ Complaint Form with the assigned tracking number.	None	30 minutes	PACD Officer
	1.5 The PACD Officer shall: Provide a brief explanation of the process and timeline for the initial	None	2 hours	PACD Officer

	processing of the complaint. • Inform the client about the different CWC communication channel where they can inquire or follow up on the status of their complaint, such as: • CWC-CART email: cart@cwv.gov.ph • CWC Landline: (02) 8461-6620 loc 213 • CWC Social Media pages or website of CWC at www.cwv.gov.ph			
	1.6 Record the action using the PACD Logbook or division responsible for handling the matter.	None	30 minutes	PACD Officer
2. Receive the response and complete the Online Client Satisfaction Measurement (CSM) Form.	2.1 Send the response to the Requesting Party and provide the Online Client Satisfaction	None	30 minutes	PACD Officer

https://docs.google.com/forms/d/e/1FAIpQLScaKX9uDDqIPUAgVWGNLFCFY9JlpPt7ql4RSbAk0M5ehohdg/viewform	Measurement (CSM) Form.			
TOTAL		None		

2. Provision of assistance to client/s through Phone calls and email

The Council for the Welfare of Children (CWC) Committee on Anti- Red Tape (CART) through the CART Secretariat shall provide assistance to clients via phone calls and emails, providing immediate assistance to the public by addressing inquiries, concerns, and complaints. It ensures transparency, accountability, and accessibility in service delivery by facilitating immediate assistance and appropriate actions to online or distant clients.

Office or Division:	CWC-Committee on Anti-Red Tape (CWC-CART)		
Classification:	Simple		
Type of Transaction:	Government-to-Citizen (G2C) Government-to-Government (G2G) Government-to-Business (G2B)		
Who may Avail of the Service:	All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Email to car@cwcc.gov.ph the Inquiry/ Complaint Form or Similar Documents containing the following: f. Full Name of the Client g. Address of the Client h. Contact Details of the Client i. Purpose of Visit j. Person/s visited k. For complaint, evidence of such violation/s, such as but not limited to the following documents from the concerned government agency: • Transaction Slips (1 Scanned Copy) • Receipts (1 Scanned Copy)		Requesting Client	

- Notification (1 Scanned Copy)
- Application Form (1 Scanned Copy)
- Payment Slips (1 Scanned Copy)
- Acknowledgment Receipts (1 Scanned Copy)
- Conformation Slips (1 Scanned Copy)
-

or visit the link for online submission:
<https://forms.gle/wNtgkw4gDjWmjiyK8>

2. For phone calls, provide all necessary details such as:

- Full name of the caller
- Contact Details
- Address
- The concern
- Proof of transaction

NOTES:

Complaints which do not disclose the identity of the complainant will be acted upon and treated as anonymous complaint provided that the rest of the details required above are submitted. Complaints with incomplete requirements and no contact information may not be acted upon by the Council.

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send email to cart@cwcc.gov.ph attaching all the checklist of requirements. Call landline at (02) 8461-6620 local 213.	1.1 Acknowledge the email and send the Data Privacy Statement and Consent to the client.	None	10 minutes	CART Secretariat

Submit inquiry or complaint through: https://forms.gle/wNtgkw4gDjWmjiyK8				
	1.2 For call, inform the client of the Data Privacy Act and that all information and records obtained shall be secured and shall only be used for the following purposes: a. Evaluation of possible violation of RA No. 11032; b. Exercise of fact-finding investigation of CWC; c. Reporting to other government agencies in case of referral; d. Other actions necessary for the exercise of CWC's mandate under the law. e. Ask the client if he/she understood the foregoing Data Privacy Statement and express his/her consent for CWC to collect, record, use his/her personal data as part of the information for purposes abovestated.	None	30 Minutes	CART Secretariat

	1.3 After receipt of Data Privacy Statement and Consent, the CART Secretariat shall check the completeness of the requirements and proceed with the next action. If the document is incomplete, revert to the client for completion.	None	30 minutes	CART Secretariat
	1.4 The CART Secretariat shall: • Provide a brief explanation of the process and timeline for the initial processing of the complaint. • Inform the client about the different CWC communication channel where they can inquire or follow up on the status of their complaint, such as: • CWC- CART email: cart@cwv.gov.ph	None	1 hour	CART Secretariat

	- CWC Landline: (02) 8461-6620 loc 213 - CWC Social Media pages or website of CWC at www.cwc.gov.ph			
	1.5 Record the action using and forward to the division responsible for handling the matter.	None	10 minutes	CART Secretariat
	1.6 Responsible division shall draft the response to the inquiry or complaint and route to CART Secretariat for recording purposes and to send to client.	None	2 days	Responsible Division
2. Receive the response and complete the Online Client Satisfaction Measurement (CSM) Form. https://docs.google.com/forms/d/e/1FAIpQLScaKX9uDDqIPUAgVWGNLFcCFY9JIpPt7qI4RSbAk0M5ehohdg/viewform	2.1 Send the response to the Requesting Party and provide the Online Client Satisfaction Measurement (CSM) Form.	None	30 minutes	CART Secretariat
TOTAL		None	2 days, 2 hours, 50 minutes	

2. Request for Status of Complaint

This process involves the Committee on Anti-Red Tape (CART) providing messaging assistance to complaints through CWC-CART's email and the Records Officer for the complaints received through CWC official social media platforms. It enables a fast, efficient, and effective way to update complaints on the status of complaints lodged through instant messaging and quick responses.

Office or Division:	CWC-Committee on Anti-Red Tape (CWC-CART)			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen (G2C) Government-to-Government (G2G) Government-to-Business (G2B)			
Who may Avail of the Service:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• Full name of the Complainant • Contact Details and e-mail address of the Complaint • Complaint Tracking Number of the Complainant		Requesting Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send a request status of complaint via Official CWC-CART email: cart@cw.gov.ph	1.1 Acknowledged receipt of the message/call	None	1 Hour	CART Secretariat
	1.2. If a complaint is active with CART, provide the sender with the latest status update of their complaint. Additionally, offer a	None	1 day	CART Secretariat

	brief explanation of the next steps based on the required processing time			
	1.3. If the complaint was endorsed to other CWC Divisions/Offices, the Office/Division shall endorse the request for status to the CART by sending or routing the information received.	None	1 day	Administrative Assistant II Division Chief (DC)
	1.4 The CART, upon receiving the request, shall check on the status of the complaint and update the sender.	None	6 hours	CART Secretariat
2. Receive the email/letter response and complete the Online Client Satisfaction Measurement (CSM) Form. https://docs.google.com/forms/d/e/1FAIpQLScaKX9uD DqIPUAgVWGNLFcCFY9JlpPt7qI4RSbAk0M5ehohdg/viewform	2.1 Send the response to the Requesting Party and provide the Online Client Satisfaction Measurement (CSM) Form.	None	1 hour	CART Secretariat
TOTAL		None	3 days	

POLICY, PLANNING, AND RESEARCH DIVISION (PPRD)

- 1. Name of Service: Provision of Technical Assistance on Research-related Requests (Statistical data, research responses, interview requests etc.)***

This pertains to the CWC's established mechanism for managing and responding to research-related inquiries concerning children and child-focused issues. It includes the provision of data, technical inputs, and relevant information to support evidence-based studies, policy research, and academic or institutional research initiatives.

It covers formal requests for datasets, documents, and subject-matter clarification, as well as participation in key informant interviews, expert consultations, and the completion of structured research instruments (e.g., survey questionnaires and similar data collection tools).

Office or Division:		Policy, Planning, and Research Division (PPRD) - Research Unit		
Classification:		Highly Technical (20 days)		
Type of Transaction:		Government-to-Government (G2G)/ Government-to-Citizens (G2C)/ Government - to - Non-Government Organization (G2NGO)		
Who may avail:		Government/Private Research Institutions, Academe, CSOs, Individual Researchers, Inter-agency partners		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request or email request (1 officially signed request letter; with 1 photocopy (receiving copy) for On-site submission, and 1 scanned copy of the original request attached to email submission.		Requesting Office/agency/instrumentalities organization		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Agency/ Office submits requests for technical inputs to research paper, thesis proposals;	a. Receives request	None	1 hour	Records Officer
	b. Record Officer forwards to OED for instructions	None	1 hour	Executive Assistant III
	c. Acknowledge receipt from OED	None	1 day	Administrative Assistant II
	c. Forward request to the PPRD Division Chief for information, initial review and instruction	None	1 day	Administrative Assistant II
	If request falls outside the Research Unit's scope (e.g. other divisions/units concerned):			
	Forward request to the concerned Division/Unit for their action	None	1 day	Division Chief
	If request falls within the Research Unit's scope:			
	d. Assign the request the Research Unit Head for action	None	1 day	Division Chief
	e. Acknowledge receipt of the PPRD Division Chief's instructions	None	1 day	Planning Officer III
	f. Review the corresponding request and draft initial inputs	None	3 days	Planning Officer III
	g. Assign concerned staff and provide initial inputs and instructions	None	1 day	Planning Officer III
	h. Acknowledge receipt of instructions from the Research Unit Head	None	1 day	Planning Officer I/II

	i. Coordinate with the requesting party to gather necessary additional information	None	1 day	Planning Officer I/II
2. Requesting party provides necessary additional information to PPRD	j. Acknowledge receipt of the additional information and prepare agency response	None	1 day	Planning Officer I/II
	If responding to a request for research interview:	None		
	Determine the appropriate level of representation to the interview and confirm the interview date	None	1 day	Planning Officer I/II
	Prepare the briefer/response to the interview questions for reference of the CWC representative If the research topic falls outside the PPRD scope, the Research Unit staff coordinates with the appropriate division/unit to prepare the same	None	2 days	Planning Officer I/II
	Conduct of the actual interview	None	1 day Total: 16 days & 2 hours	CWC Representative
	If responding to request for inputs to technical documents/ statistical data:	None		
	Prepare draft response and submit to Research Unit	None	2 days	Planning Officer I/II

	Head for review/inputs			
	Research Unit Head review / provide inputs to the draft response. If revisions are needed, it is returned to the concerned staff. If none, forwarded for Division Chief's clearance.	None	2 days	Planning Officer III
	Draft response endorsed to OED for approval/signature.	None	1 day	Planning Officer I/II
	If the requested technical document/statistical data falls outside the PPRD scope, the concerned staff coordinates with the appropriate division/units to prepare the same.	None	1 day	Planning Officer I/II
	Once approved by the OED, send official response to the requesting party	None	1 day	Planning Officer I/II
	If requests for interview/technical documents/ statistical data fall outside CWC's scope, the requesting party is informed and referred to the appropriate agency through the	None	1 day Total: 20 days	Planning Officer I/II

	provision of the official directory.			
3. Receive the email response confirming the submission of the ARTA compliance and complete the Online Client Satisfaction Measurement (CSM) Form. https://docs.google.com/forms/d/e/1FAIpQLScaKX9uDDqIPUAgVWGNLFCFY9JlpPt7qI4RSbAk0M5ehohdg/viewform	3.1 Send the response to the Requesting Party and provide the Online Client Satisfaction Measurement (CSM) Form.	None	1 Hour	Planning Officer I/II/III Research Unit
TOTAL		None	20 days	

ADMINISTRATIVE AND FINANCE DIVISION (AFD)

1. Name of Service: Management of Incoming Documents from External Sources

This service covers receiving and routing of incoming records/documents from external sources to the Office of the Executive Director (OED) and/or concerned Office/Division/Unit (ODU).

Office or Division:	Administrative and Finance Division – Records Management Section
Classification:	Simple
Type of Transaction:	Government to Government (G2G), Government to Business (G2B), Government to Citizen (G2C)
Who may Avail:	All clients/individuals/organizations

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Original copy of the document/s to be received, with Complete attachment/s as stated in the transmittal • (One (1) Physical copy)	External Sources/Agencies/Office etc.
0. Transmittal Memorandum/letter • (One (1) original copy)	
0. Receiving Copy of the document • (One (1) original physical copy)	
0. Client Satisfaction Measurement (CSM) Form (Online or On-site)	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends letters, documents, and other information to CWC through Messenger or Courier Services such as LBC, 2GO, JRS Express, Philpost etc.	1.1. Receives document/s and checks the correctness of the document to be received (if intended to CWC), and completeness of attachments, as listed in the transmittal memorandum or letter (if applicable)	None	Two (2) hours	Administrative Assistant II

	1.2. Signs the Receiving copy, indicating the name of the Receiving Officer as well as the date and time of receipt	None	One (1) hour	Administrative Assistant II
2. Receives the receiving copy of the document https://docs.google.com/forms/d/e/1FAIpQLScaKX9uDDqIPUAqVWGNLFCFY9JlpPt7qI4RSbAk0M5ehohdg/viewform	2.1. Returns the receiving copy to the client 2.2. Provides the Online (link) or On-site Client Satisfaction Measurement (CSM) Form to the client	None	One (1) hour	Administrative Assistant II
	3. Logs the received documents (logbook and Records Management Tracking Sheet)	None	One (1) hour	Administrative Assistant II
	4.1. For sealed documents, endorses the same to the Office of Executive Director for routing to the appropriate Office/Division/Unit 4.2. For received documents with indicated name or ODU of recipient, the same is to be endorsed directly to the ODU for their appropriate action.	None	One (1) hour	Administrative Assistant II
TOTAL		None	Six (6) hours	

2. Name of Service: Processing of Freedom of Information (FOI) Requests

This service covers the council's response to the Freedom of Information (FOI) Requests received by the CWC through FOI Request Form, Letter, Email, or eFOI Portal.

Office or Division:	Administrative and Finance Division (AFD) – Records Management Section and Public Affairs and Information Office
Classification:	Highly Technical
Type of Transaction:	Government to Government (G2G), Government to Business (G2B), Government to Citizen (G2C)
Who may Avail:	All clients/individuals/organizations

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. One (1) original copy of duly filled out FOI Request Form (Walk-in)	Requesting Party
2. FOI Request sent through a letter (through Messenger or Courier Service)	
3. FOI Request sent through email	
4. FOI Request made through the eFOI Portal	
5. Valid Government IDs	
6. FOI Feedback Form link (Google Form)	FOI Receiving Officer or FOI Decision Maker

1. CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
FOI Request through Request Form and/or sent through Messenger/Courier Service				
2. Submits a duly accomplished FOI Request form	1.1. Receive and acknowledge the duly accomplished FOI Request form 1.2. Review and assess the nature of request	None	One (1) day	FOI Receiving Officer (FRO)
	1.3 Endorse the received FOI Request to the FOI Evaluating Officer for further evaluation of the request, through a Memorandum	None	One (1) day	FOI Receiving Officer
	1.4 Coordinate with concerned office / division / unit for the information being requested by the client	None	Five (5) days	FOI Evaluating Officer

	1.5 Prepare the response to the client, and endorse the same to the Office of Executive Director for approval and signature of the FOI Decision Maker	None	One (1) day	FOI Evaluating Officer
	1.6 Endorse the signed response, as well as the information being requested, to the FOI Receiving Officer	None	One (1) day	FOI Evaluating Officer
	1.7 Send the response to the client via contact details provided in the FOI Request form and provide the FOI Feedback Form link.	None	One (1) hour	FOI Receiving Officer
TOTAL		None	Nine (9) days and 1 hour	

FOI Request sent through Email				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the FOI Request through email	1.1. Receive and acknowledge the request via email 1.2. Print the email and endorse the same to the FOI Evaluating Officer through a Memorandum	None	One (1) day	FOI Receiving Officer
	1.3 Coordinate with concerned office / division / unit for the information being requested by the client	None	Five (5) days	FOI Evaluating Officer
	1.4 Prepare the response to the client, and endorse the same to the Office of Executive Director for approval and signature of the FOI Decision Maker	None	One (1) day	FOI Evaluating Officer

	1.5 Endorse the signed response, as well as the information being requested, to the FOI Receiving Officer	None	One (1) hour	FOI Evaluating Officer
	1.6 Send the response to the client via email and provide the FOI Feedback Form link.	None	One (1) hour	FOI Receiving Officer
TOTAL			Seven (7) days, 2 hours	

FOI Request made through the eFOI Portal

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in to www.foi.gov.ph and course through the FOI request in the eFOI portal	1. Accept and acknowledge the eFOI request	None	One (1) hour	FOI Receiving Officer
	2 Initial evaluation of the nature of request (if the information is not in the custody of CWC, if the information is already posted and available online, information is substantially similar to a previous request)	None	Two (2) hours	FOI Receiving Officer (FRO)

	3. Forward the request to the FOI Decision Maker through the eFOI portal			
	4. FOI Decision Maker to collect and retrieve all information requested 4.1. If the request needs further details to identify or locate the information, he shall, through the FRO, seek clarification from the requesting party. 4.2. If the FDM determines that a record contains information of interest to another office, the FDM shall consult with the CWC concerned on the disclosability of the records	None	Five (5) days	FOI Decision Maker (FDM)

	before making any final determination			
	5. Upon receipt of the requested information from the FDM, the FRO shall collate and ensure that the information is complete. He shall attach a cover/transmittal letter signed by the CWC Executive Director 5.1. If the information requested requires extensive search of the government's office records facilities, examination of voluminous records, the occurrence of fortuitous events or other analogous cases, the FDM	None	One (1) day	FOI Receiving Officer (FRO)

	should inform the FRO. The FRO shall inform the requesting party of the extension, setting forth the reasons for such extension. 5.2. In case of approval, the FRO shall ensure that all records that have been retrieved and considered be checked for possible exemptions, prior to actual release. The FRO shall prepare the letter or email informing the requesting party within the prescribed period that the request was granted and be directed to pay the applicable fees, if any. 5.3. In case of			
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	denial of the request wholly or partially, the FRO shall, within the prescribed period, notify the requesting party of the denial in writing. The notice shall clearly set forth the ground or grounds for denial and the circumstances on which the denial is based.			
Receives response request and complete the Online Client Satisfaction Measurement (CSM) Form https://docs.google.com/forms/d/e/1FAIpQLScaKX9uDDqIPUAgVWGNLFcCFY9JlpPt7ql4RSbAk0M5ehohdq/viewform	6. Upload the response to the request, and forward it to the requesting party. 7. Provide the Online (link) or On-site Client Satisfaction Measurement (CSM) Form.	None	One (1) hour	FOI Decision Maker (FDM)
TOTAL		None	Six (6) days, four (4) hours	

3. Name of Service: Request for Issuance of Official Receipt for Payment of Performance Bond or Sale of Bidding Document

This service covers the processing of request for issuance of Official Receipt for Payment of Performance Bond/Sale of Bidding Documents.

Office or Division:	Administrative and Finance Division (AFD) – Cash Section
Classification:	Simple
Type of Transaction:	Government to Business (G2B)
Who may Avail:	Suppliers/Bidders

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Order of Payment • One (1) Photocopy	Requesting Party
2. Notice of Award (NOA) or Notice to Proceed (NTP) (for Performance Bond) • One (1) Photocopy	
0. Invitation to Bid (for Sale of Bidding documents) • One (1) Photocopy	
0. Client Satisfaction Measurement (CSM) Form (Online or On-site)	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the Order of Payment with the NOA/NTP (for Performance Bond) or Invitation to Bid (for Sale of Bidding Documents)	1.1. Receives cash/check from payor representing collection based on the Order of Payment prepared by the Accounting Section for sale of bidding documents, payment of performance bond and other sources of collections	None	Ten (10) minutes	Administrative Officer I (Cashier I) or Administrative Officer III (Cashier II)
	0. Preparation of an Official Receipt in three (3) copies and issuance to acknowledge payment received in cash or check. Note: • Original copy – issued to the payor; • Duplicate copy – attached to the Report of Collections and Deposits (RCD) COA's copy; and	None	One (1) hour	Administrative Officer I (Cashier I) or Administrative Officer III (Cashier II)

	• Triplicate copy – for Cash Section file.			
3. Receives request and complete the Online Client Satisfaction Measurement (CSM) Form https://docs.google.com/forms/d/e/1FAIpQLScaKX9uDDqIPUAqVWGNLFcCFY9JlpPt7qI4RSbAk0M5ehohdg/viewform	0. Release the Official Receipt to the Requesting Client and provide the Online (link) or On-site Client Satisfaction Measurement (CSM) Form.		10 minutes	Administrative Officer I (Cashier I) or Administrative Officer III (Cashier II)
TOTAL			1 hour, 20 minutes	

4. Service Name: Request for Issuance of Certificate of Employment (COE) /Service Record/Leave Balance (Internal and External)

This service covers the process for the issuance of COE, Service Record, Leave Balance, and other personnel records of CWC Officials, Employees, COS Workers, and former CWC Employees.

Office or Division:	Administrative and Finance Division (AFD) – Human Resource Management and Development Section
Classification:	Simple
Type of Transaction:	Government to Government (G2G), Government to Citizen (G2C)
Who may Avail:	CWC Officials, Employees, COS Workers and Former CWC Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request through the HRMD Portal (https://bit.ly/CWCHMRDPportal)	Requesting Party
2. Duly accomplished Request Form One (1) Original (In case the HRMD Portal is inaccessible)	
3. Client Satisfaction Measurement (CSM) Form (Online or On-site)	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send request through the HRMD Portal	1.1. Receipt of request for issuance of Certificate / Service Record / Leave Balance	None	One (1) hour	Administrative Officer I (HRMO I)
	1.2 Preparation of Certificate / Service Record / Leave Balance	None	One (1) day	Administrative Officer I (HRMO I)
	1.3 Evaluation and Approval of the draft Certificate	None	One (1) day	Administrative Officer V (HRMO III), Supervising Administrative Officer, Chief

				Administrative Officer
	1.4 Send signed Certificate through email and issue hard copy to the Records Management Section for release	None	One (1) hour	Administrative Officer I (HRMO I)
2. Pick up originally signed Certificates/requested documents at the Records Management Section, and Complete the Online Client Satisfaction Measurement (CSM) Form https://docs.google.com/forms/d/e/1FAIpQLScaKX9uDDqIPUAgVWGNLFCFY9JlpPt7qI4RSbAk0M5ehohdg/viewform	2. Release the originally signed Certificates/requested documents to the Requesting Client and provide the Online (link) or On-site Client Satisfaction Measurement (CSM) Form.	None	One (1) hour	Administrative Assistant II or Administrative Officer I (HRMO I)
TOTAL		None	2 days and 3 hour	

PROJECT MANAGEMENT OFFICE (PMO)

1. Provision of Response Services to Clients of MAKABATA Helpline 1383

The MAKABATA Helpline 1383 ensures timely and appropriate response to concerns and reports received through the helpline. It involves assessment,

coordination, and referral of cases to the relevant agencies and service providers with the goal of protecting children, families from abuse, neglect, exploitation and other forms of harm. This service also provides guidance, information, and immediate or initial support to clients in crisis situations.

Office or Division:	Project Management Office (PMO) - MAKABATA Helpline 1383			
Classification:	Complex			
Type of Transaction:	Government-to-Citizens (G2C) Government-to-Government (G2G)			
Who may Avail of the Service:	ALL			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
• Call – 1383 • Call and Text: ◦ 0919-3541383 (SMART) ◦ 0915-8022375 (GLOBE) • Email – makabatahelpline@cw.gov.ph • FB Chat – MAKABATA Helpline 1383 • Click-to-Call: CWC Website MAKABATA Helpline 1383 • eGov APP- Report Child Abuse (NCR only) Details/Information Needed: Basic information of the informant, child, alleged perpetrator as well as the nature of case/report.			Requesting Client Informant	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Clients / Informants communicate through the MAKABATA Helpline 1383 official communication channels to report or inquire any child related concern.	1.1 Receive and acknowledge receipt of communication from any official platforms.	No fees required	5 minutes	Project Development Officer II (PDO II) (Helpline Officer/s)
	1.2 Helpline Officer respond through the communication channel used by the	No fees required	1 hour	PDO II (Helpline Officer/s)

	client and conduct initial assessment			
	1.3 The Helpline Officer prepares the required response document and submit to the Helpline Supervisor for review <i>*Timeline varies depending on the completeness of information</i>	No fees required	1 to 2 working days	PDO II (Helpline Officer/s)
	1.4 Helpline Supervisor reviews the response document(s) (Including Response/referral Letter and/or Briefing/ Guidance and forward to the Assistant PMO Head <i>Note, if applicable), and revise the response document(s) accordingly.</i>	No fees required	1 working day	PDO III (Helpline Supervisor)
	1.5 Asst. PMO Head reviews and finalizes the submitted document, and returns the finalized response document(s) to Helpline Supervisor to facilitate the processing of	No fees required	1 working day	PDO IV

	signatories for the response document			
	1.6 Helpline Supervisor records the final response document(s) and forwards them to Office of the Executive Director (OED) for review/ endorsement for signature/ approval of the Head of Agency	No fees required	60 minutes	PDO III (Helpline Supervisor)
	1.7 OED assigned staff to review the response document(s) before the endorsement for signature of the head of agency	No fees required	2 working days	Executive Assistant IV and Attorney III
	1.8 OED forward the signed document to the PMO	No fees required	30 minutes	Administrative Assistant II
	1.9 Admin. Asst forward the signed document to the Helpline Supervisor	No fees required	5 minutes	Administrative Assistant II
	1.10 Helpline Supervisor send out the response or referral letter/ documents through email to the concerned agencies or office	No fees required	30 minutes	PDO III (Helpline Supervisor)
	1.11 The Helpline Officer will notify the client that the	No fees required	5 minutes	PDO II (Helpline Officer/s)

	documents/ referral letter was submitted to the concerned agency.			
2. Receive the email/letter response and complete the Online Client Satisfaction Measurement (CSM) Form. https://docs.google.com/forms/d/e/1FAIpQLScaKX9uDqIPUAqVWGNLFCFY9JlpPt7qI4RSbAk0M5ehohdg/viewform	2.1 Send the response to the Requesting Party and provide the Online Client Satisfaction Measurement (CSM) Form.	None	1 hour	PDO II (Helpline Officer/s)
TOTAL		None	6 Days, 5 Hours, 15 minutes	

2. Request for Information, Education, and Communication (IEC) materials, and social media posting

This service provides citizens with access to relevant Information, Education, and Communication (IEC) materials of the MAKABATA Helpline 1383 aimed at raising awareness on various government programs, policies, and initiatives. It also includes the facilitation of social media posts to promote public engagement and disseminate vital information to the community. Citizens can request digital or printed materials to support awareness campaigns, or request for official updates and announcements to be posted on social media platforms.

Office or Division:	Project Management Office (PMO)- MAKABATA Helpline 1383
Classification:	Simple
Type of Transaction:	Government-to-Non-Government Organization (G2NGO) Government-to-Government (G2G)
Who may Avail of the Service:	ALL
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	

Letter of Request or Email Request for IEC Materials 1. Original or Letter: Both original letter and email request are accepted. 2. Number of copies: Two (2) copies (if submitted in physical form).				Requesting Agency, Organization, and Individuals
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request/memorandum to Project Management Office (PMO) on needed IEC materials	1.1 Receive the communication, record and forward to the Office of the Executive Director (OED) for information and further instruction	None	1 hour	Records Officer
	1.2 Review, provide instructions, and forward the request to the PMO.	None	1 hour	Executive Assistant III
	1.3 Request through email: Acknowledge receipt of request Request through hard copy: Acknowledge receipt of request through letter or Memo (Hard copy)	None	10 minutes	Administrative Assistant II
	1.4 Admin Assistant forwards the	None	5 minutes	Administrative Assistant II

	request to the PMO Head for further instruction.			
	1.5 PMO Head forwards the request to the Advocacy and Partnership Unit Head and provides instructions	None	10 minutes	PMO Head
	1.6 Advocacy and Partnership Unit Head assign the task to the PDO II in charge	None	5 minutes	PDO III (Advocacy and Partnership Unit)
	1.7 PDO II assigned to check the request and the availability of the IEC materials	None	30 minutes	PDO II (Advocacy and Partnership Unit)
2. Receipt of IEC materials	2.1 Issuance of available IEC materials Soft Copy of Design: Send the design through email. Hard copy materials: Filled out distribution list and/or issuance of transmittal letter	None	1 working day	PDO II (Advocacy and Partnership Unit)
3. Receive the email/letter response and complete the Online Client Satisfaction	3.1 Send the response to the Requesting Party and provide the Online Client	None	1 hour	PDO II (Advocacy and Partnership Unit)

Measurement (CSM) Form. https://docs.google.com/forms/d/e/1FAIpQLScaKX9uDDqIPUAgVWGNLFCfY9JlpPt7ql4RSbAk0M5ehohdg/viewform	Satisfaction Measurement (CSM) Form.			Partnership Unit)
TOTAL		None	1 day, 4 hours	

3. Provision of technical assistance on request by agencies/partners on technical documents for input, and as a resource person, guest, panelist, and/or reactor.

This service provides technical support to government agencies, partners, and organizations seeking expert input on technical documents, reports, or other related materials. It also includes offering expertise as a resource person, guest speaker, panelist, or reactor during conferences, seminars, and workshops.

Office or Division:	Project Management Office (PMO) - MAKABATA Helpline 1383		
Classification:	Highly Technical		
Type of Transaction:	Government-to-Non-Government Organization (G2NGO) Government-to-Government (G2G)		
Who may avail:	Regional Committee/ Sub-Committee of the Welfare of Children (RC/SCWC), Local Government Units (LGUs), NGA and NGO partners, Media and other stakeholders		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Letter of Request or Email Requesting for Technical Assistance. 1. Original Letter: Both original letter and email request are accepted.		Requesting RC/SCWs /LGU/ agency/organization and stakeholders	

2. Number of copies: One (1) copy (if submitted in physical form).

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Agency/Office/ partners or stakeholders submits a request for technical inputs/ resource person, panelist, and reactors	1.1 Receive the communication/ requests, record and forward to the Office of the Executive Director (OED) for information and further instruction	No fees required	1 hour	Records Officer
	1.2 Receive, review, provide instructions, and forward the communication/ requests to the PMO.	No fees required	1 hour	Executive Assistant III (EAIII)
	1.3 The Project Management Office through the Administrative Assistant receives the request and forwards it to the PMO Head for further instruction and action	No fees required	10 minutes	Administrative Assistant II (AAII)
	1.4 The PMO Head designates or assigns the tasks to the appropriate	No fees required	30 minutes	Planning Officer III (POIII)

	PMO Focal Staff or Personnel for action			
	1.5 The PMO Focal Staff prepares and submit to the Assistant PMO head the required response document(s) for review and approval	No fees required	3 - 7 days (24 hours - 56 hours)	Project Development Officer III (respective Unit Heads) (PDOIII)
	1.6 Assistant PMO Head reviews the response document(s) (including Response Letter and/or Briefing/Guidance Note, if applicable), checks if appropriate Complete Staff Work (CSW), and returns to the concerned staff for revision, if applicable	No fees required	2 working days	PDO IV
	1.7 PMO concerned staff revises the document, and submits them to the PMO Head for final review and clearance, as necessary	No fees required	8 hours	PDO III (respective Unit Heads)

	1.8 PMO Head reviews the final response document(s) (including Response Letter and/or Briefing/Guidance Note, if applicable) Once approved, provides instruction to the administrative assistance to facilitate the next process for the documents.	No fees required	1 hour	PMO Head
	1.9 Admin Assistant forwards final response document(s) (including Response Letter and/or Briefing/Guidance Note, if applicable) to the Office of the Executive Director for review and approval of the head of agency	No fees required	30 minutes	Administrative Assistant II
	1.10 The OED reviews the response document(s) (including Response Letter and/or Briefing/Guidance	No fees required	2 working days	Executive Assistant IV and Attorney III

	Note, if applicable) for signature/ approval			
	1.11 OED returns the signed document(s) (including Response Letter and/or Briefing/Guidance Note, if applicable) of response document(s)	No fees required	1 hour	Administrative Assistant II
	1.12 Admin Assistant receives the signed document(s) (including Response Letter and/or Briefing/Guidance Note, if applicable) of response document(s) and forwards the same to the Focal Person	No fees required	10 minutes	Administrative Assistant II
	1.13 The PMO Focal Person submits or forwards the letter/document (email or hardcopy)	No fees required	30 minutes	PDO III (respective Unit Heads)
	1.14 PMO forwards document(s) to	No fees required	30 minutes	Administrative Assistant II

	AFD for delivery (if needed)			
2. Receive the email/letter response and complete the Online Client Satisfaction Measurement (CSM) Form. https://docs.google.com/forms/d/e/1FAIpQLScakX9uDDqIPUAqVWGNLFCFY9JlpPt7qI4RSbAk0M5ehohdg/viewform	2.1 Send the response to the Requesting Party and provide the Online Client Satisfaction Measurement (CSM) Form.	None	1 hour	PDO III/ AAIL
TOTAL		None	12 working days, 7 hours and 20 minutes	

MONITORING AND EVALUATION DIVISION (MED)

1. Provision of Technical Assistance on the Child-Friendly Local Governance Audit (CFLGA), Seal of Child-Friendly Local Governance, and Presidential Award for Child-Friendly Municipalities and Cities (PACFMC)

This service involves the provision of technical guidance and assistance to stakeholders in relation to the Child-Friendly Local Governance Audit (CFLGA), the Seal of Child-Friendly Local Governance (SCFLG), and the

Presidential Award for Child-Friendly Municipalities and Cities (PACFMC).⁴ It includes clarification of audit indicators, assessment parameters, documentary requirements, and procedural guidelines; support in compliance and data validation; and participation as resource persons in capacity-building activities to ensure proper implementation of child-friendly governance standards at the local level.

Office or Division	Monitoring and Evaluation Division (MED)
Classification	Complex
Type of Transaction	• Government-to-Citizens (G2C) • Government-to-Government (G2G)
Who may avail:	• National Government Agencies (NGAs) • CFLGA Regional Inter-Agency Monitoring Task Force (RIMTF) • Province, City, Municipal, and Barangay Local Government Units (P/C/M/B-LGUs) • International Non-Government Organizations (INGOs) • Civil Society Organizations (CSOs) • Child and Youth Organizations • Child and Youth Representatives • Academic Scholars and Researchers
Checklist of Requirements	Where to Secure
1. Official Correspondence (e.g., Letter, Memorandum, Email)	• Head of the Agency for NGAs • Chairperson of the CFLGA RIMTF • Office of the Provincial Governor, City Mayor, Municipal Mayor, or Punong Barangay/ Barangay Chairperson • Country Representative for INGOs • Head of CSOs • Head of Child and Youth Organizations • Department Head for Academic Scholars and Researchers

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requesting Party submits an official correspondence requesting for technical assistance on the results and thematic reports	1.1 MED Administrative Assistant (AA) receives the request and endorses to the MED Division Chief (DC) for instructions	None	15 minutes	Records Officer
	1.2 MED AA receives the request and endorses to the MED DC for instructions	None	15 minutes	MED AA
	1.3 MED DC assesses the request and assigns a Technical Staff to accomplish all requested action points	None	1 hour	MED Division Chief (DC)
	1.4 MED Technical Staff (TS) prepares all required response documents (i.e., Response Letter, Briefing Note, Technical Assistance Form) and implements complete staff work (CSW) by	None	16 hours	MED TS

	ensuring that necessary action points, analysis, and recommendations are responded to			
	1.5 MED DC reviews the required response documents, checks if the MED TS did CSW, and returns the response documents to the concerned staff for revision (if applicable)	None	8 hours	MED DC
	1.6 MED TS revises the required response documents and checks if there is sufficient information, then submits back to the MED DC for final review and clearance	None	8 hours	MED TS
	1.7 MED DC submits the final response documents to OED for approval	None	1 hour	MED DC MED AA

	1.8 OED reviews and clears the final response documents and annexes for endorsement to the Head of the Agency for approval	None	12 hours	OED staff
	1.9 OED returns the approved response documents	None	30 minutes	OED staff OED AA
	1.10 MED issues the approved response documents through email or courier/ delivery services through AFD	None	15 minutes	MED TS MED AA
	1.11 MED forwards document/s to AFD for delivery	None	15 minutes	MED AA
2. Receive the email/letter response and complete the Online Client Satisfaction Measurement (CSM) Form. https://docs.google.com/forms/d/e/1FAIpQLScaKX9uDDqIPUAgVWGNLFcCFY9JlpPt7ql4RSbAk0M5ehohdg/viewform	2.1 Send the response to the Requesting Party and provide the Online Client Satisfaction Measurement (CSM) Form.	None	1 hour	MED AA/ Technical Staff

TOTAL	None	6 days	
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2. Request for Extraction and Tabulation of Data based on the Seal of Child-Friendly Local Governance Knowledge Management System (SCFLG KMS) and Presidential Award for Child-Friendly Municipalities and Cities Knowledge Management System (PACFMC-KMS)

This service involves the specialized extraction, consolidation, and tabulation of datasets from the Seal of Child-Friendly Local Governance Knowledge Management System (SCFLG-KMS) and the Presidential Award for Child-Friendly Municipalities and Cities Knowledge Management System (PACFMC-KMS). It includes validation of data parameters, application of analytical filters, reconciliation of records, and generation of customized statistical outputs to support policy analysis, performance assessment, and decision-making. The service requires technical expertise in database management, governance indicators, and audit data structures, as well as the exercise of evaluative judgment to ensure data accuracy, integrity, and alignment with official reporting standards.

Office or Division	Monitoring and Evaluation Division (MED)
Classification	Highly Technical
Type of Transaction	• Government-to-Citizens (G2C) • Government-to-Government (G2G)
Who may avail:	• National Government Agencies (NGAs) • CFLGA Regional Inter-Agency Monitoring Task Force (RIMTF) • Province, City, Municipal, and Barangay Local Government Units (P/C/M/B-LGUs)

	• International Non-Government Organizations (INGOs) • Civil Society Organizations (CSOs) • Child and Youth Organizations • Child and Youth Representatives • Academic Scholars and Researchers
Checklist of Requirements	Where to Secure
• Official Correspondence (e.g., Letter, Memorandum, Email)	• Head of the Agency for NGAs • Chairperson of the CFLGA RIMTF • Office of the Provincial Governor, City Mayor, Municipal Mayor, or Punong Barangay/Barangay Chairperson • Country Representative for INGOs • Head of CSOs • Head of Child and Youth Organizations • Department Head for Academic Scholars and Researchers

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requesting Party submits an official correspondence requesting for technical assistance on the results and thematic reports	1. Records Officer receives the request or official correspondence	None	15 minutes	Records Officer
	1.2 Office of the Executive Director (OED) Administrative Assistant (AA) encodes the details of the	None	30 minutes	OED AA

	request in the document tracking system and endorsed to the concerned division or office			
	1.3 MED AA receives the request and endorses to the MED DC for instructions	None	15 minutes	MED AA
	1.4 MED DC assesses the request and assigns a Technical Staff to accomplish all requested action points	None	3 hours	MED DC
	1.5 MED Technical Staff (TS) prepares all required response documents (i.e., Response Letter, Briefing Note, Technical Assistance Form) and implements complete staff	None	80 hours	MED TS

	work (CSW) by ensuring that necessary action points, analysis, and recommendations are responded to			
	1.6 MED DC reviews the required response documents, checks if the MED TS did CSW, and returns the response documents to the concerned staff for revision (if applicable)	None	16 hours	MED DC
	1.7 MED TS revises the required response documents and checks if there is sufficient information, then submits back to the MED DC for final review and clearance	None	24 hours	MED TS

	1.8 MED DC submits the final response documents to OED for approval	None	1 hour	MED DC MED AA
	1.9 OED reviews and clears the final response documents for endorsement to the Head of the Agency for approval	None	24 hours	OED staff
	1.10 OED returns the approved response documents	None	30 minutes	OED staff OED AA
	1.11 MED issues the approved response documents through email or courier/ delivery services through AFD	None	15 minutes	MED TS MED AA
	1.12 MED forwards document/s to AFD for delivery	None	15 minutes	MED AA

2. Receive the email/letter response and complete the Online Client Satisfaction Measurement (CSM) Form. https://docs.google.com/forms/d/e/1FAIpQLScaKX9uDDqIPUAqVWGNLFCfY9JlpPt7qI4RSbAk0M5ehohdq/viewform	2.1 Send the response to the Requesting Party and provide the Online Client Satisfaction Measurement (CSM) Form.	None	1 hour	MED AA/ Technical Staff
TOTAL		None	18.75 days	

3.Provision of Technical Assistance on the Results, Analysis and Thematic Reports of the Child-Friendly Local Governance Audit (CFLGA) and the Seal of Child-Friendly Local Governance Knowledge Management System (SCFLG KMS)

This service involves the provision of advanced technical and analytical assistance on the interpretation, validation, and utilization of the results of the Child-Friendly Local Governance Audit (CFLGA), including the preparation and review of consolidated analyses and thematic reports. It also covers specialized support on the Seal of Child-Friendly Local Governance Knowledge Management System (SCFLG KMS), including system-level concerns, data integrity validation, analytical extraction of reports, and guidance on evidence-based policy recommendations. The service requires in-depth knowledge of audit methodologies, data analytics, governance indicators, and child rights policy frameworks, and entails the exercise of technical judgment and evaluation expertise.

Office or Division	Monitoring and Evaluation Division (MED)
Classification	Highly Technical [20 days]

Type of Transaction	- Government-to-Citizens (G2C) - Government-to-Government (G2G)
Who may avail:	- National Government Agencies (NGAs) - CFLGA Regional Inter-Agency Monitoring Task Force (RIMTF) - Province, City, Municipal, and Barangay Local Government Units (P/C/M/B-GUs) - International Non-Government Organizations (INGOs) - Civil Society Organizations (CSOs) - Child and Youth Organizations - Child and Youth Representatives - Academic Scholars and Researchers

Checklist of Requirements	Where to Secure
Official Correspondence (e.g., Letter, Memorandum, Email)	- Head of the Agency for NGAs - Chairperson of the CFLGA RIMTF - Office of the Provincial Governor, City Mayor, Municipal Mayor, or Punong Barangay/ Barangay Chairperson - Country Representative for INGOs - Head of CSOs - Head of Child and Youth Organizations - Department Head for Academic Scholars and Researchers

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requesting Party submits an official correspondence	1.1 Records Officer receives the request or	None	15 minutes	Records Officer

requesting for technical assistance on the results and thematic reports	official correspondence			
	1.2 OED AA encodes the details of the request in the document tracking system and endorsed to the concerned division or office	None	30 minutes	OED AA
	1.3 MED AA receives the request and endorses to the MED DC for instructions	None	15 minutes	MED AA
	1.4 MED DC assesses the request and assigns a Technical Staff to accomplish all requested action points	None	1 hour	MED DC
	1.5 MED Technical Staff (TS) prepares all required response documents (i.e., Response Letter, Briefing Note, Technical	None	80 hours	MED TS

	Assistance Form) and implements complete staff work (CSW) by ensuring that necessary action points, analysis, and recommendations are responded to			
	1.6 MED DC reviews the required response documents, checks if the MED TS did CSW, and returns the response documents to the concerned staff for revision (if applicable)	None	8 hours	MED DC
	1.7 MED TS revises the required response documents and checks if there is sufficient information, then submits back to the MED DC for	None	24 hours	MED TS

	final review and clearance			
	1.8 MED DC submits the final response documents to OED for approval	None	3 hours	MED DC MED AA
	1.9 OED reviews and clears the final response documents for endorsement to the Head of the Agency for approval	None	24 hours	OED staff
	1.10 OED returns the approved response documents	None	30 minutes	OED staff OED AA
	1.11 MED issues the approved response documents through email or courier/ delivery	None	15 minutes	MED TS MED AA

	services through AFD			
	1.12MED forwards document/s to AFD for delivery	None	15 minutes	MED AA
2. Receive the email/letter response and complete the Online Client Satisfaction Measurement (CSM) Form. https://docs.google.com/forms/d/e/1FAIpQLScaKX9uDDqlPUAgVWGNLFCfY9JlpPt7ql4RSbAk0M5ehohdg/viewform	2.1 Send the response to the Requesting Party and provide the Online Client Satisfaction Measurement (CSM) Form.	None	1 hour	AAII/ Technical Staff
TOTAL		None	17.75 days	

PUBLIC AFFAIRS AND INFORMATION OFFICE (PAIO)

1. Provision of Official Council for the Welfare of Children (CWC) advocacy or IEC materials, in hard or soft copy

This service of PAIO refers to the provision and distribution of the official Information, Education, and Communication (IEC) materials or knowledge products of the Council for the Welfare of Children. These materials are developed and issued as authorized advocacy and public information resources in support of the Council's mandates, programs, and priority initiatives for children.

The provision covers all formats, including but not limited to soft copies (digital files, publications, online materials), hard copies (printed brochures, posters,

reports, manuals), and other physical or promotional items officially produced by the Council. All materials disseminated under this provision are considered official CWC advocacy and communication outputs intended for public awareness, education, and stakeholder engagement.

Office/Division/Unit	:	Public Affairs and Information Office (PAIO)
Classification	:	Simple
Type of Transaction	:	Government to Citizen (G2C) Government to Government (G2G)
Who may avail	:	Local Government Units (LGUs, Provincial/City/Municipal/Barangay), Media Organizations (Radio, TV, Print, New Media), Non-Governmental Organizations (NGOs), National Government Agencies (NGAs), International Organizations (IOs) Civil Society Organizations (CSOs), Academe, Students, Children, General Public, and, Other Partners
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Letter requesting for advocacy or IEC materials with complete contact information (1 physical/electronic copy)		Requesting Party

2. Accomplished IEC Request Form including: 1) Date Requested, 2) Requestor, 3) Organization/Office, 4) Purpose, 5) End-User, 6) IEC Title, 7) Quantity, 8) Signed Approval Status, 9) Contact Details, and 10) Date Received.	Requesting Party
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit one (1) physical/ electronic copy of the signed letter addressed to the CWC Executive Director requesting advocacy or IEC materials at cwc@cwc.gov.ph and oed@cwc.gov.ph, copy furnishing the PAIO Head at paio@cwc.gov.ph. The letter should include the requester's details—such as their organization, the purpose of the request, the specific IEC materials needed, the required quantities, contact information, and the preferred date and location for delivery or the e-mail address for receiving electronic copies.	1.1. Receive the signed letter and record it in the document tracking system.	None	1 hour	Records Officer
	1.2. Forward the signed letter to the Office of the Executive Director (OED).	None	1 hour	Records Officer
	1.3. Review, provide instructions, and refer the request to the concerned division or PAIO staff.	None	1 hour	Executive Assistant (EA), OED
	1.4. Receive and record in the PAIO document tracking system, and forward to the Unit Head.	None	1 hour	Administrative Assistant (AA), PAIO
	1.5. Review request for technical assistance and endorse to the concerned Section	None	1 hour	Unit Head, PAIO

	Head (SH) with appropriate instructions			
	1.6. Endorse to the concerned PAIO staff with appropriate instructions.	None	1 hour	Section Head, PAIO
	1.7. Concerned staff to send acknowledgement email and coordinate with the Requesting Party to accomplish the IEC Request Form and provision of IEC.	None	1 day	IO I/II/III, AA, PAIO
2.Receive the email response and complete the Online Client Satisfaction Measurement (CSM) Form. https://docs.google.com/forms/d/e/1FAIpQLScaKX9uDDqIPUAqVWGNLFcCFY9JlpPt7qI4RSbAk0M5ehohdg/viewform	2.1. Send the response to the Requesting Party and provide the Online Client Satisfaction Measurement (CSM) Form.	None	1 hour	Information Officer (IO) I/II/III/IV, PAIO
TOTAL		None	1 day and 7 hours	

2. Request for Simple Information and/or other Documents

The service provided by PAIO aims to respond to simple inquiries and/or clarifications by the requesting party, related to advocacy and promotions for

children at the sub-national and local levels, which can be answered by readily available data without the need for complex analysis and/or preparation of a report.

Office/Division/Unit :		Public Affairs and Information Office (PAIO)		
Classification :		Simple		
Type of Transaction :		Government to Citizen (G2C) Government to Government (G2G)		
Who may avail :		All		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Inquiry/Clarification with complete contact information (1 physical/electronic copy)			Requesting Party	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit one (1) physical or electronic copy of the inquiry or clarification addressed to the Executive Director of the Council for the Welfare of Children, at cwc@cwc.gov.ph and oed@cwc.gov.ph , copy furnishing the PAIO Head at paio@cwc.gov.ph . Requests may also be sent through the official Facebook page of CWC (https://www.facebook.com/CWCgovph) for proper coordination and processing. The letter or communication should	1.1. Receive the inquiry/clarification and record it in the document tracking system.	None	1 hour	Records Officer
	1.2. Forward the inquiry/clarification to the Office of the Executive Director (OED).	None	1 hour	Records Officer
	1.3. Review, provide instructions, and refer the request to the concerned division or PAIO staff.	None	2 hours	Executive Assistant (EA), OED
	1.4. Receive and record in the PAIO document tracking system, and forward to the Unit Head.	None	1 hour	Administrative Assistant (AA), PAIO

contain the complete contact information of the Requesting Party. For walk-ins: Ask question/relay request for information to any Information Officer on duty. For phone call: Ask question/relay request for information to any Information Officer on duty.	1.5. Review the inquiry/clarification and endorse to the concerned Section Head (SH) with appropriate instructions.	None	1 hour	Unit Head, PAIO
	1.6. Endorse to the concerned PAIO staff with appropriate instructions.	None	1 hour	SH, PAIO
	1.7. Review the inquiry/clarification and prepare the necessary response.	None	2 days	Information Officer (IO) I/II/III/IV, PAIO
2. Receive the email response and complete the Online Client Satisfaction Measurement (CSM) Form. https://docs.google.com/forms/d/e/1FAIpQLScaKX9uDDqIPUAgVWGNLFcCFY9JlpPt7qI4RSbAk0M5ehohdg/viewform	2.1. Send the response to the Requesting Party and provide the Online Client Satisfaction Measurement (CSM) Form.	None	1 hour	Information Officer (IO) I/II/III/IV, PAIO
TOTAL		None	3 days	

3. Request for Complex Information and/or other Documents

The service provided by PAIO aims to respond to complex inquiries and/or clarifications by the requesting party, related to the advocacy and promotions for children at the sub-national and local levels, which require analysis and preparation of reports.

Office/Division/Unit	:	Public Affairs and Information Office (PAIO)
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Classification	:	Complex
Type of Transaction	:	Government to Citizen (G2C) Government to Government (G2G)
Who may avail	:	All
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Inquiry/Clarification with complete contact information (1 physical/electronic copy)		Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit one (1) physical or electronic copy of the inquiry or clarification addressed to the Executive Director of the Council for the Welfare of Children at cwc@cwc.gov.ph and oed@cwc.gov.ph, copy furnishing the PAIO Head at paio@cwc.gov.ph. Requests may also be sent through the official Facebook page of CWC (https://www.facebook.com/CWCgovph) for proper coordination and processing. The letter or communication should	1.1. Receive the inquiry/clarification and record it in the document tracking system.	None	1 hour	Records Officer
	1.2. Forward the inquiry/clarification to the Office of the Executive Director (OED).	None	1 hour	Records Officer
	1.3. Review, provide instructions, and refer the request to the concerned division or PAIO staff.	None	2 hours	Executive Assistant (EA), OED
	1.4. Receive and record in the PAIO document tracking system, and forward to the Unit Head.	None	1 hour	Administrative Assistant (AA), PAIO

contain the complete contact information of the Requesting Party. For walk-ins: Ask question/relay request for information to any Information Officer on duty. For phone call: Ask question/relay request for information to any Information Officer on duty.	1.5. Review the inquiry/clarification and endorse to the concerned Section Head (SH) with appropriate instructions.	None	1 hour	Unit Head, PAIO
	1.6. Endorse to the concerned PAIO staff with appropriate instructions.	None	1 hour	SH, PAIO
	1.7. Review the inquiry/clarification, prepare the necessary response/report, and submit to the Unit Head/ Section Head (SH) for review.	None	3 days	Information Officer (IO) I/II/III/IV, PAIO
	1.8. Review and provide inputs to the response/report and endorse for OED's review and/or signature.	None	1 day	Unit Head /SH, PAIO
	1.9. Review and sign the response/report.	None	2 days	EA, OED
2. Receive the email response and complete the Online Client Satisfaction Measurement (CSM) Form. https://docs.google.com/forms/d/e/1FAIpQLScaKX9uDDqIPUAgVWGnLFCcFY9JlpPt7qI4RSbAk0M5ehohdg/viewform	2.1. Send the response/report to the Requesting Party and provide the Online Client Satisfaction Measurement (CSM) Form.	None	1 hour	IO I/II/III/IV, PAIO

TOTAL	None	7 days	
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4. Request for Highly Technical Information and/or other Documents

The service provided by PAIO aims to respond to highly technical inquiries and/or clarifications by the requesting party, related to the advocacy and promotions for children at the sub-national and local levels, which require extensive analysis and preparation of reports.

Office/Division/Unit :	Public Affairs and Information Office (PAIO)
Classification :	Highly Technical
Type of Transaction :	Government to Citizen (G2C) Government to Government (G2G)
Who may avail :	All
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Inquiry/Clarification with complete contact information (1 physical/electronic copy)	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit one (1) physical or electronic copy of the inquiry or clarification addressed to the Executive Director of	1.1. Receive the inquiry/clarification and record in the document tracking system.	None	1 hour	Records Officer

the Council for the Welfare at cwc@cwc.gov.ph and oed@cwc.gov.ph, copy furnishing the PAIO Head at paio@cwc.gov.ph. Requests may also be sent through the official Facebook page of CWC (https://www.facebook.com/CWCgovph) for proper coordination and processing. The letter should contain the complete contact information of the Requesting Party. For walk-ins: Ask question/relay request for information to any Information Officer on duty. For phone call: Ask question/relay request for information to any Information Officer on duty.	1.2. Forward the inquiry/clarification to the Office of the Executive Director (OED).	None	1 hour	Records Officer
	1.3. Review, provide instructions, and refer the request to the concerned division or PAIO staff.	None	2 hours	Executive Assistant (EA), OED
	1.4. Receive and record in the PAIO document tracking system, and forward to the Unit Head.	None	1 hour	Administrative Assistant (AA), PAIO
	1.5. Review the inquiry/clarification and endorse to the concerned Section Head (SH) with appropriate instructions.	None	1 hour	Unit Head, PAIO
	1.6. Endorse to the concerned PAIO staff with appropriate instructions.	None	1 hour	SH, PAIO
	1.7. Review the inquiry/clarification, prepare the necessary response/report, and submit to Unit Head/ Section Head (SH) / Section Head (SH) for review.	None	6 days	Information Officer (IO) I/II/III/IV, PAIO

	1.8. Review and provide inputs to the response/report, endorse to other Offices/Divisions/Sections/Units (ODSUs) for inputs, and endorse for OED's review and/or signature.	None	10 days	DC/ADC/SH, PAIO Other ODSUs and/or partners
	1.9. Review and sign the response/report.	None	3 days	EA, OED
2. Receive the email response and complete the Online Client Satisfaction Measurement (CSM) Form. https://docs.google.com/forms/d/e/1FAIpQLScaKX9uDDqIPUAgVWGNLFcCFY9JlpPt7qI4RSbAk0M5ehohdg/viewform	2.1. Send the response/report to the Requesting Party and provide the Online Client Satisfaction Measurement (CSM) Form.	None	1 hour	PO I/II/III/IV/V, PAIO
TOTAL		None	20 days	

5. Request for Review of Complex Documents or of CWC advocacy or Information, Education, and Communication (IEC) Materials (Write-up/ Graphics/ Audio-Visual Presentation)

The service provided by PAIO aims to review document/s received from the requesting party, related to the advocacy and promotions for children at the sub-national and local levels, which require extensive analysis and preparation of reports or IEC materials.

Office/Division/Unit	:	Public Affairs and Information Office (PAIO)
Classification	:	Complex

Type of Transaction	:	Government to Citizen (G2C) Government to Government (G2G)
Who may avail	:	Local Government Units (LGUs, Provincial/City/Municipal/Barangay), Media Organizations (Radio, TV, Print, New Media), Non-Governmental Organizations (NGOs), National Government Agencies (NGAs), International Organizations (IOs) Civil Society Organizations (CSOs), Academe, Students, Children and Other Partners
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Letter requesting for review of document/s with complete contact information (1 physical/electronic copy)		Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit one (1) physical/electronic copy of the signed letter requesting for review of document/s addressed to the CWC Executive Director at cwc@cwc.gov.ph and oed@cwc.gov.ph , copy furnishing the PAIO	1.1. Receive the document/s and record in the document tracking system.	None	1 hour	Records Officer
	1.2. Forward the document/s to the Office of the Executive Director (OED).	None	1 hour	Records Officer

Head at paio@cw.gov.ph. The letter should contain the complete contact information of the Requesting Party.	1.3. Review, provide instructions, and refer the request to the concerned division or PAIO staff.	None	2 hours	Executive Assistant (EA), OED
	1.4. Receive and record in the PAIO document tracking system, and forward to the Unit Head.	None	1 hour	Administrative Assistant (AA), PAIO
	1.5. Review the document/s and endorse to the concerned Section Head (SH) with appropriate instructions.	None	1 hour	Unit Head, PAIO
	1.6. Endorse to the concerned PAIO staff with appropriate instructions.	None	1 hour	SH, PAIO
	1.7. Review the document/s, prepare the necessary response/report, and submit to Unit Head/ Section Head (SH)/ Section Head (SH) for review.	None	3 days	Information Officer (IO) I/II/III/IV, PAIO
	1.8. Review and provide inputs to response/report, endorse for OED's review and/or signature.	None	1 day	Unit Head/SH, PAIO

	1.9. Review and sign the response/report.	None	2 days	EA, OED
2. Receive the email response and complete the Online Client Satisfaction Measurement (CSM) Form. https://docs.google.com/forms/d/e/1FAIpQLScakX9uDDqIPUAgVWGNLFcCFY9JlpPt7qI4RSbAk0M5ehohdg/viewform	2.1. Send the response/report to the Requesting Party and provide the Online Client Satisfaction Measurement (CSM) Form.	None	1 hour	IO I/II/III/IV, PAIO
TOTAL		None	7 days	

6. Request for Review of Highly Technical Documents or of CWC advocacy or Information, Education, and Communication (IEC) Materials (Write-up/ Graphics/ Audio-Visual Presentation)

The service provided by PAIO aims to review document/s received from the requesting party, related to the advocacy and promotions for children at the sub-national and local levels, which require extensive analysis and preparation of reports or IEC materials.

Office/Division/Unit	:	Public Affairs and Information Office (PAIO)
Classification	:	Highly Technical
Type of Transaction	:	Government to Citizen (G2C) Government to Government (G2G)

Who may avail	:	Local Government Units (LGUs, Provincial/City/Municipal/Barangay), Media Organizations (Radio, TV, Print, New Media), Non-Governmental Organizations (NGOs), National Government Agencies (NGAs), International Organizations (IOs) Civil Society Organizations (CSOs), Academe, and Other Partners
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Letter requesting for review of document/s with complete contact information (1 physical/electronic copy)		Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit one (1) physical/electronic copy of the signed letter requesting for review of document/s addressed to the CWC Executive Director at cwc@cw.gov.ph and oed@cw.gov.ph , copy furnishing the PAIO Head at paio@cw.gov.ph . The letter should contain the complete contact information of the Requesting Party.	1.1. Receive the document/s and record in the document tracking system.	None	1 hour	Records Officer
	1.2. Forward the document/s to the Office of the Executive Director (OED).	None	1 hour	Records Officer
	1.3. Review, provide instructions, and refer the request to the concerned division or PAIO staff.	None	2 hours	Executive Assistant (EA), OED
	1.4. Receive and record in the PAIO document tracking system,	None	1 hour	Administrative Assistant (AA), PAIO

	and forward to the Unit Head.			
	1.5. Review the document/s and endorse to the concerned Section Head (SH) with appropriate instructions.	None	1 hour	DC, PAIO
	1.6. Endorse the concerned PAIO staff with appropriate instructions.	None	1 hour	SH, PAIO
	1.6. Review the document/s, prepare the necessary response/report, and submit to Unit Head/ Section Head (SH)/ Section Head (SH) for review.	None	6 days	Information Officer (IO) I/II/III/IV/V, PAIO
	1.7. Review and provide inputs to the response/report, endorse to other Offices/Divisions/Sections/Units (ODSUs) for inputs, and endorse for OED's review and/or signature.	None	10 days	DC/ADC/SH, PAIO Other ODSUs and/or partners

	1.8. Review and sign the response/report.	None	3 days	EA, OED
2. Receive the email response and complete the Online Client Satisfaction Measurement (CSM) Form. https://docs.google.com/forms/d/e/1FAIpQLScaKX9uDDqIPUAgVWGNLFCFY9JlpPt7qI4RSbAk0M5ehohdg/viewform	2.1. Send the response/report to the Requesting Party and provide the Online Client Satisfaction Measurement (CSM) Form.	None	1 hour	PO I/II/III/IV/V, PAIO
TOTAL		None	20 days	

7. Request to Attend Meeting/s or other Activities

The service provided by PAIO aims to respond to meetings or activities initiated by the requesting party related to the advocacy and promotions for children at the sub-national and local levels, which require the analysis and preparation of materials and/or reports with substantial contribution (e.g., meetings, workshops, consultations, and other similar activities).

Office/Division/Unit	:	Public Affairs and Information Office (PAIO)
Classification	:	Complex
Type of Transaction	:	Government to Government (G2G)
Who may avail	:	Local Government Units (LGUs, Provincial/City/Municipal/Barangay), Media Organizations (Radio, TV, Print, New Media), Non-Governmental Organizations (NGOs), National Government Agencies (NGAs), International Organizations (IOs) Civil Society Organizations (CSOs), Academe, and Other Partners
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE

1. Letter requesting for a meeting or attendance to activities with complete details and contact information (1 physical/electronic copy)	Requesting Party
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit one (1) physical/electronic copy of the signed letter requesting for a meeting or attendance to activities addressed to the CWC Executive Director at cwc@cw.gov.ph and oed@cw.gov.ph, copy furnishing the PAIO Head at paio@cw.gov.ph. The letter should contain the complete details and contact information of the Requesting Party.	1.1. Receive the signed letter and record it in the document tracking system.	None	1 hour	Records Officer
	1.2. Forward the signed letter to the Office of the Executive Director (OED).	None	1 hour	Records Officer
	1.3. Review, provide instructions, and refer the request to the concerned division or PAIO staff.	None	2 hours	Executive Assistant (EA), OED
	1.4. Receive and record in the PAIO document tracking system, and forward to the Unit Head.	None	1 hour	Administrative Assistant (AA), PAIO
	1.5. Review the signed letter and endorse it to the concerned Section Head (SH) with appropriate instructions.	None	1 hour	Unit Head, PAIO

	1.6. Endorse to the concerned PAIO staff with appropriate instructions.	None	1 hour	SH, PAIO
	1.7. Send an acknowledgement email and coordinate with the Requesting Party.	None	1 day	Information Officer (IO) I/II/III/IV, PAIO
2. Receive the email response.	2.1. Confirm with the Requesting Party the final schedule of the meeting/activity, venue, and agenda/program.	None	1 hour	IO I/II/III/IV, PAIO
	2.2. Prepare materials and administrative documents as necessary for the activity.	None	2 days	IO I/II/III and/or AA, PAIO
3. Attend the meeting/activity, provide Certificate of Appearance, and complete the Online Client Satisfaction Form (CSF). https://docs.google.com/forms/d/e/1FAIpQLScaKX9uDDqIPUAqVWGNLFcCFY9JlpPt7qI4RSbAk0M5ehohdg/viewform	3.1. Attend the meeting/activity, claim/request signature of the Certificate of Appearance, and provide the Online Client Satisfaction Measurement (CSM) Form.	None	3 days	IO I/II/III/IV, PAIO
TOTAL		None	7 days	

8. Request for Development/Production and Publishing of Complex CWC advocacy or Information, Education, and Communication (IEC) Materials (Write-up/ Graphics/ Audio-Visual Presentation)

The service provided by PAIO aims to conceptualize, develop, produce and publish CWC advocacy and Information, Education, and Communication (IEC) materials—including write-ups, graphic designs, and audio-visual presentations which require analysis and content review prior to the development of the material.

Office/Division/Unit	:	Public Affairs and Information Office (PAIO)
Classification	:	Complex
Type of Transaction	:	Government to Citizen (G2C) Government to Government (G2G)
Who may avail	:	Local Government Units (LGUs, Provincial/City/Municipal/Barangay), Media Organizations (Radio, TV, Print, New Media), Non-Governmental Organizations (NGOs), National Government Agencies (NGAs), International Organizations (IOs) Civil Society Organizations (CSOs), Academe, and Other Partners

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter requesting for the development/ production and publishing of advocacy or IEC materials with complete contact information (1 physical/electronic copy) Must contain the following information: - Name of focal/representative from the requesting unit - Contact number/email address	Requesting Party

· Full details about the material request (content, what activity it will be used for, when it will be used, what are the pertinent information that should be included in the material)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit one (1) physical/electronic copy of the request develop an advocacy or IEC material addressed to the CWC Executive Director at cwc@cwc.gov.ph and oed@cwc.gov.ph, copy furnishing the PAIO Head at paio@cwc.gov.ph. The letter should include the following: · Name of focal/representative from the requesting unit · Contact number/email address · Full details about the material request (content, what activity it will be used for, when it will be used, what are the pertinent information that should be included in the material)	1.1. Receive the letter of request and record it in the document tracking system.	None	1 hour	Records Officer
	1.2. Forward the letter of request to the Office of the Executive Director (OED).	None	1 hour	Records Officer
	1.3. Review, provide instructions, and refer the request to the concerned division or PAIO staff.	None	2 hours	Executive Assistant (EA), OED
	1.4. Receive and record in the PAIO document tracking system, and forward to the Unit Head.	None	1 hour	Administrative Assistant (AA), PAIO
	1.5. Review the letter of request and endorse to the concerned Section Head (SH) with appropriate instructions.	None	1 hour	Unit Head, PAIO

	1.6. Endorse to the concerned PAIO staff with appropriate instructions.	None	1 hour	SH, PAIO
	1.7. Coordinate with the Requesting Party.	None	1 hour	Information Officer (IO) I/II/III/IV, PAIO
	1.8. Review the letter of request, prepare the necessary produced material, and submit to the Unit Head/ Section Head (SH) for review.	None	3 days	Information Officer (IO) I/II/III/IV, PAIO
	1.9. Review and provide inputs to the produced material and endorse for OED's review and/or signature.	None	1 day	Unit Head /SH, PAIO
	1.10. Review and sign the produced material.	None	2 days	EA, OED
2. Receive the email response and complete the Online Client Satisfaction Measurement (CSM) Form. https://docs.google.com/forms/d/e/1FAIpQLScaKX9uDDqIPUAgVWGNLFCFY9JlpPt7qI4RSbAk0M5ehodhg/viewform	2.1. Send the OED-approved produced material to the Requesting Party, publish as necessary, and provide the Online Client Satisfaction Measurement (CSM) Form.	None	1 hour	IO I/II/III/IV, PAIO
TOTAL		None	7 days	

9. Request for Development/Production and Publishing of Highly Technical CWC advocacy or Information, Education, and Communication (IEC) Materials (Write-up/ Graphics/ Audio-Visual Presentation)

The service provided by PAIO aims to conceptualize, develop, produce, and publish CWC advocacy and Information, Education, and Communication (IEC) materials—including write-ups, graphic designs, and audio-visual presentations which require extensive analysis, content review prior, and audio and/or visual recording as necessary to the development of the material.

Office/Division/Unit	:	Public Affairs and Information Office (PAIO)
Classification	:	Highly Technical
Type of Transaction	:	Government to Citizen (G2C) Government to Government (G2G)
Who may avail	:	Local Government Units (LGUs, Provincial/City/Municipal/Barangay), Media Organizations (Radio, TV, Print, New Media), Non-Governmental Organizations (NGOs), National Government Agencies (NGAs), International Organizations (IOs) Civil Society Organizations (CSOs), Academe, and Other Partners

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter requesting for the development/production and publishing of advocacy or IEC materials with complete contact information (1 physical/electronic copy) Must contain the following information: · Name of focal/representative from the requesting unit · Contact number/email address · Full details about the material request (content, what activity it will be used for, when it will be used, what are the pertinent information that should be included in the material)	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit one (1) physical/electronic copy of the request develop an advocacy or IEC material addressed to the CWC Executive Director at cwc@cw.gov.ph and oed@cw.gov.ph, copy furnishing the PAIO Head at paio@cw.gov.ph. The letter should include the following:	1.1. Receive the letter of request and record it in the document tracking system.	None	1 hour	Records Officer
	1.2. Forward the letter of request to the Office of the Executive Director (OED).	None	1 hour	Records Officer
	1.3. Review, provide instructions, and refer the request to the concerned division or PAIO staff.	None	2 hours	Executive Assistant (EA), OED

- Name of focal/representative from the requesting unit - Contact number/email address - Full details about the material request (content, what activity it will be used for, when it will be used, what are the pertinent information that should be included in the material)	1.4. Receive and record in the PAIO document tracking system, and forward to the Unit Head.	None	1 hour	Administrative Assistant (AA), PAIO
	1.5. Review the letter of request and endorse to the concerned Section Head (SH) with appropriate instructions.	None	1 hour	Unit Head, PAIO
	1.6. Endorse to the concerned PAIO staff with appropriate instructions.	None	1 hour	SH, PAIO
	1.7. Coordinate with the Requesting Party.	None	1 day	Information Officer (IO) I/II/III/IV, PAIO
	1.8. Review the letter of request, prepare the necessary produced material from existing content review, photo or video shoot as necessary, editing of material and submit to the Unit Head/ Section Head (SH) for review.	None	20 days	Information Officer (IO) I/II/III/IV, PAIO

	1.9. Review and provide inputs to the produced material and endorse for OED's review and/or signature.	None	1 day	Unit Head /SH, PAIO
	1.10. Review and sign the produced material.	None	2 days	EA, OED
2. Receive the email response and complete the Online Client Satisfaction Measurement (CSM) Form. https://docs.google.com/forms/d/e/1FAIpQLScakX9uDDqIPUAgVWGNLFcCFY9JlpPt7qI4RSbAk0M5ehohdg/viewform	2.1. Send the OED-approved produced material to the Requesting Party and publish as necessary and provide the Online Client Satisfaction Measurement (CSM) Form.	None	1 hour	IO I/II/III/IV, PAIO
TOTAL		None	25 days	

10. Request for Photo and Video Coverages or Livestreaming

This service provided by PAIO covers the documentation and live coverage of official CWC activities, events, and programs through professional photo and video coverage or livestreaming, ensuring accurate recording, timely dissemination, and broader public engagement.

Office/Division/Unit	:	Public Affairs and Information Office (PAIO)
Classification	:	Highly Technical
Type of Transaction	:	Government to Citizen (G2C) Government to Government (G2G)

Who may avail	:	Local Government Units (LGUs, Provincial/City/Municipal/Barangay), Media Organizations (Radio, TV, Print, New Media), Non-Governmental Organizations (NGOs), National Government Agencies (NGAs), International Organizations (IOs) Civil Society Organizations (CSOs), Academe, and Other Partners
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Letter requesting for photo and video coverages or livestreaming with complete contact information (1 physical/electronic copy) Must contain the following information: · Name of focal/representative from the requesting unit · Contact number/email address · Full details about the material request (content, what activity it will be used for, when it will be used, what are the pertinent information that should be included in the material)		Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit one (1) physical/electronic copy of the signed request letter on request for photo or video coverage addressed to the CWC Executive Director at cwc@cwc.gov.ph and oed@cwc.gov.ph , copy furnishing the PAIO	1.1. Receive the signed letter of request and record it in the document tracking system.	None	1 hour	Records Officer
	1.2. Forward the signed letter to the Office of the Executive Director (OED).	None	1 hour	Records Officer

Head at paio@cwv.gov.ph. The letter should contain the program, target date, venue, and/or list/profile of participants.	1.3. Review, provide instructions, and refer the request to the concerned division or PAIO staff.	None	2 hours	Executive Assistant (EA), OED
	1.4. Receive and record in the PAIO document tracking system, and forward to the Unit Head.	None	1 hour	Administrative Assistant (AA), PAIO
	1.5. Review the signed letter and endorse it to the concerned Section Head (SH) with appropriate instructions.	None	1 hour	Unit Head, PAIO
	1.6. Endorse to the concerned PAIO staff with appropriate instructions.	None	1 hour	SH, PAIO
	1.7. Send an acknowledgement email and coordinate with the Requesting Party.	None	1 day	Information Officer (IO) I/II/III/IV, PAIO
2. Receive the email response.	2.1. Confirm with the Requesting Party the final schedule of the meeting/activity, venue, and agenda/program.	None	1 hour	IO I/II/III/IV, PAIO

	2.2. Prepare equipment, materials and administrative documents as necessary for the activity.	None	2 days	IO I/II/III and/or AA, PAIO
3. Attend the meeting/activity, provide Certificate of Appearance	3.1. Attend, cover the meeting/activity and claim/request signature of the Certificate of Appearance	None	3 days	IO I/II/III/IV, PAIO
4. Provide a flash drive/ hard drive or email address to secure a copy of the activity/event coverage (photos/videos)	4.1 Provide e-copies of recorded materials to requesting party in edited or high-resolution format.	None	5 days	IO I/II/III/IV, PAIO
5. Complete the Online Client Satisfaction Form (CSF). https://docs.google.com/forms/d/e/1FAIpQLScaKX9uDDqIPUAqVWGNLFcCFY9JlpPt7qI4RSbAk0M5ehohdg/viewform	5.1. Provide the Online Client Satisfaction Measurement (CSM) Form.	None	1 day	IO I/II/III/IV, PAIO
TOTAL		None	12 days	

11. Request for Media Services and Spokesperson Engagement

This service provided by PAIO facilitates media engagement through the preparation and distribution of media kits and the official designation of a CWC spokesperson or resource person for interviews, forums, and discussions on child-related concerns, ensuring accurate messaging and effective public communication.

Office/Division/Unit	:	Public Affairs and Information Office (PAIO)
Classification	:	Complex
Type of Transaction	:	Government to Citizen (G2C) Government to Government (G2G)
Who may avail	:	Local Government Units (LGUs, Provincial/City/Municipal/Barangay), Media Organizations (Radio, TV, Print, New Media), Non-Governmental Organizations (NGOs), National Government Agencies (NGAs), International Organizations (IOs) Civil Society Organizations (CSOs), Academe, and Other Partners
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Letter requesting for media services and spokesperson engagement with complete contact information (1 physical/electronic copy) Must contain the following information: · Name of focal/representative from the requesting unit · Contact number/email address · Full details about the material request (content, what activity it will be used for, when it will be used, what are the pertinent information that should be included in the material)		Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit one (1) physical/electronic copy of the signed request letter on request for media services and	1.1. Receive the signed letter of request and record it in the document tracking system.	None	1 hour	Records Officer

spokesperson engagement addressed to the CWC Executive Director at cwc@cw.gov.ph and oed@cw.gov.ph, copy furnishing the PAIO Head at paio@cw.gov.ph. The letter should contain the program, target date, and venue.	1.2. Forward the signed letter to the Office of the Executive Director (OED).	None	1 hour	Records Officer
	1.3. Review, provide instructions, and refer the request to the concerned division or PAIO staff.	None	2 hours	Executive Assistant (EA), OED
	1.4. Receive and record in the PAIO document tracking system, and forward to the Unit Head.	None	1 hour	Administrative Assistant (AA), PAIO
	1.5. Review the signed letter and endorse it to the concerned Section Head (SH) with appropriate instructions.	None	1 hour	Unit Head, PAIO
	1.6. Endorse to the concerned PAIO staff with appropriate instructions.	None	1 hour	SH, PAIO
	1.7. Send an acknowledgement email and coordinate with the Requesting Party.	None	1 hour	Information Officer (IO) I/II/III/IV, PAIO

2. Receive the email response, provide necessary details.	2.1. Confirm with the Requesting Party if the media engagement is approved or declined; If approved, set the final schedule of the media engagement.	None	1 hour	IO I/II/III/IV, PAIO
	2.2. Prepare the media briefer and administrative documents as necessary for the activity.	None	1 day	IO I/II/III, PAIO
	2.3 Identify or serve as media guest or resource person	None	1 day	IO I/II/III, PAIO
	2.4 Publish or air the recorded materials, either live for video coverage or as scheduled, as necessary. For write-ups or photos, publish or print as necessary.	None	1 hour	IO I/II/III, PAIO
3. Complete the Online Client Satisfaction Form (CSF). https://docs.google.com/forms/d/e/1FAIpQLScaKX9uDDqIPUAqVWGNLFcCFY9JlpPt7qI4RSbAk0M5ehohdg/viewform	3.1. Provide the Online Client Satisfaction Measurement (CSM) Form.	None	1 day	IO I/II/III/IV, PAIO

TOTAL	None	4 days,2 hours	
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LOCALIZATION AND INSTITUTIONALIZATION DIVISION (LID)

1. Request for Technical Assistance

The service provided by LID aims to assist the requesting party on technical documents, capacity building, advocacy, and as a resource person in the operationalization and institutionalization of policies and plans for children at the sub-national and local levels.

Office/Division/Unit	:	Localization and Institutionalization Division (LID)
Classification	:	Highly Technical
Type of Transaction	:	Government to Citizen (G2C) Government to Government (G2G)
Who may avail	:	Regional Committee/Sub-Committee for the Welfare of Children (RC/SCWC), Local Government Units (LGUs, Provincial/City/Municipal/Barangay), Local Council for the Protection of Children (LCPC, Provincial/City/Municipal/Barangay), National Government Agencies (NGAs), Civil Society Organizations (CSOs), and Other Partners

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
PHASE 1: PRE-EVENT	
1. Letter requesting technical assistance with complete contact information (1 physical/electronic copy)	Requesting Party
2. Directory/Profile of participants	Requesting Party
PHASE 2: EVENT PROPER	

3. Attendance Sheet	Requesting Party
4. Online Client Satisfaction Measurement (CSM) Form (1 entry per participant)	LID

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
PHASE 1: PRE-EVENT				
1. Submit one (1) physical/electronic copy of the signed letter addressed to the CWC Executive Director and a copy furnished to the LID Division Chief requesting technical assistance on specific topic/s at cwc@cwc.gov.ph , oed@cwc.gov.ph , and a copy furnished to lid@cwc.gov.ph . The letter should contain the program, target date, venue, and/or list/profile of participants.	1.1. Receive the signed letter and record it in the document tracking system.	None	1 hour	Records Officer
	1.2. Forward the signed letter to the Office of the Executive Director (OED).	None	1 hour	Records Officer
	1.3. Review, provide instructions, and refer the request to the concerned division or LID staff.	None	1 day	Executive Assistant (EA) III, OED
	1.4. Receive and record in the LID or RC/SCWC document tracking system, and forward to the Division Chief (DC).	None	1 hour	Administrative Assistant (AA) II, LID

	1.5. Review request for technical assistance and endorse to the concerned Section Head (SH) with appropriate instructions	None	1 day	DC, LID
	1.6. Endorse to the concerned LID staff with appropriate instructions.	None	1 day	SH, LID
	1.7. Concerned staff coordinate with the RC/SCWC staff, as necessary.	None	1 day	Planning Officer (PO) I/II/III, LID
	1.8. Send an acknowledgement email and coordinate a preparatory meeting with the Requesting Party.	None	1 day	PO I/II/III, LID
2. Coordinate with the concerned LID staff for a preparatory meeting.	2.1. Coordinate with the focal person of the Requesting Party.	None	1 day	PO I/II/III, LID
	2.2. Conduct a preparatory meeting with the Requesting Party.	None	3 hours	PO I/II/III, LID

	2.3. Confirm with the Requesting Party the final schedule of the event, venue, list of participants, and other administrative concerns.	None	1 hour	PO I/II/III, LID
	2.4. Request for Locator Slip or Special Order of the assigned staff.	None	1 hour	AA II, LID
	2.5. Prepare technical assistance materials and administrative documents necessary for the activity. 2.5.1. Prepare the certificates (e.g., certificate of appearance, certificate of completion, and the like).	None	9 days	PO I/II/III and/or AA, LID
	2.5.2. Review and endorse the certificates to the OED for review and signature.			DC/Assistant DC/ SH, LID
	2.5.3. Review and sign the certificates, and send the signed certificates to LID for distribution to participants who			EA III, OED

	completed the event.			
SUB TOTAL (PHASE 1: PRE-EVENT)		None	16 days	
PHASE 2: EVENT PROPER				
3. Attend the event according to the agreed schedule, complete the attendance sheet and outputs, and complete the Online Client Satisfaction Measurement (CSM) Form. https://docs.google.com/forms/d/e/1FAIpQLScaKX9uDDqIPUAqVWGNLFCFY9JlpPt7qI4RSbAk0M5ehohdg/viewform	3.1. Conduct the technical assistance through the provision of relevant resource person/s and secretariat to facilitate the event on the agreed schedule.	None	4 days	PO I/II/III/IV/V, LID
	3.2. Distribute Online Client Satisfaction Measurement (CSM) Form.			
	3.3. Verify participants who completed the Online CSM Form and provide the certificates.			
SUB TOTAL (PHASE 2: EVENT PROPER)		None	4 days	
TOTAL		None	20 days	

2. Request for Simple Information and/or other Documents

The service provided by LID aims to respond to simple inquiries and/or clarifications by the requesting party, related to the operationalization and institutionalization of policies and plans for children at the sub-national and local levels, which can be answered by readily available data without the need for complex analysis and/or preparation of a report.

Office/Division/Unit :		Localization and Institutionalization Division (LID)		
Classification :		Simple		
Type of Transaction :		Government to Citizen (G2C) Government to Government (G2G)		
Who may avail :		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Inquiry/Clarification with complete contact information (1 physical/electronic copy)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit one (1) physical/electronic copy of the inquiry/clarification addressed to the CWC Executive Director and through the LID Division Chief at cwc@cw.gov.ph , oed@cw.gov.ph , and copy furnished lid@cw.gov.ph . The letter should contain the complete	1.1. Receive the inquiry/clarification and record it in the document tracking system.	None	1 hour	Records Officer
	1.2. Forward the inquiry/clarification to the Office of the Executive Director (OED).	None	1 hour	Records Officer
	1.3. Review, provide instructions, and refer the request to the concerned division or LID staff.	None	2 hours	Executive Assistant (EA) III, OED

contact information of the Requesting Party.	1.4. Receive and record in the LID document tracking system, and forward to the Division Chief (DC).	None	1 hour	Administrative Assistant (AA) II, LID
	1.5. Review the inquiry/clarification and endorse to the concerned Section Head (SH) with appropriate instructions.	None	1 hour	DC, LID
	1.6. Endorse to the concerned LID staff with appropriate instructions.	None	1 hour	SH, LID
	1.7. Review the inquiry/clarification and prepare the necessary response.	None	2 days	Planning Officer (PO) I/II/III/IV/V, LID
2. Receive the email response and complete the Online Client Satisfaction Measurement (CSM) Form. https://docs.google.com/forms/d/e/1FAIpQLScakX9uDDqIPUAgVWGNLFcCFY9JlpPt7qI4RSbAk0M5ehohdg/viewform	2.1. Send the response to the Requesting Party and provide the Online Client Satisfaction Measurement (CSM) Form.	None	1 hour	PO I/II/III/IV/V, LID
TOTAL		None	3 days	

3. Request for Complex Information and/or other Documents

The service provided by LID aims to respond to complex inquiries and/or clarifications by the requesting party, related to the operationalization and institutionalization of policies and plans for children at the sub-national and local levels, which require analysis and preparation of reports.

Office/Division/Unit :		Localization and Institutionalization Division (LID)		
Classification :		Complex		
Type of Transaction :		Government to Citizen (G2C) Government to Government (G2G)		
Who may avail :		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Inquiry/Clarification with complete contact information (1 physical/electronic copy)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit one (1) physical/electronic copy of the inquiry/clarification addressed to the CWC Executive Director and through the LID Division Chief at cwc@cwc.gov.ph , oed@cwc.gov.ph , and a copy furnished to lid@cwc.gov.ph . The letter should contain the complete	1.1. Receive the inquiry/clarification and record it in the document tracking system.	None	1 hour	Records Officer
	1.2. Forward the inquiry/clarification to the Office of the Executive Director (OED).	None	1 hour	Records Officer
	1.3. Review, provide instructions, and refer the request to the concerned	None	2 hours	Executive Assistant (EA) III, OED

contact information of the Requesting Party.	division or LID staff.			
	1.4. Receive and record in the LID document tracking system, and forward to the Division Chief (DC).	None	1 hour	Administrative Assistant (AA) II, LID
	1.5. Review the inquiry/clarification and endorse to the concerned Section Head (SH) with appropriate instructions.	None	1 hour	DC, LID
	1.6. Endorse to the concerned LID staff with appropriate instructions.	None	1 hour	SH, LID
	1.7. Review the inquiry/clarification, prepare the necessary response/report, and submit to the Division Chief (DC)/ Assistant Division Chief (ADC)/ Section Head (SH) for review.	None	3 days	Planning Officer (PO) I/II/III/IV/V, LID

	1.8. Review and provide inputs to the response/report and endorse for OED's review and/or signature.	None	1 day	DC/ADC/SH, LID
	1.9. Review and sign the response/report.	None	2 days	EA III, OED
2. Receive the email response and complete the Online Client Satisfaction Measurement (CSM) Form. https://docs.google.com/forms/d/e/1FAIpQLScakX9uDDqIPUAgVWGnLFcCFY9JlpPt7qI4RSbAk0M5ehohdg/viewform	2.1. Send the response/report to the Requesting Party and provide the Online Client Satisfaction Measurement (CSM) Form.	None	1 hour	PO I/II/III/IV/V, LID
TOTAL		None	7 days	

4. Request for Highly Technical Information and/or other Documents

The service provided by LID aims to respond to highly technical inquiries and/or clarifications by the requesting party, related to the operationalization and institutionalization of policies and plans for children at the sub-national and local levels, which require extensive analysis and preparation of reports.

Office/Division/Unit :		Localization and Institutionalization Division (LID)		
Classification :		Highly Technical		
Type of Transaction :		Government to Citizen (G2C) Government to Government (G2G)		
Who may avail :		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Inquiry/Clarification with complete contact information (1 physical/electronic copy)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit one (1) physical/electronic copy of the inquiry/clarification addressed to the CWC Executive Director and through the LID Division Chief at cwc@cw.gov.ph , oed@cw.gov.ph , and a copy furnished to lid@cw.gov.ph . The letter should contain the complete	1.1. Receive the inquiry/clarification and record in the document tracking system.	None	1 hour	Records Officer
	1.2. Forward the inquiry/clarification to the Office of the Executive Director (OED).	None	1 hour	Records Officer
	1.3. Review, provide instructions, and refer the request to the concerned	None	2 hours	Executive Assistant (EA) III, OED

contact information of the Requesting Party.	division or LID staff.			
	1.4. Receive and record in the LID document tracking system, and forward to the Division Chief (DC).	None	1 hour	Administrative Assistant (AA) II, LID
	1.5. Review the inquiry/clarification and endorse to the concerned Section Head (SH) with appropriate instructions.	None	1 hour	DC, LID
	1.6. Endorse to the concerned LID staff with appropriate instructions.	None	1 hour	SH, LID
	1.7. Review the inquiry/clarification, prepare the necessary response/report, and submit to Division Chief (DC)/ Assistant Division Chief (ADC)/ Section Head (SH) for review.	None	6 days	Planning Officer (PO) I/II/III/IV/V, LID
	1.8. Review and provide inputs to the response/report, endorse to other Offices/Divisions/Sections/Units	None	10 days	DC/ADC/SH, LID Other ODSUs and/or partners

	(ODSUs) for inputs, and endorse for OED's review and/or signature.			
	1.9. Review and sign the response/report.	None	3 days	EA III, OED
2. Receive the email response and complete the Online Client Satisfaction Measurement (CSM) Form. https://docs.google.com/forms/d/e/1FAIpQLScakX9uDDqIPUAgVWGnLfcCFY9JlpPt7qI4RSbAk0M5ehohdg/viewform	2.1. Send the response/report to the Requesting Party and provide the Online Client Satisfaction Measurement (CSM) Form.	None	1 hour	PO I/II/III/IV/V, LID
TOTAL		None	20 days	

5. Request for Review of Simple Documents

The service provided by LID aims to review simple document/s received from the requesting party, related to the operationalization and institutionalization of policies and plans for children at the sub-national and local levels, which can be answered by readily available data without the need for complex analysis and/or preparation of a report.

Office/Division/Unit :	Localization and Institutionalization Division (LID)
Classification :	Simple

Type of Transaction :		Government to Citizen (G2C) Government to Government (G2G)		
Who may avail :		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter requesting for review of document/s with complete contact information (1 physical/electronic copy)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit one (1) physical/electronic copy of the signed letter requesting for review of document/s addressed to the CWC Executive Director and through the LID Division Chief at cwc@cwc.gov.ph , oed@cwc.gov.ph , and a copy furnished to lid@cwc.gov.ph . The letter should contain the complete contact information of the Requesting Party.	1.1. Receive the document/s and record in the document tracking system.	None	1 hour	Records Officer
	1.2. Forward the document/s to the Office of the Executive Director (OED).	None	1 hour	Records Officer
	1.3. Review, provide instructions, and refer the request to the concerned division or LID staff.	None	2 hours	Executive Assistant (EA) III, OED
	1.4. Receive and record in the LID document tracking system, and forward to the Division Chief (DC).	None	1 hour	Administrative Assistant (AA) II, LID

	1.5. Review the document/s and endorse to the concerned Section Head (SH) with appropriate instructions.	None	1 hour	Division Chief, LID
	1.6. Endorse to the concerned LID staff with appropriate instructions.	None	1 hour	SH, LID
	1.7. Review the document/s and prepare the necessary response/report.	None	2 days	Planning Officer (PO) I/II/III/IV/V, LID
2. Receive the email response and complete the Online Client Satisfaction Measurement (CSM) Form. https://docs.google.com/forms/d/e/1FAIpQLScakX9uDDqIPUAgVWGNLFcCFY9JlpPt7qI4RSbAk0M5ehohdg/viewform	2.1. Send the response/report to the Requesting Party and provide the Online Client Satisfaction Measurement (CSM) Form.	None	1 hour	PO I/II/III/IV/V, LID
TOTAL		None	3 days	

6. Request for Review of Complex Documents

The service provided by LID aims to review document/s received from the requesting party, related to the operationalization and institutionalization of

policies and plans for children at the sub-national and local levels, which require extensive analysis and preparation of reports.

Office/Division/Unit :			Localization and Institutionalization Division (LID)	
Classification :			Complex	
Type of Transaction :			Government to Citizen (G2C) Government to Government (G2G)	
Who may avail :			All	
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter requesting for review of document/s with complete contact information (1 physical/electronic copy)			Requesting Party	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit one (1) physical/electronic copy of the signed letter requesting for review of document/s addressed to the CWC Executive Director and through the LID Division Chief at cwc@cwc.gov.ph , oed@cwc.gov.ph , and a copy furnished to lid@cwc.gov.ph . The letter should contain the complete contact information of the Requesting Party.	1.1. Receive the document/s and record in the document tracking system.	None	1 hour	Records Officer
	1.2. Forward the document/s to the Office of the Executive Director (OED).	None	1 hour	Records Officer
	1.3. Review, provide instructions, and refer the request to the concerned division or LID staff.	None	2 hours	Executive Assistant (EA) III, OED
	1.4. Receive and record in the LID document tracking system, and forward	None	1 hour	Administrative Assistant (AA), LID

	to the Division Chief (DC).			
	1.5. Review the document/s and endorse to the concerned Section Head (SH) with appropriate instructions.	None	1 hour	DC, LID
	1.6. Endorse to the concerned LID staff with appropriate instructions.	None	1 hour	SH, LID
	1.7. Review the document/s, prepare the necessary response/report, and submit to Division Chief (DC)/ Assistant Division Chief (ADC)/ Section Head (SH) for review.	None	3 days	Planning Officer (PO) I/II/III/IV/V, LID
	1.8. Review and provide inputs to response/report, endorse for OED's review and/or signature.	None	1 day	DC/ADC/SH, LID
	1.9. Review and sign the response/report.	None	2 days	EA III, OED

2. Receive the email response and complete the Online Client Satisfaction Measurement (CSM) Form. https://docs.google.com/forms/d/e/1FAIpQLScakX9uDDqIPUAgVWGnLFcCFY9JlpPt7qI4RSbAk0M5ehohdg/viewform	2.1. Send the response/report to the Requesting Party and provide the Online Client Satisfaction Measurement (CSM) Form.	None	1 hour	PO I/II/III/IV/V LID
TOTAL		None	7 days	

7. Request for Review of Highly Technical Documents

The service provided by LID aims to review document/s received from the requesting party, related to the operationalization and institutionalization of policies and plans for children at the sub-national and local levels, which require extensive analysis and preparation of reports.

Office/Division/Unit :		Localization and Institutionalization Division (LID)		
Classification :		Highly Technical		
Type of Transaction :		Government to Citizen (G2C) Government to Government (G2G)		
Who may avail :		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter requesting for review of document/s with complete contact information (1 physical/electronic copy)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit one (1) physical/electronic copy of the signed letter requesting for review of document/s addressed to the CWC Executive Director and through the LID Division Chief at cwc@cwcc.gov.ph , oed@cwcc.gov.ph , and a copy furnished to lid@cwcc.gov.ph .	1.1. Receive the document/s and record in the document tracking system.	None	1 hour	Records Officer
	1.2. Forward the document/s to the Office of the Executive Director (OED).	None	1 hour	Records Officer
	1.3. Review, provide instructions, and refer the request to the concerned	None	2 hours	Executive Assistant (EA) III, OED

The letter should contain the complete contact information of the Requesting Party.	division or LID staff.			
	1.4. Receive and record in the LID document tracking system, and forward to the Division Chief (DC).	None	1 hour	Administrative Assistant (AA) II, LID
	1.5. Review the document/s and endorse to the concerned Section Head (SH) with appropriate instructions.	None	1 hour	DC, LID
	1.6. Endorse to the concerned LID staff with appropriate instructions.	None	1 hour	SH, LID
	1.7. Review the document/s, prepare the necessary response/report, and submit to Division Chief (DC)/ Assistant Division Chief (ADC)/ Section Head (SH) for review.	None	6 days	Planning Officer (PO) I/II/III/IV/V, LID

	1.8. Review and provide inputs to the response/report, endorse to other Offices/Divisions/Sections/Units (ODSUs) for inputs, and endorse for OED's review and/or signature.	None	10 days	DC/ADC/SH, LID Other ODSUs and/or partners
	1.9. Review and sign the response/report.	None	3 days	EA III, OED
2. Receive the email response and complete the Online Client Satisfaction Measurement (CSM) Form. https://docs.google.com/forms/d/e/1FAIpQLScakX9uDDqIPUAgVWGnLFCcFY9JlpPt7qI4RSbAk0M5ehohdg/viewform	2.1. Send the response/report to the Requesting Party and provide the Online Client Satisfaction Measurement (CSM) Form.	None	1 hour	PO I/II/III/IV/V, LID
TOTAL		None	20 days	

8. Request to Attend Meeting/s or other Activities

The service provided by LID aims to respond to meetings or activities initiated by the requesting party related to the operationalization and institutionalization of policies and plans for children at the sub-national and local levels, which require the analysis and preparation of materials and/or reports with substantial contribution (e.g., meetings, workshops, consultations, and other similar activities).

Office/Division/Unit :		Localization and Institutionalization Division (LID)		
Classification :		Complex		
Type of Transaction :		Government to Government (G2G)		
Who may avail :		• Regional Committee/Sub-Committee for the Welfare of Children (RC/SCWC), • Local Government Units (LGUs, Provincial/City/Municipal/Barangay), • Local Council for the Protection of Children (LCPC), • National Government Agencies (NGAs), • Civil Society Organizations (CSOs), and • Other Partners		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter requesting for a meeting or attendance to activities with complete details and contact information (1 physical/electronic copy)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit one (1) physical/electronic copy of the signed letter requesting for a meeting or attendance	1.1. Receive the signed letter and record it in the document tracking system.	None	1 hour	Records Officer

to activities addressed to the CWC Executive Director and through the LID Division Chief at cwc@cwc.gov.ph , oed@cwc.gov.ph , and a copy furnished to lid@cwc.gov.ph . The letter should contain the complete details and contact information of the Requesting Party.	1.2. Forward the signed letter to the Office of the Executive Director (OED).	None	1 hour	Records Officer
	1.3. Review, provide instructions, and refer the request to the concerned division or LID staff.	None	2 hours	Executive Assistant (EA) III, OED
	1.4. Receive and record in the LID document tracking system, and forward to the Division Chief (DC).	None	1 hour	Administrative Assistant (AA) II, LID
	1.5. Review the signed letter and endorse it to the concerned Section Head (SH) with appropriate instructions.	None	1 hour	DC, LID
	1.6. Endorse to the concerned LID staff with appropriate instructions.	None	1 hour	SH, LID
	1.7. Send an acknowledgement email and coordinate with the Requesting Party.	None	1 day	Planning Officer (PO) I/II/III/IV/V, LID
2. Receive the email response.	2.1. Confirm with the Requesting Party the final schedule of the meeting/activity, venue, and agenda/program.	None	1 hour	PO I/II/III/IV/V, LID

	2.2. Prepare materials and administrative documents as necessary for the activity.	None	2 days	PO I/II/III and/or AA II, LID
3. Attend the meeting/activity, provide Certificate of Appearance, and complete the Online Client Satisfaction Measurement (CSM)Form. https://docs.google.com/forms/d/e/1FAIpQLScaKX9uDDqIPUAgVWGNLFcCFY9JlpPt7qI4RSbAk0M5ehohdg/viewform	3.1. Attend the meeting/activity, claim/request signature of the Certificate of Appearance, and provide the Online Client Satisfaction Measurement (CSM) Form.	None	3 days	PO I/II/III/IV/V, LID
TOTAL		None	7 days	

REGIONAL COMMITTEE/SUB-COMMITTEE FOR THE WELFARE OF CHILDREN (RC/SCWC)

EXTERNAL SERVICES

1. Request for Technical Assistance

The service provided by the RC/SCWCs aims to assist the requesting party on technical documents, capacity building, advocacy, and as a resource person in the operationalization and institutionalization of policies and plans for children at the sub-national and local levels.

Office/Division/Unit :	Regional Committee/Sub-Committee for the Welfare of Children (RC/SCWC)
Classification :	Highly Technical
Type of Transaction :	Government to Citizen (G2C) Government to Government (G2G)
Who may avail :	Local Government Units (LGUs, Provincial/City/Municipal/Barangay), Local Council for the Protection of Children (LCPC, Provincial/City/Municipal/Barangay), National Government Agencies (NGAs), Civil Society Organizations (CSOs), and Other Partners

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
PHASE 1: PRE-EVENT	
1. Letter requesting technical assistance with complete contact information (1 physical/electronic copy)	Requesting Party
PHASE 2: EVENT PROPER	
2. Attendance Sheet	Requesting Party
3. Online Client Satisfaction Measurement (CSM) Form (1 entry per participant) - (CWC-LID, DSWD FO, RJJWC (joint activities), RCWC template.)	RC/SCWC

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
PHASE 1: PRE-EVENT				
1. Submit one (1) physical/electronic copy of the signed letter addressed to	1.1. Receive the signed letter and record it in the document tracking system.	None	1 hour	Records Officer

the RSCWC Chairperson. The letter should contain the program, target date, venue, and/or list/profile of participants.	1.2. Forward the signed letter to the Office of the Regional Director (ORD)/CWC-Office of the Executive Director (OED)	None	1 hour	Records Officer
	1.3. Review, provide instructions, and refer the request to the RCSCWC Secretariat	None	1-2 days	Executive Assistant (EA), ORD/OED
	1.4. Receive and record the communication letter	None	1 hour	RC/SCWC RC/DSWD FO
	1.5. Send an acknowledgment email	None	2-3 day	RC/SCWC RC/DSWD FO
2. Coordinate with POIII/Regional Coordinator for a preparatory meeting.	2.1. Coordinate with the focal person of the Requesting Party.	None	1 day	RC/SCWC RC
	2.2. Conduct a preparatory meeting with the Requesting Party including request of Directory/Profile of participants	None	3 hours	RC/SCWC RC
	2.3. Confirm with the Requesting Party the final schedule of the	None	1 hour	RC/SCWC RC

	event, venue, list of participants, and other administrative concerns.			
	2.4. Request for Locator Slip or Special Order of the assigned staff.	None	1 Day 3 Days	RC/SCWC RC
	2.5. Prepare technical assistance materials	None	6 days	RC/SCWC RC
SUB TOTAL (PHASE 1: PRE-EVENT)		None	16 days	
PHASE 2: EVENT PROPER				
3. Attend the event according to the agreed schedule, complete the attendance sheet and outputs, and complete the Online Client Satisfaction Measurement (CSM) Form. https://docs.google.com/forms/d/e/1FAIpQLScaKX9uDDqIPUAgVWGNLFcCFY9JlpPt7qI4RSbAk0M5ehohdg/viewform	3.1. Conduct the technical assistance through the provision of relevant resource person/s and secretariat to facilitate the event on the agreed schedule.	None	4 days	RC/SCWC RC
	3.2. Distribute Online Client Satisfaction Measurement (CSM) Form.			
	3.3. Verify participants who completed the			

	Online CSM Form and provide the certificates.			
SUB TOTAL (PHASE 2: EVENT PROPER)		None	4 days	
TOTAL		None	20 days	

2. Request for Simple Information and/or other Documents

The service provided by RC/SCWCs aims to respond to simple inquiries and/or clarifications by the requesting party, related to the operationalization and institutionalization of policies and plans for children at the sub-national and local levels, which can be answered by readily available data without the need for complex analysis and/or preparation of a report.

Office/Division/Unit	: Regional Committee/Sub-Committee for the Welfare of Children (RC/SCWC)
Classification	: Simple
Type of Transaction	: Government to Citizen (G2C) Government to Government (G2G)
Who may avail	: All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Inquiry/Clarification with complete contact information (1 physical/electronic copy)	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit one (1) physical/electronic copy of the inquiry/clarification through call, text, email, messenger, etc. The message should contain the complete contact information of the Requesting Party.	1.1. Review the inquiry/clarification and prepare the necessary response.	None	2 days	RC/SCWC Regional Coordinator (RC)

2. Receive the email response and complete the Online Client Satisfaction Measurement (CSM) Form. https://docs.google.com/forms/d/e/1FAIpQLScaKX9uDDqIPUAgVWGNLFcCFY9JlpPt7qI4RSbAk0M5ehohdg/viewform	2.1. Send the response to the Requesting Party and provide the Online Client Satisfaction Measurement (CSM) Form.	None	1 hour	RC/SCWC RC
TOTAL		None	3 days	

3. Request for Complex Information and/or other Documents

The service provided by RC/SCWCs aims to respond to complex inquiries and/or clarifications by the requesting party, related to the operationalization and institutionalization of policies and plans for children at the sub-national and local levels, which require analysis and preparation of reports.

Office/Division/Unit	: Regional Committee/Sub-Committee for the Welfare of Children (RC/SCWC)
Classification	: Complex
Type of Transaction	: Government to Citizen (G2C) Government to Government (G2G)
Who may avail	: All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Inquiry/Clarification with complete contact information (1 physical/electronic copy)	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit one (1) physical/electronic copy of the inquiry/clarification through call, test, email, messenger, etc. The message should contain the complete contact information of the Requesting Party.	1.1. Review the inquiry/clarification and prepare the necessary response. 1.2. Coordinate with other Offices/Divisions/Sections/Units (ODSUs) for inputs, as necessary.	None	6 days	RC/SCWC Regional Coordinator (RC)
2. Receive the email response and complete the Online Client Satisfaction Measurement (CSM) Form. https://docs.google.com/forms/d/e/1FAIpQLScakX9uDDqIPUAgVWGNLFcCFY9JlpPt7ql4RSbAk0M5ehohdg/viewform	2.1. Send the response to the Requesting Party and provide the Online Client Satisfaction Measurement (CSM) Form.	None	1 hour	RC/SCWC RC
TOTAL		None	7 days	

4. Request for Highly Technical Information and/or other Documents

The service provided by LID aims to respond to highly technical inquiries and/or clarifications by the requesting party, related to the operationalization and institutionalization of policies and plans for children at the sub-national and local levels, which require extensive analysis and preparation of reports.

Office/Division/Unit	: Regional Committee/Sub-Committee for the Welfare of Children (RC/SCWC)
Classification	: Highly Technical
Type of Transaction	: Government to Citizen (G2C) Government to Government (G2G)
Who may avail	: All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Inquiry/Clarification with complete contact information (1 physical/electronic copy)	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit one (1) physical/electronic copy of the inquiry/clarification through call, text, email, messenger, etc. The message should contain the complete contact information of the Requesting Party.	1.1. Review the inquiry/clarification and prepare the necessary response. 1.2. Coordinate with other Offices/Divisions/Sections/Units (ODSUs) for inputs, as necessary.	None	19 days	RC/SCWC Regional Coordinator (RC)

2. Receive the email response and complete the Online Client Satisfaction Measurement (CSM) Form. https://docs.google.com/forms/d/e/1FAIpQLScaKX9uDDqIPUAgVWGNLFcCFY9JlpPt7qI4RSbAk0M5ehohdg/viewform	2.1. Send the response/report to the Requesting Party and provide the Online Client Satisfaction Measurement (CSM) Form.	None	1 hour	RC/SCWC RC
TOTAL		None	20 days	

5. Request for Review of Simple Documents

The service provided by LID aims to review simple document/s received from the requesting party, related to the operationalization and institutionalization of policies and plans for children at the sub-national and local levels, which can be answered by readily available data without the need for complex analysis and/or preparation of a report.

Office/Division/Unit	:	Regional Committee/Sub-Committee for the Welfare of Children (RC/SCWC)
Classification	:	Simple
Type of Transaction	:	Government to Citizen (G2C) Government to Government (G2G)
Who may avail	:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter requesting for review of document/s with complete contact information (1 physical/electronic copy)	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit one (1) physical/electronic copy of the inquiry/clarification through call, text, email, messenger, etc. The message should contain the complete contact information of the Requesting Party.	1.1. Review the inquiry/clarification and prepare the necessary response.	None	2 days and 7 hours	RC/SCWC Regional Coordinator (RC)
2. Receive the email response and complete the Online Client Satisfaction Measurement (CSM) Form. https://docs.google.com/forms/d/e/1FAIpQLScaKX9uDDqIPUAgVWGNLFcCFY9JlpPt7qI4RSbAk0M5ehohdg/viewform	2.1. Send the response/report to the Requesting Party and provide the Online Client Satisfaction Measurement (CSM) Form.	None	1 hour	RC/SCWC RC
TOTAL		None	3 days	

6. Request for Review of Complex Documents

The service provided by LID aims to review document/s received from the requesting party, related to the operationalization and institutionalization of policies

and plans for children at the sub-national and local levels, which require extensive analysis and preparation of reports.

Office/Division/Unit	: Regional Committee/Sub-Committee for the Welfare of Children (RC/SCWC)
Classification	: Complex
Type of Transaction	: Government to Citizen (G2C) Government to Government (G2G)
Who may avail	: All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter requesting for review of document/s with complete contact information (1 physical/electronic copy)	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit one (1) physical/electronic copy of the inquiry/clarification through call, test, email, messenger, etc. The message should contain the complete contact information of the Requesting Party.	1.1. Review the inquiry/clarification and prepare the necessary response. 1.2. Coordinate with other Offices/Divisions/Sections/Units (ODSUs) for inputs, as necessary.	None	6 days and 7 hours	RC/SCWC Regional Coordinator (RC)
2. Receive the email response and complete the Online Client Satisfaction Measurement (CSM) Form.	2.1. Send the response/report to the Requesting Party and provide the Online Client Satisfaction	None	1 hour	RC/SCWC RC

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
https://docs.google.com/forms/d/e/1FAIpQLScaKX9uDDqIPUAgVWGNLFcCFY9JlpPt7qI4RSbAk0M5ehohdg/viewform	Measurement (CSM) Form.			
TOTAL		None	7 days	

7. Request for Review of Highly Technical Documents

The service provided by LID aims to review document/s received from the requesting party, related to the operationalization and institutionalization of policies and plans for children at the sub-national and local levels, which require extensive analysis and preparation of reports.

Office/Division/Unit	:	Regional Committee/Sub-Committee for the Welfare of Children (RC/SCWC)
Classification	:	Complex
Type of Transaction	:	Government to Citizen (G2C) Government to Government (G2G)
Who may avail	:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter requesting for review of document/s with complete contact information (1 physical/electronic copy)	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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1. Submit one (1) physical/electronic copy of the inquiry/clarification through call, test, email, messenger, etc. The message should contain the complete contact information of the Requesting Party.	1.1. Review the inquiry/clarification and prepare the necessary response. 1.2. Coordinate with other Offices/Divisions/Sections/Units (ODSUs) for inputs, as necessary.	None	19 days and 7 hours	RC/SCWC Regional Coordinator (RC)
2. Receive the email response and complete the Online Client Satisfaction Measurement (CSM) Form. https://docs.google.com/forms/d/e/1FAIpQLScaKX9uDDqIPUAqVWGNLFcCFY9JlpPt7qI4RSbAk0M5ehohdg/viewform	2.1. Send the response/report to the Requesting Party and provide the Online Client Satisfaction Measurement (CSM) Form.	None	1 hour	RC/SCWC RC
TOTAL		None	20 days	

8. Request to Attend Meeting/s or other Activities

The service provided by LID aims to respond to meetings or activities initiated by the requesting party related to the operationalization and institutionalization of policies and plans for children at the sub-national and local levels, which require the analysis and

preparation of materials and/or reports with substantial contribution (e.g., meetings, workshops, consultations, and other similar activities).

Office/Division/Unit	:	Regional Committee/Sub-Committee for the Welfare of Children (RC/SCWC)
Classification	:	Complex
Type of Transaction	:	Government to Citizen (G2C) Government to Government (G2G)
Who may avail	:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter requesting for a meeting or attendance to activities with complete details and contact information (1 physical/electronic copy)	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit one (1) physical/electronic copy of the signed letter requesting for a meeting or attendance to activities addressed to the RCWC Chairperson The letter should contain the complete details and contact information of the Requesting Party.	1.1. Receive the signed letter and record it in the document tracking system.	None	1 hour	Records Officer
	1.2. Forward the signed letter to the Office of the Regional Director (ORD).	None	1 hour	Records Officer
	1.3. Review, provide instructions, and refer the request to the RC/SCWC Secretariat	None	1 day	Executive Assistant (EA), ORD
	1.4. Receive and record the communication letter	None	1 hour	RC/SCWC RC/ DSWD FO

	1.5. Send an acknowledgment email and coordinate a preparatory meeting with the Requesting Party.	None	1 day	RC/SCWC RC/DSWD FO
2. Receive the email response.	2.1. Confirm with the Requesting Party the final schedule of the meeting/activity, venue, and agenda/program.	None	1 hour	RC/SCWC RC
	2.2. Prepare materials and administrative documents as necessary for the activity.	None	3 days	RC/SCWC RC
3. Attend the meeting/activity, provide Certificate of Appearance, and complete the Online Client Satisfaction Measurement (CSM) Form. https://docs.google.com/forms/d/e/1FAIpQLScaKX9uDDqIPUAgVWGNLFcCFY9JlpPt7ql4RSbAk0M5ehohdg/viewform	3.1. Attend the meeting/activity, claim/request signature of the Certificate of Appearance, and provide the Online Client Satisfaction Measurement (CSM) Form.	None	2 days	RC/SCWC RC
TOTAL		None	7 days	

CENTRAL OFFICE

INTERNAL SERVICES

OFFICE OF THE EXECUTIVE DIRECTOR-LEGAL UNIT

1. Service Name: Request for Legal Opinion

This provides for the process of requests for Legal Opinion on issues and offering an informed assessment based on relevant laws, regulations, and judicial precedents which provides clarity on legal risks, compliance matters, and potential courses of action to guide decision-making and mitigate legal uncertainty received from divisions/ units/ offices of the Council for the Welfare of Children (CWC).

Office or Division:	Office of the Executive Director- Legal Unit	
Classification:	Highly Technical	
Type of Transaction:	Government-to-Government (G2G)	
Who may avail of the Service:	CWC Division/Unit/Office	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
1. Physical Letter/ Email or Memorandum addressed to the Legal Unit, containing the following information: a. The names, addresses. Telephone and/or email addresses and other relevant personal or juridical circumstances of the requesting party/parties. b. Complete factual circumstances from which the Unit may draw premises and conclusions, and the resolution of the legal issues presented hinges on factual matters which are readily discernible from the query.	Requesting Client	

c. The law, rules, and regulation applicable to the issues presented sought to be clarified. d. All pertinent papers and documents necessary to render the opinion. (1 Original)				
2. If the request concerns the interpretation of Administrative Orders, Memoranda, or other legal documents in relation to another piece of legislation, pertinent Copy of Law (1 Photocopy/ softcopy if submitted through email)		Requesting Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request for Legal Opinion	1.1. Receives and checks the adequacy and completeness of the document as part of the complete staff work before endorsing it to the Legal Officer, then records the same to the document tracking.	None	1 hour	Legal Assistant II
	1.2. Review the request for Legal Opinion	None	1 day	Attorney III
	1.3. Conducts Legal Research, request for more information, and draft legal opinion	None	15 days	Attorney III
	1.4. Submit draft Legal Opinion to Executive Assistant	None	1 day	Attorney III

	IV for review and clearance			
	1.5. Executive Assistant IV endorses to Executive Assistant III for final review and endorsement to Head of Agency	None	1 day	Executive Assistant IV
	1.6. Final review and check completeness of the document before endorsing it to the head of the agency.	None	5 hours	Executive Assistant III
	1.7. Head of Agency approves/ disapproves	None	1 day	Head of Agency
	1.8. Approved Legal Opinion returned to Legal Assistant II for filing and routing to the Requesting Party. If draft Legal Opinion is disapproved, Administrative Assistant II routes to the Legal Assistant II for further revision of Attorney III.	None	30 minutes	Legal Assistant II Administrative Assistant II
2. Client receives the requested Legal Opinion	2.1. Send a copy of the approved Legal Opinion to the client	None	30 minutes	Legal Assistant II
	2.2. Record action taken on the request			

	and tag as completed on the document tracking			
3. Receive the email/letter response and complete the Online Client Satisfaction Measurement (CSM) Form.	3.1. Send the response to the Requesting Party and provide the Online Client Satisfaction Measurement (CSM) Form.	None	1 hour	Legal Assistant II
TOTAL			20 days	

2. Service Name: Request for Review of Legal Documents (Simple)

This provides for the process of acting on requests received by the Legal Unit from other offices for review, assessment, and evaluation of the following legal documents:

1. Position Papers;
2. Memoranda;
3. Administrative Orders;
4. Procurement Documents;
5. Renewal Contracts;
6. Contracts/ Memorandum of Understanding, Memorandum of Agreement created by the CWC;
7. Letters and other correspondences;
8. Forms.

Office or Division:	Office of the Executive Director- Legal Unit			
Classification:	Simple			
Type of Transaction:	Government-to-Government (G2G)			
Who may Avail of the Service:	ALL CWC Division/Unit/Office			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Physical Letter/ Email or Memorandum addressed to the Legal Unit which specifically states their request for assistance in reviewing legal documents. (1 Original) 2. Copy of the legal document requested to be reviewed and other supporting documents, if any. (1 Photocopy/ softcopy if through email).			Requesting Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request for review of Legal Documents identified under	1.1 Receives and checks the adequacy and completeness of the document as part of the complete staff	None	30 minutes	Legal Assistant II

Simple Transaction	work before endorsing it to the Legal Officer, then records the same to the document tracking.			
	1.2 Review of Legal Documents identified under Simple Transactions. For further clarification, request for more information or other supporting documents from the requesting client.	None	3 hours	Attorney III Legal Assistant II
	1.3 Forward the legal document to the Executive Assistant IV for review and clearance.	None	1 hour	Attorney III
	1.4 Executive Assistant IV endorses to Executive Assistant III for final review and endorsement to Head of Agency	None	1 day	Executive Assistant IV
	1.5 Final review and check completeness of the document before endorsing it to the head of the agency.	None	3 hours	Executive Assistant III
	1.5 Head of Agency approves/ disapproves	None	1 day	Head of Agency

2. Client receives the requested Legal Opinion	2.1 Route document to requesting client. 2.2 Record action taken on the request and tag it as completed on the document tracking.	None	15 minutes	Administrative Assistant II/ Administrative Aide VI/ Sr. Administrative Assistant III Legal Assistant II
3. Receive the email/letter response and complete the Online Client Satisfaction Measurement (CSM) Form.	3.1. Send the response to the Requesting Party and provide the Online Client Satisfaction Measurement (CSM) Form.	None	15 minutes	Legal Assistant II
TOTAL			3 days	

3. Service Name: Request for Review of Legal Documents (Complex)

This provides for the process of acting on requests received by the Legal Unit from other offices for review, assessment, and evaluation of the following legal documents:

1. New Contracts;
2. Contracts from other parties;
3. Memorandum of Agreement;
4. Memorandum of Understanding;
5. Joint-Memorandum Circular;
6. Other analogous documents.

Office or Division:	Office of the Executive Director- Legal Unit			
Classification:	Complex			
Type of Transaction:	Government-to-Government (G2G)			
Who may Avail of the Service:	ALL CWC Division/Unit/Office			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Physical Letter/ Email or Memorandum addressed to the Legal Unit which specifically states their request for assistance in reviewing legal documents. (1 Original) 2. Copy of the legal document requested to be reviewed and other supporting documents, if any. (1 Photocopy/ softcopy if through email).			Requesting Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request for review of Legal Documents identified under Complex Transactions	1.1 Receives and checks the adequacy and completeness of the document as part of the complete staff work before endorsing it to the	None	1 hour	Legal Assistant II

	Legal Officer, then records the same to the document tracking.			
	1.2 Review of Legal Documents identified under Complex Transactions. For further clarification, request for more information or other supporting documents from the requesting client.	None	4 days	Attorney III Legal Assistant II
	1.3 Forward the legal document to the Executive Assistant IV for review and clearance.	None	1 hour	Attorney III
	1.4 Executive Assistant IV endorses to Executive Assistant III for final review and endorsement to Head of Agency	None	9 hours	Executive Assistant IV
	1.5 Final review and check completeness of the document before endorsing it to the head of the agency.	None	4 hours	Executive Assistant III
	1.6 Head of Agency approves/ disapproves	None	1 day	Head of Agency

2. Client receives the requested Legal Opinion	2.1 Route document to requesting client. 2.2 Record action taken on the request and tag it as completed on the document tracking.	None	30 minutes	Administrative Assistant II/ Administrative Aide VI/ Sr. Administrative Assistant III Legal Assistant II
3. Receive the email/letter response and complete the Online Client Satisfaction Measurement (CSM) Form.	3.1 Send the response to the Requesting Party and provide the Online Client Satisfaction Measurement (CSM) Form.	None	30 minutes	Legal Assistant II
TOTAL			7 days	

4. Service Name: Request for Resource Speaker

This pertains to the request for a resource speaker to discuss the mandates and program of CWC.

Office or Division:	Office of the Executive Director- Legal Unit			
Classification:	Simple			
Type of Transaction:	Government-to-Government (G2G)			
Who may Avail of the Service:	ALL CWC Division/Unit/Office			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter- request containing the following: • Name of the Requesting Client • Date and time of the activity (must be 7 days before the conduct of the activity) • Brief profile of attendees • Video Conference link/ Venue • Program			Requesting Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request Letter through the following: Via Physical Copy:	1.1 Receives and checks the adequacy and completeness of the document as part of the complete staff work before	None	1 hour	Legal Assistant II

Addressed to Office of the Executive Director-Legal Unit	endorsing it to the Legal Officer, then records the same to the document tracking.			
Via email: btsantamaria@cwcc.gov.ph flacmaan@cwcc.gov.ph	1.2 Review the request, and if no further details are needed, signify attendance through the Legal Assistant II or the Administrative Aide VI. Otherwise, send a letter of regret to the requesting client.	None.	21 hours	Attorney III
2. Coordinate on the finalization of the schedule	2.1 Send confirmation of attendance or regret letter to the requesting client either through phone call or through email confirmation.	None	1 hour	Legal Assistant II Administrative Aide VI

3. Receive the email/letter response and complete the Online Client Satisfaction Measurement (CSM) Form.	3.1 Send the response to the Requesting Party and provide the Online Client Satisfaction Measurement (CSM) Form.	None	1 Hour	Legal Assistant II
TOTAL			3 days	

5. Service Name: Request for Publication

This pertains to the request of a Division, Office, Section, or Unit to facilitate the publication of approved issuances in the Official Gazette, U.P. Law Center, and other journals.

Office or Division:	Office of the Executive Director- Legal Unit			
Classification:	Simple			
Type of Transaction:	Government-to-Government (G2G)			
Who may Avail of the Service:	ALL CWC Division/Section/Unit/Office			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter request . 1 Original and approved letter of request . Original copy of the document to be published . 1 Photocopy of the document to be published			Requesting Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request Letter	1.1 Receives and checks the adequacy and completeness of the document as part of the complete staff work before endorsing it to the Legal Officer, then records the same to the document tracking.	None	1 hour	Legal Assistant II

	1.2 Review the completeness of documents and personally submit them to the U.P. Law Center for quotations, otherwise, it be routed back to the originating office/division/section/unit for further action.	None.	2 days	Attorney III
	1.3. Provide instruction together with the copy of the quotation to the Legal Assistant II for routing to the end-user for their compliance/action.	None	6 hours	Attorney III
2. Receive the email/letter response and complete the Online Client Satisfaction Measurement (CSM) Form.	2.1 Send the response to the Requesting Party and provide the Online Client Satisfaction Measurement (CSM) Form.	None	1 Hour	Legal Assistant II
TOTAL			3 days	

COMMITTEE ON ANTI-RED TAPE (CWC-CART)

1. Service Name: Request for submission of ARTA compliances

This service refers to the formal request made by the CSMR Focal Person to the CART Secretariat for the submission of ARTA (Anti-Red Tape Authority) compliance requirements. It ensures that all mandated documents, reports, and validation forms are properly endorsed to the Secretariat in line with ARTA standards, supporting transparency, accountability, and adherence to government regulatory processes.

Office or Division:	CWC-Committee on Anti-Red Tape			
Classification:	Simple			
Type of Transaction:	Government-to-Government (G2G)			
Who may Avail of the Service:	CWC- CSMR Focal Person			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Email containing the following information: . Approved CSM report. (1 original/ PNPKI signed scanned copy)		Requesting Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request for submission of ARTA Compliance	1.1 Receives and checks the adequacy and completeness of the documents.	None	1 Hour	CART Secretariat
	1.2 If documents are found to be complete in form and attachments,	None	22 hours	CART Secretariat

	send it to the ARTA via the link provided. Otherwise, lacking documents be requested from the client for compliance.			
2. Receive the email response confirming the submission of the ARTA compliance and complete the Online Client Satisfaction Measurement (CSM) Form.	2.1 Send the response to the Requesting Party and provide the Online Client Satisfaction Measurement (CSM) Form.	None	1 hour	CART Secretariat
TOTAL			3 days	

2. Service Name: Request for review/evaluation of documents (ARTA Compliance)

This process refers to the request of each division/office of Council for the Welfare of Children for the review of their respective Citizens Charter (CC) and Client Satisfaction Measurement Reports (CSMR) to ensure compliance with Republic Act No. 11032, or the Ease of Doing Business and Efficient Government Service Delivery Act. The review focused on streamlining processes, eliminating unnecessary requirements, and aligning service standards with transparency and accountability measures. This initiative aims to enhance efficiency in government transactions, promote citizen-friendly procedures, and uphold the principles of good governance.

Office or Division:	CWC-Committee on Anti-Red Tape	
Classification:	Simple	
Type of Transaction:	Government-to-Government (G2G)	
Who may Avail of the Service:	CWC Divisions/Offices	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Email copy of the following: - Proposed Revised Citizens' Charter (CC) - Zero Backlog Program - Whole of Government Reengineering - Annual Regulatory Plan - Client Satisfaction Measurement Report (CSMR)		Requesting Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit ARTA compliance for review.	1.1 Receives and reviews whether the ARTA compliance is aligned with ARTA requirements. Otherwise, revert for further action.	None	2 Hours	CART Secretariat CSMR Focal Person
	For the CSMR, each division/office shall submit its report to the designated CSMR Focal Person for review and evaluation. Further action from clients may be requested for purposes of clarification. The CSMR Focal Person may also call for a meeting to address such matters.			
	1.2 If the documents are found to be complete in both form and attachments, convene a CART meeting for final review and to	None	21 hours	CART Secretariat CSMR Focal Person

	determine whether they should be endorsed for submission to the Head of Agency for approval or referred back to the clients for further action.			
2. Receive the email response confirming that the documents are complete and are good for signature of the Head of Agency and complete the Online Client Satisfaction Measurement (CSM) Form.	2.1 Send the response to the Requesting Party and provide the Online Client Satisfaction Measurement (CSM) Form.	None	1 hour	CART Secretariat CSMR Focal Person
TOTAL			3 days	

COMMON ADMINISTRATIVE SERVICES

1. Service Name: Request for Simple Administrative Requirements and/or Assistance

This service provided by ALL divisions/offices aims to respond to simple administrative requirements and/or assistance required by the requesting party within CWC, covering the following requests:

- Drafting and/or reviewing of communication letters, certificates, and/or simple documents
- Preparation of Meeting Request and/or Purchase Request
- Preparation of Obligation Requests Status
- Preparation of Disbursement Voucher
- Preparation of Request for Special Order, Vehicle, and/or Airline Ticket Reservation Form
- Preparation of Summary of Agreements
- Preparation of Load Allowance
- Preparation of Requisition Issue Slip
- Preparation of Request for Cash Advance
- Singing of simple documents
- Routing of document/s to the appropriate Office/Division/Section/Unit (ODSU)
- Other simple administrative requirements and/or assistance

Office or Division:	All Office/Division/Section/Units (ODSUs)	
Classification:	Simple	
Type of Transaction:	Government-to-Government (G2G)	
Who may Avail of the Service:	CWC Employees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Request for administrative requirements and/or assistance (1 physical/electronic copy)		Requesting Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit one (1) physical/electronic copy of the request the concerned staff	1.1 Receive the request, record it in the document tracking system, and endorse it to the concerned staff	None	1 Hour	Administrative Assistant (AA)
	1.2 Review and respond to the request	None	2 days, 6 hours	AA or Technical Staff
2. Receive the email response and complete the Online Client Satisfaction Measurement (CSM) Form.	2.1 Send the response to the Requesting Party and provide the Online Client Satisfaction Measurement (CSM) Form.	None	1 hour	AA or Technical Staff
TOTAL			3 days	

2. Service Name: Request for Complex Administrative Requirements and/or Assistance

This service provided by ALL divisions/offices aims to respond to simple administrative requirements and/or assistance required by the requesting party within CWC, covering the following requests:

- Drafting of talking points
- Review of IPC/R
- Preparation of inputs to the QNAR/EODB
- Preparation of Presentation materials and/or complex documents
- Preparation of Proposal/Terms of Reference/Market Study/
- Preparation of Minutes or Highlights of the Meeting, or Feedback Report
- Preparation of Activity or Project Proposal, and/or Concept Note
- Preparation of Financial Status
- Other complex administrative requirements and/or assistance

Office or Division:	All Office/Division/Section/Units (ODSUs)			
Classification:	Complex			
Type of Transaction:	Government-to-Government (G2G)			
Who may Avail of the Service:	CWC Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request for administrative requirements and/or assistance (1 physical/electronic copy)		Requesting Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit one (1) physical/electronic copy of the request the concerned staff	1.1 Receive the request, record it in the document tracking system, and endorse it	None	1 Hour	Administrative Assistant (AA)

	to the concerned staff			
	1.2 Review and respond to the request	None	6 days, 6 hours day	AA or Technical Staff
2. Receive the email response and complete the Online Client Satisfaction Measurement (CSM) Form.	2.1 Send the response to the Requesting Party and provide the Online Client Satisfaction Measurement (CSM) Form.	None	1 hour	AA or Technical Staff
TOTAL			7 days	

3. Service Name: Request for Highly Technical Administrative Requirements and/or Assistance

This service provided by ALL divisions/offices aims to respond to simple administrative requirements and/or assistance required by the requesting party within CWC, covering the following requests:

- Drafting and/or reviewing of highly technical documents (e.g. position papers, statistical reports,)
- Preparation of QNAR
- Preparation of highly technical modules and/or materials
- Preparation of Activity Report
- Other highly technical administrative requirements and/or assistance

Office or Division:	All Office/Division/Section/Units (ODSUs)			
Classification:	Highly Technical			
Type of Transaction:	Government-to-Government (G2G)			
Who may Avail of the Service:	CWC Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request for administrative requirements and/or assistance (1 physical/electronic copy)		Requesting Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit one (1) physical/electronic copy of the request the concerned staff	1.1 Receive the request, record it in the document tracking system, and endorse it to the concerned staff	None	1 Hour	Administrative Assistant (AA)

	1.2 Review and respond to the request	None	19 days, 6 hours day	AA or Technical Staff
2. Receive the email response and complete the Online Client Satisfaction Measurement (CSM) Form.	2.1 Send the response to the Requesting Party and provide the Online Client Satisfaction Measurement (CSM) Form.	None	1 hour	AA or Technical Staff
TOTAL			20 days	

ADMINISTRATIVE AND FINANCE DIVISION (AFD)

1. Service Name: Request for Issuance of Special Order for Designation and Order of Succession

This service covers the processing of requests for issuance of Special Order for Designation and Order of Succession of CWC Officials and Employees.

Office or Division:	Administrative and Finance Division (AFD) – Human Resource Management and Development Section
Classification:	Simple
Type of Transaction:	Government to Government (G2G)
Who may Avail:	CWC Officials, Employees, and COS Workers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request through the HRMD Portal (https://bit.ly/CWCHMRDPportal)	Requesting Party
2. Duly accomplished Request Form One (1) Original (In case the HRMD Portal is inaccessible)	
3. Client Satisfaction Measurement (CSM) Form (Online or On-site)	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send request and/or attach requirements through HRMD Portal	1.1. Approval or Disapproval of Request	None	One (1) hour	End-user's ODU Head
	1.2 Receipt of request for Special Order	None	One (1) hour	Administrative Officer I (HRMO I)

	1.3 Preparation of the Special Order	None	1 hour	Administrative Officer I (HRMO I)
	1.4 Evaluation of the draft Special Order	None	1 day	Administrative Officer V (HRMO III), Supervising Administrative Officer (SAO) Chief Administrative Officer (CAO) Deputy Executive Director IV
	1.5 Approval of the draft Special Order	None	1 day	Executive Director V, Head of Agency
	1.6 Release the approved Special Order to the requesting party and provide the Online (link) or On-site Client Satisfaction Measurement (CSM) Form.	None	1 hour	Administrative Assistant II
2. Receive the email response and complete the Online Client Satisfaction Measurement (CSM) Form.	2.1 Send the response to the Requesting Party and provide the Online Client Satisfaction Measurement (CSM) Form.	None	1 hour	Administrative Assistant II
TOTAL		None	2 days and 3 hours	

2. Service Name: Request for Certificate of Compensatory Overtime Credits (COCs) Earned

This service covers the processing of requests for certificates of COC earned by CWC Officials, Employees, and COS Workers.

Office or Division:	Administrative and Finance Division (AFD) – Human Resource Management and Development Section
Classification:	Simple (3 days)
Type of Transaction:	Government to Government (G2G), Government to Citizen (G2C)
Who may Avail:	CWC Officials, Employees, and COS Workers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request through the HRMD Portal (https://bit.ly/CWCHMRDPportal)	Requesting Party
2. Duly accomplished Request Form One (1) Original (In case the HRMD Portal is inaccessible)	
3. Client Satisfaction Measurement (CSM) Form (Online or On-site)	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send request and/or attach supporting documents through HRMD Portal	1.1. Receipt of request for issuance of certificate	None	One (1) hour	Administrative Officer I (HRMO I)

	1.2 Preparation of Certificate of COC earned	None	One (1) day	Administrative Officer I (HRMO I)
	1.3 Evaluation and Approval of draft Certificate of COC	None	One (1) day	Administrative Officer V (HRMO III), Supervising Administrative Officer, Chief Administrative Officer
2. Receive the request and complete the Online Client Satisfaction Measurement (CSM) Form.	1.4 Send signed Certificate through email to the requesting party and issue hard copy of Certificate of COC to the Records Management Section for release; Provide the Online (link) or On-site Client Satisfaction Measurement (CSM) Form	None	One (1) hour	Administrative Officer I (HRMO I) and Administrative Assistant II
TOTAL		None	2 days, 2 hour	

3. Service Name: Request for Vehicle Service

This service covers the processing of vehicle requests of CWC Officials and Employees for official business (i.e. transportation of passengers/cargo).

Office or Division:	Administrative and Finance Division (AFD) – General Services Section
Classification:	Simple (3 days)
Type of Transaction:	Government to Government (G2G)
Who may Avail:	CWC Officials, Employees, and COS Workers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request through the CWC Vehicle Request App (https://bit.ly/cwc-vehicle-app)	Requesting Party
2. Duly accomplished Request Form – One (1) Original (In case the CWC Vehicle Request App is inaccessible)	
3. Client Satisfaction Measurement (CSM) Form (Online or On-site)	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send request through the CWC Vehicle Request App	1.1. Receipt of request for vehicle	None	One (1) hour	Administrative Assistant II
	1.2 Evaluates the request based on the completeness of request, availability of drivers and vehicles, number of passengers,	None	One (1) day	Administrative Assistant II or Administrative Officer V

	and other relevant details.			
	1.3 Endorses the Evaluation of the vehicle request (Approval or Disapproval of request)	None	One (1) day	Administrative Assistant II or Administrative Officer V, Supervising Administrative Officer, Chief Administrative Officer
2. Receive confirmation of request and complete the Online Client Satisfaction Measurement (CSM) Form.	1.4 Informs the Requesting Party on the status of their vehicle request (If approved or disapproved), and provide the Online (link) or On-site Client Satisfaction Measurement (CSM) Form	None	One (1) hour	Administrative Assistant II
TOTAL		None	2 days and 2 hours	

4. Service Name: Request for Reservation of Conference Room (3rd Floor Conference Room)

This service covers the processing of requests for reservation of the 3rd floor conference room for meetings and other related events.

Office or Division:	Administrative and Finance Division (AFD) – General Services Section
Classification:	Simple (3 days)
Type of Transaction:	Government to Government (G2G)
Who may Avail:	CWC Officials, Employees, and COS Workers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. One (1) Duly accomplished Request Form for Conference Room Reservation One (1) Original	Requesting Client
0. Client Satisfaction Measurement (CSM) Form (Online or On-site)	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the duly accomplished request form	1.1. Evaluates the request based on the availability of the conference room	None	One (1) hour	Administrative Assistant II

	1.2 Endorses the Request Form with recommendation to the Supervising Administrative Officer and Chief Administrative Officer	None	One (1) day	Administrative Assistant II or Administrative Officer V
2. Receive confirmation of request and complete the Online Client Satisfaction Measurement (CSM) Form.	1.3 Returns the Request form to the Requesting Party (if approved or disapproved, and provide the Online (link) or On-site Client Satisfaction Measurement (CSM) Form	None	One (1) day	Administrative Assistant II or Administrative Officer V, Supervising Administrative Officer, Chief Administrative Officer
TOTAL		None	2 days and 1 hour	

5. Service Name: Outgoing Documents for Delivery through Mailing or Courier Services

This service covers the processing of outgoing documents for delivery to its intended recipients outside Metro Manila using Mailing or Courier Services.

Office or Division:	Administrative and Finance Division (AFD) – Records Management Section
Classification:	Simple (3 days)
Type of Transaction:	Government to Government (G2G), Government to Business (G2B)
Who may Avail:	CWC Officials, Employees, and COS Workers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Document to be mailed, with complete attachments (if applicable) One (1) Original copy and One (1) Photocopy/Second copy	Concerned Employee/Office/Division/Unit
0. Client Satisfaction Measurement (CSM) Form (Online or On-site)	Administrative and Finance Division – Records Management Section

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepares two copies of the outgoing letter/document (One original copy, and one photocopy), and endorse it to Records Management Section	1.1. Receives the outgoing document and checks the document/s to be mailed and the completeness of attachments	None	One (1) hour	Administrative Assistant II or Administrative Officer I

	1.2 Logs the outgoing document in the Records Logbook and Records Management Tracking Sheet	None	One (1) hour	Administrative Assistant II or Administrative Officer I
	1.3 Submit two (2) copies of accomplished Purchase Request form to Procurement Section for issuance of control number	None	One (1) day	Administrative Assistant II
	1.4 Submit one (1) copy of the Purchase Request Form with control number and one (1) copy of accomplished Petty Cash Voucher form to Cash Section for releasing of petty cash for postage/courier fee	None	One (1) day	Administrative Assistant II

	1.5 Attach a Delivery Receipt Slip to the receiving copy of the outgoing document. Thereafter, transmit the document including the petty cash for mailing of documents to the AFD-General Services Section for dispatch and delivery.	None	One (1) hour	Administrative Officer I
	1.6 Secure the receiving copy of the outgoing document upon return of the driver/messenger to the office.	None	One (1) hour	Administrative Assistant II
2. Receive the receiving copy and complete the Online Client Satisfaction Measurement (CSM) Form.	2.1 Route the receiving copy of the mailed document to the end-user, and provide the Online (link) or On-site Client Satisfaction	None	One (1) hour	Administrative Assistant II

	Measurement (CSM) Form			
TOTAL			2 days and 5 hours	



6. Service Name: Issuance of Certified True Copies of Signed Special Orders

This service covers processing the request for issuance of Certified True Copy of Special Orders, and distribution of the same to the concerned employees or divisions.

Office or Division:	Administrative and Finance Division (AFD) – Records Management Section
Classification:	Simple (3 days)
Type of Transaction:	Government to Government (G2G)
Who may Avail:	CWC Officials, Employees, and COS Workers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly accomplished Request Form for Certified True Copy of Special Orders (Physical or Google Form)	Requesting Party
0. Client Satisfaction Measurement (CSM) Form (Online or On-site)	Administrative and Finance Division – Records Management Section

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit one (1) copy of the accomplished Request Form for Certified True Copy of Records or submit request through Google Forms	1.1. Receive one (1) copy of the duly accomplished Request Form	None	One (1) hour	Administrative Assistant II or Administrative Officer I

	1.2 Encode the request in the Records Management Section Tracking Sheet for assignment of request form control number	None	One (1) hour	Administrative Assistant II or Administrative Officer I
	1.3 Reproduce appropriate number of photocopies of the requested Special Order for certification	None	One (1) hour	Administrative Assistant II
	1.4 Stamp "Certified True Copy" at the lower right or bottom of the document. Ensure that it includes the name and signature of the Records Officer, along with the date of certification.	None	One (1) hour	Administrative Assistant II

2. Receive the Certified True Copy of Special Order and complete the Online Client Satisfaction Measurement (CSM) Form.	1.5 Distribute the certified true copies of the Special Order to the concerned employee/division, and provide the Online (link) or On-site Client Satisfaction Measurement (CSM) Form.	None	One (1) hour	Administrative Officer I
TOTAL		None	Five (5) hours	

PROJECT MANAGEMENT OFFICE (PMO)

1. Service Name: Provision of Response Services from the reports received from other Division/ Unit

The MAKABATA Helpline Unit will continue to facilitate the timely and appropriate actions on the cases and reports endorsed by various divisions and units. The process includes assessment, coordination and referral of cases to the appropriate agencies and service providers.

Office or Division:	Project Management Office - MAKABATA Helpline 1383			
Classification:	Complex			
Type of Transaction:	Government-to-Government (G2G)			
Who may Avail of the Service:	Office of the Executive Director, Division and Units, and RC/RSCWC Coordinators			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Email request /Text /Chat messages /Call/ Direct message Details/Information needed: Basic information of the informant, child, alleged perpetrator as well as the nature of case/report.			Requesting Office/Division/Unit/Section	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Office submits/ forward reports to MAKABATA Helpline 1383	1.1 Receives/ acknowledges receipt from communication from different points of platforms.	No fees required	10 minutes	PDO II (Helpline Officer/s)

	1.2 Respond to the report through the used or availed point of communication channel and conduct initial assessment	No fees required	1 hour	PDO II (Helpline Officer/s)
	1.3 Helpline Officer prepares the required response document <i>*Timeline varied depending on the completeness of information</i>	No fees required	1 to 2 working days	PDO II (Helpline Officer/s)
	1.4 Helpline Supervisor reviews the response document(s) (including Response Letter and/or Briefing/Guidance Note, if applicable), and revises the response document(s) accordingly.	No fees required	6 to 8 hours	PDO III (Helpline Supervisor)
	1.5 MAKABATA Helpline Head reviews and finalizes the submitted document, and	No fees required	4 hours	PDO IV

	returns the final response document(s) to Helpline Supervisor to facilitate the process of approval of the document.			
	1.6 Helpline Supervisor record the final response document(s) and forward to Office of Executive Director (OED) for review/ signature/ approval of the head of agency	No fees required	1 hour	PDO III (Helpline Supervisor)
	1.7 The OED reviews, approve and sign the response document(s)	No fees required	2 working days	Executive Assistant IV and Attorney III
	1.8 The OED reverts to the PMO the signed final document(s).	No fees required	1 hour	Administrative Assistant II
	1.9 Admin. Asst. received the document and forward the same to the Helpline Supervisor	No fees required	10 minutes	Administrative Assistant II

	1.10 Helpline Supervisor facilitate to send out the response or referral letter/ Documents through email to the concern agencies or office	No fees required	30 minutes	PDO III (Helpline Supervisor)
	1.11 The Helpline Officer notifies the Office/ Division/ Unit/ Section that the documents/ referral letter was submitted to the concerned agency.	No fees required	10 minutes	PDO II (Helpline Officer/s)
2. Attend the meeting/activity, provide Certificate of Appearance, and complete the Online Client Satisfaction Measurement (CSM)Form.	2.1. Attend the meeting/activity, claim/request signature of the Certificate of Appearance, and provide the Online Client Satisfaction Measurement (CSM) Form.	None	1 hour	PDO II (Helpline Officer/s)
TOTAL			6 working days and 1 hour	

2. Service Name: Request for Information, Education, and Communication (IEC) materials and social media posting

This service allows divisions/offices/units to request Information, Education, and Communication (IEC) materials to support internal communications, employee engagement, and awareness campaigns. It also covers the management of social media content, enabling the sharing of key updates and information through official channels. This ensures that staff and stakeholders are consistently informed about ongoing projects, events, and organizational initiatives.

Office or Division:	Project Management Office (PMO)- MAKABATA Helpline 1383			
Classification:	Simple			
Type of Transaction:	Government-to-Government (G2G)			
Who may Avail of the Service:	Office/Division/Unit/Section of CWC			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter or Email request for IEC Materials Original or Letter: Both original letter and email request are accepted. . Number of copies: One (1) copy (if submitted in physical form).			Division and Unit Heads, RC/RSCWC	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request/memorandum to Project Management Office on needed IEC materials	1.1 Receive the communication/ requests, record and forward to the Office of the Executive Director (OED) for information and further instruction	No fees required	1 hour	Records Officer

	1.2 Receive, review, provide instruction and forward the communication/ request to the PMO	No fees required	1 hour	Executive Assistant III
	1.3 Acknowledge receipt of request/memo (email or hardcopy)	None	5 minutes	Administrative Assistant II
	1.4 Admin Assistant forwards the request to the PMO Head	None	10 minutes	Administrative Assistant II
	1.5 PMO Head forwards the request to the Head of Advocacy and Partnership Unit Head	None	10 minutes	PMO Head
	1.6 Advocacy and Partnership Unit Head assigned the request to the PDO II in charge	None	10 minutes	Project Development Officer (PDO) III (Advocacy and Partnership)

	1.7 PDO II assigned to check the request and the availability of the IEC materials	None	30 minutes	PDO II (Advocacy and Partnership)
2. Receipt of IEC materials	2.1 Issuance of available IEC materials Soft Copy of Design: Send the design through email. Hard copy materials: Filled out distribution list and/or issuance of transmittal letter	None	1 working day	PDO II (Advocacy and Partnership)
3. Attend the meeting/activity, provide Certificate of Appearance, and complete the Online Client Satisfaction Measurement (CSM)Form.	3.1. Attend the meeting/activity, claim/request signature of the Certificate of Appearance, and provide the Online Client Satisfaction	None	1 hour	PDO II (Advocacy and Partnership)

	Measurement (CSM) Form.			
TOTAL			1 working day, 4 hours and 5 minutes	

3. Service Name: Provision of Technical Assistance on Request by Internal Offices/Units on Technical Documents for Input, and as a Resource Person, Guest, Panelist, and/or Reactor

This service provides technical support to government agencies, partners, and organizations seeking expert input on technical documents, reports, or other related materials. It also includes offering expertise as a resource person, guest speaker, panelist, or reactor during conferences, seminars, and workshops.

Office or Division:	Project Management Office - MAKABATA Helpline 1383			
Classification:	Highly Technical			
Type of Transaction:	Government-to-Government (G2G)			
Who may Avail of the Service:	- Office of the Executive Director (OED) - Office of the Deputy Executive Director (ODED) - CWC Divisions and Units - Regional and Sub-Regional Committees for the Welfare of Children (RC/RSCWC Coordinators)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter of Request or Email Request /Text/Chat Messages/Call/ Personal Referral 1. Original or Letter: Both original letter and email request are accepted. 2. Number of copies: One (1) copy (if submitted in physical form).			Requesting Division/Office/ Units	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request for technical inputs via official letter, email, or other	1.1 Receive the communication / requests, record and forward to the OED for information and further instruction	None	1 hour	Records Officer

communication channels. (Hard copy and soft copy)	1.2 Receive, review, provide instruction and forward the communication /requests to the PMO.	None	1 hours	Executive Assistant III
	1.3 Receive, record, and acknowledge receipt of request.	No fees required	5 minutes	Administrative Assistant II
	1.4 Forward the request to the PMO head for review and action	No fees required	5 minutes	Administrative Assistant II
	1.5 PMO Head assigns the request to the appropriate staff	No fees required	15 minutes	PMO Head
	1.6 Assigned focal staff reviews the request and prepares the necessary response or coordination plan (if necessary)	No fees required	3-7 days (depending on the complexity)	PDO III (respective Unit Heads)
	1.7 PDO IV reviews the draft response or proposed engagement. If revisions are needed, it is returned to	No fees required	1-2 working days	PDO IV

	the concerned staff for refinement			
	1.8 Concerned staff revise the document based on the inputs of PDO IV and resubmit to the PDO IV.	No fees required	8 hours	PDO III (respective Unit Heads)
	1.9 PDO IV re-check the document and forward to the PMO Head for approval	No fees required	8 hours	PDO IV
	1.10 PMO Head reviews the final draft response or proposed engagement. If revisions are needed, it is returned to the concerned staff for refinement and appropriate action.	No fees required	1-2 working days	PMO Head
	1.11 If the request involves participation as a resource person, guest, panelist, or reactor, PMO coordinates	No fees required	3 working days	PDO III

	further details with the requesting office/unit.			
2. Receive the email/letter response and complete the Online Client Satisfaction Measurement (CSM) Form.	2.1 Send the response to the Requesting Party and provide the Online Client Satisfaction Measurement (CSM) Form.	None	1 hour	PDO III
TOTAL			16 working days and 3 hours	

MONITORING AND EVALUATION DIVISION (MED)

1. Service Name: Request for Technical Assistance on the Child-Friendly Local Governance Audit (CFLGA) and the Presidential Award for Child-Friendly Municipalities and Cities (PACFMC)

The service aims to provide technical guidance and support to concerned divisions/offices on matters related to the implementation of the Child-Friendly Local Governance Audit (CFLGA) and the Presidential Award for Child-Friendly Municipalities and Cities (PACFMC). This includes responding to requests that require policy clarification, interpretation of indicators, review of compliance requirements, validation processes, preparation of technical inputs or reports, and participation in meetings, workshops, consultations, and similar activities requiring substantial technical analysis and coordination.

Office or Division	Monitoring and Evaluation Division (MED)
Classification	Complex
Type of Transaction	Government-to-Government (G2G)
Who may avail:	• Divisions and Offices from the Central Office • Regional Coordinators from the Regional Committees and Sub-Committees for the Welfare of Children (RC/SCWCs) • Chairpersons and Members of the RC/SCWCs

Checklist of Requirements	Where to Secure
1. Official Correspondence (e.g., Letter, Memorandum, Email)	• Division Chief or Officer-in-Charge of Divisions and Offices • Regional Coordinators and Chairpersons of the RC/SCWCs

Client Steps	AGENCY ACTION	Fees to be Paid	Processing Time	Person Responsible
1. Requesting Party submits an official correspondence requesting for technical assistance on CFLGA and PACFMC	1. 1 MED Administrative Assistant (AA) receives the request and endorsed to the MED Division Chief (DC) for instructions	None	15 minutes	MED AA
	1.2 MED DC assesses the request and assigns a Technical Staff to accomplish all requested action points	None	1 hour	MED DC
	1.3 MED Technical Staff (TS) prepares all required response documents (i.e., Internal Memo with Briefing Note, Guidelines) and implements complete staff work	None	32 hours	MED TS

	(CSW) by ensuring that necessary action points, analysis, and recommendations are responded to			
	1.4 MED DC reviews the required response documents, checks if the MED TS did CSW, and returns the response documents to the concerned staff for revision (if applicable)	None	8 hours	MED DC
	1.5 MED TS revises the required response documents and checks if there is sufficient information, then submits back to the MED DC for final review	None	5 hours	MED TS

	and clearance			
	1.6 MED DC submits the final response documents to Office of the Executive Director (OED) for approval	None	1 hour	MED DC MED AA
	1.7 OED reviews and clears the final response documents for endorsement to the Head of the Agency for approval	None	8 hours	OED staff
	1.8 OED returns the approved response documents	None	30 minutes	OED staff OED AA
	1.9 MED issues the approved response documents	None	15 minutes	MED TS MED AA

	through email			
2. Receive the email/letter response and complete the Online Client Satisfaction Measurement (CSM) Form.	2.1 Send the response to the Requesting Party and provide the Online Client Satisfaction Measurement (CSM) Form.	None	1 hour	MED TS MED AA MED AA/ Technical Staff
		Total	7 days	

2. Service Name: Request for Data Sets Based on the Results of the Child-Friendly Local Governance Audit (CFLGA) and Presidential Award for Child-Friendly Municipalities and Cities (PACFMC)

The service covers the technical extraction, validation, and release of official data sets derived from the Child-Friendly Local Governance Audit (CFLGA) and the Presidential Award for Child-Friendly Municipalities and Cities (PACFMC). It includes processing and consolidating audit results, indicator-level performance data, and award outcomes, subject to data quality assurance, records management protocols, and applicable data governance standards.

Office or Division	Monitoring and Evaluation Division (MED)
Classification	Highly Technical
Type of Transaction	Government-to-Government (G2G)
Who may avail:	- Divisions and Offices from the Central Office - Regional Coordinators from the Regional Committees and Sub-Committees for the Welfare of Children (RC/SCWCs) - Chairpersons and Members of the RC/SCWCs

Checklist of Requirements	Where to Secure
Official Correspondence (e.g., Letter, Memorandum, Email)	- Division Chief (DC) or Officer-in-Charge (OIC) of Divisions and Offices - Regional Coordinators and Chairpersons of the RC/SCWCs

Client Steps	AGENCY ACTION	Fees to be Paid	Processing Time	Person Responsible
1. Requesting Party submits an official correspondence requesting for technical assistance on CFLGA and PACFMC	1.1. MED Administrative Assistant (AA) receives the request and endorsed to the MED DC for instructions	None	15 minutes	MED AA
	1.2. MED DC assesses the request and assigns a Technical Staff to accomplish all requested action points	None	3 hours	MED DC
	1.3. MED Technical Staff (TS) prepares all required response documents (i.e., Internal Memo with Briefing Note, Guidelines) and implements complete staff work (CSW) by ensuring that necessary action points, analysis, and recommendatio	None	85 hours	MED TS

	ns are responded to			
	1.4. MED DC reviews the required response documents, checks if the MED TS did CSW, and returns the response documents to the concerned staff for revision (if applicable)	None	16 hours	MED DC
	1.5. MED TS revises the required response documents and checks if there is sufficient information, then submits back to the MED DC for final review and clearance	None	46 hours	MED TS
	1.6. MED DC submits the final response documents to Office of the Executive Director (OED) for approval	None	1 hour	MED DC MED AA

	1.7. OED reviews and clears the final response documents for endorsement to the Head of the Agency for approval	None	8 hours	OED staff
	1.8. OED returns the approved response documents	None	30 minutes	OED staff OED AA
	1.9. MED issues the approved response documents through email	None	15 minutes	MED TS MED AA
2. Receive the email/letter response and complete the Online Client Satisfaction Measurement (CSM) Form.	2.1 Send the response to the Requesting Party and provide the Online Client Satisfaction Measurement (CSM) Form.	None	1 hour	MED AA/ Technical Staff
		Total	20 Days	

PUBLIC AFFAIRS AND INFORMATION OFFICE (PAIO)

1. Service Name: Provision of Official Council for the Welfare of Children (CWC) advocacy or IEC materials, in hard or soft copy

This service of the Public Affairs and Information Office (PAIO) refers to the provision and distribution of the official Information, Education, and Communication (IEC) materials or knowledge products of the Council for the Welfare of Children. These materials are developed and issued as authorized advocacy and public information resources in support of the Council's mandates, programs, and priority initiatives for children.

The provision covers all formats, including but not limited to soft copies (digital files, publications, online materials), hard copies (printed brochures, posters, reports, manuals), and other physical or promotional items officially produced by the Council. All materials disseminated under this provision are considered official CWC advocacy and communication outputs intended for public awareness, education, and stakeholder engagement.

Office/Division/Unit :	Public Affairs and Information Office (PAIO)
Classification :	Simple
Type of Transaction :	Government to Citizen (G2C) Government to Government (G2G)
Who may avail :	Employees of CWC
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter/Memorandum requesting for advocacy or IEC materials with complete contact information (1 physical/electronic copy)	Requesting Party
2. Accomplished IEC Request Form including: 1) Date Requested, 2) Requestor, 3) Organization/Office, 4)	Requesting Party

Purpose, 5) End-User, 6) IEC Title, 7) Quantity, 8) Signed Approval Status, 9) Contact Details, and 10) Date Received.	
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit one (1) physical/ electronic copy of the signed letter/memorandum addressed to the PAIO Unit Head requesting advocacy or IEC materials at paio@cwcc.gov.ph The letter should include the requester's details—such	1.1. Receive and record in the PAIO document tracking system, and forward to the Unit Head.	None	1 hour	Administrative Assistant (AA), PAIO
	1.2. Review request for technical assistance and endorse to the concerned Section Head (SH) with appropriate instructions	None	1 hour	Unit Head, PAIO
	1.3. Endorse to the concerned PAIO staff with appropriate instructions.	None	1 hour	Section Head, PAIO

as their organization, the purpose of the request, the specific IEC materials needed, the required quantities, contact information, and the preferred date and location for delivery or the e-mail address for receiving electronic copies.	1.4. Concerned staff to send acknowledgement email and coordinate with the Requesting Party to accomplish the IEC Request Form and provision of IEC.	None	5 hours	IO I/II/III, AA, PAIO
TOTAL		None	1 day	

2. Service Name: Request for Simple Information and/or other Documents

The service provided by Public Affairs and Information Office (PAIO) aims to respond to simple inquiries and/or clarifications by the requesting party, related to advocacy and promotions for children at the sub-national and local levels, which can be answered by readily available data without the need for complex analysis and/or preparation of a report.

Office/Division/Unit	: Public Affairs and Information Office (PAIO)
Classification	: Simple
Type of Transaction	: Government to Citizen (G2C) Government to Government (G2G)
Who may avail	: Employees of CWC

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Inquiry/Clarification with complete contact information (1 physical/electronic copy)	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit one (1) physical or electronic copy of the inquiry or clarification addressed to the PAIO Unit Head to	1.1. Receive and record in the PAIO document tracking system, and forward to the Unit Head.	None	1 hour	Administrative Assistant (AA), PAIO

paio@cw.c.gov.ph.	1.2. Review the inquiry/clarification and endorse to the concerned Section Head (SH) with appropriate instructions.	None	1 hour	Unit Head, PAIO
	1.3. Endorse to the concerned PAIO staff with appropriate instructions.	None	1 hour	SH, PAIO
	1.4. Review the inquiry/clarification and prepare the necessary response.	None	2 days	Information Officer (IO) I/II/III/IV, PAIO
2. Receive the email response and complete the Online Client Satisfaction Measurement (CSM) Form.	2.1. Send the response to the Requesting Party and provide the Online Client Satisfaction Measurement (CSM) Form.	None	1 hour	Information Officer (IO) I/II/III/IV, PAIO
TOTAL		None	2 days and 4 hours	

3. Service Name: Request for Complex Information and/or other Documents

The service provided by Public Affairs and Information Office (PAIO) aims to respond to complex inquiries and/or clarifications by the requesting party, related to the advocacy and promotions for children at the sub-national and local levels, which require analysis and preparation of reports.

Office/Division/Unit	: Public Affairs and Information Office (PAIO)
Classification	: Complex
Type of Transaction	: Government to Citizen (G2C) Government to Government (G2G)
Who may avail	: Employees of CWC
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Inquiry/Clarification with complete contact information (1 physical/electronic copy)	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit one (1) physical or electronic copy of the inquiry or clarification	1.1. Receive and record in the PAIO document tracking system, and forward to the Unit Head.	None	1 hour	Administrative Assistant (AA), PAIO

addressed to the PAIO Unit Head to paio@cwv.ph.	1.2. Review the inquiry/clarification and endorse to the concerned Section Head (SH) with appropriate instructions.	None	1 hour	Unit Head, PAIO
	1.3. Endorse to the concerned PAIO staff with appropriate instructions.	None	1 hour	SH, PAIO
	1.4. Review the inquiry/clarification, prepare the necessary response/report, and submit to the Unit Head/ Section Head (SH) for review.	None	3 days	Information Officer (IO) I/II/III/IV, PAIO
	1.5. Review and provide inputs to the response/report and endorse for Office of the Executive Director's (OED) review and/or signature.	None	1 day	Unit Head /SH, PAIO
	1.6. Review and sign the response/report.	None	2 days	EA, OED

2. Receive the email response and complete the Online Client Satisfaction Measurement (CSM) Form.	2.1. Send the response/report to the Requesting Party and provide the Online Client Satisfaction Measurement (CSM) Form.	None	1 hour	IO I/II/III/IV, PAIO
TOTAL		None	5 days and 4 hours	

4. Service Name: Request for Highly Technical Information and/or other Documents

The service provided by Public Affairs and Information Office (PAIO) aims to respond to highly technical inquiries and/or clarifications by the requesting party, related to the advocacy and promotions for children at the sub-national and local levels, which require extensive analysis and preparation of reports.

Office/Division/Unit	:	Public Affairs and Information Office (PAIO)
Classification	:	Highly Technical
Type of Transaction	:	Government to Citizen (G2C) Government to Government (G2G)
Who may avail	:	Employees of CWC

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Inquiry/Clarification with complete contact information (1 physical/electronic copy)	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit one (1) physical or electronic copy of the inquiry or clarification addressed to the PAIO Unit Head to paio@cwcc.gov.ph .	1.1. Receive and record in the PAIO document tracking system, and forward to the Unit Head.	None	1 hour	Administrative Assistant (AA), PAIO
	1.2. Review the inquiry/clarification and endorse to the concerned Section Head (SH) with appropriate instructions.	None	1 hour	Unit Head, PAIO

	1.3. Endorse to the concerned PAIO staff with appropriate instructions.	None	1 hour	SH, PAIO
	1.4. Review the inquiry/clarification, prepare the necessary response/report, and submit to Unit Head/ Section Head (SH) / Section Head (SH) for review.	None	6 days	Information Officer (IO) I/II/III/IV, PAIO
	1.5. Review and provide inputs to the response/report, endorse to other Offices/Divisions/ Sections/Units (ODSUs) for inputs, and endorse for Office of the Executive Director's (OED) review and/or signature.	None	10 days	DC/ADC/SH, PAIO Other ODSUs and/or partners
	1.6. Review and sign the response/report.	None	3 days	EA, OED
2. Receive the email response and complete the Online Client Satisfaction	2.1. Send the response/report to the Requesting Party and provide the Online Client Satisfaction	None	1 hour	PO I/II/III/IV/V, PAIO

Measurement (CSM) Form.	Measurement (CSM) Form.			
TOTAL		None	19 days and 4 hours	

5. Service Name: Request for Review of Complex Documents or of CWC advocacy or Information, Education, and Communication (IEC) Materials (Write-up/ Graphics/ Audio-Visual Presentation)

The service provided by Public Affairs and Information Office (PAIO) aims to review document/s received from the requesting party, related to the advocacy and promotions for children at the sub-national and local levels, which require extensive analysis and preparation of reports or IEC materials.

Office/Division/Unit	:	Public Affairs and Information Office (PAIO)
Classification	:	Complex
Type of Transaction	:	Government to Citizen (G2C) Government to Government (G2G)
Who may avail	:	Employees of CWC
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Letter requesting for review of document/s with complete contact information (1 physical/electronic copy)		Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit one (1) physical/electronic copy of the signed letter requesting for review of document/s addressed to the PAIO Unit Head at paio@cwcc.gov.ph. The letter should contain the complete	1.1. Receive and record in the PAIO document tracking system, and forward to the Unit Head.	None	1 hour	Administrative Assistant (AA), PAIO
	1.2. Review the document/s and endorse to the concerned Section Head (SH) with appropriate instructions.	None	1 hour	Unit Head, PAIO

contact information of the Requesting Party.	1.3. Endorse to the concerned PAIO staff with appropriate instructions.	None	1 hour	SH, PAIO
	1.4. Review the document/s, prepare the necessary response/report, and submit to Unit Head/ Section Head (SH)/ Section Head (SH) for review.	None	3 days	Information Officer (IO) I/II/III/IV, PAIO
	1.5. Review and provide inputs to response/report, endorse for Office of the Executive Director's (OED) review and/or signature.	None	1 day	Unit Head/SH, PAIO
	1.6. Review and sign the response/report.	None	2 days	EA, OED
2. Receive the email response and complete the Online Client Satisfaction Measurement (CSM) Form.	2.1. Send the response/report to the Requesting Party and provide the Online Client Satisfaction Measurement (CSM) Form.	None	1 hour	IO I/II/III/IV, PAIO
TOTAL		None	5 days and 4 hours	

6. Service Name: Request for Review of Highly Technical Documents or of CWC advocacy or Information, Education, and Communication (IEC) Materials (Write-up/ Graphics/ Audio-Visual Presentation)

The service provided by Public Affairs and Information Office (PAIO) aims to review document/s received from the requesting party, related to the advocacy and promotions for children at the sub-national and local levels, which require extensive analysis and preparation of reports or IEC materials.

Office/Division/Unit	: Public Affairs and Information Office (PAIO)
Classification	: Highly Technical
Type of Transaction	: Government to Citizen (G2C) Government to Government (G2G)
Who may avail	: Employees of CWC
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter requesting for review of document/s with complete contact information (1 physical/electronic copy)	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit one (1) physical/electronic copy of the signed letter requesting for review of document/s addressed to the PAIO Unit Head at paio@cw.gov.ph. The letter should contain the complete	1.1. Receive and record in the PAIO document tracking system, and forward to the Unit Head.	None	1 hour	Administrative Assistant (AA), PAIO
	1.2. Review the document/s and endorse to the concerned Section Head (SH) with appropriate instructions.	None	1 hour	DC, PAIO

contact information of the Requesting Party.	1.3. Endorse to the concerned PAIO staff with appropriate instructions.	None	1 hour	SH, PAIO
	1.4. Review the document/s, prepare the necessary response/report, and submit to Unit Head/ Section Head (SH)/ Section Head (SH) for review.	None	6 days	Information Officer (IO) I/II/III/IV/V, PAIO
	1.5. Review and provide inputs to the response/report, endorse to other Offices/Divisions/Sections/Units (ODSUs) for inputs, and endorse for Office of the Executive Director's (OED) review and/or signature.	None	10 days	DC/ADC/SH, PAIO Other ODSUs and/or partners
	1.6. Review and sign the response/report.	None	3 days	EA, OED
2. Receive the email response and complete the Online Client Satisfaction Measurement (CSM) Form.	2.1. Send the response/report to the Requesting Party and provide the Online Client Satisfaction Measurement (CSM) Form.	None	1 hour	PO I/II/III/IV/V, PAIO
TOTAL		None	19 days and 4 hours	

7. Service Name: Request to Attend Meeting/s or other Activities

The service provided by Public Affairs and Information Office (PAIO) aims to respond to meetings or activities initiated by the requesting party related to the advocacy and promotions for children at the sub-national and local levels, which require the analysis and preparation of materials and/or reports with substantial contribution (e.g., meetings, workshops, consultations, and other similar activities).

Office/Division/Unit	:	Public Affairs and Information Office (PAIO)
Classification	:	Complex
Type of Transaction	:	Government to Government (G2G)
Who may avail	:	Employees of CWC
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Letter requesting for a meeting or attendance to activities with complete details and contact information (1 physical/electronic copy)		Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit one (1) physical/electronic copy of the signed letter requesting for a meeting or attendance to activities addressed to the PAIO Unit Head at paio@cw.gov.ph . The letter should contain the complete details and	1.1. Receive and record in the PAIO document tracking system, and forward to the Unit Head.	None	1 hour	Administrative Assistant (AA), PAIO
	1.2. Review the signed letter and endorse it to the concerned Section Head (SH) with appropriate instructions.	None	1 hour	Unit Head, PAIO

contact information of the Requesting Party.	1.3. Endorse to the concerned PAIO staff with appropriate instructions.	None	1 hour	SH, PAIO
	1.4. Send an acknowledgement email and coordinate with the Requesting Party.	None	1 day	Information Officer (IO) I/II/III/IV, PAIO
2. Receive the email response.	2.1. Confirm with the Requesting Party the final schedule of the meeting/activity, venue, and agenda/program.	None	1 hour	IO I/II/III/IV, PAIO
	2.2. Prepare materials and administrative documents as necessary for the activity.	None	2 days	IO I/II/III and/or AA, PAIO
3. Attend the meeting/activity, provide Certificate of Appearance, and complete the Online Client Satisfaction Form (CSF).	3.1. Attend the meeting/activity, claim/request signature of the Certificate of Appearance, and provide the Online Client Satisfaction Measurement (CSM) Form.	None	3 days	IO I/II/III/IV, PAIO
TOTAL		None	5 days and 4 hours	

8. Service Name: Request for Development/Production and Publishing of Complex Council for the Welfare of Children (CWC) advocacy or Information, Education, and Communication (IEC) Materials (Write-up/ Graphics/ Audio-Visual Presentation)

The service provided by Public Affairs and Information Office (PAIO) aims to conceptualize, develop, produce and publish CWC advocacy and Information, Education, and Communication (IEC) materials—including write-ups, graphic designs, and audio-visual presentations which require analysis and content review prior to the development of the material.

Office/Division/Unit :	Public Affairs and Information Office (PAIO)
Classification :	Complex
Type of Transaction :	Government to Citizen (G2C) Government to Government (G2G)
Who may avail :	Employees of CWC
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter requesting for the development/ production and publishing of advocacy or IEC materials with complete contact information (1 physical/electronic copy) Must contain the following information: • Name of focal/representative from the requesting unit • Contact number/email address • Full details about the material request (content, what activity it will be used for, when it will be used, what are the pertinent	Requesting Party

information that should be included in the material)	
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit one (1) physical/electronic copy of the request develop an advocacy or IEC material addressed to the PAIO Unit Head at paio@cwcc.gov.ph. The letter should include the following: Name of focal/representative from the requesting unit	1.1. Receive and record in the PAIO document tracking system, and forward to the Unit Head.	None	1 hour	Administrative Assistant (AA), PAIO
	1.2. Review the letter of request and endorse to the concerned Section Head (SH) with appropriate instructions.	None	1 hour	Unit Head, PAIO

- Contact number/email address - Full details about the material request (content, what activity it will be used for, when it will be used, what are the pertinent information that should be included in the material)	1.3. Endorse to the concerned PAIO staff with appropriate instructions.	None	1 hour	SH, PAIO
	1.4. Coordinate with the Requesting Party.	None	1 hour	Information Officer (IO) I/II/III/IV, PAIO
	1.5. Review the letter of request, prepare the necessary produced material, and submit to the Unit Head/ Section Head (SH) for review.	None	3 days	Information Officer (IO) I/II/III/IV, PAIO
	1.6. Review and provide inputs to the produced material and endorse for Office of the Executive Director's (OED) review and/or signature.	None	1 day	Unit Head /SH, PAIO
	1.7. Review and sign the produced material.	None	2 days	EA, OED

2. Receive the email response and complete the Online Client Satisfaction Measurement (CSM) Form.	2.1. Send the OED-approved produced material to the Requesting Party, publish as necessary, and provide the Online Client Satisfaction Measurement (CSM) Form.	None	1 hour	IO I/II/III/IV, PAIO
TOTAL		None	5 days and 5 hours	



9. Service Name: Request for Development/Production and Publishing of Highly Technical Council for the Welfare of Children (CWC) advocacy or Information, Education, and Communication (IEC) Materials (Write-up/ Graphics/ Audio-Visual Presentation)

The service provided by Public Affairs and Information Office (PAIO) aims to conceptualize, develop, produce, and publish CWC advocacy and Information, Education, and Communication (IEC) materials—including write-ups, graphic designs, and audio-visual presentations which require extensive analysis, content review prior, and audio and/or visual recording as necessary to the development of the material.

Office/Division/Unit	:	Public Affairs and Information Office (PAIO)
Classification	:	Highly Technical
Type of Transaction	:	Government to Citizen (G2C) Government to Government (G2G)
Who may avail	:	Employees of CWC
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Letter requesting for the development/ production and publishing of advocacy or IEC materials with complete contact information (1 physical/electronic copy) Must contain the following information: · Name of focal/representative from the requesting unit · Contact number/email address · Full details about the material request (content, what activity it will be used for, when it will be used, what are the pertinent information that should be included in the material)		Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit one (1) physical/electronic copy of the request develop an advocacy or IEC material addressed to the PAIO Unit Head at paio@cw.c.gov.ph. The letter should include the following: - Name of focal/representative from the requesting unit - Contact number/email address - Full details about the material request (content, what activity it will be used for, when it will be used,	1.1. Receive and record in the PAIO document tracking system, and forward to the Unit Head.	None	1 hour	Administrative Assistant (AA), PAIO
	1.2. Review the letter of request and endorse to the concerned Section Head (SH) with appropriate instructions.	None	1 hour	Unit Head, PAIO
	1.3. Endorse to the concerned PAIO staff with appropriate instructions.	None	1 hour	SH, PAIO
	1.4. Coordinate with the Requesting Party.	None	1 day	Information Officer (IO) I/II/III/IV, PAIO

what are the pertinent information that should be included in the material)	1.5. Review the letter of request, prepare the necessary produced material from existing content review, photo or video shoot as necessary, editing of material and submit to the Unit Head/ Section Head (SH) for review.	None	20 days	Information Officer (IO) I/II/III/IV, PAIO
	1.6. Review and provide inputs to the produced material and endorse for Office of the Executive Director's (OED) review and/or signature.	None	1 day	Unit Head /SH, PAIO
	1.7. Review and sign the produced material.	None	2 days	EA, OED

2. Receive the email response and complete the Online Client Satisfaction Measurement (CSM) Form.	2.1. Send the OED-approved produced material to the Requesting Party and publish as necessary and provide the Online Client Satisfaction Measurement (CSM) Form.	None	1 hour	IO I/II/III/IV, PAIO
TOTAL		None	25 days and 4 hours	

10. Service Name: Request for Photo and Video Coverages or Livestreaming

This service provided by PAIO covers the documentation and live coverage of official Council for the Welfare of Children (CWC) activities, events, and programs through professional photo and video coverage or livestreaming, ensuring accurate recording, timely dissemination, and broader public engagement.

Office/Division/Unit	:	Public Affairs and Information Office (PAIO)
Classification	:	Highly Technical
Type of Transaction	:	Government to Citizen (G2C) Government to Government (G2G)
Who may avail	:	Employees of CWC
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Letter requesting for photo and video coverages or livestreaming with complete contact information (1 physical/electronic copy) Must contain the following information: • Name of focal/representative from the requesting unit • Contact number/email address • Full details about the material request (content, what activity it will be used for, when it will be used, what are the		Requesting Party

pertinent information that should be included in the material)	
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit one (1) physical/electronic copy of the signed request letter on request for photo or video coverage addressed to the PAIO Unit Head requesting for photo and video coverages or livestreaming at paio@cwcc.gov.ph. The letter should contain the program, target date, venue, and/or list/profile of participants.	1.1. Receive and record in the PAIO document tracking system, and forward to the Unit Head.	None	1 hour	Administrative Assistant (AA), PAIO
	1.2. Review the signed letter and endorse it to the concerned Section Head (SH) with appropriate instructions.	None	1 hour	Unit Head, PAIO
	1.3. Endorse to the concerned PAIO staff with appropriate instructions.	None	1 hour	SH, PAIO
	1.4. Send an acknowledgement email and coordinate with the Requesting Party.	None	1 day	Information Officer (IO) I/II/III/IV, PAIO

2. Receive the email response.	2.1. Confirm with the Requesting Party the final schedule of the meeting/activity, venue, and agenda/program.	None	1 hour	IO I/II/III/IV, PAIO
	2.2. Prepare equipment, materials and administrative documents as necessary for the activity.	None	2 days	IO I/II/III and/or AA, PAIO
3. Attend the meeting/activity, provide Certificate of Appearance	3.1. Attend, cover the meeting/activity and claim/request signature of the Certificate of Appearance	None	3 days	IO I/II/III/IV, PAIO
4. Provide a flash drive/ hard drive or email address to secure a copy of the activity/event coverage (photos/videos)	4.1 Provide e-copies of recorded materials to requesting party in edited or high-resolution format.	None	5 days	IO I/II/III/IV, PAIO
5. Complete the Online Client Satisfaction Form (CSF).	5.1. Provide the Online Client Satisfaction Measurement (CSM) Form.	None	1 day	IO I/II/III/IV, PAIO
TOTAL		None	11 days and 4 hours	

11. Service Name: Request for Media Services and Spokesperson Engagement

This service provided by Public Affairs and Information Office (PAIO) facilitates media engagement through the preparation and distribution of media kits and the official designation of a CWC spokesperson or resource person for interviews, forums, and discussions on child-related concerns, ensuring accurate messaging and effective public communication.

Office/Division/Unit	:	Public Affairs and Information Office (PAIO)
Classification	:	Complex
Type of Transaction	:	Government to Citizen (G2C) Government to Government (G2G)
Who may avail	:	Employees of CWC

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter requesting for media services and spokesperson engagement with complete contact information (1 physical/electronic copy) Must contain the following information: - Name of focal/representative from the requesting unit - Contact number/email address - Full details about the material request (content, what activity it will be used for, when it will be used, what are the pertinent information that should be included in the material)	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit one (1) physical/electronic copy of the signed request letter on request for media services and spokesperson	1.1. Receive and record in the PAIO document tracking system, and forward to the Unit Head.	None	1 hour	Administrative Assistant (AA), PAIO

engagement addressed to the PAIO Unit Head at paio@cwc.gov.ph. The letter should contain the program, target date, and venue.	1.2. Review the signed letter and endorse it to the concerned Section Head (SH) with appropriate instructions.	None	1 hour	Unit Head, PAIO
	1.3. Endorse to the concerned PAIO staff with appropriate instructions.	None	1 hour	SH, PAIO
	1.4. Send an acknowledgement email and coordinate with the Requesting Party.	None	1 hour	Information Officer (IO) I/II/III/IV, PAIO
2. Receive the email response, provide necessary details.	2.1. Confirm with the Requesting Party if the media engagement is approved or declined; If approved, set the final schedule of the media engagement.	None	1 hour	IO I/II/III/IV, PAIO
	2.2. Prepare the media briefer and administrative documents as necessary for the activity.	None	1 day	IO I/II/III, PAIO
	2.3 Identify or serve as media guest or resource person	None	1 day	IO I/II/III, PAIO

	2.4 Publish or air the recorded materials, either live for video coverage or as scheduled, as necessary. For write-ups or photos, publish or print as necessary.	None	1 hour	IO I/II/III, PAIO
3. Complete the Online Client Satisfaction Form (CSF).	3.1. Provide the Online Client Satisfaction Measurement (CSM) Form.	None	1 day	IO I/II/III/IV, PAIO
TOTAL		None	3 days and 6 hours	

LOCALIZATION AND INSTITUTIONALIZATION DIVISION (LID)

1. Service Name: Request for Simple Information and/or other Documents

The service provided by LID aims to respond to simple inquiries and/or clarifications by the requesting party, related to the operationalization and institutionalization of policies and plans for children at the sub-national and local levels, which can be answered by readily available data without the need for complex analysis and/or preparation of a report.

Office/Division/Unit	:	Localization and Institutionalization Division (LID)		
Classification	:	Simple		
Type of Transaction	:	Government to Government (G2G)		
Who may avail	:	Employees of CWC		
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE
1. Inquiry/Clarification with complete contact information (1 electronic copy)				Requesting Party
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit one (1) electronic copy of the inquiry/clarification addressed to the LID Division Chief at lid@cw.c.gov.ph. The inquiry should contain the complete contact information of the Requesting Party.	1.1. Receive the inquiry/clarification, record in the LID document tracking system, and forward to the Division Chief (DC).	None	1 hour	Administrative Assistant (AA) II, LID
	1.2. Review the inquiry/clarification and endorse to the concerned Section Head (SH) with appropriate instructions.	None	2 hours	DC, LID

	1.3. Endorse to the concerned LID staff with appropriate instructions.	None	2 hours	SH, LID
	1.4. Review the inquiry/clarification and prepare the necessary response.	None	2 days and 4 hours	Planning Officer (PO) I/II/III/IV/V, LID
2. Receive the email response and complete the Online Client Satisfaction Measurement (CSM) Form.	2.1. Send the response to the Requesting Party and provide the Online Client Satisfaction Measurement (CSM) Form.	None	1 hour	PO I/II/III/IV/V, LID
TOTAL		None	3 days	

2. Service Name: Request for Complex Information and/or other Documents

The service provided by LID aims to respond to complex inquiries and/or clarifications by the requesting party, related to the operationalization and institutionalization of policies and plans for children at the sub-national and local levels, which require analysis and preparation of reports.

Office/Division/Unit	:	Localization and Institutionalization Division (LID)
Classification	:	Complex
Type of Transaction	:	Government to Government (G2G)
Who may avail	:	Employees of CWC

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Inquiry/Clarification with complete contact information (1 electronic copy)	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit one (1) electronic copy of the inquiry/clarification addressed to the LID Division Chief at lid@cwv.gov.ph. The inquiry should contain the complete contact information of the Requesting Party.	1.1. Receive the inquiry/clarification, record it in the LID document tracking system, and forward it to the Division Chief (DC).	None	1 hour	Administrative Assistant (AA) II, LID
	1.2. Review the inquiry/clarification and endorse to the concerned Section Head (SH) with appropriate instructions.	None	2 hours	DC, LID

	1.3. Endorse to the concerned LID staff with appropriate instructions.	None	2 hours	SH, LID
	1.4. Review the inquiry/clarification and prepare the necessary response/report, and submit to the Division Chief (DC)/ Assistant Division Chief (ADC)/ Section Head (SH) for review.	None	3 days and 2 hours	Planning Officer (PO) I/II/III/IV/V, LID
	1.5. Review and provide inputs to the response/report.	None	3 days	DC/ADC/SH, LID
2. Receive the email response and complete the Online Client Satisfaction Measurement (CSM) Form.	2.1. Send the response/report to the Requesting Party and provide the Online Client Satisfaction Measurement (CSM) Form.	None	1 hour	PO I/II/III/IV/V, LID
TOTAL		None	7 days	

3. Service Name: Request for Highly Technical Information and/or other Documents

The service provided by LID aims to respond to highly technical inquiries and/or clarifications by the requesting party, related to the operationalization and institutionalization of policies and plans for children at the sub-national and local levels, which require extensive analysis and preparation of reports.

Office/Division/Unit	:	Localization and Institutionalization Division (LID)
Classification	:	Highly Technical
Type of Transaction	:	Government to Government (G2G)
Who may avail	:	Employees of CWC

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Inquiry/Clarification with complete contact information (1 electronic copy)	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit one (1) electronic copy of the inquiry/clarification addressed to the LID Division Chief at lid@cw.c.gov.ph. The letter should contain the complete contact information of the Requesting Party.	1.1. Receive the inquiry/clarification and record in the LID document tracking system, and forward to the Division Chief (DC).	None	1 hour	Administrative Assistant (AA) II, LID
	1.2. Review the inquiry/clarification and endorse to the concerned Section Head (SH) with appropriate instructions.	None	2 hours	DC, LID
	1.3. Endorse to the concerned LID staff	None	1 hour	SH, LID

	with appropriate instructions.			
	1.4. Review the inquiry/clarification, prepare the necessary response/report, and submit to the Division Chief (DC)/ Assistant Division Chief (ADC)/ Section Head (SH) for review.	None	12 days	Planning Officer (PO) I/II/III/IV/V, LID
	1.5. Review and provide inputs to the response/report, and/or endorse to other Offices/Divisions/Sections/Units (ODSUs) for inputs.	None	7 days and 3 hours	DC/ADC/SH, LID Other ODSUs
2. Receive the email response and complete the Online Client Satisfaction Measurement (CSM) Form.	2.1. Send the response/report to the Requesting Party and provide the Online Client Satisfaction Measurement (CSM) Form.	None	1 hour	PO I/II/III/IV/V, LID
TOTAL		None	20 days	

4. Service Name: Request for Review of Simple Documents

The service provided by LID aims to review simple document/s received from the requesting party, related to the operationalization and institutionalization of policies and plans for children at the sub-national and local levels, which can be answered by readily available data without the need for complex analysis and/or preparation of a report.

Office/Division/Unit :		Localization and Institutionalization Division (LID)		
Classification :		Simple		
Type of Transaction :		Government to Government (G2G)		
Who may avail :		Employees of CWC		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request for review of document/s with complete contact information (1 electronic copy)			Requesting Party	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit one (1) electronic copy of the request for review of document/s addressed to the LID Division Chief at lid@cwcc.gov.ph. The request should contain the complete contact information of the Requesting Party.	1.1. Receive the document/s, record in the LID document tracking system, and forward to the Division Chief (DC).	None	1 hour	Administrative Assistant (AA) II, LID
	1.2. Review the document/s and endorse to concerned Section Head (SH) with appropriate instructions.	None	1 hour	DC, LID

	1.3. Endorse to the concerned LID staff with appropriate instructions.	None	1 hour	SH, LID
	1.4. Review the document/s and prepare the necessary response/report.	None	2 days and 4 hours	Planning Officer (PO) I/II/III/IV/V, LID
2. Receive the email response and complete the Online Client Satisfaction Measurement (CSM) Form.	2.1. Send the response/report to the Requesting Party and provide the Online Client Satisfaction Measurement (CSM) Form.	None	1 hour	PO I/II/III/IV/V, LID
TOTAL		None	3 days	

5. Service Name: Request for Review of Complex Documents

The service provided by LID aims to review document/s received from the requesting party, related to the operationalization and institutionalization of policies and plans for children at the sub-national and local levels, which require extensive analysis and preparation of reports.

Office/Division/Unit :	Localization and Institutionalization Division (LID)			
Classification :	Complex			
Type of Transaction :	Government to Government (G2G)			
Who may avail :	Employees of CWC			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request for review of document/s with complete contact information (1 electronic copy)			Requesting Party	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit one (1) electronic copy of the request for review of document/s addressed to the LID Division Chief at lid@cw.c.gov.ph. The request should contain the complete contact information of the Requesting Party.	1.1. Receive the document/s, record in the LID document tracking system, and forward to the Division Chief (DC).	None	1 hour	Administrative Assistant (AA) II, LID
	1.2. Review the document/s and endorse to the concerned Section Head (SH) with appropriate instructions.	None	1 hour	DC, LID

	1.3. Endorse to the concerned LID staff with appropriate instructions.	None	1 hour	SH, LID
	1.4. Review the document/s, prepare the necessary response/report, and submit to Division Chief (DC)/ Assistant Division Chief (ADC)/ Section Head (SH) for review.	None	3 days and 4 hours	Planning Officer (PO) I/II/III/IV/V, LID
	1.5. Review and provide inputs to the response/report.	None	3 days	DC/ADC/SH, LID
2. Receive the email response and complete the Online Client Satisfaction Measurement (CSM) Form.	2.1. Send the response/report to the Requesting Party and provide the Online Client Satisfaction Measurement (CSM) Form.	None	1 hour	PO I/II/III/IV/V, LID
TOTAL		None	7 days	

6. Service Name: Request for Review of Highly Technical Documents

The service provided by LID aims to review document/s received from the requesting party, related to the operationalization and institutionalization of policies and plans for children at the sub-national and local levels, which require extensive analysis and preparation of reports.

Office/Division/Unit	: Localization and Institutionalization Division (LID)
Classification	: Highly Technical
Type of Transaction	: Government to Government (G2G)
Who may avail	: Employees of CWC

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request for review of document/s with complete contact information (1 electronic copy)	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit one (1) electronic copy of the request for review of document/s addressed to the LID Division Chief at lid@cw.c.gov.ph. The request should contain the complete contact information of the Requesting Party.	1.1. Receive the document/s, record in the LID document tracking system, and forward to the Division Chief (DC).	None	1 hour	Administrative Assistant (AA) II, LID
	1.2. Review the document/s and endorse to the concerned Section Head (SH) with appropriate instructions.	None	1 hour	DC, LID

	1.3. Endorse to the concerned LID staff with appropriate instructions.	None	1 hour	SH, LID
	1.4. Review the document/s, prepare the necessary response/report, and submit to the Division Chief (DC)/ Assistant Division Chief (ADC)/ Section Head (SH) for review.	None	12 days and 4 hours	Planning Officer (PO) I/II/III/IV/V, LID
	1.5. Review and provide inputs to the response/report.	None	7 days	DC/ADC/SH, LID
Receive the email response and complete the Online Client Satisfaction Measurement (CSM) Form.	2.1. Send the response/report to the Requesting Party and provide the Online Client Satisfaction Measurement (CSM) Form.	None	1 hour	PO I/II/III/IV/V, LID
TOTAL		None	20 days	

7. Service Name: Request to Attend Meeting/s or other Activities

The service provided by LID aims to respond to meetings or activities initiated by the requesting party related to the operationalization and institutionalization of policies and plans for children at the sub-national and local levels, which require the analysis and preparation of materials and/or reports with substantial contribution (e.g., meetings, workshops, consultations, and other similar activities).

Office/Division/Unit :		Localization and Institutionalization Division (LID)		
Classification :		Complex		
Type of Transaction :		Government to Government (G2G)		
Who may avail :		Employees of CWC		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request for a meeting or attendance to activities with complete details and contact information (1 electronic copy)			Requesting Party	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit one (1) electronic copy of the request for a meeting or attendance to activities addressed to the LID Division Chief at lid@cwcc.gov.ph.	1.1. Receive the request and record it in the LID document tracking system, and forward it to the Division Chief (DC).	None	1 hour	Administrative Assistant (AA) II, LID

The request should contain the complete details and contact information of the Requesting Party.	1.2. Review the request and endorse it to the concerned Section Head (SH) with appropriate instructions.	None	1 hour	DC, LID
	1.3. Endorse to the concerned LID staff with appropriate instructions.	None	1 hour	SH, LID
	1.4. Send an acknowledgement email and coordinate with the Requesting Party.	None	1 day	Planning Officer (PO) I/II/III/IV/V, LID
2. Receive the email response.	2.1. Confirm with the Requesting Party the final schedule of the meeting/activity, venue, and agenda/program.	None	1 hour	PO I/II/III/IV/V, LID
	2.2. Prepare materials and administrative documents as necessary for the activity.	None	2 days and 4 hours	PO I/II/III and/or AA II, LID

3. Attend the meeting/activity, provide Certificate of Appearance, and complete the Online Client Satisfaction Form (CSF).	3.1. Attend the meeting/activity , claim the Certificate of Appearance, and provide the Online Client Satisfaction Measurement (CSM) Form.	None	3 days	PO I/II/III/IV/V, LID
TOTAL		None	7 days	

8. Service Name: Request for Simple Administrative Requirements and/or Assistance

The service provided by LID aims to respond to simple administrative requirements and/or assistance required by the requesting party within LID and/or CWC, covering the following requests:

- Drafting and/or reviewing of communication letters, certificates, and/or simple documents
- Preparation of Meeting Request and/or Purchase Request
- Preparation of Obligation Requests Status
- Preparation of Disbursement Voucher
- Preparation of Request for Special Order, Vehicle, and/or Airline Ticket Reservation Form
- Preparation of Summary of Agreements
- Signing of simple documents
- Routing of document/s to the appropriate Office/Division/Section/Unit (ODSU)
- Other simple administrative requirements and/or assistance

Office/Division/Unit :	Localization and Institutionalization Division (LID)
Classification :	Simple
Type of Transaction :	Government to Government (G2G)
Who may avail :	Employees of LID and/or CWC
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request for administrative requirements and/or assistance (1 physical/electronic copy)	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit one (1) physical/electronic copy of the request to the concerned LID staff.	1.1. Receive the request, record it in the LID document tracking system, and endorse it to the concerned LID staff.	None	1 hour	Administrative Assistant (AA) II, LID
	1.2 Review and respond to the request.	None	2 days and 6 hours	AA II or Planning Officer (PO) I/II/III/IV/V, LID
2. Receive the response and complete the Online Client Satisfaction Measurement (CSM) Form.	2.1. Send the response to the Requesting Party and provide the Online Client Satisfaction Measurement (CSM) Form.	None	1 hour	AA II or PO I/II/III/IV/V, LID
TOTAL		None	3 days	

9. Service Name: Request for Complex Administrative Requirements and/or Assistance

The service provided by LID aims to respond to complex administrative requirements and/or assistance required by the requesting party within LID and/or CWC, covering the following requests:

- Drafting of talking points
- Review of IPC/R
- Provision of inputs to the QNAR/EODB
- Preparation of presentation materials and/or complex documents
- Preparation of Terms of Reference
- Preparation of Minutes or Highlights of the Meeting, or Feedback Report
- Preparation of Activity or Project Proposal, and/or Concept Note
- Preparation of Financial Status
- Other complex administrative requirements and/or assistance

Office/Division/Unit :	Localization and Institutionalization Division (LID)	
Classification :	Complex	
Type of Transaction :	Government to Government (G2G)	
Who may avail :	Employees of LID and/or CWC	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Request for administrative requirements and/or assistance (1 physical/electronic copy)		Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit one (1) physical/electronic copy of the request to the concerned LID staff.	1.1. Receive the request, record it in the LID document tracking system, and endorse it to the concerned LID staff.	None	1 hour	Administrative Assistant (AA) II, LID
	1.2. Review and respond to the request.	None	6 days and 6 hours	AA II or Planning Officer (PO) I/II/III/IV/V, LID
2. Receive the response and complete the Online Client Satisfaction Measurement (CSM) Form.	2.1. Send the response to the Requesting Party and provide the Online Client Satisfaction Measurement (CSM) Form.	None	1 hour	AA II or PO I/II/III/IV/V, LID
TOTAL		None	7 days	

10. Service Name: Request for Highly Technical Administrative Requirements and/or Assistance

The service provided by LID aims to respond to highly technical administrative requirements and/or assistance required by the requesting party within LID and/or CWC, covering the following requests:

- Drafting and/or reviewing of highly technical documents (e.g., policy documents)
- Preparation of QNAR
- Preparation of highly technical modules and/or materials
- Preparation of Activity Report
- Other highly technical administrative requirements and/or assistance

Office/Division/Unit :	Localization and Institutionalization Division (LID)
Classification :	Highly Technical
Type of Transaction :	Government to Government (G2G)
Who may avail :	Employees of LID and/or CWC
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request for administrative requirements and/or assistance (1 physical/electronic copy)	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit one (1) physical/electronic copy of the request to the concerned LID staff.	1.1. Receive the request, record it in the LID document tracking system, and endorse it to the concerned LID staff.	None	1 hour	Administrative Assistant (AA) II, LID
	1.2. Review and respond to the request.	None	19 days and 6 hours	Planning Officer (PO) I/II/III/IV/V, LID
2. Receive the response and complete the Online Client Satisfaction Measurement (CSM) Form.	2.1. Send the response to the Requesting Party and provide the Online Client Satisfaction Measurement (CSM) Form.	None	1 hour	PO I/II/III/IV/V, LID
TOTAL		None	20 days	

MANAGEMENT AND INFORMATION SYSTEMS UNIT (MISU)

1. Service Name: ICT Hardware, Software, And Network Technical Support Service

This service provides assistance and ensures the continuous and efficient operation of hardware, software applications and systems, and network connectivity, enabling CWC employees to perform their duties effectively through the timely resolution of technical problems. The ICT-related issues and concerns cover the following:

- Installation and Setup
- Troubleshooting and Repairs
- OS Support
- Updates and Patches
- Data Management
- Connectivity Issues
- Wireless support
- Firewall and VPN Support
- Maintenance and Upgrade
- Peripheral Support
- Application Support
- User Account Support
- Security Support
- LAN/WAN support
- IP and DNS troubleshooting
- Remote Access

Office or Division:	Management Information Systems Unit (MISU)
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	CWC Officials and Employees

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Standard Requirement 1. Filled-out Management Information Systems Unit (MISU) Online Technical Assistance Form (Sample: 1 request ticket) Date File: Nature of Request Description of Request Requesting Staff Name Division / Unit Performance Survey Remarks/Others Remarks: Visit the Management Information System Unit (MISU) online ticketing tool link: https://ee.kobotoolbox.org/x/Wqwr0gau		Requesting Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request a ticket through the Management Information Systems Unit (MISU) Online Technical Assistance Form or via phone call or email.	1.1. Acknowledge the ticket or encode the information gathered if the request is via phone or email.	None	5 Minutes	All MISU Staff

Notes/Instruction: For creating a request via the Management Information System Unit (MISU) Online Technical Assistance Form: - Visit https://ee.kobotoolbox.org/x/Wqwr0qau - Fill out the MISU Online Technical Assistance Form Management Information Systems Unit (MISU) Email: ictsupport@cwcc.gov.ph Management Information Systems Unit (MISU) Local Number: 107	1.2. MISU staff shall send an acknowledgement email to the end-user for their ticketing request using the MISU email address.		5 Minutes	All MISU Staff
	1.3. Respond to ticket requests and provide end-users with technical support and troubleshooting to resolve reported issues.		15 minutes	All MISU Staff

	2.1 If the issue remains unresolved, request escalation of the concern to the MISU Head or assigned senior technical staff for further assessment. Conduct advanced troubleshooting or coordinate with the system/service provider if necessary		1 day	
2. Feedback on the support Remarks: The Feedback Form or Customer Satisfaction Measurement (CSM) Form will be sent through email.	2.2. Once the ticket request has been resolved, the Management Information Systems Unit (MISU) shall request the end-user to complete the Feedback form or Customer Satisfaction Measurement (CSM) Form.		5 Minutes	Requesting Divisions / Units / Office
	2.3. Mark the ticket as successfully resolved, and close the ticket.		5 Minutes	All MISU Staff
TOTAL:			3 days	

2. Service Name: Video Conferencing And Virtual Meeting Support Service

The MISU aims to provide video conferencing setup services for CWC employees, divisions, units, and offices, including support for team meetings, hybrid meetings, Zoom webinars, trainings, seminars, and other official online and blended activities.

Office or Division:	Management Information Systems Unit (MISU)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	CWC Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Standard Requirement 1. Filled out the Management Information Systems Unit (MISU) Online Technical Assistance Form (Sample: 1 request ticket) Remarks: Visit the Management Information System Unit (MISU) online ticketing tool link: (insert link of the ticketing tool)		Management Information Systems Unit (MISU) Online Ticketing Tool		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of a ticket through the Management Information Systems Unit (MISU) Online Technical Assistance Form or via phone call and email. Notes/Instruction: For creating a request via the Management Information System Unit (MISU) Online Technical Assistance Form:	1.1. Acknowledge the ticket or encode the information gathered if the request is via phone or email.	None	5 Minutes	All MISU Staff

• Visit (insert link) • Fill out the MISU Online Technical Assistance Form Management Information Systems Unit (MISU) Email: ictsupport@cwcc.gov.ph Management Information Systems Unit (MISU) Local Number: 107				
	1.2. Management Information System Unit (MISU) staff shall send an acknowledgment email to the end-user for their ticketing request using the MISU email address.		5 Minutes	All MISU Staff

	1.3. Management Information Systems Unit (MISU) staff shall check the availability of the equipment. If the requested equipment is available, the MISU staff shall confirm the request and ensure set-up on the scheduled date and provide any technical assistance during the event. Otherwise, the unavailability shall be informed to the requesting client for action/ reconsideration of schedule.		15 Minutes	All MISU Staff
	1.4. If the event requires live streaming on the Facebook page, the MISU staff shall inform the end-user that they must coordinate with the Public Affairs and Information Office (PAIO) Team.		30 Minutes	Requesting Divisions / Units / Office

	1.5. MISU Staff shall provide technical assistance during the event in case technical issues persist during the event.		8 Hours	All MISU Staff
2. Feedback on the support Remarks: The Feedback Form or Customer Satisfaction Measurement (CSM) Form will be sent via email.	2.1. Once the conferencing has been done, MISU shall request feedback or CSM from the end-user.		5 Minutes	Requesting Divisions / Units / Office
	2.2. MISU Staff shall mark the ticket as successfully resolved and close the ticket.		5 Minutes	All MISU Staff
TOTAL:			3 days	

3. Service Name: Email Account Management, Backup, And Archiving Service

The MISU manages the creation, backup, and archiving of CWC email accounts. This service ensures the secure storage and preservation of official email communications and attachments for future reference, regulatory compliance, and data security purposes.

Office or Division:	Management Information Systems Unit (MISU)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	CWC Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Standard Requirement 1. Filled-out Online User Account Request Form Remarks: The client may request an account from the Management Information Systems Unit (MISU) Online Ticketing Tool		Management Information Systems Unit (MISU) Online Ticketing Tool		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of request through the Management Information Systems Unit (MISU) Online User Account Request or via email.	1.1. Acknowledge the request or encode the information gathered if the request is via email.	None	10 Minutes	All MISU Staff
Notes/Instruction: For creating a request via the Management Information System Unit (MISU) Online User Account Request Form:	1.2. The MISU personnel in charge of email management shall ensure and verify the availability of licenses before account creation,		30 Minutes	All MISU Staff

- Visit (insert link) - Fill out the MISU Online User Account Request Form Management Information Systems Unit (MISU) Email: ictsupport@cwcc.gov.ph	archiving or deletion.			
	1.3. For the creation of an account, once there is an available license, the personnel in charge of email management shall create the account. For deletion or archiving, the MISU staff will coordinate with HR for clearance or approval.		30 Minutes	All MISU Staff
	1.4. In case of request for back-up, the MISU Personnel in charge of email management shall initiate the backup and archiving process. The process will include securing all relevant email communications and attachments associated with the specified email account. The MISU staff shall Delete accounts that		1 Day	All MISU Staff

	have already finished the backup process.			
	1.5 Upon successful processing of the request, the MISU personnel in charge of email management shall send an acknowledgement email to the requester, confirming that the request has been processed.			
2. Feedback on the support Remarks: The Feedback Form or Customer Satisfaction Measurement	2.1. Once the request has been made, MISU shall request feedback or CSM from the end-user.		5 Minutes	Requesting Divisions / Units / Office



(CSM) Form will be sent through email.	2.2. MISU Staff shall mark the request as successfully resolved and close the ticket.		5 Minutes	All MISU Staff
TOTAL:			1 day, 1 hour, 45 minutes	

4. Service Name: Website Content Posting and Management Service

This service refers to request to post approved

The MISU manages and posts approved content on the official CWC website to ensure the timely, accurate, and secure publication of official information, announcements, and documents in accordance with organizational policies and applicable regulations.

Office or Division:	Management Information Systems Unit (MISU)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	CWC Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Official request email from the requesting Division/Unit. 2. Complete posting details (title, date, section of website)		Requesting Office / Division / Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends official email request with attachments to MISU via email (ictsupport@cw.gov.ph)	1.1. Receives and verifies the request.		10 minutes	All MISU Staff
	1.2. Review the request for completeness, correctness, and compliance with website standards. Otherwise, coordinate with the requesting client for further clarification or revision.		30 minutes	Information Systems Analyst II, Computer Programmer II and Computer Maintenance Technologist II

	1.3. Coordinates with the requesting office, division, and unit for clarification or revision, if necessary		30 minutes	All MISU Staff
	1.4. Upload and post approved content on the CWC Official Website		30 minutes	Information Systems Analyst II, Computer Programmer II and Computer Maintenance Technologist II
2. Receives confirmation email	2.1. Sends confirmation to the requesting office, division, and unit upon successful posting		10 minutes	All MISU Staff
TOTAL:			3 days	

REGIONAL COMMITTEE/SUB-COMMITTEE FOR THE WELFARE OF CHILDREN (RC/SCWC)

INTERNAL SERVICES

1. Request for Technical Assistance

The service provided by the RC/SCWCs aims to assist the requesting party on technical documents, capacity building, advocacy, and as a resource person in the operationalization and institutionalization of policies and plans for children at the sub-national and local levels.

Office/Division/Unit	:	Regional Committee/Sub-Committee for the Welfare of Children (RC/SCWC)
Classification	:	Highly Technical
Type of Transaction	:	Government to Citizen (G2C) Government to Government (G2G)
Who may avail	:	Local Government Units (LGUs, Provincial/City/Municipal/Barangay), Local Council for the Protection of Children (LCPC, Provincial/City/Municipal/Barangay), National Government Agencies (NGAs), Civil Society Organizations (CSOs), and Other Partners

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
PHASE 1: PRE-EVENT	
1. Letter requesting technical assistance with complete contact information (1 physical/electronic copy)	Requesting Party
PHASE 2: EVENT PROPER	
2. Attendance Sheet	Requesting Party
3. Online Client Satisfaction Measurement (CSM) Form (1 entry per participant) - (CWC-LID, DSWD FO, RJJWC (joint activities), RCWC template.)	RC/SCWC

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
PHASE 1: PRE-EVENT				
1. Submit one (1) physical/electronic copy of the signed letter addressed to the RSCWC Chairperson. The letter should contain the program, target date, venue, and/or list/profile of participants.	1.1. Receive the signed letter and record it in the document tracking system.	None	1 hour	Records Officer
	1.2. Forward the signed letter to the Office of the Regional Director (ORD)/CWC-Office of the Executive Director (OED)	None	1 hour	Records Officer
	1.3. Review, provide instructions, and refer the request to the RCSCWC Secretariat	None	1-2 days	Executive Assistant (EA), ORD/OED
	1.4. Receive and record the communication letter	None	1 hour	RC/SCWC RC/ DSWD FO
	1.5. Send an acknowledgement email	None	2-3 day	RC/SCWC RC/ DSWD FO

2. Coordinate with POIII/Regional Coordinator for a preparatory meeting.	2.1. Coordinate with the focal person of the Requesting Party.	None	1 day	RC/SCWC RC
	2.2. Conduct a preparatory meeting with the Requesting Party including request of Directory/Profile of participants	None	3 hours	RC/SCWC RC
	2.3. Confirm with the Requesting Party the final schedule of the event, venue, list of participants, and other administrative concerns.	None	1 hour	RC/SCWC RC
	2.4. Request for Locator Slip or Special Order of the assigned staff.	None	1 Day 3 Days	RC/SCWC RC
	2.5. Prepare technical assistance materials	None	6 days	RC/SCWC RC
SUB TOTAL (PHASE 1: PRE-EVENT)		None	16 days	
PHASE 2: EVENT PROPER				

3. Attend the event according to the agreed schedule, complete the attendance sheet and outputs, and complete the Online Client Satisfaction Measurement (CSM) Form.	3.1. Conduct the technical assistance through the provision of relevant resource person/s and secretariat to facilitate the event on the agreed schedule.	None	4 days	RC/SCWC RC
	3.2. Distribute Online Client Satisfaction Measurement (CSM) Form.			
	3.3. Verify participants who completed the Online CSM Form and provide the certificates.			
SUB TOTAL (PHASE 2: EVENT		None	4 days	
TOTAL		None	20 days	

2. Request for Simple Information and/or other Documents

The service provided by RC/SCWCs aims to respond to simple inquiries and/or clarifications by the requesting party, related to the operationalization and institutionalization of policies and plans for children at the sub-national and local levels, which can be answered by readily available data without the need for complex analysis and/or preparation of a report.

Office/Division/Unit	:	Regional Committee/Sub-Committee for the Welfare of Children (RC/SCWC)
Classification	:	Simple
Type of Transaction	:	Government to Citizen (G2C) Government to Government (G2G)
Who may avail	:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Inquiry/Clarification with complete contact information (1 physical/electronic copy)	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit one (1) physical/electronic copy of the inquiry/clarification through call, text, email, messenger, etc. The message should contain the complete contact information of the Requesting Party.	1.1. Review the inquiry/clarification and prepare the necessary response.	None	2 days	RC/SCWC Regional Coordinator (RC)
2. Receive the email response and complete the Online Client Satisfaction Measurement (CSM) Form.	2.1. Send the response to the Requesting Party and provide the Online Client Satisfaction Measurement (CSM) Form.	None	1 hour	RC/SCWC RC
TOTAL		None	3 days	

3. Request for Complex Information and/or other Documents

The service provided by RC/SCWCs aims to respond to complex inquiries and/or clarifications by the requesting party, related to the operationalization and institutionalization of policies and plans for children at the sub-national and local levels, which require analysis and preparation of reports.

Office/Division/Unit	:	Regional Committee/Sub-Committee for the Welfare of Children (RC/SCWC)
Classification	:	Complex
Type of Transaction	:	Government to Citizen (G2C) Government to Government (G2G)
Who may avail	:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Inquiry/Clarification with complete contact information (1 physical/electronic copy)	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit one (1) physical/electronic copy of the inquiry/clarification through call, test, email, messenger, etc. The message should contain the complete contact information of the Requesting Party.	1.1. Review the inquiry/clarification and prepare the necessary response. 1.2. Coordinate with other Offices/Divisions/Sections/Units (ODSUs) for inputs, as necessary.	None	6 days	RC/SCWC Regional Coordinator (RC)
2. Receive the email response and complete the Online Client Satisfaction Measurement (CSM) Form.	2.1. Send the response to the Requesting Party and provide the Online Client Satisfaction Measurement (CSM) Form.	None	1 hour	RC/SCWC RC
TOTAL		None	7 days	

4. Request for Highly Technical Information and/or other Documents

The service provided by LID aims to respond to highly technical inquiries and/or clarifications by the requesting party, related to the operationalization and institutionalization of policies and plans for children at the sub-national and local levels, which require extensive analysis and preparation of reports.

Office/Division/Unit	:	Regional Committee/Sub-Committee for the Welfare of Children (RC/SCWC)
Classification	:	Highly Technical
Type of Transaction	:	Government to Citizen (G2C) Government to Government (G2G)
Who may avail	:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Inquiry/Clarification with complete contact information (1 physical/electronic copy)	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit one (1) physical/electronic copy of the inquiry/clarification through call, text, email, messenger, etc. The message should contain the complete contact information of the Requesting Party.	1.1. Review the inquiry/clarification and prepare the necessary response. 1.2. Coordinate with other Offices/Divisions/Sections/Units (ODSUs) for inputs, as necessary.	None	19 days	RC/SCWC Regional Coordinator (RC)
2. Receive the email response and complete the Online Client Satisfaction Measurement (CSM) Form.	2.1. Send the response/report to the Requesting Party and provide the Online Client Satisfaction Measurement (CSM) Form.	None	1 hour	RC/SCWC RC
TOTAL		None	20 days	

5. Request for Review of Simple Documents

The service provided by LID aims to review simple document/s received from the requesting party, related to the operationalization and institutionalization of policies and plans for children at the sub-national and local levels, which can be answered by readily available data without the need for complex analysis and/or preparation of a report.

Office/Division/Unit	:	Regional Committee/Sub-Committee for the Welfare of Children (RC/SCWC)
Classification	:	Simple
Type of Transaction	:	Government to Citizen (G2C) Government to Government (G2G)
Who may avail	:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter requesting for review of document/s with complete contact information (1 physical/electronic copy)	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit one (1) physical/electronic copy of the inquiry/clarification through call, test, email, messenger, etc. The message should contain the complete contact information of the Requesting Party.	1.1. Review the inquiry/clarification and prepare the necessary response.	None	2 days and 7 hours	RC/SCWC Regional Coordinator (RC)
2. Receive the email response and complete the Online Client Satisfaction Measurement (CSM) Form.	2.1. Send the response/report to the Requesting Party and provide the Online Client Satisfaction Measurement (CSM) Form.	None	1 hour	RC/SCWC RC
TOTAL		None	3 days	

6. Request for Review of Complex Documents

The service provided by LID aims to review document/s received from the requesting party, related to the operationalization and institutionalization of policies and plans for children at the sub-national and local levels, which require extensive analysis and preparation of reports.

Office/Division/Unit	:	Regional Committee/Sub-Committee for the Welfare of Children (RC/SCWC)
Classification	:	Complex
Type of Transaction	:	Government to Citizen (G2C) Government to Government (G2G)
Who may avail	:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter requesting for review of document/s with complete contact information (1 physical/electronic copy)	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit one (1) physical/electronic copy of the inquiry/clarification through call, test, email, messenger, etc. The message should contain the complete contact information of the Requesting Party.	1.1. Review the inquiry/clarification and prepare the necessary response. 1.2. Coordinate with other Offices/Divisions/Sections/Units (ODSUs) for inputs, as necessary.	None	6 days and 7 hours	RC/SCWC Regional Coordinator (RC)
2. Receive the email response and complete the Online Client Satisfaction Measurement (CSM) Form.	2.1. Send the response/report to the Requesting Party and provide the Online Client Satisfaction Measurement (CSM) Form.	None	1 hour	RC/SCWC RC
TOTAL		None	7 days	

7. Request for Review of Highly Technical Documents

The service provided by LID aims to review document/s received from the requesting party, related to the operationalization and institutionalization of policies and plans for children at the sub-national and local levels, which require extensive analysis and preparation of reports.

Office/Division/Unit	:	Regional Committee/Sub-Committee for the Welfare of Children (RC/SCWC)
Classification	:	Complex
Type of Transaction	:	Government to Citizen (G2C) Government to Government (G2G)
Who may avail	:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter requesting for review of document/s with complete contact information (1 physical/electronic copy)	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit one (1) physical/electronic copy of the inquiry/clarification through call, text, email, messenger, etc. The message should contain the complete contact information of the Requesting Party.	1.1. Review the inquiry/clarification and prepare the necessary response. 1.2. Coordinate with other Offices/Divisions/Sections/Units (ODSUs) for inputs, as necessary.	None	19 days and 7 hours	RC/SCWC Regional Coordinator (RC)
2. Receive the email response and complete the Online Client Satisfaction Measurement (CSM) Form.	2.1. Send the response/report to the Requesting Party and provide the Online Client Satisfaction Measurement (CSM) Form.	None	1 hour	RC/SCWC RC
TOTAL		None	20 days	

8. Request to Attend Meeting/s or other Activities

The service provided by LID aims to respond to meetings or activities initiated by the requesting party related to the operationalization and institutionalization of policies and plans for children at the sub-national and local levels, which require the analysis and preparation of materials and/or reports with substantial contribution (e.g., meetings, workshops, consultations, and other similar activities).

Office/Division/Unit	:	Regional Committee/Sub-Committee for the Welfare of Children (RC/SCWC)
Classification	:	Complex
Type of Transaction	:	Government to Citizen (G2C) Government to Government (G2G)
Who may avail	:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter requesting for a meeting or attendance to activities with complete details and contact information (1 physical/electronic copy)	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit one (1) physical/electronic copy of the signed letter requesting for a meeting or	1.1. Receive the signed letter and record it in the document tracking system.	None	1 hour	Records Officer

attendance to activities addressed to the RCWC Chairperson The letter should contain the complete details and contact information of the Requesting Party.	1.2. Forward the signed letter to the Office of the Regional Director (ORD).	None	1 hour	Records Officer
	1.3. Review, provide instructions, and refer the request to the RC/SCWC Secretariat	None	1 day	Executive Assistant (EA), ORD
	1.4. Receive and record the communication letter	None	1 hour	RC/SCWC RC/ DSWD FO
	1.5. Send an acknowledgement email and coordinate a preparatory meeting with the Requesting Party.	None	1 day	RC/SCWC RC/ DSWD FO
2. Receive the email response.	2.1. Confirm with the Requesting Party the final schedule of the meeting/activity, venue, and agenda/program.	None	1 hour	RC/SCWC RC
	2.2. Prepare materials and administrative documents as necessary for the activity.	None	3 days	RC/SCWC RC

3. Attend the meeting/activity, provide Certificate of Appearance, and complete the Online Client Satisfaction Measurement (CSM) Form.	3.1. Attend the meeting/activity, claim/request signature of the Certificate of Appearance, and provide the Online Client Satisfaction Measurement (CSM) Form.	None	2 days	RC/SCWC RC
TOTAL		None	7 days	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback

For walk-ins: Clients may accomplish the Client Satisfaction Measurement (CSM) feedback form drop it in the designated drop box at the Public Assistant and Complaints Desk (PACD), or fill up the form via the QR code posted at the receiving area.

For online: Survey Form link may be accessed at https://docs.google.com/forms/d/e/1FAIpQLScaKX9uDDqIPUAgVWG_NLFcCFY9JlpPt7qI4RSbAk0M5ehohdg/viewform

Other concerns may be coursed through the Office of the Executive Director (OED) Email Address: oed@cwcc.gov.ph
Hotline: (02) 8461-66-20 local 103

How feedbacks are processed

For walk-ins: The CART Secretariat compiles and records all feedback submitted.

For feedback requiring response or update, these shall be forwarded to the concerned personnel/division, which must be responded within three (3) days upon receipt. The response shall then be relayed to the client, inform them of how their concern was addressed.

For emails/calls: The Receiving Officer verifies the nature of the feedback/complaint and endorses the same to the concerned personnel/office and/or the CWC CART Secretariat via email. Upon receiving the reply from the concerned personnel/office, the client shall be informed via email or phone call.

How to file a complaint

Accomplish the Public Assistance Form (PAF) available at the PACD.

Clients may file their complaint through telephone or via email with the following details:

- Full name and Contact Information of the Complainant
- Sex (Male or Female)
- Narrative/Details of the complaint
- Evidence
- Name of the person/office being complained

You may also submit your complaint by accomplishing this link:
<https://forms.gle/wNtgkw4gDjWmjyK8>

FEEDBACK AND COMPLAINTS MECHANISM

How complaints are processed

All complaints will be evaluated by the CWC Committee on Anti-Red Tape (CWC CART).

The CWC CART reviews and evaluates the complaints received on a daily basis. The CWC CART shall coordinate with the concerned Office/s to address the complaint and shall investigate, if necessary. After the concern has been addressed or after the conduct of the investigation, the CWC CART shall submit an incident report to the Executive Director V, for appropriate action.

The CWC CART shall give the feedback to the clients via email. For follow-ups or queries, the contact information are as follows:
Email: cart@cw.gov.ph
Hotline (02) 8461-66-20 loc 213

Contact Information of CCB, PCC, ARTA

Anti-Red Tape Authority (ARTA)
complaints@arta.gov.ph
Or call the hotline: 1-ARTA (2782)

ARTA Complaint Center:
0928-690-4080
0969-257-7242

Presidential Action Center (PACC)
pace@op.gov.ph

Hotline: 8888 or 8249-8310 loc 8175 or 8182
Tel Nos. 8736-8645, 8736-8603, 8736-8606, 8736-8629, 8736-8621

Contact Center ng Bayan (CCB)
email@contactcenterngbayan.gov.ph
CP No. 0908-881-6565 (SMS)

LIST OF OFFICES

Office	Address	Contact Information
Office of the Executive Director (OED)	No. 10 Apo St., Sta. Teresita, Quezon City	(02) 8461-66-20 (02) 8461-65-53 (02) 8461-66-29 (Direct Line) (02) 8366-19-10 Local 102, 103
Office of the Executive Director- Legal Unit (OED-LU)	No. 10 Apo St., Sta. Teresita, Quezon City	(02) 8461-66-20 (02) 8461-65-53 (02) 8461-66-29 (Direct Line) (02) 8366-19-10 Local 213
Policy, Planning and Research Division (PPRD)	No. 10 Apo St., Sta. Teresita, Quezon City	(02) 8461-66-20 (02) 8461-65-53 (02) 8461-66-29 (Direct Line) (02) 8366-19-10 Local 205, 204
Localization and Institutionalization Division (LID)	No. 10 Apo St., Sta. Teresita, Quezon City	(02) 8461-66-20 (02) 8461-65-53 (02) 8461-66-29 (Direct Line) (02) 8366-19-10 Local 207, 208
Administrative and Finance Division (AFD)	No. 10 Apo St., Sta. Teresita, Quezon City	(02) 8461-66-20 (02) 8461-65-53 (02) 8461-66-29 (Direct Line) (02) 8366-19-10 Local 108, 303, 308, 316
Public Affairs and Information Office (PAIO)	No. 10 Apo St., Sta. Teresita, Quezon City	(02) 8461-66-20 (02) 8461-65-53 (02) 8461-66-29 (Direct Line) (02) 8366-19-10 Local 105, 106

LIST OF OFFICES

Management Information Systems Unit (MISU)

No. 10 Apo St., Sta. Teresita, Quezon City

(02) 8461-66-20
(02) 8461-65-53
(02) 8461-66-29 (Direct Line)
(02) 8366-19-10
Local 107

Project Management Office (PMO)

No. 10 Apo St., Sta. Teresita, Quezon City

(02) 8461-66-20
(02) 8461-65-53
(02) 8461-66-29 (Direct Line)
(02) 8366-19-10
Local 209, 210, 211

MAKABATA HELPLINE 1383

Regional Committee/Sub-Committee for the Welfare of Children (RCSCWC) Region I

DSWD Field Office
Quezon Avenue, San Fernando City, La Union

Email:
fo1@dswd.gov.ph
childrenandyouth2015@gmail.com
rcwc_region1@cwcc.gov.ph
Landline:
ORD - (072) 687-8000 loc. 225;

Regional Committee/Sub-Committee for the Welfare of Children (RCSCWC) Region II

DSWD Field Office II
Carig, Tuguegarao City, Cagayan

Email:
fo2@dswd.gov.ph
rscwc_region2@cwcc.gov.ph
Landline/ Fax:
(078) 846-7043; 3040586

LIST OF OFFICES

**Regional
Committee/Sub-
Committee for the
Welfare of
Children
(RCSCWC)
Region III**

DSWD FO III Annex
Office, 3rd Floor
AMHSCO BUILDING,
Dolores, City of San
Fernando, Pampanga
(where Security Bank -
Dolores is located)

Email:
fo3@dswd.gov.ph
rscwc_region3@cwcc.gov.ph
Landline:
(045) 961-2143; 860-5630 or
5629

**Regional
Committee/Sub-
Committee for the
Welfare of
Children
(RCSCWC)
Region IV-A
CALABARZON**

DSWD IV-A Extension
Office, 3rd Floor, South
Park Center Alabang,
Muntinlupa City

Email:
fo4a@dswd.gov.ph
rscwc_calabarzon@cwcc.gov.ph
h
Landline:
(02) 807-4142 or 44; 842-
1524

**Regional
Committee/Sub-
Committee for the
Welfare of Children
(RCSCWC)
MIMAROPA**

DSWD Field Office IV
MIMAROPA 1680
Benitez St, cor, 1004
Gen. Malvar St,
Malate, Manila

Email:
fomimaropa@dswd.gov.ph
rscwc_mimaropa@cwcc.gov.ph
Landline:
(02) 526-6077 loc. 207

**Regional
Committee/Sub-
Committee for the
Welfare of Children
(RCSCWC)
Region V**

DSWD Field Office V
Regional Center Site,
Rawis, Legaspi City,
Albay

Email:
fo5@dswd.gov.ph
rscwc_region5@cwcc.gov.ph
Landline:
(052) 481-0465; 480-0607
(ORD)

LIST OF OFFICES

**Regional
Committee/Sub-
Committee for the
Welfare of
Children
(RCSCWC)
Region VI**

DSWD Field Office VI
M.H. Del Pilar St., Molo,
Iloilo City
Philippines, 5000

Email:
fo6@dswd.gov.ph
ord.fo6@dswd.gov.ph
rscwc_region6@cwcc.gov.ph

Trunkline:
3307860

**Regional
Committee/Sub-
Committee for the
Welfare of
Children
(RCSCWC)
Region VII**

DSWD Field Office VII
Gen Maxilom Ave., Cebu
City

Email:
ord.fo7@dswd.gov.ph
rcwc_region7@cwcc.gov.ph
Landline:
(032) 232-9505
(032) 233-0261

**Regional
Committee/Sub-
Committee for the
Welfare of Children
(RCSCWC)
Region VIII**

DSWD FIELD OFFICE
VIII Government
Center Brgy.
Candahug Palo, Leyte

Email:
fo8@dswd.gov.ph
rscwc_region7@cwcc.gov.ph
Landline:
(053) 321-2035

**Regional
Committee/Sub-
Committee for the
Welfare of Children
(RCSCWC)
Region IX**

DSWD Field Office IX
Gen. Vicente Alvarez
St.,
Zamboanga City

Email:
fo9@dswd.gov.ph
rcwc_region9@cwcc.gov.ph
Landline:
(062) 991-1003

LIST OF OFFICES

**Regional
Committee/Sub-
Committee for the
Welfare of
Children
(RCSCWC)
Region X**

DSWD Field Office X
Masterson Avenue.,
Upper Carmen, Cagayan
de Oro City

Email:
fo10@dswd.gov.ph
rscwc_region10@cw.gov.ph

Landline:
(088) 858-8134
(064) 431-0303

**Regional
Committee/Sub-
Committee for the
Welfare of
Children
(RCSCWC)
Region XI**

Office of RSCWC Davao
Region
National Household
Targeting System, Purok
7, Brgy. Bago Oshiro,
Manambulan-UP
Mindanao Rd. Tugbok,
Davao City, 8000,

Email:
fo11@dswd.gov.ph
rscwc_region11@cw.gov.ph

Landline:
(082) 227-8746

**Regional
Committee/Sub-
Committee for the
Welfare of Children
(RCSCWC)
Region XII**

DSWD XII CIU Office,
Hubero Compound,
Purok Maramion,
Barangay Zone IV,
Koronadal City

Email:
fo12@dswd.gov.ph
ord.dswd12@gmail.com
rcwc_region12@cw.gov.ph

Landline:
(083) 228-3181

**Regional
Committee/Sub-
Committee for the
Welfare of Children
(RCSCWC)
CARAGA**

DSWD Field Office
XIII
R. Palma St., Butuan
City, Agusan Del
Norte

Email:
focrg@dswd.gov.ph
rscwc_caraga@cw.gov.ph

Landline:
(085) 342-5619

LIST OF OFFICES

**Regional
Committee/Sub-
Committee for the
Welfare of
Children
(RCSCWC)
BARMM**

Ministry of Social
Services and
Development
Bangsamoro
Government Center
Governor Gutierrez
Avenue, Rosary Heights
VII, Cotabato City 9600
Philippines

Email:
mssd@bangsamoro.gov.ph
rscwc_barmm@cw.gov.ph

**Regional
Committee/Sub-
Committee for the
Welfare of
Children
(RCSCWC)
CAR**

DSWD CAR
No. 40 North Drive,
Baguio City

Email:
ord.focar@dswd.gov.ph
rscwc_car@cw.gov.ph
rscwc.focar@dswd.gov.ph

Landline:
074) 444-3262

**Regional
Committee/Sub-
Committee for the
Welfare of Children
(RCSCWC)
NCR**

DSWD NCR
389 San Rafael cor.
Legarda St. Manila

TEMPORARY
ADDRESS:
7th Flr, J&T Building,
3894 Magsaysay Blvd,
Santa Mesa, Manila
City

Email:
foncr@dswd.gov.ph
rcwc_ncr@cw.gov.ph

Landline:
(02) 313-1432



BAGONG PILIPINAS

To know more about CWC visit:

📍 No. 10 Apo St., Brgy. Sta. Teresita, Quezon City, 1114, Philippines
☎️ (02) 8374-3552; 8461-6620; 8366-1910; 8461-6553 🌐 www.cwc.gov.ph
✉️ cwc@cwc.gov.ph 📘 /CWCgovph 🐦 @CWC_govph 📺 CWChildrenOfficial