



**NATIONAL AUTHORITY FOR CHILD CARE**

**CITIZEN'S CHARTER  
2024 (First Edition)**



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I. **MANDATE**

The National Authority for Child Care (NACC) is a quasi-judicial agency, attached to the Department of Social Welfare and Development (DSWD), mandated to exercise all powers and functions relating to alternative child care including declaring a child legally available for adoption for both domestic administrative adoption and inter-country adoption, foster care, kinship care, family-like care or residential care.

II. **VISION**

All Filipino children in need of adoption or alternative care belong in a safe, loving and supportive family and community where they can thrive to become productive citizens.

III. **MISSION**

To place Filipino children and individuals in need of adoption or alternative child care with suitable, secure and nurturing families through streamlined administrative services ensuring their welfare and best interests.

IV. **DSWD SERVICE PLEDGE**

We are committed to provide quality, prompt, and courteous service from Mondays to Fridays, 8:00 A.M. to 5:00 P.M., without noon breaks and thereby ensure that all applicants or requesting parties who are within the DSWD premises prior to the end of the official working hours and during lunch break shall be attended to. In view of this, we shall ensure availability of Officers-in-Charge of our frontline services at all times for consultation and advice. Furthermore, we shall endeavor to complete transactions within the day and in the event that we are unable to do so, we shall inform you promptly of our actions taken so far and clearly explain the reason/s for such delay. We shall appreciate any positive or negative feedback regarding our services, facilities, and personnel.

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



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## INTERNAL SERVICES



## INFORMATION TECHNOLOGY

### Design, Develop and Deploy of IT-based System

Oversees end-to-end system development and deployment, encompassing conceptualization, design, development, and deployment of software systems fine-tuned to Agency's needs. This involves crafting tailored applications, databases, and platforms to streamline operational processes, by this means enhancing efficiency and productivity.

<b>Office, Division or Unit:</b>		Information Technology Unit (ITU)		
<b>Classification:</b>		Highly Technical		
<b>Type of transaction:</b>		G2G – Government to Government		
<b>Who may avail:</b>		All NACC Divisions/Unit		
<b>Checklist of requirements</b>		<b>Where to Secure</b>		
Project Proposal		ITU		
<b>Clients Steps</b>	<b>Agency Action</b>	<b>Fees to be paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Requesting Division/units submits a Request for information systems development thru a proposal.	1. Planning, creation and submission of System Development Life Cycle (SDLC) Document	None	8 working days	<b>IT Officer – ITU</b>
2. Approval of SDLC	2. Seek approval from requesting personnel and Executive Director	None	3 working days	<b>IT Officer – ITU</b>
3. Approval and Acceptance of the Information System.	3.1 System Design and Development	None	180 working days	<b>IT Officer – ITU</b>
	3.2 System Prototyping			<b>IT Officer – ITU</b>

	3.3. Training of End User			<b>IT Officer – ITU</b>
	3.4. System Simulation			<b>IT Officer – ITU</b>
	3.5 User and management Acceptance			<b>IT Officer – ITU</b>
	3.6 System Launching and Implementation.			<b>IT Officer – ITU</b>
<b>Total of Fees to be Paid: 0.00</b>				
<b>Total Processing Times: 191 working days</b>				

### Manage, Facilitate and Maintain IS Project

Ensures that information process system projects are managed effectively from start to finish. These tasks are essential for guaranteeing smooth internal and external service delivery.

<b>Office, Division or Unit:</b>		Information Technology Unit (ITU)		
<b>Classification:</b>		Highly Technical		
<b>Type of transaction:</b>		G2G – Government to Government		
<b>Who may avail:</b>		All NACC Divisions/Unit		
<b>Checklist of requirements</b>		<b>Where to Secure</b>		
Project Proposal		ITU		
<b>Clients Steps</b>	<b>Agency Action</b>	<b>Clients Steps</b>	<b>Agency Action</b>	<b>Clients Steps</b>
1. Requesting Division/units submits a Request for information systems management, support and maintenance thru a proposal.	1.1 Assist requesting Division/Unit in formulation of Technical Proposal	None	120 working days	<b>IT Officer – ITU</b>
	1.2 Perform vulnerability assessment test, thorough testing and time stamping test.			<b>IT Officer – ITU</b>
	1.3 Review and recommend for			<b>IT Officer – ITU</b>

	approval the Computerized Process, Modification request and acceptance of the system			
<b>Total of Fees to be Paid: 0.00</b>				
<b>Total Processing Times: 120 working days</b>				

### System Modification and Change Request

Manage a structured and efficient approach to implementing changes within the NACC's information systems. This process is designed to manage requests for modifications to existing systems, ensuring that changes are thoroughly evaluated, documented, and implemented with minimal disruption to operations.

<b>Office, Division or Unit:</b>		Information Technology Unit (ITU)		
<b>Classification:</b>		Highly Technical		
<b>Type of transaction:</b>		G2G – Government to Government		
<b>Who may avail:</b>		All NACC Divisions/Unit		
<b>Checklist of requirements</b>		<b>Where to Secure</b>		
Project Proposal		ITU		
<b>Clients Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Requesting personnel shall accomplish/submit Modification/ Change Request form	1.1 ITU assesses Change Request Forms (CRF). If valid, modification and debugging with be done. If not, CRF is returned to Requesting personnel with notes.  1.2. Test and present the modification to the Requesting personnel	None	15 working days	<b>IT Officer - ITU</b>          <b>IT Officer – ITU</b>

	1.3. Submit the User Acceptance Form (UAF) to the Requesting personnel			<b>IT Officer – ITU</b>
2. Approval of UAF	2. The requesting office and Unit/Division Head approve the UAF and return to ITU for implementation.	None	3 working days	<b>IT Officer – ITU</b>
3. Implementation of the Updates	3. Publish/ Deploy the system update	None	1 working day	<b>IT Officer – ITU</b>
<b>Total of Fees to be Paid: 0.00</b>				
<b>Total Processing Times: 19 working days</b>				

### Request for ICT Technical Assistance

Manage the systematic and responsive approach in addressing and resolving technical issues, contributing to a more efficient and reliable IT support system ensuring continuous agencies delivery of service.

<b>Office, Division or Unit:</b>		Information Technology Unit (ITU)		
<b>Classification:</b>		Simple		
<b>Type of transaction:</b>		G2G – Government to Government		
<b>Who may avail:</b>		All NACC Divisions/Unit		
<b>Checklist of requirements</b>		<b>Where to Secure</b>		
Project Proposal		ITU		
<b>Clients Steps</b>	<b>Agency Action</b>	<b>Clients Steps</b>	<b>Agency Action</b>	<b>Clients Steps</b>
1. Requesting personnel shall accomplished submit ICTTAF	1.1 ITU assesses ICTTAF If valid, modification and debugging with be done. If not, ICTTAF is returned to Requesting personnel with notes.	None	30 minutes	<b>IT Officer – ITU</b>

	<p>1.2 Test and present the modification to the Requesting personnel</p> <p>1.3 Submit the ICTTAF and ICT Accomplishment Google sheet to the Requesting personnel for confirmation of action.</p>			<p><b>IT Officer – ITU</b></p> <p><b>IT Officer – ITU</b></p>
2. Approval of ICTTAF and ICT Accomplishment	2. The requesting office and Unit/Division approve the ICTTAF and ICT Accomplishment	None	1 hour	<b>IT Officer – ITU</b>
<p><b>Total of Fees to be Paid: 0.00</b></p> <p><b>Total Processing Times: 1 hour and 30 minutes</b></p>				

### Request for Website Posting

Manage the systematic and responsive updating NACC Website

<b>Office, Division or Unit:</b>		Information Technology Unit (ITU)		
<b>Classification:</b>		Simple		
<b>Type of transaction:</b>		G2G – Government to Government		
<b>Who may avail:</b>		All NACC Divisions/Unit		
<b>Checklist of requirements</b>		<b>Where to Secure</b>		
Project Proposal		ITU		
<b>Clients Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Times</b>	<b>Responsible Persons</b>
1. Requesting personnel shall accomplished submit WUF and Approved Design by PIU	1. ITU assesses WFU and approved design. If valid, uploading and publishing of content to NACC Website.	None	30 minutes	<b>IT Officer – ITU</b>

2. Approval of published content in Website	2. The requesting office and Unit/Division approve the ICTTAF and ICT Accomplishment	None	1 working day	<b>IT Officer – ITU</b>
<b>Total of Fees to be Paid: 0.00</b> <b>Total Processing Times: 1 working day and 30 minutes</b>				



## RECORDS MANAGEMENT

### Documentation and Assigning of Serial Numbers for Office Orders, Memorandum Circulars, and Other Official Issuances

The Records Unit is entrusted to maintain ordered documentation, preservation, dissemination, and disposition of Anti-Red Tape Authority Department Orders, Administrative Orders, Memorandum Circulars, and other official issuances.

<b>Office, Division or Unit:</b>		Records Unit (RU)		
<b>Classification:</b>		Simple		
<b>Type of transaction:</b>		G2G – Government to Government		
<b>Who may avail:</b>		All NACC Divisions/Unit, Other Government Agencies		
<b>Checklist of requirements</b>		<b>Where to Secure</b>		
Originally signed Office Orders, Administrative Orders, Memorandum Circulars, and other official issuances to be assigned with serial number and subject for documentation (1 Original)		Requesting Person		
<b>Clients Steps</b>	<b>Agency Action</b>	<b>Fees to Be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. The requesting office shall submit the originally signed issuance/s to the ADFI- Records Unit for documentation and assignment of serial number/reference number.	1. Receive and sign the routing slip of the documents from the requesting office	None	5 minutes	<b>Records Officer –</b> Records Unit
	1.2 Assign a serial number, log to the Master list in Google Drive, and scan a copy for uploading to the same list		10 minutes	<b>Records Officer –</b> Records Unit

	1.3 Prepare one (1) controlled copy to be provided to the requesting office.	None	10 minutes	<b>Records Officer</b> – Records Unit
	1.4 Safekeep the originally signed document with the assigned serial in the designated Records Filing cabinet	None	5 minutes	<b>Records Officer</b> – Records Unit
	1.5 Disseminate the issuances to the NACC Employees and/ or to other government offices	None	5 minutes	<b>Records Officer</b> – Records Unit
	1.6 If required, provide the electronic controlled copy of the document to the concerned unit	None	10 minutes	<b>Records Officer</b> – Records Unit
	1.7 If required, provide the electronic copy of the document to the IT Officers for posting to the website and other platforms	None	30 minutes	<b>Records Officer</b> – Records Unit

2. The requesting office will claim the two (2) certified true copies from Records Unit	2. Submit the three (3) certified true copies to the requesting office.	None	20 minutes	<b>Records Officer – Records Unit</b>
<b>Total Fees to be Paid: 0.00</b>				
<b>Total Processing Time: 1 hour and 35 minutes</b>				

## Receiving of Incoming Documents

This covers the receipts of incoming documents from external clients may be through personal delivery or courier/ mail.

<b>Office, Division or Unit:</b>		Records Unit		
<b>Classification:</b>		Simple		
<b>Type of transaction:</b>		G2G – Government to Government		
<b>Who may avail:</b>		All NACC Divisions/Unit, Other Government Agencies, Public		
<b>Checklist of requirements</b>		<b>Where to Secure</b>		
None		N/A		
<b>Clients Steps</b>	<b>Agency Action</b>	<b>Fees to Be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Send the documents to the NACC Office through personal delivery or mail/ courier	1.1 Check appropriate details like the name of the sender and the name of the recipient	None	30 minutes	<b>Records Officer – Records Unit</b>
	1.2 Stamp received the duplicate copy and return to the client if personally delivered. If documents are received from post office or courier, affix the signature in the delivery receipt	None	15 minutes	<b>Records Officer – Records Unit</b>

	1.3 Encode details in the Incoming Tracking Sheet (excel)	None	40 minutes	<b>Records Officer – Records Unit</b>
	1.4 Route the physical documents to the concerned recipients	None	15 minutes	<b>Records Officer – Records Unit</b>
<b>Total Fees to be Paid: 0.00</b>				
<b>Total Processing time: 1 hour and 40 minutes</b>				

### **Request for Certified True Copy of Department Orders, Administrative Orders, and Other NACC Issuances**

In compliance with Republic Act No. 9470, the Records Unit is tasked to maintain a systematic documentation, preservation, dissemination, and disposition of National Authority for Child Care Department Orders, Administrative Orders, Memorandum Circulars, and other official issuances.

<b>Office, Division or Unit:</b>		Records Unit		
<b>Classification:</b>		Simple		
<b>Type of transaction:</b>		G2G – Government to Government		
<b>Who may avail:</b>		All NACC Divisions/Unit, Other Government Agencies		
<b>Checklist of requirements</b>		<b>Where to Secure</b>		
Accomplished Records Unit Action Slip (1 copy)		Records Unit		
<b>Clients Steps</b>	<b>Agency Action</b>	<b>Fees to Be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. The requesting party shall submit a fully accomplished Records Unit Action Slip to the Records Officer - Records Unit	1.1 Receive the Action Slip	None	10 minutes	<b>Records Officer – Records Unit</b>
	1.2 If request from other government agencies, forward the memorandum/ letter to the Office of the Executive	None	1 hour	<b>Records Officer – Records Unit</b>

	Director for approval			
	1.3 Retrieve the record and reproduce required copy/ies of requested issuance/s	None	30 minutes	<b>Records Officer – Records Unit</b>
	1.4 Stamp “Certified True Copy”, sign and indicate the date on the issuance/s, complete with a dry seal or “Controlled copy” for internal requests.	None	30 minutes	<b>Records Officer – Records Unit</b>
2. The requesting party shall sign in the receiving logbook and will claim the requested CTCs/ controlled copies of issuance/s being requested	2. Present the receiving logbook to the requesting party for signature and release the requested CTCs/ controlled copies of issuance/s	None	20 minutes	<b>Records Officer – Records Unit</b>
<b>Total Fees to be Paid: 0.00</b>				
<b>Total Processing time: 2 hours and 30 minutes</b>				

### Retrieval of Adoption Files

This caters to the requests for retrieval of adoption records, in compliance with Republic Act No. 9470, the Unit is tasked to maintain a systematic documentation, preservation, dissemination, and disposition of National Authority for Child Care Department Adoption Records.

<b>Office, Division or Unit:</b>	Records Unit
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<b>Classification:</b>		Simple		
<b>Type of transaction:</b>		G2G – Government to Government		
<b>Who may avail:</b>		All NACC Divisions/Unit,		
<b>Checklist of requirements</b>		<b>Where to Secure</b>		
Accomplished Records Unit Action Slip (1 copy)		Records Unit		
<b>Clients Steps</b>	<b>Agency Action</b>	<b>Fees to Be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. The requesting party shall submit a fully accomplished Records Unit Action Slip to the Records Officer-ADFI- Records Unit	1.1 Receive the Action Slip	None	10 minutes	<b>Records Officer – Records Unit</b>
	1.2 Retrieve the file from the Records storage facility	None	40 minutes	<b>Records Officer – Records Unit</b>
	1.3 Endorse the file to the requestor	None	20 minutes	<b>Records Officer – Records Unit</b>
	1.4 Present the initial Records Unit Action Slip to the requestor for signature and receipt date	None	20 minutes	<b>Records Officer – Records Unit</b>
<b>Total Fees to be Paid: 0.00</b>				
<b>Total Processing time: 1 hour and 30 minutes</b>				



## GENERAL SERVICES

### Request for Building and Maintenance Repairs

This request encompasses repairs and preventive maintenance services for office facilities, encompassing the following disciplines: plumbing, electrical, architectural, painting, roofing, heating, ventilation, and air conditioning (HVAC), etc. The scope of services includes, but is not limited to, simple repairs and routine maintenance tasks necessary to ensure the proper functioning, safety, and aesthetic appeal of the office environment. These services aim to address issues promptly and prevent more significant problems from arising in the future.

<b>Office, Division or Unit:</b>		Administrative Office – General Service Unit (GSU)		
<b>Classification:</b>		Complex		
<b>Type of transaction:</b>		G2G- Government to Government		
<b>Who may avail:</b>		All NACC Divisions/Unit		
<b>Checklist of requirements</b>		<b>Where to Secure</b>		
1. Accomplished Request for Technical Assistance Relative to Building and Grounds Management Form (BGMF) (1 Original, 1 Photocopy)		General Services Unit (GSU)		
2. Repair Certification Form (RCF) (1 Original, 1 Photocopy)		General Services Unit (GSU)		
<b>Clients Steps</b>	<b>Agency Action</b>	<b>Clients Steps</b>	<b>Agency Action</b>	<b>Clients Steps</b>
1. Submit two (2) copies of the Accomplished BGM Form to Administrative Officer (AO)	1.1 Review and validate submitted BGM Form.	None	15 Minutes	<b>Unit Head – GSU</b>
	1.2 Verify the magnitude of the repairs or services to be done.	None	15 Minutes	<b>Supervising Administrative Officer - Administrative Division</b>

	1.3 Approved the BGM Form.	None	15 Minutes	<b>Unit Head – GSU</b>
	1.4 Ask outsourced personnel to proceed with the repair.	None	1 working day	<b>Unit Head – GSU</b>
	1.5 Conduct actual repair/maintenance work.	None	3 working days	<b>Unit Head – GSU</b>
	1.6 Issue Repair Certification Form to requesting office/unit	None	15 minutes	<b>Unit Head – GSU</b>
<b>Total Fees to be Paid: 0.00</b>				
<b>Total Processing Time: 4 days and 1 hour</b>				

### Receiving of Inventory Items

This process is pursuant to Section 15, Chapter 8 of the Government Accounting Manual for National Government that covers from the receipt of inventory items from the supplier through submission of required documents to the Accounting Division for the processing of payment.

<b>Office, Division or Unit:</b>	Administrative Office – General Service Unit (GSU)
<b>Classification:</b>	Simple
<b>Type of transaction:</b>	G2G- Government to Government
<b>Who may avail:</b>	Department of Budget and Management (DBM) Procurement Services and Business Entities (Suppliers)
<b>Checklist of requirements</b>	<b>Where to Secure</b>
Purchase Order (PO) / Job Order (JO)/ Contract/ Agency Procurement Request (APR), whichever is applicable (1 Original) BAC Secretariat / End-user/ Supply Officer – General	BAC Secretariat, End-user, Supply Officer – GSU

Delivery Receipt (DR), Sales Invoice (SI) (1 Original)		Supplier		
Notice of Delivery Form (1 Original)		Supply Officer, GSU		
<b>Clients Steps</b>	<b>Agency Action</b>	<b>Clients Steps</b>	<b>Agency Action</b>	<b>Clients Steps</b>
1. Deliver purchased supplies or equipment as per Contract, JO or PO to Supply Officer/ Storekeeper of FAO – GSU Office	1.1 Forward the DR, PO/JO, SI (for complete delivery) to Supply Officer for preparation of Inspection and Acceptance Report	None	15 minutes	<b>Unit Head – GSU</b>
	1.2 Check the quantity, condition and compliance to specifications of the items delivered, as indicated in the PO/ JO/ Contract/ APR and DR. If items are complete as specified in the DR, sign the “Received” portion of the DR	None	45 minutes	<b>Unit Head – GSU</b>
	1.3 Transmit the Notice of Delivery to COA Auditor Supply Officer	None	30 minutes	<b>Unit Head – GSU</b>
	1.4 Identify delivered items/ equipment if: <ul style="list-style-type: none"> <li>• Semi-Expendable (items below PhP15,000.00)</li> <li>• Capital Outlay or Supplies/ Consumables</li> </ul>	None	20 minutes	<b>Unit Head – GSU</b>

	1.5 Record the receives items/equipment in Property Inventory/Stock Card.	None	1 hour	<b>Unit Head – GSU</b>
	1.6 Prepare the IAR and print in three (3) copies.	None	30 minutes	<b>Unit Head – GSU</b>
	1.7 Forward the IAR, DR, and Purchase/Job Order/ Contract/ APR to the assigned ARTA Management Inspection Team (AMIT)	None	30 minutes	<b>Unit Head – GSU</b>
	1.8 Inspect and verify items as to quantity and conformity to specifications based on the DR and approved Purchase/Job Order/ Contract/ APR.	None	1 hour	<b>Unit Head – GSU</b>
	1.8.a If delivery is in order, indicate the date of inspection, check the appropriate box and sign the “Inspection” column of the IAR.		<i>15 minutes</i>	
	1.8.b If delivery is not in conformity to		<i>45 minutes</i>	

	<p>the specifications or incomplete, indicate in the IAR that the specifications are not in conformity with the Purchase/Job Order/ Contract/ APR and return the documents to Supply Officer.</p> <p>Require the supplier to comply with the agreed specifications and/or terms of the PO/ JO/ Contract/ APR</p>			
	<p>1.9 Sign the “Acceptance” column of the IAR to acknowledge receipt of items delivered. Indicate whether the delivery is complete or partial</p>	None	10 minutes	<b>Unit Head – GSU</b>
	<p>1.10 Attach Copy 1 of the IAR to the Disbursement Voucher (DV), file Copy 2 and furnish the AMIT of the Copy 3.</p>	None	15 minutes	<b>Unit Head – GSU</b>
	<p>1.11 Prepare the Request and Issuance Slip (RIS) in three (3) copies for items below PhP50,000.00.</p>	None	30 minutes	<b>Unit Head – GSU</b>

	<p>1.12 For capital outlay equipment (PhP50,000.00 and above) prepare the PAR and ICS for semi-expendable items (below PhP50,000.00), in three (3) copies and sign the "Issued by" portion of the PAR/ ICS.</p>	None	1 hour	<b>Unit Head – GSU</b>
	<p>1.13 Prepare the property tag/ sticker for all the equipment, regardless of the cost of equipment</p>	None	30 minutes	<b>Unit Head – GSU</b>
	<p>1.14 Forward the PAR/ICS and RIS to accountable person for signature.</p>	None	15 minutes	<b>Unit Head – GSU</b>
	<p>1.15 Attach Copy 1 of PAR/ICS on the DV, file the Copy 2 and provide Copy 3 to the End-user</p>	None	15 minutes	<b>Unit Head – GSU</b>
	<p>1.16 File Copy 1 of the RIS, forward the Copy to 2 to the End-user and attach Copy 3 on the monthly submission of RSMI.</p>	None	15 minutes	<b>Unit Head – GSU</b>
	<p>1.17 Submit copies of the IAR, PAR/ICS, DR, PO/JO and PR to</p>	None	30 minutes	<b>Unit Head – GSU</b>

	BAC Secretariat assigned/End-User for transmittal to Accounting Division for processing of the DV			
<b>Total Fees to be Paid: 0.00</b> <b>Total Processing Time: 1 working day, 1 hour and 15 minutes</b> <b>*Additional 30 minutes if there's a need for the supplier to comply with the agreed specifications</b>				

### Request and Issuance of Inventory Items

This process is pursuant to Section 16, Chapter 8 of the Government Accounting Manual that covers from the receipt of Requisition and Issue Slip through releasing of requested inventory items.

<b>Office, Division or Unit:</b>		Administrative Office – General Service Unit (GSU)		
<b>Classification:</b>		Simple		
<b>Type of transaction:</b>		G2G- Government to Government		
<b>Who may avail:</b>		All NACC Divisions/Units		
<b>Checklist of requirements</b>		<b>Where to Secure</b>		
Requisition and Issue Slip (RIS) signed by the Administrative Officer – (1 Original, 2 photocopies)		Supply Officer – GSU		
<b>Clients Steps</b>	<b>Agency Action</b>	<b>Clients Steps</b>	<b>Agency Action</b>	<b>Clients Steps</b>
1. Submit the Requisition and Issue Slip (RIS) in three (3) copies, originally signed and approved by the Administrative Officer to Supply Officer of FAO – GSU Office	1.1. Review if the submitted RIS is properly accomplished and approved.	None	15 Minutes	<b>Unit Head – GSU</b>
	1.2. If properly accomplished and with complete information, sign the “Received” portion below the RIS form and indicate the date and time it was received. If not, require the	None	15 minutes	<b>Unit Head – GSU</b>

	requisitioning unit to properly accomplish the form			
	1.3. Check the availability of the items being requested on the stock card/ property inventory.	None	20 Minutes	<b>Unit Head – GSU</b>
	1.3.a If available/on stock, prepare the requested items.	None	1 hour	<b>Unit Head – GSU</b>
	1.3.b If not available/out of stock, mark the item/s as stock not available in the RIS form.	None	30 minutes	<b>Unit Head – GSU</b>
	1.4 Print the certificate of nonavailability of stocks (CNAS) from Procurement Service website and advise the requisitioning unit to prepare Purchase Request and undergo procurement process.	None	30 minutes	<b>Unit Head – GSU</b>
	1.5. Identify the requested items if: <ul style="list-style-type: none"> <li>• Semi-Expendable</li> <li>• Capital Outlay (items</li> </ul>	None	15 minutes	<b>Unit Head – GSU</b>

	<p>PhP50,000.00 and above) Supplies</p> <p>1.6 Prepare the PAR for capital outlay items and ICS for semi-expandable items in three (3) copies. If applicable, prepare the property sticker/s for tagging of equipment.</p> <p>1.7. Record the items for release including its quantity, date of issuance and the requisitioning office in the Property Inventory/ Stock Card.</p> <p>1.8. Release the requested items/equipment and sign the "Issued by" portion of the RIS by the Supply Officer and "Received by" portion by the requisitioning unit and indicate the date and time.</p> <p>1.9 File Copy 1 of the RIS and provide the Copy 2 to the End-user or Requisitioning Unit.</p>	<p>None</p> <p>None</p> <p>None</p> <p>None</p>	<p>1 Hour</p> <p>45 minutes</p> <p>40 minutes</p> <p>30 minutes</p>	<p><b>Unit Head – GSU</b></p> <p><b>Unit Head – GSU</b></p> <p><b>Unit Head – GSU</b></p> <p><b>Unit Head – GSU</b></p>
<p><b>Total Fees to be Paid: 0.00</b>  <b>Total Processing Time: 6 hours</b></p>				



## HUMAN RESOURCE DEVELOPMENT

### Hiring Process for Successful Applicants under Permanent/Plantilla Position

In accordance with Rule VII, Section 24 of the Omnibus Rules on Appointments and Other Human Resources Actions (ORAOHRA), vacant career service positions (including vacant executive/managerial positions at the second level) must be publicly disseminated and posted in conspicuous locations for a minimum of ten (10) calendar days for National Government Agencies (NGAs), State Universities and Colleges (SUCs), and Government-Owned and Controlled Corporations (GOCCs) established by original charters under Republic Act No. 7041 and its implementing guidelines.

The publication of a vacant position remains valid until the position is filled, provided that the period does not exceed nine (9) months from the initial publication date.

<b>Office, Division or Unit:</b>	Administrative Office – Human Resource Development Unit (HRDU)
<b>Classification:</b>	Highly Technical
<b>Type of transaction:</b>	G2C - Government to Citizen
<b>Who may avail:</b>	All interested applicants
<b>Checklist of requirements</b>	<b>Where to Secure</b>
<b>Application Process:</b>	
Application letter address to the Head of the Agency (1 original or 1 photocopy or 1 electronic copy)	Applicants
Fully accomplished and notarized Personal Data Sheet (PDS) with recent passport-sized picture (CS Form No. 212, Revised 2017) and Work Experience Sheet (1 original or 1 photocopy or 1 electronic copy)	PDS and Work Experience Sheet is downloadable at <a href="http://www.csc.gov.ph">www.csc.gov.ph</a>
Performance rating in the last two rating period (if with previous government service) (1 original or 1 photocopy or 1 electronic copy)	Previous or current government employer
Duly authenticated/certified School Credentials like Transcript of Records or Diploma (1 original or 1 photocopy or 1 electronic copy)	College or University applicant graduated
Certified/duly authenticated copy of eligibility/rating/license (1 original or 1 photocopy or 1 electronic copy) (If not available a screenshot of eligibility from LERIS or CSC Verification OCSEGRS will do)	Civil Service Commission (CSC) / Professional Regulation Commission (PRC)

<b>Requirements Upon Appointment:</b>	
Personal Data Sheet (PDS) (3 original copies)	Applicant
Authenticated Transcript of Record, Certificate of Good Moral Character and Diploma (1 original copy)	College or University applicant graduated
Authenticated Copy of Civil Service Eligibility/ PRC Rating (1 original copy)	CSC/PRC
Medical Certificate (CSC Form 211, revised 2018) (1 original copy with test result attached)	Medical Certificate (CSC Form 211, revised 2018) is downloadable at <a href="http://www.csc.gov.ph">www.csc.gov.ph</a> and signed by a government physician
2x2 ID picture with white background (2 pieces)	Appointee
1x1 ID picture with white background (2 pieces)	Appointee
Valid/unexpired NBI Clearance (1 original copy)	National Bureau of Investigation (NBI)
PSA-issued Birth Certificate (1 original/authenticated copy)	Philippine Statistics Authority (PSA)
PSA-issued Birth Certificate of dependent(s) (if applicable) (1 original/authenticated copy)	PSA
Marriage Contract/ Certificate (if applicable) (1 original/authenticated copy)	PSA
PhilHealth ID or Member Registration Form (1 ID photocopy/ 1 original registration form)	Any PhilHealth branch
Pag-IBIG ID or Member's Data Form (1 ID photocopy/ 1 original registration)	Any Pag-IBIG branch
Performance Rating in the last two (2) rating period from the previous Government office (1 original copy)	Previous or current government employer
<b>Requirements Upon Appointment (For Transfer Employees or Employee with prior Government Service)</b>	
Clearance from money, property and legal accountabilities from the previous Government office (1 original copy)	Previous or current government employer
Certified true copy of pre-audited disbursement voucher of last salary from previous agency and/or Certification by the Chief Accountant of last salary received from previous office duly verified by the assigned auditor thereat (1 original copy)	Previous or current government employer
Certificate of Available Leave Credits (1 original copy)	Previous or current government employer

Transferee's Government Service Record (1 original copy)	Previous or current government employer			
Approved Daily Time Record (DTR) (1 original copy)	Employee			
Statement of Assets and Liabilities and Net Worth (SALN) (4 copies, must be original)	SALN form is downloadable at <a href="http://www.csc.gov.ph">www.csc.gov.ph</a>			
Landbank ATM or application/number (1 photocopy for ATM Card, Front Only)	Employee (for Landbank ATM application form)			
BIR 2316 (Certificate of Compensation Payment/ Tax Withheld) (1 original copy)	Previous or current government employer			
BIR withholding certificates (Forms 1905) (1 original copy)	Previous or current government employer or those comes from the BIR			
Original copy of the Certificate of Benefits Received	Previous or current government employer			
Clearance from money, property and legal accountabilities from the previous Government office (1 original copy)	Previous or current government employer			
Certified true copy of pre-audited disbursement voucher of last salary from previous agency and/or Certification by the Chief Accountant of last salary received from previous office duly verified by the assigned auditor thereat (1 original copy)	Previous or current government employer			
Certificate of Available Leave Credits (1 original copy)	Previous or current government employer			
Transferee's Government Service Record (1 original copy)	Previous or current government employer			
Approved Daily Time Record (DTR) (1 original copy)	Employee			
Statement of Assets and Liabilities and Net Worth (SALN) (4 copies, must be original)	SALN form is downloadable at <a href="http://www.csc.gov.ph">www.csc.gov.ph</a>			
Landbank ATM or application/number (1 photocopy for ATM Card, Front Only)	Employee (for Landbank ATM application form)			
BIR 2316 (Certificate of Compensation Payment/ Tax Withheld) (1 original copy)	Previous or current government employer			
BIR withholding certificates (Forms 1905) (1 original copy)	Previous or current government employer or those comes from the BIR			
<b>Clients Steps</b>	<b>Agency Action</b>	<b>Clients Steps</b>	<b>Agency Action</b>	<b>Clients Steps</b>
1. Check the Agency website, Facebook page, bulletin board or CSC website for the list of job vacancies.	1. The HRDU will spearhead the posting of job vacancies in three	None	10 working days	<b>Supervising Administrative Officer - Administrative Division</b>

	(3) conspicuous places: a.) CSC Website; b.) NACC Website, c.) Information bulletin on NACC office and Official Facebook page of NACC. Posting must be at least 10 calendar days.			
2. Submit the complete application requirements thru recruitment@nacc.gov.ph or thru courier/walk-in at registered office address.	2. HR Officer will send an e-mail to the applicants that application papers are received. Only shortlisted applicants with complete requirements and applied within the application period will be contacted for the formal assessment process.	None	5 working days	<b>Supervising Administrative Officer - Administrative Division</b>
3. Confirm the attendance to technical exam and attend the scheduled date at NACC Office or through online (via Zoom or Google Meet).	3.1 HR Officer will schedule shortlisted applicants for technical exam.	None	3 working days	<b>Supervising Administrative Officer - Administrative Division</b>
	3.2 HR Officer administers the competency/technical exam to shortlisted applicants.	None	1 working day	<b>Supervising Administrative Officer - Administrative Division</b>
	3.3 The Chief Administrative Officer in the Administrative Division or the Head	None	3 working days	<b>Deputy Director - Administrative and Finance Division</b>

	<p>of the Division concerned will evaluate the result of technical exam.</p> <p>3.4 HR Officer will send an email for those applicants who failed the technical examination.</p>	None	1 working day	<b>Supervising Administrative Officer - Administrative Division</b>
4. Confirm the attendance for interview and attend the scheduled date at NACC Office or through Zoom or Google Meet.	4.1 HR Officer will schedule a shortlist of applicants for panel interview with HRMPSB.	None	1 working day	<b>Supervising Administrative Officer - Administrative Division</b>
	4.2 The HRMPSB will conduct a panel interview and evaluate the shortlisted applicants.	None	7 working days	<b>Deputy Director - Administrative and Finance Division</b>
	4.3 The HRMPSB will deliberate the result of panel interview.	None	5 working days	<b>Deputy Director - Administrative and Finance Division</b>
	4.4 The HRMPSB Secretariat will prepare report from the deliberation made by HRMPSB.	None	5 working days	<b>Deputy Director - Administrative and Finance Division</b>
	4.5 The HRMPSB Chairman will present the report to Appointing Authority/Head of the Agency.	None	5 working days	<b>Deputy Director - Administrative and Finance Division</b>
	4.6 Based on the result of HRMPSB deliberation, the	None	5 working days	<b>Executive Director – Office of the</b>

	<p>Appointing Authority will decide on who will be appointed among the shortlisted applicants.</p> <p>4.7 The HRMPSB Secretariat will prepare a congratulatory and rejection email letter to be sent to the applicant.</p> <p>4.8 The HR Officer will prepare appointment papers that are for signature of the Appointing Authority.</p> <p>4.9 The HR Officer will release appointment papers and list of requirements to the successful applicants.</p>	<p>None</p> <p>None</p> <p>None</p>	<p>5 working days</p> <p>7 working days</p> <p>3 working days</p>	<p>Executive Director</p> <p><b>Deputy Director - Administrative and Finance Division</b></p> <p><b>Supervising Administrative Officer - Administrative Division</b></p> <p><b>Supervising Administrative Officer - Administrative Division</b></p>
5. Newly-appointee(s) assume(s) office and must submit(s) pre-employment requirements. Appointee should assume office within thirty (30) calendar days of receipt of written notice.	5. HR Officer will check the veracity of requirements and prepare the Oath of Office and Assumption to Duty.	None	19 working days	<b>Supervising Administrative Officer - Administrative Division</b>
<p><b>Total Fees to be Paid: 0.00</b></p> <p><b>Total Processing Time: 85 working days</b></p>				



## PROCUREMENT MANAGEMENT

### Procurement of Goods through Negotiated Procurement

Procurement Request of Goods – Items, Supplies and Materials received by the BAC Secretariat of NACC Authority from end–users. All Procurement shall be done through competitive bidding except as provided in R.A. 9184. Resort to alternative methods shall be made only:

- 1) in highly exceptional cases
- 2) to promote economy and efficiency, and
- 3) if justified by conditions specified in R.A. 9184 and its IRR.

<b>Office, Division or Unit:</b>	Procurement Management Unit (PMU) Bids and Awards Committee (NACC BAC)
<b>Classification:</b>	Highly Technical
<b>Type of transaction:</b>	G2G – Government to Government
<b>Who may avail:</b>	All NACC Divisions/Unit
<b>Checklist of requirements</b>	<b>Where to Secure</b>
Accomplished Purchased Request (PR) with assigned PR Number (2 Original Copy and 1 Photocopy)	Administrative and Finance Division (ADFI)
Technical Specifications (1 Original Copy and 1 Photocopy) indicating the following, such as but not limited to: <ul style="list-style-type: none"> <li>• Quantity</li> <li>• Material (if applicable)</li> <li>• Color (if applicable)</li> <li>• Dimensions (if applicable)</li> <li>• Estimated cost</li> <li>• Estimated delivery date</li> <li>• Sample picture, layout or swatch of item to be procured</li> <li>• Purpose</li> </ul>	End–user/ Offices of NACC RACCOs
Approved Annual Procurement Plan (APP) or Supplemental Project Procurement	BAC Secretariat NACC Official Website Transparency Seal Section

Management Plan (1 Original and 1 Photocopy)				
<b>Clients Steps</b>	<b>Agency Action</b>	<b>Fees to be paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. End-user shall submit the Purchase Request with the Technical Specification to the PMU	1.1 The PMU shall receive and provide its recommendation if the PR and/or Technical Specification is in order.	None	3 working days	<b>Unit Head - PMU</b>
	1.2 The BAC Secretariat shall receive the document and record the project in the Procurement Monitoring Report (PMR)	None	2 working days	<b>Unit Head - PMU</b>
	1.3 Present to the -Bids and Awards Committee the procurement project.	None	3 working days	<b>Unit Head - PMU</b>
	1.4 Prepare the Request for Quotation.	None	2 working days	<b>Unit Head - PMU</b>
	1.5 Sign the Request for Quotation	None	1 working day	<b>Unit Head - PMU</b>
	1.6 Post the Request for Quotation to Philgeps	None	2 working days	<b>Unit Head - PMU</b>

	1.7 Evaluate and Rank Bid/s	None	2 working days	<b>Unit Head - PMU</b>
	1.8 Prepare documents for Award (Abstract of Quotation, BAC Resolution, Notice of Award, Notice to Proceed, and Purchase Order).	None	3 working days	<b>Unit Head - PMU</b>
	1.9 Sign the documents for award	None	4 working days	<b>Executive Director - Head of the Procuring Entity (HOPE)/OED</b>
	1.10 Inform the winning bidder	None	1 working day	<b>Unit Head - PMU</b>
	1.11 Receive delivery receipt (DR) delivery of supplies or goods procured	None	2 working days	<b>Unit Head - PMU</b>
2. Send the Statement of Account (SOA) /Sales Invoice (SI) /Billing to BAC Secretariat	2. Receive SOA /SI/Billing, and submit the same together with the procurement documents to Budget Officer, for processing of payment.	None	1 working day	<b>Unit Head - PMU</b>
<b>Total Fees to be Paid: 0.00</b>				
<b>Total Processing Time: 26 working days</b>				

*\*Service is covered under R.A. No. 9184 Government Procurement Reform Act and its Revised IRR. Based on Annex “C” of the 2016 IRR of R.A. No. 9184*

### **Procurement of Goods through Competitive Bidding**

Procurement Request of Goods – Items, Supplies and Materials received by the BAC Secretariat of NACC Authority from end–users. All Procurement shall be done through competitive bidding except as provided in R.A. 9184. Resort to alternative methods shall be made only:

- 1) in highly exceptional cases
- 2) to promote economy and efficiency, and
- 3) if justified by conditions specified in R.A. 9184 and its IRR.

<b>Office, Division or Unit:</b>		NACC Bids and Awards Committee (BAC)		
<b>Classification:</b>		Highly Technical		
<b>Type of transaction:</b>		G2G – Government to Government		
<b>Who may avail:</b>		All NACC Divisions/Unit/Office		
<b>Checklist of requirements</b>		<b>Where to Secure</b>		
Accomplished Purchased Request (PR) with assigned PR Number (2 Original Copy and 1 Photocopy)		Administrative and Finance Division (ADFI)		
Technical Specifications (1 Original Copy and 1 Photocopy) indicating the following, such as but not limited to: <ul style="list-style-type: none"> <li>• Quantity</li> <li>• Material (if applicable)</li> <li>• Color (if applicable)</li> <li>• Dimensions (if applicable)</li> <li>• Estimated cost</li> <li>• Estimated delivery date</li> <li>• Sample picture, layout or swatch of item to be procured</li> <li>• Purpose</li> </ul>		End–user		
Approved Annual Procurement Plan (APP) or Supplemental Project Procurement Management Plan (1 Original and 1 Photocopy)		BAC Secretariat NACC Official Website Transparency Seal Section		
<b>Clients Steps</b>	<b>Agency Action</b>	<b>Fees to be paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. End–user shall submit the Purchase	1.1 The PMU shall receive and provide its	None	3 working days	<b>Unit Head - PMU</b>

Request with the Technical Specification to the PMU	recommendation if the PR and/or Technical Specification is in order.			
	1.2 The BAC Secretariat shall receive the document and record the project in the Procurement Monitoring Report (PMR)	None	2 working days	<b>Unit Head - PMU</b>
	1.3 Present to the -Bids and Awards Committee the procurement project	None	3 working days	<b>Unit Head - PMU</b>
	1.4 Prepare the Request for Quotation	None	2 working days	<b>Unit Head - PMU</b>
	1.5 Sign the Request for Quotation	None	1 working day	<b>Unit Head - PMU</b>
	1.6 Post the Request for Quotation to Philgeps	None	2 working days	<b>Unit Head - PMU</b>
	1.7 Evaluate and Rank Bid/s	None	2 working days	<b>Unit Head - PMU</b>
	1.8 Prepare documents for Award (Abstract of Quotation, BAC Resolution, Notice of Award, Notice to	None	3 working days	<b>Unit Head - PMU</b>

	Proceed, and Purchase Order)			
	1.9 Sign the documents for award	None	4 working days	<b>Executive Director – HOPE/OED</b>
	1.10 Inform the winning bidder	None	1 working day	<b>Unit Head - PMU</b>
	1.11 Receive delivery receipt (DR) delivery of supplies or goods procured	None	2 working days	<b>Unit Head - PMU</b>
2. Send the Statement of Account (SOA) /Sales Invoice (SI) /Billing to BAC Secretariat	2. Receive SOA /SI/Billing, and submit the same together with the procurement documents to Budget Officer, for processing of payment.	None	1 working day	<b>Unit Head - PMU</b>
<b>Total Fees to be Paid: 0.00</b>				
<b>Total Processing Time: 26 working days</b>				

*\*Service is covered under R.A. No. 9184 Government Procurement Reform Act and its Revised IRR.*

*\*\*Based on Annex “C” of the 2016 IRR of R.A. No. 9184*



## FINANCE

### Request for Cash Advance to Special Disbursing Officer

Cash advances to personnel authorized to pay out government funds or settle government payables and obligations either in currency (cash) or in check to authorized recipients.

<b>Office, Division or Unit:</b>		Finance Division		
<b>Classification:</b>		Complex		
<b>Type of transaction:</b>		G2G – Government to Government		
<b>Who may avail:</b>		Special Disbursing Officer of NACC		
<b>Checklist of requirements</b>		<b>Where to Secure</b>		
Disbursement Voucher		Requesting Personnel		
Obligation Request and Status		Requesting Personnel		
Special Order – Authority to hold Cash Advance		Requesting Personnel		
Project/Activity Proposal		Requesting Personnel		
Purchase Request (if applicable)		Requesting Personnel		
Approved Memo (if applicable)		Requesting Personnel		
Certification of No Pending Cash advance		Accountant III		
<b>Clients Steps</b>	<b>Agency Action</b>	<b>Fees to be paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Forward requirements to the Finance Division	<p>1.1 The Receiving/Outgoing assistant shall check the completeness of the documents received.</p> <p>1.1.1 If the documents are complete; the receiving assistant shall submit to the Budget Unit for processing</p> <p>1.1.2 If the documents are incomplete, return to the requesting unit</p>	None	1 hour	<b>Supervising Administrative Officer – Finance Division</b>

	<p>1.2. The Budget Officer I shall review and verify the completeness of the documents.</p> <p>1.2.1 If reviewed and verified complete, the Budget Officer I shall encode the ORS to the ORS Tracking List in the MS Excel and assign number to the ORS (GAM) then submit to Budget Officer II</p> <p>1.2.2 If the documents are incomplete, return to the Receiving/Outgoing Assistant for return to requesting unit</p>	None	1 hour	<b>Supervising Administrative Officer – Finance Division</b>
	<p>1.3 The Budget Officer II shall review and check the accuracy of the documents together with the attached ORS.</p> <p>1.3.1 If the attached documents are verified accurate, consistent and complete, the Budget Officer II shall record the ORS to the RAOD and check the availability of allotment</p> <p>1.3.2 If verified the availability of allotment, the Budget Officer II shall submit the documents to the Budget Unit Head</p> <p>1.3.3 If the allotment is insufficient, or the documents are NOT accurate, consistent and</p>	None	30 minutes	<b>Supervising Administrative Officer – Finance Division</b>

	<p>complete, return to the receiving/outgoing assistant for return to the requesting unit</p> <p>1.4. The Budget Unit Head shall receive the documents and check the correctness of all the documents attached.</p> <p>1.4.1 If all attached documents are correct, the Budget Unit Head shall sign to the ORS Box B then forward to the incoming/outgoing assistant for recording to the logbook and routing of the documents</p> <p>1.4.2 If incorrect, return to the assigned person or the requesting unit for correction</p> <p>1.5 Receiving/outgoing assistant shall record the ORS to the logbook and forward the documents to the concerned signatory of Box A of the ORS</p> <p>1.6. The concerned BOX A signatory will sign for certification on the charging to appropriation/allotment, necessity, legality, and under the direct supervision of the signatory and certifying that all attachments are valid, proper and legal.</p>	None	15 minutes	<b>Supervising Administrative Officer – Finance Division</b>
	<p>1.5 Receiving/outgoing assistant shall record the ORS to the logbook and forward the documents to the concerned signatory of Box A of the ORS</p>	None	15 minutes	<b>Supervising Administrative Officer – Finance Division</b>
	<p>1.6. The concerned BOX A signatory will sign for certification on the charging to appropriation/allotment, necessity, legality, and under the direct supervision of the signatory and certifying that all attachments are valid, proper and legal.</p>	None	1 working day	<b>Supervising Administrative Officer – Finance Division</b>

	<p>1.7. The Receiving/Outgoing assistant shall receive the Signed ORS and its attachments then retrieve 1 copy of the signed ORS.</p>	None	15 minutes	<b>Supervising Administrative Officer – Finance Division</b>
	<p>1.8. The Receiving/Outgoing assistant shall forward the documents to Accounting Unit if the transaction is for payment and to the end-user/procurement if it is for obligation only.</p>	None	20 minutes	<b>Supervising Administrative Officer – Finance Division</b>
	<p>1.9. The Accounting Staff I shall receive the documents and check the completeness of the attachments.</p> <p>1.9.1 If the attachments are complete, the Accounting Staff I shall assign DV number to the Disbursement Voucher</p> <p>1.9.2 The Accounting Staff I shall attach certification of withholding tax (if applicable)</p> <p>1.9.3 The Accounting Staff I shall forward to the Accountant I for processing</p> <p>1.9.4 If the attachments are incomplete, return to the end-user /procurement /concerned office for completion of attachments.</p>	None	15 minutes	<b>Supervising Administrative Officer – Finance Division</b>
	<p>1.10. The Accountant I shall record the</p>	None	20 minutes	<b>Supervising Administrative</b>

	<p>Disbursement Voucher in the DV tracking list and review the journal entries in the Disbursement Voucher. The Accountant I shall revise the entries in the Disbursement Vouchers if found to be incorrect.</p>			<p><b>Officer – Finance Division</b></p>
	<p>1.11. The Accountant I shall countersign on the BOX B of the DV then forward the documents to Accountant II</p>	<p>None</p>	<p>20 minutes</p>	<p><b>Supervising Administrative Officer – Finance Division</b></p>
	<p>1.12. The Accountant II shall check the documents received</p>	<p>None</p>	<p>1 hour</p>	<p><b>Supervising Administrative Officer – Finance Division</b></p>
	<p>1.12.1 If the documents are complete, the Accountant II shall retrieve the Index of Payment (IOP) to verify if the claim is in order then, record the transaction in the Index of Payment.</p>			
	<p>1.12.2 The Accountant II shall retrieve the RANCA then record the transaction to the RANCA to verify if there is available cash.</p>			
	<p>1.12.3 If the claim is with prior payment, or cash is not available, the Accountant II shall note on the face of the Disbursement voucher if already paid or has no available cash, then endorse to the requesting unit/end-user</p>			

	<p>1.12.4 If verified eligible for claim and cash is available, the Accountant II shall countersign in the BOX C of the Disbursement Voucher then forward the documents to Accountant III.</p> <p>1.13. The Accountant III shall countercheck all the documents attach.</p> <p>1.13.1 If the supporting documents are complete and amount claimed are proper, the Accountant III shall sign on the BOX C of the Disbursement Voucher then forward to Internal Audit Unit for the Pre-Audit</p> <p>1.13.2 If the documents are incomplete and amount claimed are improper, Accountant III shall note on the face of the Disbursement Voucher then forward to the Accounting Staff I for return to the requesting unit/end-user</p> <p>1.14. Designated Internal Auditor shall conduct a pre-Audit on the transaction</p> <p>1.15. The Accounting Staff I shall receive the pre-Audited Disbursement Vouchers and its attachments.</p>	None	1 hour	<p><b>Supervising Administrative Officer – Finance Division</b></p>
	<p>1.14. Designated Internal Auditor shall conduct a pre-Audit on the transaction</p>	None	4 hours	<p><b>Supervising Administrative Officer – Finance Division</b></p>
	<p>1.15. The Accounting Staff I shall receive the pre-Audited Disbursement Vouchers and its attachments.</p>	None	20 minutes	<p><b>Supervising Administrative Officer – Finance Division</b></p>

	<p>1.16. The Accounting Staff II shall retrieve a copy of the pre-Audited Disbursement Vouchers and its attachments for filing/scanning.</p>	None	1 hour	<p><b>Supervising Administrative Officer – Finance Division</b></p>
	<p>1.17. The Accounting Staff I shall forward the documents to Cash Unit.</p>	None	15 minutes	<p><b>Supervising Administrative Officer – Finance Division</b></p>
	<p>1.18. The Cashier III shall receive the documents and check the completeness of the signatures in the documents.</p>	None	20 minutes	<p><b>Supervising Administrative Officer – Finance Division</b></p>
	<p>1.18.1 If the signatures are complete, the Cashier III shall record the transaction to the Check/ADA Record for updating of cash balance then forward to Cashier I for processing</p>			
	<p>1.18.2 If the signatures are incomplete, it shall be returned to the Accounting Staff I for return to the requesting unit for completion of signatures.</p>			
	<p>1.19. The Cashier I shall check if the transaction needs a Financial Data Entry System (FinDes)</p> <p>1.19.1 If the transaction needs FinDes, Cashier I shall prepare the FinDes</p>	None	2 hours	<p><b>Supervising Administrative Officer – Finance Division</b></p>

	<p>1.19.2 Cashier I shall prepare LDDAP-ADA/Checks then forward to Cashier II.</p>			
	<p>1.20. Cashier II shall prepare the ACIC and SLIEE and record the LDDAP-ADA/Checks to the RADAI/RCI.</p>	None	30 Minutes	<p><b>Supervising Administrative Officer – Finance Division</b></p>
	<p>1.21. Cashier II shall prepare routing slip of the prepared SLIEE, ACIC, LDDAP-ADA, and FinDes, then forward to Accountant III for signature on the LDDAP-ADA and FinDes.</p>	None	1 hour	<p><b>Supervising Administrative Officer – Finance Division</b></p>
	<p>1.22. Accountant III shall sign the LDDAP-ADA, SLIEE and FinDES provided that all entries are accurate and correct, if not, return to Cashier I for correction.</p>	None	30 minutes	<p><b>Supervising Administrative Officer – Finance Division</b></p>
	<p>1.23. Cashier unit staff shall record the LDDAP-ADA, SLIEE, ACIC to the logbook then forward to concerned office for countersigning in the LDDAP-ADA, SLIEE, ACIC, FinDes, Disbursement Vouchers and all other documents needing approval.</p>	None	15 minutes	<p><b>Supervising Administrative Officer – Finance Division</b></p>
	<p>1.24. Concerned Office shall forward the documents to the Office of the Executive Director for Approval of all the documents for payment.</p>	None	1 working day	<p><b>Deputy Director – ADFI/ODDS</b></p>

	1.25. Cashier Unit Staff shall receive the Approved LDDAP-ADA, SLIEE, ACIC, FinDes, Disbursement Vouchers and all its attachments.	None	20 Minutes	<b>Supervising Administrative Officer – Finance Division</b>
	1.26. Cashier I unit shall sort all the approved documents received.	None	20 Minutes	<b>Supervising Administrative Officer – Finance Division</b>
	1.27. Cashier Unit Staff shall submit the documents to the Landbank	None	1 hour	<b>Supervising Administrative Officer – Finance Division</b>
	1.28. Landbank shall process the submitted documents within 24-48 hours upon receipt of the documents	None	2 working days	<b>LBP Officer – Land Bank of the Philippines</b>
<b>Total Fees to be Paid: 0.00</b>				
<b>Total Processing Time: 6 working days, 2 hours and 20 mins</b>				

### **Request for Cash Advance to Officers and Employees/Reimbursement of Travel Expenses**

Cash Advances to employees of National Authority for Child Care for their authorized official travel to attend conference, seminar, meeting, and other official activity to be attended (foreign and local travel).

<b>Office, Division or Unit:</b>	Finance Division
<b>Classification:</b>	Complex
<b>Type of transaction:</b>	G2G – Government to Government
<b>Who may avail:</b>	All NACC Employees
<b>Checklist of requirements</b>	<b>Where to Secure</b>
Disbursement Voucher	Requesting Personnel
Obligation Request and Status	Requesting Personnel
Special Order – Authority to Travel/Participate	Requesting Personnel
Itinerary of Travel	Requesting Personnel
Invitation Letter and Program Details (if applicable)	Requesting Personnel

Travel Plan		Client		
Certification of No Pending Cash advance		Accountant III		
Certification of No pending Cash advance (for cash advance only)		Accountant III		
DSA computation (for Foreign traveler)		Accountant I		
Additional Requirements for Reimbursements:				
<b>Clients Steps</b>	<b>Agency Action</b>	<b>Fees to be paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Forward requirements to the Finance Division	1.1 The Receiving/Outgoing assistant shall check the completeness of the documents received.  1.1.1 If the documents are complete; the receiving assistant shall submit to the Budget Unit for processing  1.1.2 If the documents are incomplete, return to the requesting unit  1.1.2. The Budget Officer I shall review and verify the completeness of the documents.	None	1 hour	<b>Supervising Administrative Officer – Finance Division</b>
	1.2.1 If reviewed and verified complete, the Budget Officer I shall encode the ORS to the ORS Tracking List in the MS Excel and assign number to the ORS (GAM) then submit to Budget Officer II  1.2.2 If the documents are incomplete, return to the Receiving/Outgoing Assistant for return to requesting unit	None	1 hour	<b>Supervising Administrative Officer – Finance Division</b>

	<p>1.3. The Budget Officer II shall review and check the accuracy of the documents together with the attached ORS.</p> <p>1.3.1 If the attached documents are verified accurate, consistent and complete, the Budget Officer II shall record the ORS to the RAOD and check the availability of allotment</p> <p>1.3.2 If verified the availability of allotment, the Budget Officer II shall submit the documents to the Budget Unit Head</p> <p>1.3.3 If the allotment is insufficient, or the documents are NOT accurate, consistent and complete, return to the receiving/outgoing assistant for return to the requesting unit</p>	None	30 minutes	<p><b>Supervising Administrative Officer – Finance Division</b></p>
	<p>1.4. The Budget Unit Head shall receive the documents and check the correctness of all the documents attached.</p> <p>1.4.1 If all attached documents are correct, the Budget Unit Head shall sign to the ORS Box B then forward to the incoming/outgoing assistant for recording to the logbook and routing of the documents</p>	None	15 minutes	<p><b>Supervising Administrative Officer – Finance Division</b></p>

	<p>1.4.2 If incorrect, return to the assigned person or the requesting unit for correction</p>			
	<p>1.5. Receiving/outgoing assistant shall record the ORS to the logbook and forward the documents to the concerned signatory of Box A of the ORS</p>	None	15 minutes	<p><b>Supervising Administrative Officer – Finance Division</b></p>
	<p>1.6. The concerned BOX A signatory will sign for certification on the charging to appropriation/allotment, necessity, legality, and under the direct supervision of the signatory and certifying that all attachments are valid, proper and legal.</p>	None	1 working day	<p><b>Supervising Administrative Officer – Finance Division</b></p>
	<p>1.7. The Receiving/Outgoing assistant shall receive the Signed ORS and its attachments then retrieve 1 copy of the signed ORS.</p>	None	15 minutes	<p><b>Supervising Administrative Officer – Finance Division</b></p>
	<p>1.8. The Receiving/Outgoing assistant shall forward the documents to Accounting Unit if the transaction is for payment and to the end-user/procurement if it is for obligation only.</p>	None	20 minutes	<p><b>Supervising Administrative Officer – Finance Division</b></p>
	<p>1.9. The Accounting Staff I shall receive the documents and check the completeness of the attachments.</p>	None	15 minutes	<p><b>Supervising Administrative Officer – Finance Division</b></p>

	<p>1.9.1 If the attachments are complete, the Accounting Staff I shall assign DV number to the Disbursement Voucher</p> <p>1.9.2 The Accounting Staff I shall attach certification of withholding tax (if applicable)</p> <p>1.9.3 The Accounting Staff I shall forward to the Accountant I for processing</p> <p>1.9.4 If the attachments are incomplete, return to the end-user /procurement /concerned office for completion of attachments.</p> <p>1.10. The Accountant I shall record the Disbursement Voucher in the DV tracking list and review the journal entries in the Disbursement Voucher. The Accountant I shall revise the entries in the Disbursement Vouchers if found to be incorrect.</p> <p>1.11. The Accountant I shall countersign on the BOX B of the DV then forward the documents to Accountant II</p> <p>1.12. The Accountant II shall check the documents received</p>	None	20 minutes	<b>Supervising Administrative Officer – Finance Division</b>
	1.11. The Accountant I shall countersign on the BOX B of the DV then forward the documents to Accountant II	None	20 minutes	<b>Supervising Administrative Officer – Finance Division</b>
	1.12. The Accountant II shall check the documents received	None	1 hour	<b>Supervising Administrative Officer – Finance Division</b>

	<p>1.12.1 If the documents are complete, the Accountant II shall retrieve the Index of Payment (IOP) to verify if the claim is in order then, record the transaction in the Index of Payment.</p> <p>1.12.2 The Accountant II shall retrieve the RANCA then record the transaction to the RANCA to verify if there is available cash.</p> <p>1.12.3 If the claim is with prior payment, or cash is not available, the Accountant II shall note on the face of the Disbursement voucher if already paid or has no available cash, then endorse to the requesting unit/end-user</p> <p>1.12.4 If verified eligible for claim and cash is available, the Accountant II shall countersign in the BOX C of the Disbursement Voucher then forward the documents to Accountant III.</p> <p>1.13. The Accountant III shall countercheck all the documents attach.</p> <p>1.13.1 If the supporting documents are complete and amount claimed are proper, the Accountant III shall sign on the BOX C of the Disbursement Voucher</p>	None	1 hour	<p><b>Supervising Administrative Officer – Finance Division</b></p>
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	<p>then forward to Internal Audit Unit for the Pre-Audit</p> <p>1.13.2 If the documents are incomplete and amount claimed are improper, Accountant III shall note on the face of the Disbursement Voucher then forward to the Accounting Staff I for return to the requesting unit/end-user</p> <p>1.14. Designated Internal Auditor shall conduct a pre-Audit on the transaction</p> <p>1.15. The Accounting Staff I shall receive the pre-Audited Disbursement Vouchers and its attachments.</p> <p>1.16. The Accounting Staff II shall retrieve a copy of the pre-Audited Disbursement Vouchers and its attachments for filing/scanning.</p> <p>1.17. The Accounting Staff I shall forward the documents to Cash Unit.</p> <p>1.18. The Cashier III shall receive the documents and check the completeness of the signatures in the documents.</p>	None	4 hours	<p><b>Supervising Administrative Officer – Finance Division</b></p>
		None	20 minutes	<p><b>Supervising Administrative Officer – Finance Division</b></p>
		None	1 hour	<p><b>Supervising Administrative Officer – Finance Division</b></p>
		None	15 minutes	<p><b>Supervising Administrative Officer – Finance Division</b></p>
		None	20 minutes	<p><b>Supervising Administrative Officer – Finance Division</b></p>

	<p>1.18.1 If the signatures are complete, the Cashier III shall record the transaction to the Check/ADA Record for updating of cash balance then forward to Cashier I for processing</p> <p>1.18.2 If the signatures are incomplete, it shall be returned to the Accounting Staff I for return to the requesting unit for completion of signatures.</p> <p>1.19. The Cashier I shall check if the transaction needs a Financial Data Entry System (FinDes)</p> <p>1.19.1 If the transaction needs FinDes, Cashier I shall prepare the FinDes</p> <p>1.19.2 Cashier I shall prepare LDDAP-ADA/Checks then forward to Cashier II.</p> <p>1.20. Cashier II shall prepare the ACIC and SLIEE and record the LDDAP-ADA/Checks to the RADA/RCI.</p> <p>1.21. Cashier II shall prepare routing slip of the prepared SLIEE, ACIC, LDDAP-ADA, and FinDes, then forward to Accountant III for signature on the LDDAP-ADA and FinDes.</p> <p>1.22. Accountant III shall sign the LDDAP-ADA,</p>	None	2 hours	<b>Supervising Administrative Officer – Finance Division</b>
	<p>1.20. Cashier II shall prepare the ACIC and SLIEE and record the LDDAP-ADA/Checks to the RADA/RCI.</p>	None	30 Minutes	<b>Supervising Administrative Officer – Finance Division</b>
	<p>1.21. Cashier II shall prepare routing slip of the prepared SLIEE, ACIC, LDDAP-ADA, and FinDes, then forward to Accountant III for signature on the LDDAP-ADA and FinDes.</p>	None	1 hour	<b>Supervising Administrative Officer – Finance Division</b>
	<p>1.22. Accountant III shall sign the LDDAP-ADA,</p>	None	30 minutes	<b>Supervising Administrative</b>

	<p>SLIEE and FinDES provided that all entries are accurate and correct, if not, return to Cashier I for correction.</p>			<b>Officer – Finance Division</b>
	<p>1.23. Cashier unit staff shall record the LDDAP-ADA, SLIEE, ACIC to the logbook then forward to concerned office for countersigning in the LDDAP-ADA, SLIEE, ACIC, FinDes, Disbursement Vouchers and all other documents needing approval.</p>	None	15 minutes	<b>Supervising Administrative Officer – Finance Division</b>
	<p>1.24. Concerned Office shall forward the documents to the Office of the Executive Director for Approval of all the documents for payment.</p>	None	1 working day	<b>Deputy Director – ADFI/ODDS</b>
	<p>1.25. Cashier Unit Staff shall receive the Approved LDDAP-ADA, SLIEE, ACIC, FinDes, Disbursement Vouchers and all its attachments.</p>	None	20 Minutes	<b>Supervising Administrative Officer – Finance Division</b>
	<p>1.26. Cashier I unit shall sort all the approved documents received.</p>	None	20 Minutes	<b>Supervising Administrative Officer – Finance Division</b>
	<p>1.27. Cashier Unit Staff shall submit the documents to the Landbank</p>	None	1 hour	<b>Supervising Administrative Officer – Finance Division</b>
	<p>1.28. Landbank shall process the submitted</p>	None	2 working days	

	documents within 24-48 hours upon receipt of the documents			<b>LBP Officer – Land Bank of the Philippines</b>
<b>Total Fees to be Paid: 0.00</b>				
<b>Total Processing Time: 6 working days, 2 hours and 20 mins</b>				

### Request for Payment of CPC/RCPC/ICPC Honoraria

Payment of honoraria to Child Placement Committee members during the conduct of Matching Conferences.

<b>Office, Division or Unit:</b>		Finance Division		
<b>Classification:</b>		Complex		
<b>Type of transaction:</b>		G2G – Government to Government		
<b>Who may avail:</b>		Payee through Responsible/Concerned Units or Division		
<b>Checklist of requirements</b>		<b>Where to Secure</b>		
Disbursement Voucher		Requesting Personnel		
Obligation Request and Status		Requesting Personnel		
Special Order – Authority to Travel/Participate		Requesting Personnel		
Itinerary of Travel		Requesting Personnel		
Invitation Letter and Program Details (if applicable)		Requesting Personnel		
Travel Plan		Requesting Personnel		
Certification of No Pending Cash advance		Accountant III		
Certification of No pending Cash advance (for cash advance only)		Accountant III		
DSA computation (for foreign traveler)		Accountant I		
Additional Requirements for Reimbursements:				
<b>Clients Steps</b>	<b>Agency Action</b>	<b>Fees to be paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Forward requirements to the Finance Division	1.1 The Receiving/Outgoing assistant shall check the completeness of the documents received.  1.1.1 If the documents are complete; the receiving assistant shall submit to	None	1 hour	<b>Supervising Administrative Officer – Finance Division</b>

	<p>the Budget Unit for processing</p> <p>1.1.2 If the documents are incomplete, return to the requesting unit</p> <p>1.2. The Budget Officer I shall review and verify the completeness of the documents.</p> <p>1.2.1 If reviewed and verified complete, the Budget Officer I shall encode the ORS to the ORS Tracking List in the MS Excel and assign number to the ORS (GAM) then submit to Budget Officer II</p> <p>1.2.2 If the documents are incomplete, return to the Receiving/Outgoing Assistant for return to requesting unit</p> <p>1.3. The Budget Officer II shall review and check the accuracy of the documents together with the attached ORS.</p> <p>1.3.1 If the attached documents are verified accurate, consistent and complete, the Budget Officer II shall record the ORS to the RAOD and check the availability of allotment</p> <p>1.3.2 If verified the availability of allotment, the Budget Officer II shall</p>	None	1 hour	<b>Supervising Administrative Officer – Finance Division</b>
	<p>1.3. The Budget Officer II shall review and check the accuracy of the documents together with the attached ORS.</p> <p>1.3.1 If the attached documents are verified accurate, consistent and complete, the Budget Officer II shall record the ORS to the RAOD and check the availability of allotment</p> <p>1.3.2 If verified the availability of allotment, the Budget Officer II shall</p>	None	30 minutes	<b>Supervising Administrative Officer – Finance Division</b>

	<p>submit the documents to the Budget Unit Head</p> <p>1.3.3 If the allotment is insufficient, or the documents are NOT accurate, consistent and complete, return to the receiving/outgoing assistant for return to the requesting unit</p> <p>1.4. The Budget Unit Head shall receive the documents and check the correctness of all the documents attached.</p> <p>1.4.1 If all attached documents are correct, the Budget Unit Head shall sign to the ORS Box B then forward to the incoming/outgoing assistant for recording to the logbook and routing of the documents</p> <p>1.4.2 If incorrect, return to the assigned person or the requesting unit for correction</p> <p>1.5. Receiving/outgoing assistant shall record the ORS to the logbook and forward the documents to the concerned signatory of Box A of the ORS</p> <p>1.6. The concerned BOX A signatory will sign for certification on the charging to appropriation/allotment, necessity, legality, and</p>	None	15 minutes	<b>Supervising Administrative Officer – Finance Division</b>
	<p>1.5. Receiving/outgoing assistant shall record the ORS to the logbook and forward the documents to the concerned signatory of Box A of the ORS</p>	None	15 minutes	<b>Supervising Administrative Officer – Finance Division</b>
	<p>1.6. The concerned BOX A signatory will sign for certification on the charging to appropriation/allotment, necessity, legality, and</p>	None	1 working day	<b>Supervising Administrative Officer – Finance Division</b>

	<p>under the direct supervision of the signatory and certifying that all attachments are valid, proper and legal.</p> <p>1.7. The Receiving/Outgoing assistant shall receive the Signed ORS and its attachments then retrieve 1 copy of the signed ORS.</p> <p>1.8. The Receiving/Outgoing assistant shall forward the documents to Accounting Unit if the transaction is for payment and to the end-user/procurement if it is for obligation only.</p> <p>1.9. The Accounting Staff I shall receive the documents and check the completeness of the attachments.</p> <p>1.9.1 If the attachments are complete, the Accounting Staff I shall assign DV number to the Disbursement Voucher</p> <p>1.9.2 The Accounting Staff I shall attach certification of withholding tax (if applicable)</p> <p>1.9.3 The Accounting Staff I shall forward to the Accountant I for processing</p> <p>1.9.4 If the attachments are incomplete, return to</p>	None	15 minutes	<b>Supervising Administrative Officer</b> – Finance Division
		None	20 minutes	<b>Supervising Administrative Officer</b> – Finance Division
		None	15 minutes	<b>Supervising Administrative Officer</b> – Finance Division

	<p>the end-user /procurement /concerned office for completion of attachments.</p>			
	<p>1.10. The Accountant I shall record the Disbursement Voucher in the DV tracking list and review the journal entries in the Disbursement Voucher. The Accountant I shall revise the entries in the Disbursement Vouchers if found to be incorrect.</p>	None	20 minutes	<p><b>Supervising Administrative Officer – Finance Division</b></p>
	<p>1.11. The Accountant I shall countersign on the BOX B of the DV then forward the documents to Accountant II</p>	None	20 minutes	<p><b>Supervising Administrative Officer – Finance Division</b></p>
	<p>1.12. The Accountant II shall check the documents received</p> <p>1.12.1 If the documents are complete, the Accountant II shall retrieve the Index of Payment (IOP) to verify if the claim is in order then, record the transaction in the Index of Payment.</p> <p>1.12.2 The Accountant II shall retrieve the RANCA then record the transaction to the RANCA to verify if there is available cash.</p> <p>1.12.3 If the claim is with prior payment, or cash is not available, the Accountant II shall note on the face of the</p>	None	1 hour	<p><b>Supervising Administrative Officer – Finance Division</b></p>

	<p>Disbursement voucher if already paid or has no available cash, then endorse to the requesting unit/end-user</p> <p>1.12.4 If verified eligible for claim and cash is available, the Accountant II shall countersign in the BOX C of the Disbursement Voucher then forward the documents to Accountant III.</p> <p>1.13. The Accountant III shall countercheck all the documents attach.</p> <p>1.13.1 If the supporting documents are complete and amount claimed are proper, the Accountant III shall sign on the BOX C of the Disbursement Voucher then forward to Internal Audit Unit for the Pre-Audit</p> <p>1.13.2 If the documents are incomplete and amount claimed are improper, Accountant III shall note on the face of the Disbursement Voucher then forward to the Accounting Staff I for return to the requesting unit/end-user</p> <p>1.14. Designated Internal Auditor shall conduct a pre-Audit on the transaction</p>	None	1 hour	<p><b>Supervising Administrative Officer – Finance Division</b></p>
	<p>1.14. Designated Internal Auditor shall conduct a pre-Audit on the transaction</p>	None	4 hours	<p><b>Supervising Administrative Officer – Finance Division</b></p>

	1.15. The Accounting Staff I shall receive the pre-Audited Disbursement Vouchers and its attachments.	None	20 minutes	<b>Supervising Administrative Officer – Finance Division</b>
	1.16. The Accounting Staff II shall retrieve a copy of the pre-Audited Disbursement Vouchers and its attachments for filing/scanning.	None	1 hour	<b>Supervising Administrative Officer – Finance Division</b>
	1.17. The Accounting Staff I shall forward the documents to Cash Unit.	None	15 minutes	<b>Supervising Administrative Officer – Finance Division</b>
	1.18. The Cashier III shall receive the documents and check the completeness of the signatures in the documents.	None	20 minutes	<b>Supervising Administrative Officer – Finance Division</b>
	1.18.1 If the signatures are complete, the Cashier III shall record the transaction to the Check/ADA Record for updating of cash balance then forward to Cashier I for processing			
	1.18.2 If the signatures are incomplete, it shall be returned to the Accounting Staff I for return to the requesting unit for completion of signatures.			
	1.19. The Cashier I shall check if the transaction needs a Financial Data Entry System (FinDes)	None	2 hours	<b>Supervising Administrative Officer –</b>

	<p>1.19.1 If the transaction needs FinDes, Cashier I shall prepare the FinDes</p>			Finance Division
	<p>1.19.2 Cashier I shall prepare LDDAP-ADA/Checks then forward to Cashier II.</p>			
	<p>1.20. Cashier II shall prepare the ACIC and SLIEE and record the LDDAP-ADA/Checks to the RADA/RCI.</p>	None	30 Minutes	<b>Supervising Administrative Officer –</b> Finance Division
	<p>1.21. Cashier II shall prepare routing slip of the prepared SLIEE, ACIC, LDDAP-ADA, and FinDes, then forward to Accountant III for signature on the LDDAP-ADA and FinDes.</p>	None	1 hour	<b>Supervising Administrative Officer –</b> Finance Division
	<p>1.22. Accountant III shall sign the LDDAP-ADA, SLIEE and FinDES provided that all entries are accurate and correct, if not, return to Cashier I for correction.</p>	None	30 minutes	<b>Supervising Administrative Officer –</b> Finance Division
	<p>1.23. Cashier unit staff shall record the LDDAP-ADA, SLIEE, ACIC to the logbook then forward to concerned office for countersigning in the LDDAP-ADA, SLIEE, ACIC, FinDes, Disbursement Vouchers and all other documents needing approval.</p>	None	15 minutes	<b>Supervising Administrative Officer –</b> Finance Division
	<p>1.24. Concerned Office shall forward the</p>	None	1 working day	

	documents to the Office of the Executive Director for Approval of all the documents for payment.			<b>Deputy Director – ADFI/ODDS</b>
	1.25. Cashier Unit Staff shall receive the Approved LDDAP-ADA, SLIEE, ACIC, FinDes, Disbursement Vouchers and all its attachments.	None	20 Minutes	<b>Supervising Administrative Officer – Finance Division</b>
	1.26. Cashier I unit shall sort all the approved documents received.	None	20 Minutes	<b>Supervising Administrative Officer – Finance Division</b>
	1.27. Cashier Unit Staff shall submit the documents to the Landbank	None	1 hour	<b>Supervising Administrative Officer – Finance Division</b>
	1.28. Landbank shall process the submitted documents within 24-48 hours upon receipt of the documents	None	2 working days	<b>LBP Officer – Land Bank of the Philippines</b>
<b>Total Fees to be Paid: 0.00</b>				
<b>Total Processing Time: 6 working days, 2 hours and 20 mins</b>				

### **Request for Payment of Procurement of Supplies, Materials, and Services**

Payment of procurement of ICT, office equipment, various office supplies, utilities, repairs and maintenance, subscription of journals and other library materials, airline ticket for official foreign travel, hotels/training venues, and other service providers.

<b>Office, Division or Unit:</b>	Finance Division
<b>Classification:</b>	Complex
<b>Type of transaction:</b>	G2G – Government to Government / G2B – Government to Business
<b>Who may avail:</b>	Responsible / Concerned Units or Division
<b>Checklist of requirements</b>	<b>Where to Secure</b>

Disbursement Voucher		Requesting Personnel		
Obligation Request and Status		Requesting Personnel		
Approved Memorandum (if applicable)		Requesting Personnel		
Attendance (For payment of meals, and venue)		Requesting Personnel		
Check-in Details (For payment of accommodations)		Requesting Personnel		
Sales Invoice/Service Invoice/Billing Statement		Requesting Personnel		
Inspection and Acceptance Report (For supplies and equipment)		Requesting Personnel / Administrative Division		
Delivery Receipt (For supplies and equipment)		Requesting Personnel		
With Proof of submission to COA of the following:				
<i>Additional Requirements for Reimbursements:</i>				
Signed Notice to Proceed		Procurement Management Unit (PMU)/Bidding and Award Committee (BAC) Secretariat		
Signed Purchase Order/Job Order/Contract		PMU/BAC Secretariat		
Signed Notice of Award		PMU/BAC Secretariat		
BAC Resolution		PMU/BAC Secretariat		
Signed Abstract of Quotation (if applicable)		PMU/BAC Secretariat		
Quotations from Qualified Bidders/Contractors		PMU/BAC Secretariat		
Request for Quotation		PMU/BAC Secretariat		
Purchase Request		Requesting Personnel		
Approved Project/Activity Proposal		Requesting Personnel		
<b>Clients Steps</b>	<b>Agency Action</b>	<b>Fees to be paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Forward requirements to the Finance Division	1.1 The Receiving/Outgoing assistant shall check the completeness of the documents received.  1.1.1 If the documents are complete; the receiving assistant shall submit to the Budget Unit for processing	None	1 hour	<b>Supervising Administrative Officer – Finance Division</b>

	<p>1.1.2 If the documents are incomplete, return to the requesting unit</p> <p>1.2. The Budget Officer I shall review and verify the completeness of the documents.</p> <p>1.2.1 If reviewed and verified complete, the Budget Officer I shall encode the ORS to the ORS Tracking List in the MS Excel and assign number to the ORS (GAM) then submit to Budget Officer II</p> <p>1.2.2 If the documents are incomplete, return to the Receiving/Outgoing Assistant for return to requesting unit</p>	None	1 hour	<b>Supervising Administrative Officer – Finance Division</b>
	<p>1.3. The Budget Officer II shall review and check the accuracy of the documents together with the attached ORS.</p> <p>1.3.1 If the attached documents are verified accurate, consistent and complete, the Budget Officer II shall record the ORS to the RAOD and check the availability of allotment</p> <p>1.3.2 If verified the availability of allotment, the Budget Officer II shall submit the documents to the Budget Unit Head</p>	None	30 minutes	<b>Supervising Administrative Officer – Finance Division</b>

	<p>1.3.3 If the allotment is insufficient, or the documents are NOT accurate, consistent and complete, return to the receiving/outgoing assistant for return to the requesting unit</p>			
	<p>1.4. The Budget Unit Head shall receive the documents and check the correctness of all the documents attached.</p>	None	15 minutes	<p><b>Supervising Administrative Officer – Finance Division</b></p>
	<p>1.4.1 If all attached documents are correct, the Budget Unit Head shall sign to the ORS Box B then forward to the incoming/outgoing assistant for recording to the logbook and routing of the documents</p>			
	<p>1.4.2 If incorrect, return to the assigned person or the requesting unit for correction</p>			
	<p>1.5. Receiving/outgoing assistant shall record the ORS to the logbook and forward the documents to the concerned signatory of Box A of the ORS</p>	None	15 minutes	<p><b>Supervising Administrative Officer – Finance Division</b></p>
	<p>1.6. The concerned BOX A signatory will sign for certification on the charging to appropriation/allotment, necessity, legality, and under the direct supervision of the signatory and certifying</p>	None	1 working day	<p><b>Supervising Administrative Officer – Finance Division</b></p>

	<p>that all attachments are valid, proper and legal.</p>			
	<p>1.7. The Receiving/Outgoing assistant shall receive the Signed ORS and its attachments then retrieve 1 copy of the signed ORS.</p>	None	15 minutes	<p><b>Supervising Administrative Officer – Finance Division</b></p>
	<p>1.8. The Receiving/Outgoing assistant shall forward the documents to Accounting Unit if the transaction is for payment and to the end-user/procurement if it is for obligation only.</p>	None	20 minutes	<p><b>Supervising Administrative Officer – Finance Division</b></p>
	<p>1.9. The Accounting Staff I shall receive the documents and check the completeness of the attachments.</p>	None	15 minutes	<p><b>Supervising Administrative Officer – Finance Division</b></p>
	<p>1.9.1 If the attachments are complete, the Accounting Staff I shall assign DV number to the Disbursement Voucher</p>			
	<p>1.9.2 The Accounting Staff I shall attach certification of withholding tax (if applicable)</p>			
	<p>1.9.3 The Accounting Staff I shall forward to the Accountant I for processing</p>			
	<p>1.9.4 If the attachments are incomplete, return to the end-user /procurement /concerned office for</p>			

	<p>completion of attachments.</p> <p>1.10. The Accountant I shall record the Disbursement Voucher in the DV tracking list and review the journal entries in the Disbursement Voucher. The Accountant I shall revise the entries in the Disbursement Vouchers if found to be incorrect.</p> <p>1.11. The Accountant I shall countersign on the BOX B of the DV then forward the documents to Accountant II</p> <p>1.12. The Accountant II shall check the documents received</p> <p>1.12.1 If the documents are complete, the Accountant II shall retrieve the Index of Payment (IOP) to verify if the claim is in order then, record the transaction in the Index of Payment.</p> <p>1.12.2 The Accountant II shall retrieve the RANCA then record the transaction to the RANCA to verify if there is available cash.</p> <p>1.12.3 If the claim is with prior payment, or cash is not available, the Accountant II shall note on the face of the</p>	<p>None</p> <p>None</p> <p>None</p>	<p>20 minutes</p> <p>20 minutes</p> <p>1 hour</p>	<p><b>Supervising Administrative Officer – Finance Division</b></p> <p><b>Supervising Administrative Officer – Finance Division</b></p> <p><b>Supervising Administrative Officer – Finance Division</b></p>
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	<p>Disbursement voucher if already paid or has no available cash, then endorse to the requesting unit/end-user</p> <p>1.12.4 If verified eligible for claim and cash is available, the Accountant II shall countersign in the BOX C of the Disbursement Voucher then forward the documents to Accountant III.</p> <p>1.13. The Accountant III shall countercheck all the documents attach.</p> <p>1.13.1 If the supporting documents are complete and amount claimed are proper, the Accountant III shall sign on the BOX C of the Disbursement Voucher then forward to Internal Audit Unit for the Pre-Audit</p> <p>1.13.2 If the documents are incomplete and amount claimed are improper, Accountant III shall note on the face of the Disbursement Voucher then forward to the Accounting Staff I for return to the requesting unit/end-user</p> <p>1.14. Designated Internal Auditor shall conduct a pre-Audit on the transaction</p>	None	1 hour	<p><b>Supervising Administrative Officer – Finance Division</b></p>
		None	4 hours	<p><b>Supervising Administrative Officer – Finance Division</b></p>

	<p>1.15. The Accounting Staff I shall receive the pre-Audited Disbursement Vouchers and its attachments.</p>	None	20 minutes	<b>Supervising Administrative Officer – Finance Division</b>
	<p>1.16. The Accounting Staff II shall retrieve a copy of the pre-Audited Disbursement Vouchers and its attachments for filing/scanning.</p>	None	1 hour	<b>Supervising Administrative Officer – Finance Division</b>
	<p>1.17. The Accounting Staff I shall forward the documents to Cash Unit.</p>	None	15 minutes	<b>Supervising Administrative Officer – Finance Division</b>
	<p>1.18. The Cashier III shall receive the documents and check the completeness of the signatures in the documents.</p> <p>1.18.1 If the signatures are complete, the Cashier III shall record the transaction to the Check/ADA Record for updating of cash balance then forward to Cashier I for processing</p> <p>1.18.2 If the signatures are incomplete, it shall be returned to the Accounting Staff I for return to the requesting unit for completion of signatures.</p>	None	20 minutes	<b>Supervising Administrative Officer – Finance Division</b>
	<p>1.19. The Cashier I shall check if the transaction</p>	None	2 hours	<b>Supervising Administrative Officer –</b>

	<p>needs a Financial Data Entry System (FinDes)</p> <p>1.19.1 If the transaction needs FinDes, Cashier I shall prepare the FinDes</p> <p>1.19.2 Cashier I shall prepare LDDAP-ADA/Checks then forward to Cashier II.</p> <p>1.20. Cashier II shall prepare the ACIC and SLIEE and record the LDDAP-ADA/Checks to the RADAI/RCI.</p> <p>1.21. Cashier II shall prepare routing slip of the prepared SLIEE, ACIC, LDDAP-ADA, and FinDes, then forward to Accountant III for signature on the LDDAP-ADA and FinDes.</p> <p>1.22. Accountant III shall sign the LDDAP-ADA, SLIEE and FinDES provided that all entries are accurate and correct, if not, return to Cashier I for correction.</p> <p>1.23. Cashier unit staff shall record the LDDAP-ADA, SLIEE, ACIC to the logbook then forward to concerned office for countersigning in the LDDAP-ADA, SLIEE, ACIC, FinDes, Disbursement Vouchers and all other documents needing approval.</p>	<p>None</p> <p>None</p> <p>None</p> <p>None</p>	<p>30 Minutes</p> <p>1 hour</p> <p>30 minutes</p> <p>15 minutes</p>	<p>Finance Division</p> <p><b>Supervising Administrative Officer – Finance Division</b></p>
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	1.24. Concerned Office shall forward the documents to the Office of the Executive Director for Approval of all the documents for payment.	None	1 working day	<b>Deputy Director – ADFI/ODDS</b>
	1.25. Cashier Unit Staff shall receive the Approved LDDAP-ADA, SLIEE, ACIC, FinDes, Disbursement Vouchers and all its attachments.	None	20 Minutes	<b>Supervising Administrative Officer – Finance Division</b>
	1.26. Cashier I unit shall sort all the approved documents received.	None	20 Minutes	<b>Supervising Administrative Officer – Finance Division</b>
	1.27. Cashier Unit Staff shall submit the documents to the Landbank	None	1 hour	<b>Supervising Administrative Officer – Finance Division</b>
	1.28. Landbank shall process the submitted documents within 24-48 hours upon receipt of the documents	None	2 working days	<b>LBP Officer – Land Bank of the Philippines</b>
<b>Total Fees to be Paid: 0.00</b>				
<b>Total Processing Time: 6 working days, 2 hours and 20 mins</b>				

### **Request for Reimbursement and/or Replenishment of Petty Cash Expenses**

Reimbursements/replenishments of petty cash expenses to National Authority for Child Care employees/Special Disbursing Officers for the expenses incurred during the conduct of various activities.

<b>Office, Division or Unit:</b>	Finance Division
<b>Classification:</b>	Complex
<b>Type of transaction:</b>	G2G – Government to Government / G2B – Government to Business

<b>Who may avail:</b>		Officers and Employees of National Authority for Child Care		
<b>Checklist of requirements</b>		<b>Where to Secure</b>		
Disbursement Voucher		Requesting Personnel		
Obligation Request and Status		Requesting Personnel		
Approved Purchase Requests		Requesting Personnel		
Activity/Project Proposal		Requesting Personnel		
Bills, receipts, sales invoices		Requesting Personnel		
Certification of Inspection and Acceptance		Requesting Personnel		
Pre and Post Repair Inspection Report (if applicable)		Requesting Personnel		
Waste Materials Report (if applicable)		Requesting Personnel		
Approved Trip Ticket for gasoline/fuel expenses, parking and toll fee receipts (for NACC Vehicles only)		Requesting Personnel		
Canvass from at least three suppliers for purchases as prescribed, involving P2,000 and above		Requesting Personnel		
Summary/Abstract of Canvass		Requesting Personnel		
Notice of meeting with agenda/meeting's purpose		Requesting Personnel		
Minutes of Meeting		Requesting Personnel		
Attendance Sheet		Requesting Personnel		
<b>Clients Steps</b>	<b>Agency Action</b>	<b>Fees to be paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Forward requirements to the Finance Division	1.1 The Receiving/Outgoing assistant shall check the completeness of the documents received.  1.1.1 If the documents are complete; the receiving assistant shall submit to the Budget Unit for processing  1.1.2 If the documents are incomplete, return to the requesting unit	None	1 hour	<b>Supervising Administrative Officer – Finance Division</b>
	1.2. The Budget Officer I shall review and verify the completeness of the documents.	None	1 hour	<b>Supervising Administrative Officer –</b>



	<p>1.4. The Budget Unit Head shall receive the documents and check the correctness of all the documents attached.</p> <p>1.4.1 If all attached documents are correct, the Budget Unit Head shall sign to the ORS Box B then forward to the incoming/outgoing assistant for recording to the logbook and routing of the documents</p> <p>1.4.2 If incorrect, return to the assigned person or the requesting unit for correction</p>	None	30 minutes	<b>Supervising Administrative Officer – Finance Division</b>
	<p>1.5. Receiving/outgoing assistant shall record the ORS to the logbook and forward the documents to the concerned signatory of Box A of the ORS</p>	None	15 minutes	<b>Supervising Administrative Officer – Finance Division</b>
	<p>1.6. The concerned BOX A signatory will sign for certification on the charging to appropriation/allotment, necessity, legality, and under the direct supervision of the signatory and certifying that all attachments are valid, proper and legal.</p>	None	1 working day	<b>Supervising Administrative Officer – Finance Division</b>
	<p>1.7. The Receiving/Outgoing assistant shall receive the Signed ORS and its</p>	None	15 minutes	<b>Supervising Administrative Officer – Finance Division</b>

	<p>attachments then retrieve 1 copy of the signed ORS.</p>			
	<p>1.8. The Receiving/Outgoing assistant shall forward the documents to Accounting Unit if the transaction is for payment and to the end-user/procurement if it is for obligation only.</p>	None	20 minutes	<p><b>Supervising Administrative Officer – Finance Division</b></p>
	<p>1.9. The Accounting Staff I shall receive the documents and check the completeness of the attachments.</p> <p>1.9.1 If the attachments are complete, the Accounting Staff I shall assign DV number to the Disbursement Voucher</p> <p>1.9.2 The Accounting Staff I shall attach certification of withholding tax (if applicable)</p> <p>1.9.3 The Accounting Staff I shall forward to the Accountant I for processing</p> <p>1.9.4 If the attachments are incomplete, return to the end-user /procurement /concerned office for completion of attachments.</p>	None	15 minutes	<p><b>Supervising Administrative Officer – Finance Division</b></p>
	<p>1.10. The Accountant I shall record the Disbursement Voucher in the DV tracking list and review the journal entries in the Disbursement</p>	None	20 minutes	<p><b>Supervising Administrative Officer – Finance Division</b></p>

	<p>Voucher. The Accountant I shall revise the entries in the Disbursement Vouchers if found to be incorrect.</p> <p>1.11. The Accountant I shall countersign on the BOX B of the DV then forward the documents to Accountant II</p> <p>1.12. The Accountant II shall check the documents received</p> <p>1.12.1 If the documents are complete, the Accountant II shall retrieve the Index of Payment (IOP) to verify if the claim is in order then, record the transaction in the Index of Payment.</p> <p>1.12.2 The Accountant II shall retrieve the RANCA then record the transaction to the RANCA to verify if there is available cash.</p> <p>1.12.3 If the claim is with prior payment, or cash is not available, the Accountant II shall note on the face of the Disbursement voucher if already paid or has no available cash, then endorse to the requesting unit/end-user</p> <p>1.12.4 If verified eligible for claim and cash is available, the Accountant II shall countersign in the</p>	<p>None</p> <p>None</p>	<p>20 minutes</p> <p>1 hour</p>	<p><b>Supervising Administrative Officer – Finance Division</b></p> <p><b>Supervising Administrative Officer – Finance Division</b></p>
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	<p>BOX C of the Disbursement Voucher then forward the documents to Accountant III.</p> <p>1.13. The Accountant III shall countercheck all the documents attach.</p> <p>1.13.1 If the supporting documents are complete and amount claimed are proper, the Accountant III shall sign on the BOX C of the Disbursement Voucher then forward to Internal Audit Unit for the Pre-Audit</p> <p>1.13.2 If the documents are incomplete and amount claimed are improper, Accountant III shall note on the face of the Disbursement Voucher then forward to the Accounting Staff I for return to the requesting unit/end-user</p>	None	1 hour and 30 minutes	<b>Supervising Administrative Officer – Finance Division</b>
	<p>1.14. Designated Internal Auditor shall conduct a pre-Audit on the transaction</p>	None	4 hours	<b>Supervising Administrative Officer – Finance Division</b>
	<p>1.15. The Accounting Staff I shall receive the pre-Audited Disbursement Vouchers and its attachments.</p>	None	20 minutes	<b>Supervising Administrative Officer – Finance Division</b>
	<p>1.16. The Accounting Staff II shall retrieve a copy of the pre-Audited Disbursement Vouchers</p>	None	1 hour	<b>Supervising Administrative Officer –</b>

	and its attachments for filing/scanning.			Finance Division
	1.17. The Accounting Staff I shall forward the documents to Cash Unit.	None	15 minutes	<b>Supervising Administrative Officer</b> – Finance Division
	1.18. The Cashier III shall receive the documents and check the completeness of the signatures in the documents.	None	20 minutes	<b>Supervising Administrative Officer</b> – Finance Division
	1.18.1 If the signatures are complete, the Cashier III shall record the transaction to the Check/ADA Record for updating of cash balance then forward to Cashier I for processing			
	1.18.2 If the signatures are incomplete, it shall be returned to the Accounting Staff I for return to the requesting unit for completion of signatures.			
	1.19. The Cashier I shall check if the transaction needs a Financial Data Entry System (FinDes)	None	2 hours	<b>Supervising Administrative Officer</b> – Finance Division
	1.19.1 If the transaction needs FinDes, Cashier I shall prepare the FinDes			
	1.19.2 Cashier I shall prepare LDDAP-ADA/Checks then forward to Cashier II.			

	1.20. Cashier II shall prepare the ACIC and SLIEE and record the LDDAP-ADA/Checks to the RADAI/RCI.	None	30 Minutes	<b>Supervising Administrative Officer – Finance Division</b>
	1.21. Cashier II shall prepare routing slip of the prepared SLIEE, ACIC, LDDAP-ADA, and FinDes, then forward to Accountant III for signature on the LDDAP-ADA and FinDes.	None	1 hour	<b>Supervising Administrative Officer – Finance Division</b>
	1.22. Accountant III shall sign the LDDAP-ADA, SLIEE and FinDES provided that all entries are accurate and correct, if not, return to Cashier I for correction.	None	30 minutes	<b>Supervising Administrative Officer – Finance Division</b>
	1.23. Cashier unit staff shall record the LDDAP-ADA, SLIEE, ACIC to the logbook then forward to concerned office for countersigning in the LDDAP-ADA, SLIEE, ACIC, FinDes, Disbursement Vouchers and all other documents needing approval.	None	15 minutes	<b>Supervising Administrative Officer – Finance Division</b>
	1.24. Concerned Office shall forward the documents to the Office of the Executive Director for Approval of all the documents for payment.	None	1 working day	<b>Deputy Director – ADFI/ODDS</b>
	1.25. Cashier Unit Staff shall receive the Approved LDDAP-ADA, SLIEE, ACIC, FinDes,	None	20 Minutes	<b>Supervising Administrative Officer – Finance Division</b>

	Disbursement Vouchers and all its attachments.			
	1.26. Cashier I unit shall sort all the approved documents received.	None	20 Minutes	<b>Supervising Administrative Officer – Finance Division</b>
	1.27. Cashier Unit Staff shall submit the documents to the Landbank	None	1 hour	<b>Supervising Administrative Officer – Finance Division</b>
	1.28. Landbank shall process the submitted documents within 24-48 hours upon receipt of the documents	None	2 working days	<b>LBP Officer – Land Bank of the Philippines</b>
<b>Total Fees to be Paid: 0.00</b>				
<b>Total Processing Time: 6 working days, 5 hours and 20 mins</b>				

### Request for Payment of Foster Care Subsidies

Payment of subsidy to eligible Foster Care Parents pursuant to RA 10165.

<b>Office, Division or Unit:</b>		Finance Division		
<b>Classification:</b>		Complex		
<b>Type of transaction:</b>		G2G – Government to Government / G2B – Government to Business		
<b>Who may avail:</b>		Responsible/Concerned Units or Division		
<b>Checklist of requirements</b>		<b>Where to Secure</b>		
Disbursement Voucher		Requesting Personnel		
Obligation Request and Status		Requesting Personnel		
Approved Memorandum		Requesting Personnel		
Payroll List		Requesting Personnel		
Certified True Copy of FPA and FCCL (for new placement and new/renewed Foster Care Licenses)		Requesting Personnel		
<b>Clients Steps</b>	<b>Agency Action</b>	<b>Fees to be paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Forward requirements	1.1. The Receiving/Outgoing	None	1 hour	<b>Supervising Administrative</b>

<p>to the Finance Division</p>	<p>assistant shall check the completeness of the documents received.</p> <p>1.1.1 If the documents are complete; the receiving assistant shall submit to the Budget Unit for processing</p> <p>1.1.2 If the documents are incomplete, return to the requesting unit</p> <p>1.2. The Budget Officer I shall review and verify the completeness of the documents.</p> <p>1.2.1 If reviewed and verified complete, the Budget Officer I shall encode the ORS to the ORS Tracking List in the MS Excel and assign number to the ORS (GAM) then submit to Budget Officer II</p> <p>1.2.2 If the documents are incomplete, return to the Receiving/Outgoing Assistant for return to requesting unit</p> <p>1.3. The Budget Officer II shall review and check the accuracy of the documents together with the attached ORS.</p> <p>1.3.1 If the attached documents are verified accurate, consistent and complete, the Budget Officer II shall record the</p>	<p>None</p> <p>None</p>	<p>1 hour</p> <p>1 hour</p>	<p><b>Officer – Finance Division</b></p> <p><b>Supervising Administrative Officer – Finance Division</b></p> <p><b>Supervising Administrative Officer – Finance Division</b></p>
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	<p>ORS to the RAOD and check the availability of allotment</p> <p>1.3.2 If verified the availability of allotment, the Budget Officer II shall submit the documents to the Budget Unit Head</p> <p>1.3.3 If the allotment is insufficient, or the documents are NOT accurate, consistent and complete, return to the receiving/outgoing assistant for return to the requesting unit</p> <p>1.4. The Budget Unit Head shall receive the documents and check the correctness of all the documents attached.</p> <p>1.4.1 If all attached documents are correct, the Budget Unit Head shall sign to the ORS Box B then forward to the incoming/outgoing assistant for recording to the logbook and routing of the documents</p> <p>1.4.2 If incorrect, return to the assigned person or the requesting unit for correction</p> <p>1.5. Receiving/outgoing assistant shall record the ORS to the logbook and forward the documents to the concerned signatory of Box A of the ORS</p>	None	30 minutes	<b>Supervising Administrative Officer – Finance Division</b>
	<p>1.5. Receiving/outgoing assistant shall record the ORS to the logbook and forward the documents to the concerned signatory of Box A of the ORS</p>	None	15 minutes	<b>Supervising Administrative Officer – Finance Division</b>

	<p>1.6. The concerned BOX A signatory will sign for certification on the charging to appropriation/allotment, necessity, legality, and under the direct supervision of the signatory and certifying that all attachments are valid, proper and legal.</p>	None	1 working day	<b>Supervising Administrative Officer – Finance Division</b>
	<p>17. The Receiving/Outgoing assistant shall receive the Signed ORS and its attachments then retrieve 1 copy of the signed ORS.</p>	None	15 minutes	<b>Supervising Administrative Officer – Finance Division</b>
	<p>1.8. The Receiving/Outgoing assistant shall forward the documents to Accounting Unit if the transaction is for payment and to the end-user/procurement if it is for obligation only.</p>	None	20 minutes	<b>Supervising Administrative Officer – Finance Division</b>
	<p>1.9. The Accounting Staff I shall receive the documents and check the completeness of the attachments.</p> <p>1.9.1 If the attachments are complete, the Accounting Staff I shall assign DV number to the Disbursement Voucher</p> <p>1.9.2 The Accounting Staff I shall attach certification of withholding tax (if applicable)</p>	None	15 minutes	<b>Supervising Administrative Officer – Finance Division</b>

	<p>1.9.3 The Accounting Staff I shall forward to the Accountant I for processing</p> <p>1.9.4 If the attachments are incomplete, return to the end-user /procurement /concerned office for completion of attachments.</p> <p>1.10. The Accountant I shall record the Disbursement Voucher in the DV tracking list and review the journal entries in the Disbursement Voucher. The Accountant I shall revise the entries in the Disbursement Vouchers if found to be incorrect.</p> <p>1.11. The Accountant I shall countersign on the BOX B of the DV then forward the documents to Accountant II</p> <p>1.12. The Accountant II shall check the documents received</p> <p>1.12.1 If the documents are complete, the Accountant II shall retrieve the Index of Payment (IOP) to verify if the claim is in order then, record the transaction in the Index of Payment.</p> <p>1.12.2 The Accountant II shall retrieve the RANCA then record the transaction</p>	<p>None</p> <p>None</p> <p>None</p>	<p>20 minutes</p> <p>20 minutes</p> <p>1 hour</p>	<p><b>Supervising Administrative Officer – Finance Division</b></p> <p><b>Supervising Administrative Officer – Finance Division</b></p> <p><b>Supervising Administrative Officer – Finance Division</b></p>
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	<p>to the RANCA to verify if there is available cash.</p> <p>1.12.3 If the claim is with prior payment, or cash is not available, the Accountant II shall note on the face of the Disbursement voucher if already paid or has no available cash, then endorse to the requesting unit/end-user</p> <p>1.12.4 If verified eligible for claim and cash is available, the Accountant II shall countersign in the BOX C of the Disbursement Voucher then forward the documents to Accountant III.</p> <p>1.13. The Accountant III shall countercheck all the documents attach.</p> <p>1.13.1 If the supporting documents are complete and amount claimed are proper, the Accountant III shall sign on the BOX C of the Disbursement Voucher then forward to Internal Audit Unit for the Pre-Audit</p> <p>1.13.2 If the documents are incomplete and amount claimed are improper, Accountant III shall note on the face of the Disbursement Voucher then forward to the Accounting Staff I for</p>	None	1 hour and 30 minutes	<p><b>Supervising Administrative Officer – Finance Division</b></p>
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	return to the requesting unit/end-user			
	1.14. Designated Internal Auditor shall conduct a pre-Audit on the transaction	None	4 hours	<b>Supervising Administrative Officer – Finance Division</b>
	1.15. The Accounting Staff I shall receive the pre-Audited Disbursement Vouchers and its attachments.	None	20 minutes	<b>Supervising Administrative Officer – Finance Division</b>
	1.16. The Accounting Staff II shall retrieve a copy of the pre-Audited Disbursement Vouchers and its attachments for filing/scanning.	None	1 hour	<b>Supervising Administrative Officer – Finance Division</b>
	1.17. The Accounting Staff I shall forward the documents to Cash Unit.	None	15 minutes	<b>Supervising Administrative Officer – Finance Division</b>
	1.18. The Cashier III shall receive the documents and check the completeness of the signatures in the documents.	None	20 minutes	<b>Supervising Administrative Officer – Finance Division</b>
	1.18.1 If the signatures are complete, the Cashier III shall record the transaction to the Check/ADA Record for updating of cash balance then forward to Cashier I for processing			
	1.18.2 If the signatures are incomplete, it shall be			

	<p>returned to the Accounting Staff I for return to the requesting unit for completion of signatures.</p> <p>1.19. The Cashier I shall check if the transaction needs a Financial Data Entry System (FinDes)</p> <p>1.19.1 If the transaction needs FinDes, Cashier I shall prepare the FinDes</p> <p>1.19.2 Cashier I shall prepare LDDAP-ADA/Checks then forward to Cashier II.</p> <p>1.20. Cashier II shall prepare the ACIC and SLIEE and record the LDDAP-ADA/Checks to the RADAI/RCI.</p> <p>1.21. Cashier II shall prepare routing slip of the prepared SLIEE, ACIC, LDDAP-ADA, and FinDes, then forward to Accountant III for signature on the LDDAP-ADA and FinDes.</p> <p>1.22. Accountant III shall sign the LDDAP-ADA, SLIEE and FinDES provided that all entries are accurate and correct, if not, return to Cashier I for correction.</p> <p>1.23. Cashier unit staff shall record the LDDAP-ADA, SLIEE, ACIC to the logbook then forward to concerned office for</p>	<p>None</p> <p>None</p> <p>None</p> <p>None</p> <p>None</p>	<p>2 hours</p> <p>30 Minutes</p> <p>1 hour</p> <p>30 minutes</p> <p>1 5 minutes</p>	<p><b>Supervising Administrative Officer – Finance Division</b></p>
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	<p>countersigning in the LDDAP-ADA, SLIEE, ACIC, FinDes, Disbursement Vouchers and all other documents needing approval.</p> <p>1.24. Concerned Office shall forward the documents to the Office of the Executive Director for Approval of all the documents for payment.</p> <p>1.25. Cashier Unit Staff shall receive the Approved LDDAP-ADA, SLIEE, ACIC, FinDes, Disbursement Vouchers and all its attachments.</p> <p>1.26. Cashier I unit shall sort all the approved documents received.</p> <p>1.27. Cashier Unit Staff shall submit the documents to the Landbank</p> <p>1.28. Landbank shall process the submitted documents within 24-48 hours upon receipt of the documents</p>	None	1 working day	<b>Deputy Director – ADFI/ODDS</b>
		None	20 Minutes	<b>Supervising Administrative Officer – Finance Division</b>
		None	20 Minutes	<b>Supervising Administrative Officer – Finance Division</b>
		None	1 hour	<b>Supervising Administrative Officer – Finance Division</b>
		None	2 working days	<b>LBP Officer – Land Bank of the Philippines</b>

**Total Fees to be Paid: 0.00**  
**Total Processing Time: 6 working days, 5 hours and 20 mins**

## Other Transactions for Claim

These are for payment of claims other than the stated above.

<b>Office, Division or Unit:</b>		Finance Division		
<b>Classification:</b>		Complex		
<b>Type of transaction:</b>		G2G – Government to Government / G2B – Government to Business		
<b>Who may avail:</b>		Responsible/Concerned Units or Division		
<b>Checklist of requirements</b>		<b>Where to Secure</b>		
Disbursement Voucher		Requesting Personnel		
Obligation Request and Status		Requesting Personnel		
For other types of claims refer to COA Circular 2023-004 dated June 14, 2023 for reference		Requesting Personnel		
<b>Clients Steps</b>	<b>Agency Action</b>	<b>Fees to be paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Forward requirements to the Finance Division	1.1 The Receiving/Outgoing assistant shall check the completeness of the documents received.  1.1.1 If the documents are complete; the receiving assistant shall submit to the Budget Unit for processing  1.1.2 If the documents are incomplete, return to the requesting unit	None	1 hour	<b>Supervising Administrative Officer – Finance Division</b>
	1.2. The Budget Officer I shall review and verify the completeness of the documents.  1.2.1 If reviewed and verified complete, the Budget Officer I shall encode the ORS to the ORS Tracking List in the MS Excel and assign number to the ORS (GAM)	None	1 hour	<b>Supervising Administrative Officer – Finance Division</b>

	<p>then submit to Budget Officer II</p> <p>1.2.2 If the documents are incomplete, return to the Receiving/Outgoing Assistant for return to requesting unit</p> <p>1.3. The Budget Officer II shall review and check the accuracy of the documents together with the attached ORS.</p> <p>1.3.1 If the attached documents are verified accurate, consistent and complete, the Budget Officer II shall record the ORS to the RAOD and check the availability of allotment</p> <p>1.3.2 If verified the availability of allotment, the Budget Officer II shall submit the documents to the Budget Unit Head</p> <p>1.3.3 If the allotment is insufficient, or the documents are NOT accurate, consistent and complete, return to the receiving/outgoing assistant for return to the requesting unit</p> <p>1.4. The Budget Unit Head shall receive the documents and check the correctness of all the documents attached.</p>	None	1 hour	<p><b>Supervising Administrative Officer – Finance Division</b></p>
	<p>1.4. The Budget Unit Head shall receive the documents and check the correctness of all the documents attached.</p>	None	30 minutes	<p><b>Supervising Administrative Officer – Finance Division</b></p>

	<p>1.4.1 If all attached documents are correct, the Budget Unit Head shall sign to the ORS Box B then forward to the incoming/outgoing assistant for recording to the logbook and routing of the documents</p> <p>1.4.2 If incorrect, return to the assigned person or the requesting unit for correction</p> <p>1.5. Receiving/outgoing assistant shall record the ORS to the logbook and forward the documents to the concerned signatory of Box A of the ORS</p> <p>1.6. The concerned BOX A signatory will sign for certification on the charging to appropriation/allotment, necessity, legality, and under the direct supervision of the signatory and certifying that all attachments are valid, proper and legal.</p> <p>1.7. The Receiving/Outgoing assistant shall receive the Signed ORS and its attachments then retrieve 1 copy of the signed ORS.</p> <p>1.8. The Receiving/Outgoing assistant shall forward the documents to Accounting Unit if the transaction is for</p>	None	15 minutes	<b>Supervising Administrative Officer – Finance Division</b>
		None	1 working day	<b>Supervising Administrative Officer – Finance Division</b>
		None	15 minutes	<b>Supervising Administrative Officer – Finance Division</b>
		None	20 minutes	<b>Supervising Administrative Officer – Finance Division</b>

	<p>payment and to the end-user/procurement if it is for obligation only.</p> <p>1.9. The Accounting Staff I shall receive the documents and check the completeness of the attachments.</p> <p>1.9.1 If the attachments are complete, the Accounting Staff I shall assign DV number to the Disbursement Voucher</p> <p>1.9.2 The Accounting Staff I shall attach certification of withholding tax (if applicable)</p> <p>1.9.3 The Accounting Staff I shall forward to the Accountant I for processing</p> <p>1.9.4 If the attachments are incomplete, return to the end-user /procurement /concerned office for completion of attachments.</p>	None	15 minutes	<b>Supervising Administrative Officer – Finance Division</b>
	<p>1.10. The Accountant I shall record the Disbursement Voucher in the DV tracking list and review the journal entries in the Disbursement Voucher. The Accountant I shall revise the entries in the Disbursement Vouchers if found to be incorrect.</p>	None	20 minutes	<b>Supervising Administrative Officer – Finance Division</b>
	<p>1.11. The Accountant I shall countersign on the</p>	None	20 minutes	<b>Supervising Administrative</b>

	<p>BOX B of the DV then forward the documents to Accountant II</p> <p>1.12. The Accountant II shall check the documents received</p> <p>1.12.1 If the documents are complete, the Accountant II shall retrieve the Index of Payment (IOP) to verify if the claim is in order then, record the transaction in the Index of Payment.</p> <p>1.12.2 The Accountant II shall retrieve the RANCA then record the transaction to the RANCA to verify if there is available cash.</p> <p>1.12.3 If the claim is with prior payment, or cash is not available, the Accountant II shall note on the face of the Disbursement voucher if already paid or has no available cash, then endorse to the requesting unit/end-user</p> <p>1.12.4 If verified eligible for claim and cash is available, the Accountant II shall countersign in the BOX C of the Disbursement Voucher then forward the documents to Accountant III.</p>	None	1 hour	<p><b>Officer – Finance Division</b></p> <p><b>Supervising Administrative Officer – Finance Division</b></p>
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	<p>1.13. The Accountant III shall countercheck all the documents attach.</p> <p>1.13.1 If the supporting documents are complete and amount claimed are proper, the Accountant III shall sign on the BOX C of the Disbursement Voucher then forward to Internal Audit Unit for the Pre-Audit</p> <p>1.13.2 If the documents are incomplete and amount claimed are improper, Accountant III shall note on the face of the Disbursement Voucher then forward to the Accounting Staff I for return to the requesting unit/end-user</p>	None	1 hour and 30 minutes	<b>Supervising Administrative Officer – Finance Division</b>
	1.14. Designated Internal Auditor shall conduct a pre-Audit on the transaction	None	4 hours	<b>Supervising Administrative Officer – Finance Division</b>
	1.15. The Accounting Staff I shall receive the pre-Audited Disbursement Vouchers and its attachments.	None	20 minutes	<b>Supervising Administrative Officer – Finance Division</b>
	1.16. The Accounting Staff II shall retrieve a copy of the pre-Audited Disbursement Vouchers and its attachments for filing/scanning.	None	1 hour	<b>Supervising Administrative Officer – Finance Division</b>
	1.17. The Accounting Staff I shall forward the documents to Cash Unit.	None	15 minutes	<b>Supervising Administrative Officer –</b>

	<p>1.18. The Cashier III shall receive the documents and check the completeness of the signatures in the documents.</p> <p>1.18.1 If the signatures are complete, the Cashier III shall record the transaction to the Check/ADA Record for updating of cash balance then forward to Cashier I for processing</p> <p>1.18.2 If the signatures are incomplete, it shall be returned to the Accounting Staff I for return to the requesting unit for completion of signatures.</p>	None	20 minutes	<p>Finance Division</p> <p><b>Supervising Administrative Officer – Finance Division</b></p>
	<p>1.19. The Cashier I shall check if the transaction needs a Financial Data Entry System (FinDes)</p> <p>1.19.1 If the transaction needs FinDes, Cashier I shall prepare the FinDes</p> <p>1.19.2 Cashier I shall prepare LDDAP-ADA/Checks then forward to Cashier II.</p>	None	2 hours	<p><b>Supervising Administrative Officer – Finance Division</b></p>
	<p>1.20. Cashier II shall prepare the ACIC and SLIEE and record the LDDAP-ADA/Checks to the RADAI/RCI.</p>	None	30 Minutes	<p><b>Supervising Administrative Officer – Finance Division</b></p>

	1.21. Cashier II shall prepare routing slip of the prepared SLIEE, ACIC, LDDAP-ADA, and FinDEs, then forward to Accountant III for signature on the LDDAP-ADA and FinDes.	None	1 hour	<b>Supervising Administrative Officer – Finance Division</b>
	1.22. Accountant III shall sign the LDDAP-ADA, SLIEE and FinDES provided that all entries are accurate and correct, if not, return to Cashier I for correction.	None	30 minutes	<b>Supervising Administrative Officer – Finance Division</b>
	1.23. Cashier unit staff shall record the LDDAP-ADA, SLIEE, ACIC to the logbook then forward to concerned office for countersigning in the LDDAP-ADA, SLIEE, ACIC, FinDes, Disbursement Vouchers and all other documents needing approval.	None	15 minutes	<b>Supervising Administrative Officer – Finance Division</b>
	1.24. Concerned Office shall forward the documents to the Office of the Executive Director for Approval of all the documents for payment.	None	1 working day	<b>Deputy Director – ADFI/ODDS</b>
	1.25. Cashier Unit Staff shall receive the Approved LDDAP-ADA, SLIEE, ACIC, FinDes, Disbursement Vouchers and all its attachments.	None	20 Minutes	<b>Supervising Administrative Officer – Finance Division</b>
	1.26. Cashier I unit shall sort all the approved documents received.	None	20 Minutes	<b>Supervising Administrative Officer –</b>

	1.27. Cashier Unit Staff shall submit the documents to the Landbank	None	1 hour	Finance Division <b>Supervising Administrative Officer – Finance Division</b>
	1.28. Landbank shall process the submitted documents within 24-48 hours upon receipt of the documents	None	2 working days	<b>LBP Officer – Land Bank of the Philippines</b>
<b>Total Fees to be Paid: 0.00</b>				
<b>Total Processing Time: 6 working days, 5 hours and 20 mins</b>				

### Request for Bonding of Bondable Accountable Officers

Bondable/Accountable Officials/Employees/Personnel authorized to pay out of government funds are required to be bonded.

<b>Office, Division or Unit:</b>		Finance Division (Cash Unit)		
<b>Classification:</b>		Complex		
<b>Type of transaction:</b>		G2G – Government to Government		
<b>Who may avail:</b>		Accountable Officers (AO) Special Disbursing Officer (SDO) of National Authority for Child Care (NACC)		
<b>Checklist of requirements</b>		<b>Where to Secure</b>		
Special Order as Disbursing / Special Disbursing Officer (SDO)		Executive Director		
Registration to Bureau of the Treasury (BTr) Online Fidelity Bonding System		Cash Unit / BTr OFBS Administrator		
Online Application Form		BTr OFBS		
Approved Online Application Form		Approving Officer		
Approved/Notarized Printed Application Form		Client / AO / HOA		
Disbursement Voucher (DV)		Client /AO		
Authority to Accept Payment (ATAP)		BTr District 2		
Validated ADA / Oncoll Deposit Slip		Land Bank of the Philippines (LBP) / Cash Unit		
Letter of Confirmation (of Bond)		BTr / Cash Unit		
<b>Clients Steps</b>	<b>Agency Action</b>	<b>Fees to be paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>

<p>1. Forward requirement (SO) to the Finance Division – Cash Unit</p>	<p>1. The NACC BTr Designated OFBS Administrator check the completeness of the information on the Special Order (SO) designating the Client as Disbursing Officer (DO) and/or Special Disbursing Officer.</p> <p>1.1 If the Information are complete, the Administrator will enroll the AO Client to the BTr OFBS</p> <p>1.2 Inform the Client that they were already enrolled, and forward the link to them</p>	<p>None</p>	<p>10 minutes</p> <p>20 minutes</p>	<p><b>Supervising Administrative Officer – Finance Division</b></p>
<p>2. Client to fill up the Online Application Form and Inform the Administrator if already filled up</p>	<p>2. The NACC BTr Designated Approving Officer will review and approve the. Online Application</p> <p>2.1 If reviewed and verified complete/correct the Approving Officer shall Approve the application and inform the client</p> <p>2.2 If the application form is incomplete, inform the client about the missing information and edit/revise the application form</p>		<p>10 minutes</p>	<p><b>Supervising Administrative Officer – Finance Division</b></p>
<p>3. Revise / Edit the application Form and Resubmit it.</p>	<p>3. Process payment for Fidelity Bond Premium</p>	<p>None</p>	<p>6 working days, 5 hours and 20 mins</p>	<p><b>Supervising Administrative Officer – Finance Division</b></p>

4. Print the Application Form, have it signed, attached photo, approved by the HOA and Notarized	4. Email approved Application Form to BTr and Obtain Authority to Accept Payment from BTr District 2	None	2 working days	<b>Supervising Administrative Officer – Finance Division</b>  <b>BTr District 2 Officer – Bureau of Treasury</b>
5. Prepare Disbursement Voucher	5. Secure validated ADA from LBP	None	2 working days	<b>Supervising Administrative Officer – Finance Division</b>  <b>LBP Officer – Land Bank of the Philippines</b>
6. Secure Confirmation Letter on Bond	6.1 Send proof of Payment (Validated ADA/Validated Oncoll Deposit slip, ATAP) to BTr District 2  6.2 Wait for notification, print confirmation letter of bond from BTr District 2 and furnish a copy for client, Commission on Audit (COA), Accounting and Budget Unit	None	10 minutes  2 working days	<b>Supervising Administrative Officer – Finance Division</b>
<b>Total Fees to be Paid: 0.00</b> <b>Total Processing Time: 10 working days, 6 hours and 10 minutes</b>				



## EXTERNAL SERVICES



## DOMESTIC ADMINISTRATIVE ADOPTION

### Issuance of Order of Adoption/Denial and Certificate of Finality for Domestic Administrative Adoption under RA 11222

<b>Office, Division or Unit:</b>	Domestic Administrative Adoption Division (DAAD) Regional Alternative Child Care Office (RACCO)
<b>Classification:</b>	Highly Technical
<b>Type of transaction:</b>	G2G- Government to Government G2C- Government to Citizen
<b>Who may avail:</b>	Petitioner(s) who simulated the birth record of the child on or before March 28, 2019, consistently considered and treated said child as his or her or their own daughter or son, provided that the child has been under his or her or their care and custody for at least 3 years prior to the effectivity of the Act.
<b>Checklist of requirements</b>	<b>Where to Secure</b>
Petition	Petitioner(s)
Authenticated copy of the simulated birth record of the child and of the petitioner(s)	Philippine Statistics Authority (PSA)
Affidavit of admission, if the simulation of birth was done by a third person	Third Person
Barangay Certification	Barangay where the child resides
Notarized Affidavits	At least two (2) disinterested persons who reside in the same barangay where the child resides
Original copy of CDCLAA	Department of Social Welfare and Development (DSWD) / NACC
Oldest and recent photographs of the child and petitioner(s) taken within the last 3 months prior to filing of the petition	Petitioner(s)
Certificate of Attendance in Pre-adoption forum/seminar	RACCO or Child Placing Agency (CPA)

As applicable, Marriage Contract/Decree of Annulment/Declaration of Nullity of Marriage or Decree of Legal Separation	PSA/Court
Latest Physical and Medical Evaluation of the adopter(s)	Licensed physician
Psychological Evaluation (when appropriate)	Licensed psychologist
Latest NBI/Police Clearance	National Bureau of Investigation (NBI)/Police Station
Latest income tax return or any other documents showing financial capability e.g. Certificate of Employment/Bank Certificate or Statement of Assets and Liabilities	Employer/Servicing Bank
Negative Certification of Birth	PSA
Certified True Copy of the receipts of socialized fee (waived if petitioner(s) is/are assessed indigent)	Local Government Unit (LGU)and/or RACCO
Written consent to adoption	<p>*Biological parents or persons exercising substitute parental authority over the child, except for adoption of an adult;</p> <p>*Adoptee, if 10 years of age or over;</p> <p>*Legitimate and adopted daughters and sons, 10 years of age and over, of the adopter and adoptee, if any;</p> <p>*Illegitimate daughters and sons, 10 years of age or over of the adopter, if any if living with said adopter and the latter's spouse; and</p> <p>*Spouse, if any, of the adoptee</p>
<p>In case one of the petitioners is a foreign national married to a Filipino:</p> <p>*Residence in the Philippines for at least three (3) continuous years prior to the filing of petition and maintains such residence until the Order of Adoption is issued;</p>	Bureau of Immigration/Department of Foreign Affairs

*Certification as to legal capacity adopt in his or her country and that his or her government allows the adoptee to enter his or her country as his or her adopted son or daughter.		Embassy/Foreign Adoption Agency/Inter-country Adoption Board (ICAB)		
Social Case Study Report		RACCO		
Verbatim Transcription of the Mandatory Appearance proceedings		RACCO		
Certificate of Appearance		RACCO		
Per Memorandum Circular No. 16, Series of 2020 or the Guidelines on Simulated Birth Rectification Act, in cases where any information in the SCSR is needing proof to substantiate its veracity, the petitioner(s) must submit additional requirement(s) to support the report and additional information or document/s may be required from the petitioner(s) in the course of the review or interview by the RACC Officer.				
<b>Clients Steps</b>	<b>Agency Action</b>	<b>Fees to be paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
<b>PROCEDURE FOR THE ISSUANCE OF ORDER OF ADOPTION</b>				
1. The adopter(s) files the petition to the LSWDO and LSWDO endorses the Petition and supporting documents to RACCO	1.1 Conduct case study for the child and the petitioner(s) and prepare the social case study report with recommendation whether or not the adoption will redound to the best interest of the child.	P1,000 (maximum)	20 working days	<b>RACC Officer - RACCO</b>
	1.2 Review the SCSR together with the Petition and supporting documents and conduct of mandatory appearance to be attended by the child and the petitioner(s)	None	5 working days	<b>RACC Officer - RACCO</b>

	before the RACC Officer			
	1.3 Prepare recommendation on the petition	None	5 working days	<b>RACC Officer</b> - RACCO
	1.4 Transmit the recommendation to the NACC Central Office together with the petition and supporting documents.	None	10 working days	<b>RACC Officer</b> - RACCO
	1.5 Technical Staff review the dossier	None	17 working days	<b>Division Head</b> - DAAD
	1.6 Prepare endorsement to the Secretary with Executive Summary, Decision and Order of Adoption/Denial	None	1 working day	<b>Division Head</b> - DAAD
	1.7 Administrative Staff endorse the documents to Division Head of DAAD for review.	None	5 working days	<b>Division Head</b> - DAAD
	1.8 Division Head renders decision and recommendation.	None	1 working day	<b>Division Head</b> - DAAD
	1.9 Administrative Staff track and endorse the documents to the Office of the Deputy Director	None	2 working days	<b>Division Head</b> - DAAD

	for Services (ODDS)			
	1.10 ODDS Staff review the documents before endorsing to the Deputy Director for approval	None	1 working day	<b>Deputy Director for Services – ODDS</b>
	1.11 For approval of the Deputy Director and for endorsement to the Executive Director	None	2 working days	<b>Deputy Director for Services - ODDS</b>
	1.12 OED Staff review the dossier before the endorsement to the Head of Executive Assistant (HEA)	None	1 working day	<b>Executive Director - OED</b>
	1.13 Executive Director signs the Decision and Order of Adoption	None	1 working day	<b>Executive Director - OED</b>
<b>PROCEDURE FOR THE ISSUANCE OF CERTIFICATE OF FINALITY</b>				
2. Concerned parties acknowledged receipt of the Order of Adoption	2.1 Prepare endorsement to the Executive Director, Executive Summary and Certificate of Finality	None	1 working day	<b>Division Head - DAAD</b>
	2.2 Administrative Staff endorse the documents to Division Head for review.	None	1 working day	<b>Division Head - DAAD</b>

	2.3 DAAD Division Head renders decision and recommendation.	None	1 working day	<b>Division Head – DAAD</b>
	2.4 Administrative staff track and endorse the documents to the Office of Deputy Director for Services.	None	1 working day	<b>Division Head - DAAD</b>
	2.5 ODDS Staff reviews the documents before endorsing to the Deputy Director For Services for approval	None	1 working day	<b>Deputy Director for Services – ODDS</b>
	2.6 For approval of the Deputy Director for Services and for endorsement to the OED	None	1 working day	<b>Deputy Director for Services – ODDS</b>
	2.7 OED Staff review the dossier before the endorsement to the Head of Executive Assistant (HEA)	None	1 working day	<b>Executive Director – OED</b>
	2.8 Executive Director signs the Decision and Order of Adoption	None	1 working day	<b>Executive Director – OED</b>
<b>Total Fees to be Paid: Php 1,000.00</b>				
<b>Total Processing Time: 79 working days</b>				

## Issuance Of Order of Adoption/Denial and Certificate of Finality for Domestic Administrative Adoption Under Ra 11642

Upon effectivity of RA No. 11642, jurisdiction over domestic adoption cases shall now be with the National Authority for Child Care (NACC), a quasi-judicial agency attached to the Department of Social Welfare and Development (DSWD). Adoption proceedings are now administrative.

RA 11642 took effect on January 28, 2022 with the goal of making domestic adoption proceedings simpler and less costly. The law also seeks to streamline alternative child care services. The child's best welfare and interest shall be the paramount consideration in all questions relating to his/her care and custody.

<b>Office, Division or Unit:</b>	Domestic Administrative Adoption Division (DAAD) Regional Alternative Child Care Office (RACCO)
<b>Classification:</b>	Highly Technical
<b>Type of transaction:</b>	G2G- Government to Government G2C- Government to Citizen
<b>Who may avail:</b>	Qualified petitioner(s)/adopter(s) who want(s) to avail domestic administrative adoption
<b>Where to file:</b>	A notarized Petition with the complete and original supporting documents in two (2) sets (one original; one photocopy) shall be filed by the petitioner(s) at the RACCO of the Region where they reside.
<b>Checklist of requirements</b>	<b>Where to Secure</b>
<b>REGULAR ADOPTION</b>	
Home Study Report and Child Case Study Report or Social Case Study Report, whichever is applicable, prepared within six months based on the date of the report.	LSWDO/CPA/RACCO/DSWD/Accredited adoption social worker
Authenticated or Security Paper copies of the birth record of the PAP/s and the child/adoptee	Philippine Statistics Authority (PSA) /Relevant Central Authority for foreign nationals
Authenticated or Security Paper copy of Marriage certificate and/or Certificate of No Marriage. In case of termination of marriage, Authenticated Divorce papers with copy of court decision and Certificate of Finality by their Consulate if foreign applicant; Annulment Decree with Certificate of Finality, Declaration of Nullity, or	PSA/Relevant Central Authority for foreign nationals

Legal Separation Documents for Filipino applicant	
NBI or Police Clearance or Court Clearances.	NBI/Police Station of the Municipality/Court
Authenticated or Security Paper copies of the Death Certificate of the child/adoptee's biological parents, if applicable;	PSA
Original copy of CDCLAA, if applicable;	RACCO or NACC
Result of the recent medical evaluation of the child/adoptee and the PAP/s prepared within six months prior to application;	Licensed Physician
Psychological evaluation of the PAP/s prepared within two years based on the date of the report;	Licensed psychologist
Psychological evaluation of the child, for children five years old and above prepared within two years based on the date of the report;	Licensed psychologist
Child care plan with a list of at least three temporary custodians of the child in order of preference in case of death, absence or incapacity of the PAP/s;	Petitioner(s)
Letters attesting to the character and general reputation of the PAP/s from at least three (3) non-related character references, of one preferably from an employer or supervisor or with whom the PAP/s have business dealings. The contact details of the person attesting must be so indicated in the letter;	Three (3) non-related individuals who have known the petitioner/s for at least five (5) years. Character references, preferably from an employer, supervisor, co-worker, Pastor/Priest or church members (if applicable), neighborhood or community leaders or with whom the PAP/s have business dealings
Recent 5R (127x178 millimeter) close-up and whole-body pictures of the child and the PAP/s taken within the last six (6) months; The date when the photo was taken must be indicated;	Photo studio/adoptee/petitioner(s)
Documents showing the financial capacity of the PAP/s;	Employer, Bureau of Internal Revenue (BIR), Municipal Office (for business permit if self-employed or business owner/s), and/or Bank

Written consent of the adoptee, if ten (10) years of age or over;  <i>Note: Consent must be signed or hand written by the adoptee after counseling with the adoption social worker</i>	Adoptee
Written consent of the marital and adopted children, ten (10) years of age or over, of the adopters, if any;	Petitioner/s legitimate child/ren
Written consent of the non-marital children, ten (10) years of age or over, of the adopter if living with said adopter or over whom the adopter exercises parental authority and the latter's spouse, if any;	Petitioner/s illegitimate child/ren
Written consent of the spouse, if any, of the person adopting or to be adopted	Petitioner's legal spouse.
Certificate of Attendance at Pre-Adoption Forum, Training and Seminars;	RACCO/CPA/LSWDO
Certificate of Matching/Presentation;	RACCO
Pre-adoption Placement Authority (PAPA);	RACCO
Post-placement Report;	Adoption Social Worker/CPA/RACCO
Certificate of Authority for a Notarial Act of the petition;	Clerk of Court
Case Brief	RACCO
Certificate or Affidavit of Publication;	Newspaper Publishing Company
Verbatim Transcription of the Mandatory Appearance proceedings	RACCO
Endorsement/Transmittal Letter to NACC	RACCO
<b>STEP PARENT ADOPTION</b>	
Child Case Study Report and Home Study Report or Social Case Study Report, whichever is applicable under the circumstances;	CPA/DSWD FO/LSWDO/RACCO
PSA copies of the birth record of the PAP/s and the child;	PSA

Authenticated or SECPA copy of the Marriage Certificate or Certificate of No Marriage Record (CENOMAR). In case of termination of marriage, or Authenticated Divorce papers with copy of court decision and Certificate of Finality by their Consulate, if foreign applicant; Decree of Annulment, Decree of Nullity of Marriage, or Decree of Legal Separation or the PSA copy of the Certificate of Marriage with annotation of the annulment of marriage, declaration of nullity of marriage or legal separation for Filipino applicant;	PSA/Relevant Central Authority for foreign nationals
NBI or Police Clearance or Court Clearances;	NBI/Municipal Police Station/Court
PSA copy of the Death Certificate of the child's biological parents, if applicable;	PSA
Written consent of the child ten (10) years of age or over;	Adoptee
Written consent of marital and adopted children of PAP/s, ten (10) years of age or over;	PAP/s marital child/ren.
Written consent of non-marital children, ten (10) years of age or over, of whom the PAP/s is living with or over whom PAP/s exercises parental authority;	PAP/s non-marital child/ren.
Written consent to the adoption of the spouse of the PAP/s;	PAP/s legal spouse or the adoptee's birth mother/birth father.
Written consent of the biological father or mother of the marital child or of the biological mother of the non-marital child, or the person(s) exercising substitute parental authority over such child, to be adopted. This is not required, when the adoptee is already an adult;	Biological mother/father or persons exercising substitute parental authority over the child
Psychological evaluation of the PAP/s prepared within two (2) years based on the date of the report.	Licensed psychologist

Psychological evaluation of the child, for children five (5) years old and above prepared within two (2) years based on the date of the report as recommended by the social worker except when the adoptee is already an adult;	Licensed psychologist
Letters attesting to the character and general reputation of the PAP/s from at least three (3) non-related character references, of one preferably from an employer or supervisor or with whom the PAP/s have business dealings. The contact details of the person attesting and the date when the letter was prepared must be indicated in the document;	Three (3) non-related individuals who have known the petitioner/s for at least five (5) years. Character references, are preferably from an employer, supervisor, co-worker, Pastor/Priest or church members (if applicable), neighborhood or community leaders or with whom the PAP/s have business dealings
Recent 5R (127x178 millimeter) close-up and whole-body pictures of the adoptee and the PAP/s taken within the last six (6) months; The date when the photo was taken must be indicated;	Photo studio/adoptee/petitioner(s)
Documents showing the financial capacity of the PAP/s.	Employer, Bureau of Internal Revenue (BIR), Municipal Office (for business permit if self-employed or business owner/s), and/or Bank
Certificate of Attendance at Pre-Adoption Forum, Training and Seminars;	RACCO/CPA/LSWDO
Certificate of Authority for a Notarial Act of the Petition;	Clerk of Court
Proof of efforts to locate the other biological parent, if the adoptee is marital child such as Media postings (radio, t.v., print and official social media), letter to the last known address;	Radio station, television station, Newspaper Publishing Company with the assistance of the Adoption social worker/LSWDO. For the letter sent to the last known address, a proof of receipt from the Postal Office
Certificate of Presentation, as applicable;	RACCO
Pre-Adoption Placement Authority;	RACCO
Post-placement Report, as applicable; and,	Adoption Social Worker/CPA/LSWDO
Order from the court approving the withdrawal of the case or order of	Municipal/Regional Trial Court or Lower Courts

dismissal or Decision, if the case has been previously filed with the court;	
Certificate or Affidavit of Publication;	Newspaper Publishing Company
Case Brief	RACCO
Verbatim Transcription of the Mandatory Appearance proceedings	RACCO
Endorsement/Transmittal Letter to NACC	RACCO
<b>RELATIVE ADOPTION PROPER</b>	
Child Case Study Report and Home Study Report or Social Case Study Report, whichever is applicable depending on the circumstances;	LSWDO/CPA/RACCO/DSWD/Accredited adoption social worker
PSA copy of the birth record of the PAP/s and the child;	PSA
Authenticated or SECPA copy of the Marriage Certificate or Certificate of No Marriage Record (CENOMAR). In case of termination of marriage, or Authenticated Divorce papers with copy of court decision and Certificate of Finality by their Consulate, if foreign applicant; Decree of Annulment, Decree of Nullity of Marriage, or Decree of Legal Separation or the PSA copy of the Certificate of Marriage with annotation of the annulment of marriage, declaration of nullity of marriage or legal separation for Filipino applicant;	PSA/Relevant Central Authority for foreign nationals
NBI or Police Clearance or Court Clearances.	NBI/Police Station/Court
Written consent to the adoption by the biological parent(s) or the person(s) exercising substitute parental authority over the child. If the child is a non-marital child, only the written consent of the mother is required. This is not required, when the adoptee is already an adult;	Biological parent(s) or persons exercising substitute parental authority over the child

Written consent of the child if ten (10) years of age or over;	Adoptee
Written consent of marital or legitimate and adopted children of PAP/s, ten (10) years of age or over;	PAP/s legitimate child/ren
Written consent of non-marital children, ten (10) years of age or over, with whom the PAP/s is living with or over whom the PAP/s exercise parental authority;	PAP/s illegitimate child/ren
Authenticated or Security PAper copy of the Death Certificate of the child's biological parents, if applicable;	PSA
Result of the recent medical evaluation of the child and the PAP/s prepared within six months prior to application;	Licensed physician
Psychological evaluation of the PAP/s prepared within two years based on the date of the report, except, when the relative child is already an adult.	Licensed psychologist
Psychological evaluation of the child, for children five years old and above prepared within two years based on the date of the report, as recommended by the social worker except when the adoptee is already an adult.	Licensed psychologist
Child care plan with a list of at least three temporary custodians of the child in order of preference in case of death, absence, or incapacity of the PAP/s, except when the adoptee is already an adult.;	Petitioner(s)
Letters attesting to the character and general reputation of the PAP/s from at least three non-related character references, of one preferably from an employer or supervisor or with whom the PAP/s have business dealings. The contact details of the person attesting and the date when the	Three (3) non-related individuals who have known the petitioner/s for at least five (5) years. Character references, are preferably from an employer, supervisor, co-worker, Pastor/Priest or church members (if applicable), neighborhood or community leaders or with whom the PAP/s have business dealings

letter was prepared must be indicated in the document;	
Recent 5R (127x178 millimeter) close-up and whole-body pictures of the adoptee and the PAP/s taken within the last six months; The date when the photo was taken must be indicated; and	Photo studio, Petitioner(s), and adoptee
Documents showing the financial capacity of the PAP/s.	Banks, Bureau of Internal Revenue, petitioner(s) employer, Municipal Office (for permits if self-employed or business owner)
Certificate of Attendance at Pre-Adoption Forum, Training and Seminars;	CPA/RACCO/LSWDO
Certificate of Authority for a Notarial Act of the Petition;	Clerk of court
Proof of efforts to locate the other biological parent, if the adoptee is marital child such as Media postings (radio, t.v., print and official social media), letter to the last known address;	Radio and television stations, Newspaper Publishing Company, Postal office
Certificate of Presentation, as applicable;	RACCO
Pre-Adoption Placement Authority (PAPA);	RACCO
Post-placement Report, as applicable;	RACCO/CPA/Adoption Social Worker
Order from the court approving the withdrawal of the case or order of dismissal or Decision, if the case has been previously filed with the court;	Municipal Trial Court or Regional Trial Court or Lower or Family Court
Certificate or Affidavit of Publication	Newspaper Publishing Company
Case Brief	RACCO
Verbatim Transcription of the Mandatory Appearance proceedings	RACCO
Endorsement/Transmittal Letter to the NACC	RACCO
<b>ADOPTION OF ONE'S OWN NON-MARITAL CHILD</b>	
Child Case Study Report and Home Study Report or Social Case Study Report, whichever is	LSWDO or CPA or RACCO or DSWD Field Office or Adoption Social Worker

applicable depending on the circumstances	
PSA copy of the birth record of the PAP/s and the child;	PSA
Authenticated or SECPA copy of the Marriage Certificate or Certificate of No Marriage Record (CENOMAR). In case of termination of marriage, or Authenticated Divorce papers with copy of court decision and Certificate of Finality by their Consulate, if foreign applicant; Decree of Annulment, Decree of Nullity of Marriage, or Decree of Legal Separation or the PSA copy of the Certificate of Marriage with annotation of the annulment of marriage, declaration of nullity of marriage or legal separation for Filipino applicant;	PSA/ Relevant Central Authority for foreign nationals
Written consent to the adoption by the biological mother, if the petitioner is the biological father;	Adoptee's birth mother
Written consent of the child if ten (10) years of age or over;	Adoptee
Written consent of marital and adopted children of PAP/s, ten (10) years of age or over;	PAP/s legitimate child/ren
Written consent of non-marital children, ten (10) years of age or over, with whom the PAP/s is living with or over whom the PAP/s exercise parental authority;	Petitioner(s) non-marital child/ren
PSA copy of the Death Certificate of the child's biological parent/s, if applicable;	PSA
Recent 5R (127x178 millimeter) close-up and whole-body pictures of the adoptee and the PAP/s taken within the last six (6) months; The date when the photo was taken must be indicated;	Photo studio, adoptee, and petitioner(s)
Certificate of Attendance at Pre-Adoption Forum	CPA/RACCO/LSWDO

Certificate of Authority for a Notarial Act of the Petition;	Clerk of court
Proof of efforts to locate biological mother or the one exercising substitute parental authority over the child such as Media postings (radio, t.v., print and official social media), letter to the last known address, when applicable;	Radio and television stations, Newspaper Publishing Company, Postal Office
Pre-Adoption Placement Authority, when required;	RACCO
Order from the court approving the withdrawal of the case or order of dismissal or Decision, if the case has been previously filed with the court;	Municipal Trial Court or Regional Trial Court or Lower or Family Court
Case Brief	RACCO
Certificate or Affidavit of Publication	Newspaper Publishing Company
Verbatim Transcription of the Mandatory Appearance proceedings	RACCO
Endorsement/Transmittal Letter to NACC	RACCO
<b>ADULT ADOPTION</b>	
Child Case Study Report and Home Study Report or Social Case Study Report, whichever is applicable under the circumstances;	LSWDO or CPA or RACCO or DSWD Field Office or an accredited Adoption Social Worker
PSA copy of the birth record of the PAP/s and the adoptee;	PSA
Authenticated or SECPA copy of the Marriage Certificate or Certificate of No Marriage Record (CENOMAR). In case of termination of marriage, or Authenticated Divorce papers with copy of court decision and Certificate of Finality by their Consulate, if foreign applicant; Decree of Annulment, Decree of Nullity of Marriage, or Decree of Legal Separation or the PSA copy of the Certificate of Marriage with annotation of the annulment of	PSA/ Relevant Central Authority for foreign nationals

marriage, declaration of nullity of marriage or legal separation for Filipino applicant;	
NBI or Police Clearance or Court Clearances;	NBI or Municipal Police Station or Trial Courts
Written consent of the adoptee;	Adoptee
Written consent of marital and adopted children of PAP/s, ten (10) years of age or over;	Petitioner(s) legitimate child/ren
Written consent of non-marital children, ten (10) years of age or over, with whom the PAP/s is living or over whom the PAP/s exercise parental authority;	Petitioner(s) non-marital child/ren
Written consent of the spouse, if any, of the adoptee;	Adoptee's spouse
Letters attesting to the character and general reputation of the PAP/s from at least three (3) non-related character references, of one preferably from an employer or supervisor or with whom the PAP/s have business dealings. The contact details of the person attesting and the date when the letter was prepared must be indicated in the document.	Barangay Captain or Employer or Supervisor or Neighbor or Pastor/Priest
Recent 5R (127x178 millimeter) close-up and whole-body pictures of the adoptee and the PAP/s taken within the last six (6) months; The date when the photo was taken must be indicated; and	Photo studio, Adoptee, and Petitioner(s)
Documents showing that the adoptee has been consistently considered and treated as their own child by the PAP/s for at least three (3) years before reaching the age of majority, such as Barangay Certification and old photos of the adoptee and the PAPs.	Barangay Office and Petitioner/s
Certificate of Attendance at Pre-Adoption Forum, Training and Seminars;	RACCO/CPA/LSWDO
Certificate of Authority for a Notarial Act (CANA) of the Petition;	Clerk of Court

Tri-media posting certificate/s as proof of efforts to locate biological family; when applicable;	Radio station, television station, Newspaper Publishing Company
Pre-Adoption Placement Authority;	RACCO
Order from the court approving the withdrawal of the case or order of dismissal or Decision, if the case has been previously filed with the court; ,	Regional Trial Court or Municipal Trial Court or Lower or Family Court
Certificate or Affidavit of Publication;	Newspaper Publishing Company
Case Brief	RACCO
Verbatim Transcription of the Mandatory Appearance proceedings	RACCO
Endorsement/Transmittal Letter	RACCO
<b>ADDITIONAL REQUIREMENTS FOR FOREIGN NATIONALS</b>	
<p>In case petitioner/s is a foreign national:  *A duly authenticated copy of the foreign domestic law on adoption or a certification that the adopter/s' country will acknowledge the Order of Adoption as valid, acknowledge the child as a legal child of the adopters, and allow entry of the child in such country as an adoptee</p> <p>*Certificate of Residency (or Certificate of Alien Registration together with travel records) in the Philippines for at least five years issued by the Bureau of Immigration or Department of Foreign Affairs, as appropriate;  <b>(May be waived if,</b></p> <p>***A former Filipino citizen, habitually residing in the Philippines, who seeks to adopt a relative within the fourth (4th) civil degree of consanguinity or affinity;  or</p>	<p>-Relevant Central Authority from the country of origin of the foreign adopter</p> <p>-Bureau of Immigration (BI) or Department of Foreign Affairs (DFA)</p>

<p>***One who seeks to adopt the marital child of the Filipino spouse; or</p> <p>***One who is married to a Filipino citizen and seeks to adopt jointly with the spouse a relative within the fourth (4th) degree of consanguinity or affinity of the Filipino spouse)</p> <p>-Police Clearance from police authorities where the foreign applicant has lived for more than 12 months any time in the past fifteen 15 years.</p>	<p>-Police Authority/Department from the country of origin of the foreign petitioner</p>
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**ADDITIONAL REQUIREMENTS FOR FILIPINO CITIZEN HOLDING DUAL CITIZENSHIP (Original or CTC)**

<p>*Oath of Allegiance; *Order of Approval of Reacquisition of Filipino Citizenship /Retention of Citizenship and; *Identification Certification</p>	<p>Philippine Embassy/Consulate</p>
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<b>Clients Steps</b>	<b>Agency Action</b>	<b>Fees to be paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
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**PROCEDURE FOR THE ISSUANCE OF ORDER OF ADOPTION**

1.The adopters attend the pre-adoption forum/seminar	1.1 Convene/ conduct pre-adoption forum/seminar for the adopters and issue a Certificate of Attendance to participants within the day to be attached to the Petition Administrative Adoption	None	1 working day	<b>RACC Officer - RACCO</b>
	1.2 Preparation of Social Case Study Report	None	15 working days	<b>RACC Officer - RACCO</b>

**REGULAR CASE**

2.a The notarized	2.a.1 RACCO Administrative staff	None	1 working day	<b>RACC Officer - RACCO</b>
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<p>petition together with the complete and original supporting documents shall be filed by the PAP/s with the RACCO.</p> <p>Depending on the category of the case, the PAP/s shall ensure that the original of the documents specified in the above requirements shall be annexed in the Petition. The said petition shall state the facts necessary to establish the merits of the petition.</p>	<p>receives, tracks, and docket the document and endorses to RACCO- Adoption and Post-Adoption Section (APAS) technical staff for review</p> <p>2.a.2 Examine the petition and the attached supporting documents. If there are lacking documents, an Order informing the PAP/s thereof shall be issued by the RACC Officer.</p> <p>2.a.3 If found that the petition and original supporting documents are complete in form and substance, the RACC Officer shall issue an Order informing the PAP/s of the RACCO's finding, setting the date and place of the mandatory appearance of the adoptee and the PAP/s before the RACCO and directing the PAP/s to cause the publication of the said Order at least once a week for three</p>	<p>None</p> <p>None</p>	<p>10 working days</p> <p>3 working days</p>	<p><b>RACC Officer - RACCO</b></p> <p><b>RACC Officer - RACCO</b></p>
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	<p>successive weeks in a newspaper of general circulation. The PAP/s shall submit the Certificate/Affidavit of Publication to the RACCO.</p>			
	<p>2.a.4 Preparation of recommendation/ Case Brief for the RACC Officer and act as Secretariat during the mandatory appearance</p>	None	2 working days	<b>RACC Officer - RACCO</b>
	<p>2.a.5 Mandatory Appearance before the RACC Officer of which the date and place was stated in the Order.</p>	None	1 working day	<b>RACC Officer - RACCO</b>
	<p>2.a.6 Prepare verbatim transcription of the proceeding and the Certificate of Appearance of the child and the PAP/s shall be attached as part of the supporting documents of the Petition</p>	None	10 working days	<b>RACC Officer - RACCO</b>
	<p>2.a.7 The RACC Officer shall render a recommendation on whether to grant or deny the Petition for</p>	None	2 working days	<b>RACC Officer - RACCO</b>

	Adoption to the NACC.			
	2.a.8 Transmit the recommendation to the NACC Central Office together with petition and supporting documents.	None	1 working day	<b>RACC Officer - RACCO</b>
<b>STEPPARENT/RELATIVE/ADULT ADOPTION CASES</b>				
2.b The notarized petition together with the complete and original supporting documents shall be filed by the PAP/s with the RACCO. Depending on the category of the case, the PAP/s shall ensure that the original of the documents specified in the above requirements shall be annexed in the Petition. The said petition shall state the facts necessary to establish the merits of the petition.	2.b.1 RACCO admin receives and tracks the document and endorses to RACCO- Adoption and Post-Adoption Section (APAS) social worker for review	None	1 working day	<b>RACC Officer - RACCO</b>
	2.b.2 Examine the petition and the attached supporting documents. If there are lacking documents, an Order informing the PAP/s thereof shall be issued by the RACC Officer.	None	10 working days	<b>RACC Officer - RACCO</b>
	2.b.3 If found that the petition and original supporting documents are complete in form and substance, the RACC Officer shall issue Pre-Adoption Placement Authority (PAPA)	None	3 working days	<b>RACC Officer - RACCO</b>

	<p>and Order informing the PAP/s of the RACCO's finding, setting the date and place of the mandatory appearance of the adoptee and the PAP/s before the RACCO and directing the PAP/s to cause the publication of the said Order at least once a week for three successive weeks in a newspaper of general circulation. The PAP/s shall submit the Certificate/Affidavit of Publication to the RACCO.</p> <p>If found that the adoptee and petitioner/s have been living in one household for not less than two (2) years, the case shall be presented before the RCPC. The RACCO- Pre-Adoption Unit (PAU) social worker shall thereafter prepare the Certificate of Presentation, PAPA and Order of Publication by APAS social worker for the</p>			
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	approval of RACC-Officer.			
	2.b.4 The RACCO-Adoption and Post-Adoption Section (APAS) social worker shall prepare a recommendation/ Case Brief for the RACC Officer and act as Secretariat during the mandatory appearance	None	2 working days	<b>RACC Officer - RACCO</b>
	2.b.5 Mandatory Appearance before the RACC Officer of which the date and place was stated in the Order of Publication.	None	1 working day	<b>RACC Officer - RACCO</b>
	2.b.6 Prepare verbatim transcription of the proceeding and the Certificate of Appearance of the child and the PAP/s shall be attached as part of the supporting documents of the Petition	None	10 working days	<b>RACC Officer - RACCO</b>
	2.b.7 The RACC Officer shall render a recommendation on whether to grant or deny the Petition for	None	2 working days	<b>RACC Officer - RACCO</b>

	<p>Adoption to the NACC.</p> <p>2.b.8 Transmit the recommendation to the NACC Central Office together with the petition and supporting documents.</p>	None	1 working day	<b>RACC Officer - RACCO</b>
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**Note:** *If there are lacking documents, an Order informing the PAP/s thereof shall be issued by the RACC Officer. While the PAP/s comply with the submission of additional documentary requirements, the running of the 30-day period at the RACCO level shall be terminated and receipt of compliance thereof shall commence the running of a new 30-day period. In addition, in the course of the review or interview, additional information or documents may be required from the PAP/s to substantiate the information in the Home Study/Case Study Report. The failure of the Petitioner/s to comply shall not preclude the RACC Officer from acting on the petition based on the evidence at hand.*

**Central Office Level**

<p>3. Submit petition and supporting documents to the NACC Central office through the RACCO</p>	<p>3.1 Records Unit receives and tracks the document and endorses to DAAD Staff for review</p>	None	1 working day	<p><b>Records Officer – Records Unit (RU)</b></p> <p><b>Division Head - DAAD</b></p>
	<p>3.2 DAAD reviews the dossier and prepares endorsement to the Executive Director with Review and Recommendation, Briefer, Checklist and Order of Adoption/Denial;</p>	None	10 working days	<p><b>Division Head - DAAD</b></p>
	<p>3.2.1 If finds <b>not</b> sufficient in form and substance, the DAAD will prepare a Memorandum to</p>			

	the concerned RACCO for compliance.			
	3.3 Division Head reviews, provides inputs on the documents and renders recommendation	None	5 working days	<b>Division Head - DAAD</b>
	3.4 Once reviewed/approved by the Division Head, the DAAD Administrative Staff will record the documents and endorse the same to the ODDS if recommended for issuance of Order of Adoption or send the Memorandum to the concerned RACCO if needing compliance	None	1 working day	<b>Division Head - DAAD</b>
	3.5 ODDS Staff reviews the documents before endorsing to the Deputy Director for Services for approval	None	2 working days	<b>Deputy Director for Services - ODDS</b>
	3.6 Approval and final recommendation of the Deputy Director for Services and for endorsement to the Executive Director	None	3 working days	<b>Deputy Director for Services - ODDS</b>

	3.7 Office of the Executive Director (OED) Technical staff review the documents	None	2 working days	<b>Executive Director - OED</b>
	3.8 Executive Director signs the Decision and Order of Adoption	None	5 working days	<b>Executive Director - OED</b>
	3.9 Transmit the Order of Adoption to the concerned parties (RACCO, Petitioners & LCR)	None	1 working day	<b>Records Officer – Records Unit</b>

**Note:** *If there are lacking documents, a Memorandum informing the RACCO thereof shall be issued by the NACC. While the RACCO is complying with the submission of additional documentary requirements, the running of the 30-day period at the NACC level shall be terminated and receipt of compliance thereof shall commence the running of a new 30-day period.*

**PROCEDURE FOR THE ISSUANCE OF CERTIFICATE OF FINALITY**

4. Concerned parties acknowledged receipt of the Order of Adoption	4.1 Administrative Staff receives and tracks, and records the document and endorsed the same to the concerned technical staff	None	1 working day	<b>Division Head - DAAD</b>
	4.2 Prepare endorsement to the Executive Director, Briefer and Certificate of Finality	None	1 working day	<b>Division Head - DAAD</b>
	4.3 Division Head reviews, provides inputs on the documents	None	1 working day	<b>Division Head - DAAD</b>

	4.4 Once reviewed by the Division Head, the DAD Administrative Staff will record the documents and endorse the same to the ODDS	None	1 working day	<b>Division Head - DAAD</b>
	4.5 ODDS Staff reviews the documents before endorsing to the DDS for approval	None	1 working day	<b>Deputy Director for Services - ODDS</b>
	4.6 For approval of the Deputy Director for Services and for endorsement to the Executive Director	None	1 working day	<b>Deputy Director for Services - ODDS</b>
	4.7 OED Staff review the documents	None	1 working day	<b>Executive Director - OED</b>
	4.8 Executive Director signs the Decision and Certificate of Finality	None	1 working day	<b>Executive Director - OED</b>
	4.9 Transmit the Certificate of Finality to the concerned parties (RACCO, Petitioners & LCR)	None	1 working day	<b>Division Head - DAAD</b> <b>Records Officer – Records Unit</b>
<b>Total Fees to be Paid: 0.00</b>				
<b>Total Processing Time: 85 working days</b>				

## Petition for Issuance of Certificate Declaring a Child Legally Available for Adoption

The Certificate Declaring a Child Legally Available for Adoption (CDCLAA) is a document signed by the National Authority for Child Care (NACC) Executive Director, administratively declaring the child legally available for adoption.

<b>Office, Division or Unit:</b>	Domestic Administrative Adoption Division (DAAD) Regional Alternative Child Care Office (RACCO)
<b>Classification:</b>	Highly Technical
<b>Type of transaction:</b>	G2G- Government to Government; G2B- Government to Business
<b>Who may avail:</b>	All Provincial/City or Municipal Social Welfare and Development Office (CSWDO or MSWDO); Child Caring Agencies (CCA) Child Placing Agencies (CPA) DSWD Residential Care Facilities (RCF)
<b>Checklist of requirements</b>	<b>Where to Secure</b>
<b>For Abandoned and Foundling children:</b>	
Endorsement Letter from Petitioner to RACC Officer	Head of CSWDO/MSWDO, CCA, CPA and DSWD RCF
Notarized Petition with Certificate of Authority for Notarial Act (CANA) from Petitioner to RACCO	Head of CSWDO/MSWDO, CCA, CPA and DSWD RCF
Child Case Study Report (with PRC License Number and Validity)	Licensed Social Worker from CSWDO/MSWDO, CCA, CPA and DSWD RCF
Written Certification from radio/TV station that the case was aired on three (3) different occasions	Radio or TV station
One (1) newspaper publication and/or Affidavit of Publication	Newspaper publisher
Proof of posting (with link to the relevant social media post) of the publication to the official social media account of MSWDO/CSWDO/CCA's/CPA's	CSWDO/MSWDO, CCA, CPA and DSWD RCF
Either police report or barangay blotter report or certified copy of tracing report issued by PNRC	Police or Barangay blotter report where the child was found/abandoned or Philippine National Red Cross (PNRC)

Returned registered mail	Licensed Social Worker handling the case in the CSWDO/MSWDO, CCA, CPA and DSWD RCF
SECPA copy of Birth Certificate /Certificate of Live Birth of Children with No Known Parents / Certified True Copy from LCR	PSA  Licensed Social Worker handling the case in the CSWDO/MSWDO, CCA, CPA and DSWD RCF
Recent whole-body photograph of the child	Licensed Social Worker handling the case in the CSWDO/MSWDO, CCA, CPA and DSWD RCF
Photograph of the child upon admission/abandonment	Licensed Social Worker handling the case in the CSWDO/MSWDO, CCA, CPA and DSWD RCF
Certified True Copy of Notice of Petition	RACC Officer from the RACCO where the Petition was filed
Original copy of Certificate of Posting	LSWDO or Barangay, Health Center, etc. who caused the posting ordered by the RACC Officer
Recommendation Letter from RACC Officer to NACC	RACCO
<b>For Surrendered Cases:</b>	
Letter of endorsement addressed to RACC Officer	Head of CSWDO/MSWDO, CCA, CPA and DSWD RCF
Child Case Study Report (with PRC License Number and Validity)	Licensed Social Worker from CSWDO/MSWDO, CCA, CPA and DSWD RCF
Notarized Deed of Voluntary Commitment (DVC) with Certificate of Authority for a Notarial Act (CANA).	To be executed by the child's birthparent/s; or in the absence of the birthparent/s per Article 216 of the Family Code the succession will apply as to who will exercise substitute parental authority in signing the DVC. The DVC should be notarized on the date it was signed.
SECPA copy of Certificate of Live Birth or Certified True Copy from LCR	PSA Local Civil Registry Office (LCRO)
Recent whole-body photograph of the child	Licensed Social Worker handling the case in the CSWDO/MSWDO, CCA, CPA and DSWD RCF
Photograph of the child upon relinquishment/admission to agency/individual	Licensed Social Worker handling the case in the CSWDO/MSWDO, CCA, CPA and DSWD RCF

Notarized Petition with CANA from Petitioner to RACCO	Head of CSWDO/MSWDO, CCA, CPA and DSWD RCF
Certified True Copy of Notice of Petition	RACC Officer from the RACCO where the Petition was filed
Original copy of Certificate of Posting	LSWDO or Barangay, Health Center, etc. who caused the posting ordered by the RACC Officer
Recommendation Letter from RACC Officer to NACC	RACCO
<b>For Cases of Involuntarily Committed Children</b>	
Endorsement Letter from Petitioner to RACC Officer	Head of CSWDO/MSWDO, CCA, CPA and DSWD RCF
Notarized Petition with CANA from Petitioner to RACCO	Head of CSWDO/MSWDO, CCA, CPA and DSWD RCF
SECPA copy of Certificate of Live Birth or Certified True Copy from LCR	PSA LCRO
Recent whole-body photograph of the child	Licensed Social Worker handling the case in the CSWDO/MSWDO, CCA, CPA and DSWD RCF
Child Case Study Report (with PRC License Number and Validity)	Licensed Social Worker from CSWDO/MSWDO, CCA, CPA and DSWD RCF
All original copy of the court order re: Termination of Parental Rights and certified true copy of the other supporting documents presented in court	Family court where the case was filed
Recommendation Letter from RACC Officer to NACC	RACCO
<p>Per Memorandum Circular No. 1, Series of 2023 or the Omnibus Guidelines on the Implementation of Domestic Administrative Adoption, Intercountry Adoption, and Alternative Child Care, the following additional documents may be required to support the report/case of the child if it is for the best interest of the child to be issued with CDCLAA.</p> <ol style="list-style-type: none"> <li>1. 1 photocopy of the valid/government ID used by the child's birth parents/relatives in signing the DVC (refer to Article 216 of Family Code, who will exercise substitute parental authority in default of child's birthparent/s.)</li> <li>2. 1 original SECPA copy of Death Certificate of Birth Parent/s (if deceased)</li> <li>3. Psychiatric/ Psychological Evaluation Report (if birthparents/ is/ are/ or diagnosed to be intellectually challenged/mental health condition)</li> <li>4. 1 original copy of DVC of legal husband (if child was born within valid marriage); if whereabouts is unknown, comply with the requirements for petition for surrendered child/ren</li> <li>5. 1 original SECPA Copy of Marriage Certificate or Certificate of No Marriage (if necessary)</li> </ol>	

6. 1 original copy of Medical Certificate/ Bone and/or Dental Ageing Result (for foundling cases)
7. 1 original SECPA copy of Birth Certificate of the child's birthmother (if the DVC was signed by the child's maternal grandparents/s to establish the relationship of the child's birth mother and maternal grandmother)
8. 1 original copy of Affidavit of Discrepancy signed by the child's birth mother (if the signature of the birthmother in the birth certificate and DVC are different as well as the child's birth order in the Birth Certificate was incorrect)
9. 1 original copy of Affidavit of Two Disinterested Person/s (if the informant in the child's birth certificate is not the child's birth mother/birth father/social worker/midwife)
10. If necessary, the NACC may require other documents to support the facts/information indicated/claimed in the report.

**Other Supporting/Additional Documents for CDCLAA of Children Qualified under RA 11222**

1. Affidavit of Admission from the Adopter(s)-Petitioner(s) and/or with the 3rd person
2. Negative Certification of Birth Record from the Local Civil Registry Office and Philippine Statistics Authority
3. Written Consent to Adoption of the following:
  - prospective adoptee, aged 10 years old and above
  - legitimate and adopted children aged 10 years old and above
  - Illegitimate children, aged 10 years old and above, of the adopter(s) if any, if living with the adopter(s)
4. Certificate of Authority for a Notarial Act (CANAA)
5. Undertaking and Oath accomplished by the petitioner(s) holding permanent residence abroad and/or one of the petitioners is of foreign citizenship who is married to a Filipino and who prefers RA 11222 process

Clients Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
<b>For Abandoned Neglected/Foundling/ Surrendered Children</b>				
1.a LSWDO, CCA, CPA and DSWD RCF endorses the Petition and supporting documents to RACCO	1.a.1 The RACCO shall review and examine the petition. If the petition and its supporting documents are found sufficient in form and substance, the RACCO shall authorize the posting of the Notice of the Petition.  1.a.2 Posting of Notice of Petition and picture, especially for abandoned and foundling cases in conspicuous places in	None	5 working days	<b>RACC Officer - RACCO</b>
		None	5 working days	LSWDO and/or other offices such

	<p>the locality where the child was found/abandoned/surrendered. The LSWDO or other offices/ person/s who facilitated the actual posting shall issue a Certificate of Posting.</p> <p>1.a.3 From the completion of Posting, upon finding merit in the Petition, the RACC Officer renders recommendation and transmits a copy of such recommendation, together with the original supporting documents to the DAAD.</p>	None	3 working days	<p>as Post Office, Barangay Hall, Police Station, Health Center, etc.</p> <p><b>RACC Officer – RACCO</b></p>
<b>For cases of involuntarily committed children</b>				
1.b LSWDO, CCA, CPA and DSWD RCF endorse the Petition and supporting documents to RACCO	1.b.1 The RACCO shall review the Petition together with the supporting documents	None	5 working days	<b>RACC Officer – RACCO</b>
	1.b.2 The RACC Officer shall render recommendation on the Petition and transmits a copy of such recommendation, together with the original supporting documents to the NACC-DAD.	None	3 working days	<b>RACC Officer – RACCO</b>
2. Endorse the Petition and supporting documents to DAAD through the RACCO	2.1 Administrative Staff receives and tracks the document to the database and endorses it to DAD technical staff for review.	None	4 hours	<b>Division Head – DAAD</b>
	2.2 DAAD acknowledges and reviews the dossier for issuance of CDCLAA. If, incomplete in form and substance, prepare a memo to the concerned RACCO indicating comments and recommendations.	None	2 working days	<b>Division Head – DAAD</b>
	2.3 Prepare and endorse the documents (Checklist, Review and Recommendation Briefer	None	4 hours	

	to the Executive Director and Draft e-copy of CDCLAA) to Division Head for further review and endorsement to the ODDS and OED			<b>Division Head – DAAD</b>
	2.5 Receives the signed CDCLAA from the Executive Director and tracks for data banking.	None	15 minutes	<b>Division Head – DAAD</b>
	2.6 Endorse to Records for Control Number	None	5 minutes	<b>Records Officer – Records Unit</b>
	2.7 Send through email an advance copy of the signed CDCLAA to the RACCO	None	15 minutes	<b>Division Head – DAAD</b>
	2.8 Drafts endorsement letter to the RACCO endorsing the signed CDCLAA	None	15 minutes	<b>Division Head – DAAD</b>
	2.9 Approves the endorsement letter to RACCO	None	15 minutes	<b>Division Head - DAAD</b>
	2.10 Endorse to the Records Unit/Section approved endorsement letter of original CDCLAA.	None	15 minutes	<b>Records Officer – Records Unit</b>
	2.11 Transmit the signed original CDCLAA to the RACCO	None	5 working days	<b>Records Officer – Records Unit</b>
3. Petitioner claims CDCLAA from RACCO	3.The RACCO shall endorse the CDCLAA to the petitioner once it is received from the NACC.	None	3 working days	<b>RACC Officer - RACCO</b>

**Total Fees to be Paid: 0.00**  
**Total Processing Time for Abandoned Neglected/Foundling/ Surrendered Children: 24 working days, 1 hour and 20 minutes**

**Total Processing Time for Cases of Involuntarily Committed Children: 19 working days, 1 hour and 20 minutes**

### **Domestic Adoption - Interregional Matching**

Service Information: In the Interregional Matching Unit, children and approved adoptive applicants who were not matched and are given Interregional Matching Clearance during the regional matching shall again be subjected to judicious selection through the Interregional Matching Conference. In this process, the State ensures that all efforts to find permanent placement domestically are exhausted for all Filipino children who are legally available for adoption. Two interregional matching conferences shall be conducted for a child, except those needing special home finding.

<b>Office, Division or Unit:</b>	Domestic Administrative Adoption Division (DAAD)
<b>Classification:</b>	Highly Technical
<b>Type of transaction:</b>	G2G – Government to Government G2C – Government to Citizens
<b>Who may avail:</b>	Child Caring Agencies (CCA) Child Placing Agencies (CPA) Local Government Units (LGU) Regional Alternative Child Care Office (RACCO)
<b>Checklist of requirements</b>	<b>Where to Secure</b>
<b>Prospective Adoptive Parent/s (PAP/s) Dossier (NACC-IRM level)</b>	
<i>Additional Requirements</i> <i>**Other requirements are the same as the requirements during application of PAP/s</i>	
Certificate of Attendance to Adoption Forum	RACCO, CPA, Accredited Adoption Social Worker
Home Study Report (HSR)	RACCO, CPA, Accredited Adoption Social Worker, LGU
Regional Matching Clearance for Interregional Matching	RACCO
Other documents may be required by the social worker as deemed necessary based on their assessment and recommendation.	
<b>Child's Dossier (NACC-IRM level) – Surrendered/ Abandoned/Foundling/Neglected Children</b>	
<i>Additional Requirements</i> <i>*Other requirements are the same as the requirements during the CDCLAA application</i>	

Health and Medical Profile (updated within the last 6 months or more recent if there is significant)	Attending licensed pediatrician/physician of the child			
Regional Adoption Clearance (RAC) for Interregional Matching	RACCO			
Psychological evaluation for children five (5) years old and above prepared within 2 years based on the date of the report	Attending licensed Psychologist of the child			
Additional Supporting Documents:				
<ol style="list-style-type: none"> <li>1. Death Certificate of biological parents (if deceased)</li> <li>2. Psychiatric/ Psychological Evaluation Report of biological parents (if applicable)</li> <li>3. DVC of husband (if the child was born within a valid marriage, Marriage Certificate (if necessary))</li> </ol>				
<b>Clients Steps</b>	<b>Agency Action</b>	<b>Fees to be paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Placement of Child/ren and PAP/s through Interregional Matching Conference	Upon receipt of the child and PAP/s' dossiers, the NACC Social Worker matching secretariat shall conduct the following:			
	<ol style="list-style-type: none"> <li>1.1 Acknowledge the Child/Home Study Report and other documentary requirements and make assessments and recommendations</li> <li>1.2. Review the Child/Home Study Report and its supporting documents and notify the child's and approved adoptive applicant/s'</li> </ol>	None	1 working day	<b>Division Head – DAAD</b>
		None	10 working days	<b>Division Head – DAAD</b>

	<p>adoption social worker of the status of the case through an official memorandum or letter approved by the Head of the unit.</p> <p>1.3 Compliance with the comments and recommendations shall be made by the CCA/CPA/RACCO social worker.</p> <p>1.3.1 If the dossier/s of the child and/or approved adoptive applicants is sufficient in form and substance, the NACC Secretariat shall include the case in the roster for presentation in the interregional matching conference.</p>	None	15 working days	<b>RACC Officer</b> - RACCO
	<p>1.4 Prepare a roster and agenda of children and PAPs available for the interregional matching conference</p> <p>1.4.1 Invite and request the handling social worker of the</p>	None	7 working days	<b>Division Head</b> – DAAD

	<p>child/PAP/s to prepare a visual or PowerPoint presentation of their cases for matching</p> <p>1.4.2 Inform and invite the IRM-CPC members to the matching conference.</p> <p>1.4.3 Provide the IRM-CPC members advance copies of the child/ren and PAP/s' dossiers for review</p> <p>1.5 Conduct/present the case of the child/ren and PAP/s in the matching conference. Ensure a quorum of the IRM-CPC members (three (3) out of five (5) CPC members)</p> <p>1.5.1 Provide substantial comments, observations, and comments/inputs on the cases presented. Deliberation among the CPC members shall be conducted for the matching of</p>	None	1 working day	<b>Division Head</b> – DAAD
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	<p>children and PAP/s or the issuance of ICA clearance.</p> <p>1.5.2 Include in the roster of children and PAP/s, those who were not matched, for presentation in the next matching conference.</p> <p>1.5.3 A maximum of two presentations for matching shall be done for each case of a child or approved adoptive applicant/s, before their endorsement for intercountry adoption; except for cases of children needing special home finding.</p> <p>1.6 Document the matching proceeding and prepare the minutes of the meeting. The CPC will deliberate and provide their recommendation on the cases presented to the Executive Director for approval</p> <p>1.6.1 If a child is matched to a</p>	None	1 working day	<b>Division Head</b> – DAAD
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	<p>PAP/s in the IRM, the Secretariat shall prepare a matching proposal to be sent to the CPA/RACCO, approved by the Executive Director.</p> <p>1.6.2 Endorse the signed matching proposal to the CPA/RACCO together with a copy of the Case Child Study Report, Health and Medical Profile (HMP), and a recent photo of the child to the adoption social worker of the approved adoptive applicant/s — and the copy of the Home Study Report and photo of the adoptive applicant/s matched to the child to the social worker of the child.</p>			
2.a If any party declines/opposes the proposed placement of the child to the PAPs as recommended by the IRM-CPC, the PAP/s shall submit a written explanation citing	<p>2.a Deputy Director for Services will evaluate the reason for non-acceptance of the PAP/s</p> <p>2.b Facilitate the signing of the</p>	None	2 working days	<b>Deputy Director for Services – ODDS</b>
		None	1 working day	

<p>the reasons for non-acceptance</p> <p>2.b If the placement proposal is accepted, the PAP/s should submit an Acceptance letter to NACC</p>	<p>Certificate of Matching for children matched by the IRM CPC members and endorse to the Executive Director</p> <p>2.b.1 Facilitate the approval of the Pre-Adoption Placement Authority (PAPA) signed by the Executive Director or Deputy Director for Services, or the authorized representative upon receipt of the Acceptance Letter from the PAP/s and endorsement of the letter to the CCAs/CPAs concerned.</p> <p><i>PAPA should be three (3) original copies (one copy for RACCO/CPA, one copy for PAP/s, and one copy for NACC)</i></p>			<p><b>RACC Officer</b> - RACCO</p> <p><b>Division Head</b> – DAAD</p> <p><b>Deputy Director for Services</b> – ODDS</p> <p><b>Executive Director</b> - OED</p>
<p>3.PAP/s should prepare for entrustment</p>	<p>3. Facilitate the entrustment of the child to the PAP/s</p>	<p>None</p>	<p>15 working days</p>	<p><b>Division Head</b> – DAAD</p> <p><b>RACC Officer</b> - RACCO</p>
<p><b>Total Fees to be Paid: 0.00</b> <b>Total Processing Time: 53 working days</b></p>				

## Issuance of ICA Clearance

In the Interregional Matching Unit, children needing special home finding and children who were not matched are issued with Intercountry Adoption (ICA) Clearance through the Interregional Matching Conference. In this process, the State ensures that all efforts to find permanent placement domestically are exhausted for all Filipino children who are legally available for adoption. Two interregional matching conferences shall be conducted for a child, except those needing special home finding, before the facilitation of the ICA Clearance and endorsement to the Intercountry Adoption Division (ICAD).

<b>Office, Division or Unit:</b>	Domestic Administrative Adoption Division (DAAD)			
<b>Classification:</b>	Highly Technical			
<b>Type of transaction:</b>	G2G – Government to Government G2C- Government to Citizen			
<b>Who may avail:</b>	Child Caring Agencies (CCAs), Child Placing Agencies (CPAs), Local Government Units (LGUs)			
<b>Checklist of requirements</b>	<b>Where to Secure</b>			
<b>Child’s Dossier (NACC-IRM level) - Surrendered/ Abandoned/Foundling/Neglected Children</b>				
<i>Additional Requirements*</i> <i>*Other requirements are the same as the requirements during the CDCLAA application</i>				
Health and Medical Profile (updated within the last 6 months or more recent if there is significant progress/development in the child’s medical condition)				
Regional Adoption Clearance (RAC) for Interregional Matching				
Psychological evaluation for children five (5) years old and above prepared within 2 years based on the date of the report				
Additional Supporting Documents:				
<ol style="list-style-type: none"> <li>1. Death Certificate of biological parents (if deceased)</li> <li>2. Psychiatric/ Psychological Evaluation Report of biological parents (if applicable)</li> <li>3. DVC of husband (if the child was born within a valid marriage, Marriage Certificate (if necessary)</li> </ol>				
<b>Clients Steps</b>	<b>Agency Action</b>	<b>Fees to be paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>

<p>1. Request for issuance Intercountry Adoption (ICA) Clearance.</p>	<p>Upon receipt of the child's' dossiers, the NACC Social Worker matching secretariat shall conduct the following:</p> <p>1.1 Acknowledge the Child Case Study Report and other documentary requirements and make assessments and recommendations.</p> <p>1.2 Review the Child Case Study Report and its supporting documents and notify the child's adoption social worker of the status of the case through an official memorandum or letter approved by the Head of the unit.</p>	<p>None</p> <p>None</p>	<p>1 working day</p> <p>10 working days</p>	<p><b>Division Head</b> - DAAD</p> <p><b>Division Head</b> - DAAD</p>
<p>2. Comply with the comments and recommendations</p>	<p>2.1 If the dossier/s of the child is sufficient in form and substance, the DAAD Secretariat shall include the case in the roster for presentation in the interregional matching conference.</p>	<p>None</p>	<p>15 working days</p>	<p><b>RACC Officer</b> – RACCO</p> <p><b>Division Head</b> - DAAD</p>

	<p>2.2 Prepare a roster and agenda of children available for the interregional matching conference.</p> <p>2.2.1 Invite and request the handling social worker of the child to prepare a visual or PowerPoint presentation of their cases for the issuance of ICA Clearance.</p> <p>2.2.2 Inform and invite the IRM-CPC members to the matching conference.</p> <p>2.2.3 Provide the IRM-CPC members advance copies of the child/ren's' dossiers for review</p>	None	7 working days	<b>Division Head</b> - DAAD
	<p>2.3 Conduct/present the case of the child/ren in the matching conference. Ensure a quorum of the IRM-CPC members (three (3) out of five (5) CPC members).</p>	None	1 working day	<b>Division Head</b> - DAAD

	<p>2.3.1 Provide substantial comments, observations, and comments/inputs on the cases presented. Deliberation among the CPC members shall be conducted the issuance of ICA clearance.</p> <p>2.3.2 A maximum of two presentations for matching shall be done for each case of a child, before their endorsement for intercountry adoption; except for cases of children needing special home finding.</p> <p>2.3.3 Children not matched during the presentation for interregional matching shall be issued with ICA Clearance. A justification shall be written supporting the decision to endorse the child to ICA.</p> <p>2.4 Document the matching proceeding and</p>	None	2 working days	<b>Division Head</b> - DAAD
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	<p>prepare the minutes of the meeting. The CPC will deliberate and provide their recommendation on the cases presented to the Executive Director for approval.</p>			
	<p>2.5. Facilitation of the issuance of ICA Clearance for concerned children approved by the IRM-CPC during the matching conference shall be conducted. The ICA Clearance shall be signed by the IRM-CPC, Executive Director, Deputy Director for Services, or their authorized representative.</p>	None	2 working days	<p><b>Division Head</b> - DAAD</p> <p><b>Executive Director</b> – OED or</p>
	<p>2.6 Endorsement of the dossier for ICA shall be done after the ICA Clearance has been accomplished and issued.</p>	None	1 working day	<p><b>Division Head</b> - DAAD</p> <p><b>Records Officer</b> – Records Unit</p>
<p><b>Total Fees to be Paid: 0.00</b> <b>Total Processing Time: 38 working days</b></p>				

## Domestic Adoption Application for Prospective Adoptive Parents

<b>Office, Division or Unit:</b>	Regional Alternative Child Care Office (RACCO)
<b>Classification:</b>	Highly Technical
<b>Type of transaction:</b>	G2G – Government to Government G2C – Government to Citizens
<b>Who may avail:</b>	Any Individual or couple who is qualified to adopt Child Placing Agencies (CPAs) Local Government Units (LGUs)
<b>Checklist of requirements</b>	<b>Where to Secure</b>
<b>Prospective Adoptive Parent/s (PAP/s) Dossier</b>	
Application and Undertaking Form	RACCO, CPA
Authenticated or SECPA copy of the Birth Certificate of the applicant/s	Philippine Statistics Authority (PSA)
Authenticated or SECPA copy of the Marriage Certificate and/or Certificate of No Marriage in SECPA form, in case of termination of marriage, Authenticated Divorce papers with copy of court decision and Certificate of Finality by their Consulate if foreign applicant; Annulment Decree with Certificate of Finality, Declaration of Nullity, or legal Separation Documents for Filipino applicant	PSA, Philippine Court
Written Consent from the appropriate person/s	Applicant
Medical Evaluation form with test results and Medical Certification by a duly licensed physician. The Certification should indicate that the applicant has no medical condition that prevents him or her from acting or assuming parental responsibilities and taken at least six months from the time of preparation of the Home Study Report.	Licensed Physician
Psychological Evaluation report on the applicant/s, as recommended by the social worker	Licensed Psychologist
National Bureau of Investigation (NBI) or Police Clearances or Court Clearances issued within one (1) year before the filing of the application	NBI, Police Station

Latest Income Tax Return (ITR) or any other documents showing financial capacity, e.g. Certificate of Employment, Bank Certificate, or Statement of Assets and Liabilities;	BIR, Bank, Company/Organization of Employment			
Letters attesting to the character and general reputation of the PAP/s from at least three (3) non-related character references, of one preferably from an employer or supervisor or with whom the adoptive applicant/s have business dealings. The contact details of the person attesting and the date of its signing must be indicated in the letter	Company/Organization of Employment - Employer or Supervisor			
5R (127mmx178mm) sized photos of the applicant/s, his or her immediate family members and their home, taken within the last six (6) months from the date of submission of application; all photos must be dated	Applicant			
Certificate of Finality (if with a previously adopted child)	Applicant, Philippine Court			
Certificate of Attendance to Adoption Forum	RACCO, CPA, Accredited Adoption Social Worker			
Home Study Report (HSR)	RACCO, CPA, Accredited Adoption Social Worker, LGU			
<b>Additional Requirements for Foreign Nationals</b>				
Certificate of Residency in the Philippines for at least five years issued by the Bureau of Immigration or Department of Foreign Affairs, as appropriate.	Bureau of Immigration (BI) or Department of Foreign Affairs (DFA)			
Police Clearance from police authorities where the foreign applicant has lived for more than 12 months at any time in the past 15 years	Police Authority			
<i>NOTE: Other documents may be required by the social worker as deemed necessary based on their assessment and recommendation.</i>				
<b>Clients Steps</b>	<b>Agency Action</b>	<b>Fees to be paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. The adoptive applicant/s may either contract the services of a	1.1 Convene/conduct virtual or face-to-face pre-adoption seminar/forum for adoptive applicants.	None	1 working day	<b>RACC Officer - RACCO</b>

<p>CPA or a certified/ accredited adoption social worker or seek assistance from an adoption social worker of the RACCO Family Development Unit (FDU) or LSWDO in the application.</p>	<p>1.1.1 Inform the applicant/s of the profile of children for adoption, supporting/documentary requirements of the adoption application, waiting period, procedures and other pertinent information.</p> <p>1.1.2 Issuance of Certificate of Attendance to the participants.</p> <p>1.2 Upon the receipt and acceptance of the case of the applicant/s, the managing social worker or adoption social workers shall gather information on the applicant/s and assess their motivation to adopt child/ren</p> <p>1.2.1 Facilitate the accomplishment of the Undertaking and Application Form, conduct interviews and counseling with the applicant/s and their immediate family members and significant others, facilitate the signing of the type of child acceptable to the family checklist and advise the applicant/s to prepare 3 sets (1 original, 2 photocopy) of the documentary requirements enumerated above</p>	<p>None</p>	<p>1 working day</p>	<p><b>RACC Officer - RACCO</b></p>
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	<p>1.3 Examine the Application and its supporting documents if complete</p> <p>1.4 Do home visits and conduct interviews and counseling with the adoptive applicant/s, their immediate family members and significant others informing and soliciting their thoughts and feelings on the adoptive applicant/s decision to adopt</p> <p>1.4.1 Prepare a Home Study Report based on all information gathered, along with a complete set of requirements</p>	<p>None</p> <p>None</p>	<p>10 working days</p> <p>30 working days</p>	<p><b>RACC Officer - RACCO</b></p> <p><b>RACC Officer - RACCO</b></p>
<p>2. File/Endorse the application with the complete set of supporting documents to the RACCO Matching Unit. As provided, that filing/ endorsement may also be done by the applicant or by an adoption social worker or a child</p>	<p>2.1 The receiving RACCO - Matching Unit social worker shall check the completeness of the supporting documents of the application and fill out the checklist. A receiving copy of the accomplished checklist must be provided to the client. Only applications with complete documentary requirements shall be docketed and accepted</p> <p>2.2 The handling social worker will review the sufficiency in form and substance of the application and make</p>	<p>None</p> <p>None</p>	<p>1 working day</p> <p>15 working days</p>	<p><b>RACC Officer - RACCO</b></p> <p><b>RACC Officer - RACCO</b></p>

placing agency (CPA)	<p>recommendation to the RACC Officer</p> <p>2.2.1 Comments on the application and supporting documents must be communicated by the RACCO to the adoption social worker through a memorandum or letter.</p>			
<p>3. Comply to the comment of the RACCO</p> <p>In case the required documents will not be available within the prescribed period of submission, a status report on the action taken by the adoption social worker must be submitted to the RACCO.</p>	<p>3.1 Once the application is found to be sufficient, the RACCO- Matching Unit social worker shall schedule the presentation of the application with the RCPC and prepare the corresponding briefer.</p> <p>3.2 The adoptive applicant/s and the adoption social worker, will be informed of the date of their appearance before the RCPC</p>	<p>None</p> <p>None</p>	<p>7 working days</p>	<p><b>RACC Officer – RACCO</b></p> <p><b>RACC Officer - RACCO</b></p>
<p>4. Assessment and appearance as PAP/s</p>	<p>4.1 The RCPC will interview the adoptive applicant/s and the adoption social worker, and act on the application/endorse their recommendation to the RACC Officer</p> <p>4.2 The RCPC may require additional information or</p>	<p>None</p> <p>None</p>	<p>1 working day</p> <p>15 working days, if additional</p>	<p><b>RACC Officer - RACCO</b></p> <p><b>RACC Officer - RACCO</b></p>

	<p>documents from the adoptive applicant/s to substantiate the HRS.</p> <p>Failure of the adoptive applicant/s to comply shall not preclude the RCPC from acting on the application based on the evidence at hand.</p> <p>4.3 Once the RCPC recommends for the approval of the application, the RACCO- Matching Unit social worker will facilitate the signing of the Certificate of Approval of the Adoption Application (CAAA) by the RCPC. Then, the RACC social worker shall endorse the CAAA to the RACC Officer for approval and inclusion to the Roster of Approved Applicant/s. The roster shall be maintained by the RACCO and made accessible to the RCPC for matching purposes</p> <p>The minutes of the proceedings during the appearance and the Certificate of Approval of Adoption Application will be attached as part of the supporting documents</p> <p>4.4 The RACCO social worker will inform the</p>	<p>None</p> <p>None</p>	<p><i>information or documents are needed</i></p> <p>2 working days</p> <p>3 working days</p>	<p><b>RACC Officer - RACCO</b></p>
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	applicant/s copy furnished the adoption social worker, in writing, of the decision on the application			<b>RACC Officer - RACCO</b>
<b>Total Fees to be Paid: 0.00</b>				
<b>Total Processing Time: 71 working days / 86 working days, if additional information or documents were required by the RCPC</b>				

### Domestic Adoption - Regional Matching

Service Information: The regional matching conference is the righteous process for matching children legally available for adoption to an approved prospective adoptive parent/s. The Regional Child Placement Committee presided over the conference, which shall deliberate on the approval of the matching. The conduct of the regional matching conference by the RCPC shall be at least twice a month but not to exceed four times a month. The principal and alternate members of the RCPC shall be identified to avoid delay or postponement of the matching conference.

During the regional matching, the RCPC shall judiciously match/pair an approved adoptive applicant/s with a child legally available for adoption. The proposed match shall be founded on the child's needs and best interest vis-a-vis the capability and commitment of the prospective adoptive parents to provide such needs and promote a mutually satisfying parent-child relationship. Two regional matching conferences shall be conducted for each child except for a child needing special home finding.

<b>Office, Division or Unit:</b>		Regional Alternative Child Care Office (RACCO)		
<b>Classification:</b>		Highly Technical		
<b>Type of transaction:</b>		G2G – Government to Government G2C – Government to Citizens		
<b>Who may avail:</b>		Child Caring Agencies (CCAs), Child Placing Agencies (CPAs), Local Government Units (LGUs)		
<b>Checklist of requirements</b>		<b>Where to Secure</b>		
PAP/s Dossier		RACCO		
Child's Dossier		RACCO, CCA, CPA, RCF, LSWDO		
<b>Clients Steps</b>	<b>Agency Action</b>	<b>Fees to be paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1.Endorse of the PAP/s and child's dossier for	1.1 Acknowledge and review the Child Case Study Report/Home Study Report/Social Case Study Report and	None	10 working days	<b>RACC Officer - RACCO</b>

<p>Regional Matching</p>	<p>other documentary requirements</p> <p>1.2 Notify the approved adoptive applicant/s and child's adoption social worker of the status of the case through an official memorandum or letter</p> <p>1.3 If the dossier of the child is sufficient in form and substance, the RACCO Secretariat shall include the case of the child in the roster for presentation at the regional matching conference</p> <p>1.4.1 Inform and invite the managing social worker of the child and PAP/s to present the case for matching (through a memorandum or letter)</p> <p>1.4.2 Schedule the matching and invite the members of RCPC, the adoption social workers of the child and the social worker of the approved applicant/s through an official letter or memorandum to the Head of Agency</p> <p>1.4.3 Provide advance copies of the dossiers of children and approved adoptive applicants to the RCPC members</p>	<p>None</p> <p>None</p> <p>None</p>	<p>1 working day</p> <p>3 working days</p> <p>7 working days</p>	<p><b>RACC Officer - RACCO</b></p> <p><b>RACC Officer - RACCO</b></p> <p><b>RACC Officer - RACCO</b></p>
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	<p>1.5 Conduct /present the child and PAP/s' case in the matching conference</p> <p>1.6.1 Provide substantial comments/observations and inputs on the cases presented and deliberate matching of children and PAP/s</p> <p>1.6.2 Once approved, issue a Certificate of Matching</p> <p>1.6.3 For cases of children not matched after the second presentation, an approved Regional Clearance for interregional matching together with the child/PAP/s' dossier will be transmitted to the Central Office</p>	<p>None</p> <p>None</p>	<p>1 working day</p> <p>3 working days</p>	<p><b>RACC Officer - RACCO</b></p> <p><b>RACC Officer – RACCO</b></p> <p>RCPC</p>
<p>2. Acceptance of matching</p>	<p>2.1 If matched, Inform the PAP/s on the result of the matching along with the CSR, Health and Medical Profile and other necessary reports as attachment.</p> <p>2.1.1 Submit a written letter if the PAP/s accept the matching proposal.</p> <p>2.1.2 Submit a written explanation citing the reasons for non-acceptance of the</p>	<p>None</p>	<p>2 working days</p>	<p><b>RACC Officer - RACCO</b></p>

	<p>matched. Acceptability on the reasons shall be based on the result of the evaluation of the RACC Officer</p>			
	<p>2.2 Pre-Adoptive Placement Authority (PAPA) shall be issued once the written acceptance letter of the PAP/s has been received</p>	None	2 working days	<b>RACC Officer – RACCO</b>
	<p>2.3 Facilitate and coordinate the physical transfer of the child to PAP/s. Schedule of the actual transfer of the child, shall be agreed upon by the concerned parties.</p>	None	15 working days	<b>RACC Officer - RACCO</b>
	<p>2.4 Conduct of the Supervised Trial Custody (STC) for a period of not more than (6) months shall be undertaken by the adoption social worker</p>	None	6 months	<b>RACC Officer - RACCO</b>
	<p>2.5 Prepare Final Supervisory Report, updated SCSR and recommendation for filing of the Domestic adoption</p>	None	15 working days	<b>RACC Officer - RACCO</b>
<p><b>Total Fees to be Paid: 0.00</b>  <b>Total Processing Time: 59 working days, excluding the 6 months STC</b></p>				



## INTER-COUNTRY ADOPTION

### Inter-country Adoption Application for Prospective Adoptive Parents

It describes the step-by-step process for Prospective Adoptive Parents (PAPs).

<b>Office, Division or Unit:</b>	Inter-country Adoption Division (ICAD)
<b>Classification:</b>	Highly Technical
<b>Type of transaction:</b>	G2G – Government to Government G2B – Government to Business
<b>Who may avail:</b>	Foreign Adoption Agencies (FAAs) Central Authorities (CAs)
<b>Checklist of requirements</b>	<b>Where to Secure</b>
Two (2) or more photos of the applicant/s, preferably close-up and whole-body photo devoid of accessories (i.e. shades, sunglasses, hats), photos of the applicant/s child/ren and other family members, internal and external parts of the home and surroundings	FAAs, CAs, Government agencies/offices
Undertaking of the Applicant/s (PAP/s should tick off all applicable items);	FAAs, CAs, Government agencies/offices
Information and Personal Data of Applicant/s (Personally filled up by applicant/s, signed and notarized);	FAAs, CAs, Government agencies/offices
Home Study Report (To follow NACC Guidelines inclusive of child caring and guardianship plans);	FAAs, CAs, Government agencies/offices
Type of Child Acceptable to Family Checklist (There should be no inconsistency between the answers on this checklist and in the HSR, and in the Certificate of Suitability);	FAAs, CAs, Government agencies/offices
Birth Certificate (Original or Certified True Copy);	FAAs, CAs, Government agencies/offices
Medical Evaluation;	

Psychological Evaluation (If PAP/s are undergoing therapy or medication/s for psychological/psychiatric conditions, must specify most current type of therapy, duration, medication, diagnosis and prognosis). Indicate Psychological Tests used-e.g., MMPI-2-RF, Neo-PIR, 16-PF, etc.;	FAAs, CAs, Government agencies/offices
Self-Report Questionnaire;	FAAs, CAs, Government agencies/offices
Original or Certified True Copy of the Marriage Certificate;	FAAs, CAs, Government agencies/offices
Certified True Copy of Divorce Decree, if applicable;	FAAs, CAs, Government agencies/offices
Written Consent to PAPs adoption plan of children 10 years old and above;	FAAs, CAs, Government agencies/offices
Police Clearance (or its equivalent);	FAAs, CAs, Government agencies/offices
Character References (from all the following persons who have known the applicant/s for at least five (5) years: *Church minister, priest or pastor; *Employer (For each PAP, a description of his or her work ethics, relationships with superiors, co-employees and subordinates, performance levels, among others); and *Non-relative member of the PAP/s' immediate community.	FAAs, CAs, Government agencies/offices
Letter of Acceptance by designated guardian/s (To include brief background information on the guardians, e.g., age, health, occupation, address and relationship to PAP/s);	FAAs, CAs, Government agencies/offices
Income Tax Return (latest certified true copy or its equivalent);	FAAs, CAs, Government agencies/offices
Adoption Decree (if with previously adopted Filipino child/ren);	FAAs, CAs, Government agencies/offices

Application Fee of US \$200.00 (cheque or bank transfer, if bank transfer includes the bank transaction slip);		FAAs, CAs, Government agencies/offices		
Undertaking and Oath Regarding Complete and accurate information on PAP/s (signed and notarized); and		FAAs, CAs, Government agencies/offices		
Certificate of Suitability (Note: vary per country)		FAAs, CAs, Government agencies/offices		
<b>Clients Steps</b>	<b>Agency Action</b>	<b>Fees to be paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
<b>PAPs for Regular Adoption</b>				
<i>Prospective Adoptive Parents (PAPs) applying for regular adoption are included in the Roster of Approved Applicants (RAA) once they are approved by the NACC and will be eventually matched with a child cleared for intercountry adoption</i>				
1. FAAs/ CAs endorses to NACC the adoption application dossier of PAPs	1.1 Review of the adoption application by the social worker	US \$200 application fee	20 working days	<b>Division Head – ICAD</b>
	1.2 Prepare the Home Study Report Review	None		<b>Division Head – ICAD</b>
	1.3 Send notice of acknowledgement or deficiencies (i.e. lacking documents or information) on the adoption application to FAA/CA	None		<b>Division Head - ICAD</b>
2. FAA/CA endorses the requested information or documents	2.1 Preparation of Executive Summary and scheduling of presentation to the Child Placement Committee	None	20 working days	<b>Division Head – ICAD</b>
	2.2 Send notice to the FAA/CA on the CPC	None		<b>Division Head - ICAD</b>

	recommendation on the application.			
3. For deferred applications, the FAA/CA will comply with the request of the CPC	3. Send notice to the FAA/CA on the request/s of the CPC	None	2 working days	<b>Division Head - ICAD</b>
4. For disapproved applications, the FAA/CA may make an appeal the decision before the Executive Director	4. Send notice to the FAA/CA of the decision on the application	None	For ICAD Social Worker, 2 working days  For the CA/FAA, fifteen 15 working days	<b>Division Head – ICAD</b>  <b>Executive Director - OED</b>
<b>Total Fees to be Paid: US \$200.00</b> <b>Total Processing Time: 40 working days</b> <b>*Additional 2 working days for deferred applications</b> <b>*Additional 17 working days for the appeal of disapproved applications</b>				
<b>Relative Adoption Application</b>  <i>A relative refers to a family member or to a person within the fourth (4th) civil degree of consanguinity or affinity from the child to be adopted</i>				
1. Endorsement of the Questionnaire for Relative Adoption (QRAA) by the FAA/ CA	1. Assessment of the QRAA	None	10 working days	<b>Division Head - ICAD</b>
2. FAA/ CA endorses to NACC the adoption application dossier of PAPs	2.1 Review of the adoption application by the social worker	US \$200 application fee	20 working days	<b>Division Head – ICAD</b>
	2.2 Send notice of acknowledgement or notice of	None		<b>Division Head - ICAD</b>

	deficiency to the FAA/ CA			
3. FAA/ CA to endorse requested information and/or documents	3.1 Review and acknowledge information and/or documents	None	20 working days	<b>Division Head – ICAD</b>
	3.2 Prepare the Executive Summary together with information on the prospective adoptee for review/approval of the Unit Supervisor/Division Head and for presentation to the CPC	None		<b>Division Head - ICAD</b>
<b>Total Fees to be Paid: US \$200.00</b>				
<b>Total Processing Time: 50 working days</b>				
<b>PAPs for Children under Special Home Finding</b>				
<i>Special Home Finding refers to the process of recruiting or identifying suitable adoptive parents for children with special needs through the Central Authority or a Foreign Adoption Agency of the State if there are no available families in the Roster of Approved Applicants.</i>				
1. FAAs/ CAs endorses to NACC the profile or the adoption application dossier of PAPs	1.1 Review of the profile or the adoption application by the social worker	None, if profile only	20 working days	<b>Division Head - ICAD</b>
	1.2 Send notice of acknowledgement or deficiencies (i.e. lacking documents or information) on the adoption application to FAAs/CAs	US \$200 application fee, if adoption application		
2. CA/FAA to endorse requested information	2.1 Review and acknowledge information and/or documents	None	20 working days	<b>Division Head – ICAD</b>

and/or documents	2.2 Prepare the Executive Summary together with information on the prospective adoptee for review/approval of the Unit Supervisor/Division Head and for presentation to the CPC	None		<b>Division Head - ICAD</b>
<b>Total Fees to be Paid: US \$200.00</b>				
<b>Total Processing Time: 50 working days</b>				

### Inter-country Relative Adoption Application of Prospective Adoptive Parents

It describes the step-by-step procedure when adopting a Filipino child by relatives habitually residing abroad (former Filipinos) within the fourth (4<sup>th</sup>) degree of consanguinity or affinity.

<b>Office, Division or Unit:</b>		Inter-country Adoption Division – Relative Adoption Unit (ICAD-RAU)		
<b>Classification:</b>		Highly Technical		
<b>Type of transaction:</b>		G2G – Government to Government G2B – Government to Business		
<b>Who may avail:</b>		Regional Alternative Child Care Office (RACCO) Prospective Adoptive Parents (PAPs) Foreign Adoption Agency (FAA) Central Authority (CA)		
<b>Checklist of requirements</b>		<b>Where to Secure</b>		
Questionnaire for Relative Adoption Applicants (QRAA)		NACC Website		
Dossier of Child		RACCO		
Dossier of PAPs		FAA/CA		
<b>Clients Steps</b>	<b>Agency Action</b>	<b>Fees to be paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. FAAs/ CAs endorses to NACC the duly accomplished QRAA and	1.1 Review of the QRAA and completeness	None  None	15 working days	<b>Division Head - ICAD</b>  <b>Division Head - ICAD</b>

supporting documents of PAPs	1.2 Acknowledgement of QRAA	None		<b>Division Head - ICAD</b>
	1.3 Request for lacking information / documents from FAA/CA	None		<b>Division Head - ICAD</b>
	1.4 Referral to concerned RACCO for eligibility assessment of child for intercountry adoption			
2. RACCO endorses to NACC results of the eligibility assessment:  a. Eligible (Child's ICA clearance and dossier)  b. Not eligible (Assessment Report / CSR)	2.1 If eligible:  2.1. a Review of the Child's Study Report and supporting documents  2.1.b Request from FAAs/CAs the endorsement of the PAPs' adoption application dossier  2.2If ineligible:  2.2.a Acknowledgement of Assessment Report / CSR  2.2.b Inform FAAs/CAs of the non-eligibility for intercountry	None          None	20 working days	<b>Division Head - ICAD</b>          <b>Division Head - ICAD</b>

	adoption of the child			
3. FAAs/CAs submits/ endorses to NACC the PAPs' adoption application dossier	3.1 Review of the PAPs' adoption application dossier	US \$200	10 working days	<b>Division Head - ICAD</b>
	3.2 Conducts home visit and interview with the children and custodians as deemed necessary	None	1 working day	<b>Division Head - ICAD</b>
	3.3 Preparation of Executive Summary and schedule the case for CPC presentation	None	20 working days	<b>Division Head - ICAD</b>
	3.4 Endorses the CPC's decision on placement recommendation to the FAAs/CAs:  a. Approved: Placement Proposal  b. Deferred: Notice of Deficiencies  c. Disapprove  d: Reason for disapproval	None	1 working day	<b>Division Head - ICAD</b>
<b>Total Fees to be Paid: 0.00</b> <b>Total Processing Time: 67 working days</b>				

## Request for the Retrieval of Adoption Information

It describes the step-by-step procedures when adoptees, adoptive parents, birth family, and FAAs/CAs request for retrieval of adoption information.

<b>Office, Division or Unit:</b>		Inter-country Adoption Division – Post Legal Adoption Services (ICAD – PLAS)		
<b>Classification:</b>		Highly Technical		
<b>Type of transaction:</b>		G2G – Government to Government G2B – Government to Business		
<b>Who may avail:</b>		Adoptees Adoptive Parents Foreign Adoption Agency (FAA) Central Authority (CA) Department of Social Welfare and Development (DSWD)		
<b>Checklist of requirements</b>		<b>Where to Secure</b>		
Post Legal Adoption Services-Client Identification Form		NACC website: <a href="https://www.nacc.gov.ph/">https://www.nacc.gov.ph/</a>		
<b>Clients Steps</b>	<b>Agency Action</b>	<b>Fees to be paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Fill-up the Post Adoption Services-Client Identification Form and indicate purpose or reasons for the request/s	1.1 Acknowledge the request for retrieval of adoption information	None	15 working days	<b>Division Head - ICAD</b>
	1.2 Request for lacking information from adoptees, adoptive parents, birth family, and FAAs/CAs, if any.	None	14 working days	<b>Division Head - ICAD</b>
	1.3 Retrieval of adoption files by Records Unit	None	5 working days	<b>Records Officer – Records Unit</b>
	1.3.1 If Minor, request for Psychological Evaluation from a licensed psychologist to determine the			5 working days

	<p>preparedness of the adoptee to receive information pertaining to his/her background</p> <p>1.3.2 If Adult Adoptee request for:</p> <p>i. Available information on file</p> <p>Transmittal/ endorsement of the adoption records (Child Study Report, Deed of Voluntary Commitment, Medical Evaluation Report, among others) to the requesting party once approved by the Executive Director.</p> <p>ii. If not available, coordinate with the concerned DSWD Field Office/ RACCO or CCA to obtain the requested information or documents.</p>		5 working days	<b>Division Head - ICAD</b>
<p><b>Total Fees to be Paid: 0.00</b>  <b>Total Processing Time: 44 working days</b></p>				

## Request for Amendment of Birth Certificate

<b>Office, Division or Unit:</b>		Inter-country Adoption Division – Post Legal Adoption Services (ICAD – PLAS)		
<b>Classification:</b>		Highly Technical		
<b>Type of transaction:</b>		G2G – Government to Government G2B – Government to Business		
<b>Who may avail:</b>		Adoptees Adoptive Parents Birth Family Foreign Adoption Agency (FAA) Central Authority (CA) Department of Social Welfare and Development (DSWD)		
<b>Checklist of requirements</b>		<b>Where to Secure</b>		
Post Legal Adoption Services-Client Identification Form		NACC website: <a href="https://www.nacc.gov.ph/">https://www.nacc.gov.ph/</a>		
Municipal Form 102		LCRO		
Certificate of Live Birth		PSA		
Apostilled Adoption Decree		NACC		
Original or Certified copy of the Placement Authority		NACC		
Affidavit of Late Registration				
Certification from NACC		NACC		
Processing Fee amounting to \$150.00		Applicant		
<b>Clients Steps</b>	<b>Agency Action</b>	<b>Fees to be paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Fill-up the Post Adoption Services-Client Identification Form and indicate purpose or reasons for the request/s	1.1 Acknowledge receipt of the request for amendment of birth certificate	None	5 working days	<b>Division Head - ICAD</b>
	1.2 Retrieval of adoption files by Records Unit	None	5 working days	<b>Records Officer – Records Unit</b>
2. Endorsement of the Processing Fee and original Adoption Decree duly	2.1 Acknowledges receipt of the processing fee and original Adoption Decree	USD \$150.00	2 working days	<b>Division Head - ICAD</b>
		None	10 working days	



	<p>Municipal Form No. 102 Certificate of Live Birth</p> <p>2.4 Submit the following documents to the Local Civil Registrar (LCR) where the adoptee was born or originally registered:</p> <p>*Three (3) sets of the Certificate of Registration and certified copy of the documents issued by the OCRG</p> <p>*Four (4) blank Municipal Form No. 102 Certificate of Live Birth signed by the adoptive mother</p> <p>*One filled-up Municipal Form No. 102 Certificate of Live Birth duly reviewed and approved by the adoptive parents</p> <p>*Payment of fees to the concerned LCR</p>	None	2 working days	<b>Division Head - ICAD</b>
	2.5 Requests the amended Birth	None	10 working days	

	Certificate in Security Paper (3 copies) from the PSA			<b>Division Head - ICAD</b>
	2.6 Endorse the amended birth certificate to the DFA Manila for apostille	None	1 working day	<b>Division Head - ICAD</b>
	2.7 Forward the apostilled amended Birth Certificate to the requesting party.	None	2 working days	<b>Division Head - ICAD</b>
<b>Total Fees to be Paid: UD \$150.00</b>				
<b>Total Processing Time: 43 working days</b>				

### Request to Reconnect with Peers/Friends from the same CCA

<b>Office, Division or Unit:</b>		Inter-country Adoption Division – Post Legal Adoption Services (ICAD – PLAS)		
<b>Classification:</b>		Highly Technical		
<b>Type of transaction:</b>		G2G – Government to Government G2B – Government to Business		
<b>Who may avail:</b>		Adoptees Adoptive Parents Birth Family Foreign Adoption Agency (FAA) Central Authority (CA)		
<b>Checklist of requirements</b>		<b>Where to Secure</b>		
Post Legal Adoption Services- Client Identification Form		NACC website: <a href="https://www.nacc.gov.ph/">https://www.nacc.gov.ph/</a>		
Name of adoptee and adoptive parents to be contacted		Requesting party		
<b>Clients Steps</b>	<b>Agency Action</b>	<b>Fees to be paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Fill-up the Post Adoption Services- Client Identification Form and indicate	1.1 Acknowledge of the request for retrieval of adoption information	None	2 working days	<b>Division Head - ICAD</b>

purpose or reasons for the request/s	1.2 Request for lacking information from adoptees, adoptive parents, birth family, and FAAs/CAs, if any	None	5 working days	<b>Division Head - ICAD</b>
	1.3 Retrieval of adoption files by Records Unit	None	2 working days	<b>Records Officer – Records Unit</b>
	1.4 Coordinate with the concerned DSWD/ RACCO/ CCA providing necessary information and purpose for the reconnection	None	2 working days	<b>Division Head - ICAD</b>
	1.5 If the peer or friend from the same CCA have been adopted, the social worker coordinates with the concerned FAA/CA providing necessary information and purpose for the reconnection.	None	2 working days	<b>Division Head - ICAD</b>
	1.6 Should the FAA/CA provide positive or negative feedback such will be shared with the requesting party.	None	2 working days	<b>Division Head - ICAD</b>
	<b>Total Fees to be Paid: 0.00</b>			

<b>Total Processing Time: 15 working days</b>
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**Request for Birth Country Travel/Homeland Visit/Heritage Tour**

<b>Office, Division or Unit:</b>		Inter-country Adoption Division – Post Legal Adoption Services (ICAD – PLAS)		
<b>Classification:</b>		Highly Technical		
<b>Type of transaction:</b>		G2G – Government to Government G2B – Government to Business		
<b>Who may avail:</b>		Adoptees Adoptive Parents Birth Family Foreign Adoption Agency (FAA) Central Authority (CA) Department of Social Welfare and Development (DSWD)		
<b>Checklist of requirements</b>		<b>Where to Secure</b>		
Post Legal Adoption Services-Client Identification Form		NACC website: <a href="https://www.nacc.gov.ph/">https://www.nacc.gov.ph/</a>		
Itinerary		Requesting party		
<b>Clients Steps</b>	<b>Agency Action</b>	<b>Fees to be paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Fill-up the Post Adoption Services-Client Identification Form and indicate purpose or reasons for the request/s	1.1 Acknowledge receipt of the request for Birth Country Travel/ Homeland Visit/ Heritage Tour	None	2 working days	<b>Division Head - ICAD</b>
	1.2 Retrieval of adoption files by Records Unit	None	5 working days	<b>Records Officer – Records Unit</b>
	1.3 Coordinate with the concerned DSWD/ RACCO or CCA for the schedule of visits	None	2 working days	<b>Division Head - ICAD</b>
	1.4 Arrange scheduled, planned, and supervised activity for minor or adult adoptees	None		<b>Division Head - ICAD</b>

	and adoptive parents i.e. visit to the orphanage or center and/or explore and experience the birth heritage/culture and learn more about their adoption history.			
<b>Total Fees to be Paid: 0.00</b>				
<b>Total Processing Time: 9 working days</b>				

### Search for Birthparent/s or Relatives

<b>Office, Division or Unit:</b>		Inter-country Adoption Division – Post Legal Adoption Services (ICAD – PLAS)		
<b>Classification:</b>		Highly Technical		
<b>Type of transaction:</b>		G2G – Government to Government G2B – Government to Business		
<b>Who may avail:</b>		Adoptees Adoptive Parents Birth Family Department of Social Welfare and Development (DSWD) Foreign Adoption Agency (FAA) Central Authority (CA) Department of Social Welfare and Development (DSWD)		
<b>Checklist of requirements</b>		<b>Where to Secure</b>		
Post Legal Adoption Services-Client Identification Form		NACC website: <a href="https://www.nacc.gov.ph/">https://www.nacc.gov.ph/</a>		
Personal History and Biography Questionnaire		NACC		
Authorization for Release of Information Form		Adoptee, Adoptive Parents		
Copy of valid ID		Adoptee, Adoptive Parents		
Adoptee’s First Letter		Adoptee		
<b>Clients Steps</b>	<b>Agency Action</b>	<b>Fees to be paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Fill-up the Post Adoption Services-Client	1.1 Acknowledge receipt of the request for	None	2 working days	<b>Division Head - ICAD</b>

Identification Form and indicate purpose or reasons for the request/s	search of birth family.	None	5 working days	<b>Division Head - ICAD</b>
	1.2 Request for lacking information / documents from adoptees, adoptive parents, birth family, and FAAs/CAs		15 working days	<b>Division Head - ICAD</b>
	1.2.1 If minor, request for Psychological Evaluation from a licensed psychologist to determine the preparedness of the adoptee to receive information pertaining to his/her background			<b>Division Head - ICAD</b>
	1.2.2 If adult adoptee: i. Retrieval of adoption files by the Records Unit and review of all case materials pertaining to the adoption  ii. Refer to the concerned DSWD and/or CCA to begin the search.			<b>Division Head - ICAD</b>
	1.3 In cases where the location of the	None		<b>Division Head - ICAD</b>

	<p>birthmother/ family is accessible by land travel, the NACC/RACCO social worker shall undertake the search process:</p> <p>i. Contact the DSWD Central Office, concerned Field Office and CCA/CPA for the retrieval of records and other documents that may assist in the search and for any leads that will help in the beginning of the search.</p> <p>ii. Carefully and discreetly make a plan on how to go about:</p> <p>ii.a Visit to the last known address of the birthparent/s and relatives</p> <p>ii.b Interviewing the birthparent/s and/or relatives</p> <p>ii.c Disclosure of the intent to search of the adoptee</p>			
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	<p>ii.d Securing permission/ consent to share information/ whereabouts of birthparent/s and/or relatives</p> <p>ii.e Possibility of reunion.</p>			
2. RACCO/CCA endorses to NACC the result of the search	<p>2.1 Review of the feedback report and supporting documents.</p> <p>2.2 Acknowledge receipt of feedback report</p> <p>2.3 Inform FAA/CA of the result of the search</p>	<p>None</p> <p>None</p> <p>None</p>	10 working days	<p><b>Division Head - ICAD</b></p> <p><b>Division Head - ICAD</b></p> <p><b>Division Head - ICAD</b></p>
3. Endorsement of the Personal History and Biography Questionnaire Form	<p>3.1 Acknowledge receipt of the Questionnaire Form.</p> <p>3.2 Endorse the Questionnaire Form to the adoptees/birth family through the concerned DSWD/CCA</p> <p>3.3 Plan and schedule reunion meeting.</p>	<p>None</p> <p>None</p> <p>None</p>	<p>2 working days</p> <p><i>Upon adoptee's request for reunion after the successful search for birth family</i></p>	<p><b>Division Head - ICAD</b></p> <p><b>Division Head - ICAD</b></p> <p><b>Division Head - ICAD</b></p>
4. Submit Authorization for Release of Information Form to be accomplished by the	<p>4.1 Acknowledge receipt of the Form</p> <p>4.2 Secure Approval/ Consent from the</p>	<p>None</p> <p>None</p>	2 working days	<p><b>Division Head - ICAD</b></p> <p><b>Division Head - ICAD</b></p>

adoptive and birth parents	birth parents, adoptive parents and the adoptee before contact and/or reunion with each other can be arranged.			
5. Endorsement of the itinerary of travel for the reunion meeting with the birth family	5.1 Acknowledge receipt of the itinerary of travel	None	15 working days	<b>Division Head - ICAD</b>
	5.2 Share the itinerary of travel to the concerned DSWD/CCA	None		<b>Division Head - ICAD</b>
	5.3 Require adoptee, adoptive parents and DSWD FO/CCA to give feedback and impression pertaining to the reunion and clarifications on issues that emerged during the reunion	None	20 working days	<b>Division Head - ICAD</b>
6. Adoptee submit feedback report	6.1 Acknowledge receipt of the feedback report.	None	15 working days	<b>Division Head - ICAD</b>
	6.2 Share the report with the concerned DSWD/CCA.	None		<b>Division Head - ICAD</b>
<b>Total Fees to be Paid: 0.00</b>				
<b>Total Processing Time: 86 working days</b>				

## Accreditation/Authorization of Foreign Adoption Agency (FAA):

This describes the step-by-step process for the accreditation/authorization of Foreign Adoption Agency (FAA). An FAA is a State Welfare Agency or licensed and accredited agency in the country of the foreign adoptive parents that provides comprehensive social services and is duly recognized by the NACC

<b>Office, Division or Unit:</b>	Inter-country Adoption Division (ICAD) Office of the Executive Director (OED)
<b>Classification:</b>	Highly Technical
<b>Type of transaction:</b>	G2B – Government to Business
<b>Who may avail:</b>	Foreign Adoption Agency (FAA)
<b>Checklist of requirements</b>	<b>Where to Secure</b>
License and/or accreditation or authorization from its government to operate as an adoption agency to carry out inter-country adoptions;	FAA and their government authority
Name and qualifications of the members of the Board of Directors, Senior Officers and other staff involved in inter-country adoption;	FAA
Detailed description of its programs and services, research studies and publications;	FAA
Audited financial report of the last two (2) years including sources of funds, adoption fees and charges;	FAA
Undertaking under oath that it shall assume responsibility for the selection of qualified applicants; that it shall comply with the Philippine laws on inter-country adoption; that it shall inform the NACC of any change in the foregoing information; and shall comply with post adoption requirements as specified by the NACC;	FAA
Agency Manual of Operations;	FAA
Other requirements which the NACC may deem necessary;	FAA

Accreditation/ Authorization fee		FAA		
Clients Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. FAA submits letter of intention to be accredited/ authorized by NACC together with the required documents	1.1 Reviews the completeness and accuracy of the documents submitted	Accreditation/ authorization fee of US \$3,000.00	4 hours	<b>Division Head</b> - ICAD
	1.2 Prepares a summary of the documents/ Review Form as reference of the NACC officials in the actual accreditation/ authorization visits to the FAA		1 working day	<b>Division Head</b> - ICAD
	1.3 NACC officials conducts actual accreditation/ authorization visits to the FAA		1 working day	<b>Division Head</b> - ICAD
	1.4 NACC officials prepare written report on the result of the visit and present the same to the Executive Director for decision		1 working day	<b>Division Head</b> - ICAD  <b>Executive Director</b> - OED
	1.5 If the NACC decides to approve, a Certificate of Authorization will be prepared for issuance		1 working day	<b>Division Head</b> - ICAD

	1.6 NACC issues the actual certificate to the concerned FAA		1 working day	<b>Division Head - ICAD</b>
<b>Total Fees to be Paid: US \$3,000.00</b>				
<b>Total Processing Time: 5 working days and 4 hours</b>				

### Request for Issuance of Certification of Non-NACC Adoption Cases

It describes the step-by-step process by which citizens have to follow if they would like to verify if an adoption passed through NACC (formerly ICAB).

<b>Office, Division or Unit:</b>		Inter-country Adoption Division – Family Welfare Unit, Special Projects Unit and Child Welfare Unit (ICAD – FWU, SPU, CWU)		
<b>Classification:</b>		Simple		
<b>Type of transaction:</b>		G2G – Government to Government G2B – Government to Business G2C – Government to Citizens		
<b>Who may avail:</b>		All Citizens		
<b>Checklist of requirements</b>		<b>Where to Secure</b>		
Adoption Decree, with English translation if applicable		Court who issued the adoption decree		
Letter of Request		Requesting Party		
<b>Clients Steps</b>	<b>Agency Action</b>	<b>Fees to be paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Requesting Party endorses the request by letter or verbal for walk-in clients	1.1 Review and evaluate the documents submitted	None	20 minutes	<b>Division Head - ICAD</b>
	1.2 Verify with Records Unit the adoption case	None	10 minutes	<b>Division Head - ICAD</b>
	1.3 Prepare and endorse the Certification that the case was not processed by ICAB/ NACC for signature of	None	10 minutes	<b>Division Head - ICAD</b>

	<p>the Executive Director</p> <p>1.4 Depending on the availability of the authorized signatory, the Certificate may be available within the day or the following day. The requesting party is informed when to pick up the document.</p>	None	1 working day	<b>Division Head</b> - ICAD
<p><b>Total Fees to be Paid:</b></p> <p><b>Total Processing Time: 1 working day and 40 minutes</b></p>				



## ALTERNATIVE CHILD CARE (FOSTER CARE)

### Licensing of Foster Parent/s

This process applies for the issuance of Foster Family Care License (FFCL) by the Regional Alternative Child Care Offices (RACCO) to approved Foster Parent/s authorizing to provide foster care to foster children

<b>Office, Division or Unit:</b>	Regional Alternative Child Care Office (RACCO)
<b>Classification:</b>	Highly Technical
<b>Type of transaction:</b>	G2G – Government to Government G2C – Government to Citizens
<b>Who may avail:</b>	Foster Parent/s
<b>Checklist of requirements</b>	<b>Where to Secure</b>
1 Copy of Original Duly Accomplished Application Form	RACCO
1 Copy of Original PSA Security Paper (SecPa) Copy of Birth Certificate	Philippine Statistics Authority (PSA)
1 Copy of Original PSA Security Paper (SecPa) Copy of Marriage Certificate, if married	PSA
1 Copy of Original or at least Certified True Copy from the original Declaration of Nullity of Marriage, Legal Separation, Annulment, or Divorce, if applicable	Regional Trial Court (RTC) or applicant/s' lawyer
1 Copy of Original Medical Certificate issued at least 6 months from the time of application	Public or Private Clinics/Hospitals
1 Copy of Original or Photocopy of Income Tax Return (ITR), or original copy of Certificate of Employment (CoE) or any document to show proof of income	Bureau of Internal Revenue (BIR)/Applicant's Company/Employer/ Other Agency where can provide documents to show proof of income of applicant/s
1 Copy of Original National Bureau of Investigation (NBI) Clearance or Police Clearance at least within a year from the date of application	National Bureau of Investigation (NBI)/ Philippine National Police (PNP)
1 Copy of Original Barangay Certificate stating that the applicant is	Barangay where the applicant/s reside

a resident of the barangay, the length of his/her residence therein, he/she is of good moral character	
Whole Body Photos of the applicant at least 6 months from the date of application. The date when the photo was taken must indicated	Applicant
Photograph of the interior and exterior of the applicant's house	Applicant
Photocopy of PhilHealth ID and copy of updated Members Data Record or Health Maintenance Organization (HMO) record when said HMO allows its principal members to declare a foster child as a dependent	PhilHealth
Original Copy of written consent of biological children, age 10 years and above, if living in the household	Applicant/s' biological children living in the household
Original copy of letters from three non-relative Character References who have known the applicants for at least three years	Applicant/s' non-relative who have known him/her for at least three (3) years
1 Copy of Original Certificate of Attendance at Foster Care Forum (Digital Copy is accepted)	RACCO
3 to 5-minute video of the applicant/s which includes a tour of their home, a short statement on family dynamics, and plans on how they intent to nurture a healthy parent-child and siblings' relationship with their prospective foster child	Applicant
Other Requirements based on Social Worker's Assessment, as applicable.  NOTE: Other document/s may be required is/are necessary on the case management of intensive cases	Applicant
<b>Additional Requirements for Alien Applicants:</b>	
1 Original Copy of Certificate of Residence in the Philippines	Bureau of Immigration (BI) or Department of Foreign Affairs (DFA)
Original Copy of Letter of two (2) Character References from non-relatives who know the applicants in the country of which he or she is a citizen or was a resident prior to	Applicant/s' non-relatives who have known him/her in the country of which he or she is a citizen or was a resident prior to residing in the Philippines

residing in the Philippines, except for those who have resided in the Philippines for more than 15 years				
At least 1 Certified True Copy of Passport (showing the applicant's citizenship/nationality)  Note: An alien must reside in the Philippines for at least 12 continuous months at the time of the application		DFA		
1 Original Copy of Undertaking from the applicant/s that he/she will maintain such residence until the termination of placement of the foster child/ren by the NACC or expiration of the FFCL		Applicant/s		
<b>Clients Steps</b>	<b>Agency Action</b>	<b>Fees to be paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Attendance to Foster Care Forum	1.1 Conduct of orientation on R.A. No. 10165 or Foster Care Act of 2012	None	4 hours	<b>RACC Officer</b> - RACCO
	1.2 Issuance of Certificate of Attendance to Foster Care Forum	None	30 minutes	<b>RACC Officer</b> - RACCO
2. Filling-up of Application Form and Submission of Complete Documentary Requirements	2.1 Receive and log the receipt of the documents in the track monitoring system from the client and endorses such to the concerned RACCO Social Worker	None	15 minutes	<b>RACC Officer</b> - RACCO
	2.2 Acknowledge and review/ assess the correctness and completeness of the applicant's application form and supporting documents.	None	1 working day	<b>RACC Officer</b> - RACCO

	<p>2.2.1 If complete, the RACCO Foster Care Social Worker shall schedule a 1 to 2 planned visit and conduct collateral interview with applicant's family and community members.</p> <p>2.2.2 If incomplete, the applicant/s shall be notified, through RACCOs/LGUs/CPAs, with a memo/ letter citing the lacking documents</p>		<p>30 minutes</p> <p><i>Additional 3 working days, if client will comply</i></p>	
3. Prepare for the RACCO assessment and home visit	<p>3.1 Upon receipt of the complete documentary requirements, the RACCO Social Worker shall conduct home visits and collateral interviews</p> <p>3.2.1 If assessed not favorable, the RACCO Social Worker shall officially send a notice informing the applicants of the reason for disapproval and return the dossier of the applicant/s</p> <p>3.2.2 If assessed eligible to become Foster Parent/s, prepares a draft comprehensive Home Study Report (HSR) as a result of the interview and home visit.</p>	<p>None</p> <p>None</p>	<p>Within 5 working days from the submission of complete documentary requirements (RA No. 10165)</p> <p>Within 20 working days from the date of home visits. (RA No. 10165)</p>	<p><b>RACC Officer</b> - RACCO</p> <p><b>RACC Officer</b> - RACCO</p>

	<p>3.3 Review the draft HSR, provide inputs/comments and recommend approval.</p>	None	1 working day	<b>RACC Officer</b> - RACCO
	<p>3.3.1 If HSR with revision, enhance the draft HSR based on inputs and recommendation of the Immediate Supervisor</p>		3 working days	
	<p>3.3.2 If with no revision, approve the draft HSR</p>		1 working day	
	<p>3.4 Endorse scanned copy of the applicant's dossier and approved HSR to the Matching Secretariat</p>	None	3 working days	<b>RACC Officer</b> - RACCO
	<p>3.5 Receive and log the dossier and HSR in the tracking monitoring system and endorse to RACCO Secretariat Matching</p>	None	15 minutes	<b>RACC Officer</b> - RACCO
	<p>3.6 Review the approved HSR and complete documentary requirements of applicants</p>	None	5 working days	<b>RACC Officer</b> - RACCO
	<p>3.6.1 If there are lacking information and/or documents, the applicant/s shall be notified through the RACCO/LGU/CPA with a letter/memo</p>		1 working day	

	<p>discussing the recommendations</p> <p>3.6.2 If in form and substance, the dossier shall be transmitted to the RCPC members for review</p> <p>3.7 Present the foster care application to the RCPC members</p> <p>3.8 Deliberate and make recommendation on the foster care application</p> <p>3.8.1 If deferred, send an official letter/memo to the applicant/s through the RACCO Social Worker the reason of deferment and advise to comply with the recommendations of the RCPC</p> <p>i. Review the compliance and submit to RCPC for further deliberation</p> <p>3.8.2 If disapproved, notify the applicant/s through an official memo the reason of disapproval. The applicant/s may file Motion of Reconsideration</p> <p>i. Review the Motion of Reconsideration</p>	<p></p> <p>None</p> <p>None</p> <p></p> <p></p> <p></p> <p></p> <p></p>	<p>3 working days</p> <p>1 working day</p> <p></p> <p>3 working days</p> <p>Additional 13 working days if will comply</p> <p>3 working days</p> <p><i>Additional 13 working days if</i></p>	<p></p> <p><b>RACC Officer</b> - RACCO</p> <p><b>RACC Officer</b> - RACCO</p> <p></p> <p></p> <p></p> <p></p>
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	and submit to RCPC for further deliberation		<i>with motion for reconsideration</i>	
	3.8.3 If approved, send official letter to the applicant/s, through the RACCO Social Worker/LGU and CPA the result of deliberation, attached the Foster Family Care License (FFCL) and Foster Care ID (FCID) for signature.		3 working days	
4. Claim FFCL and FCID	4.1 Prepare a letter addressed to RACCO Officer for signature of FFCL	None	3 working days	<b>RACC Officer</b> - RACCO
	5.2 Approve and sign FFCL and FCID	None		<b>RACC Officer</b> - RACCO
	5.3 Endorse signed FFCL and FCID to Records Unit for transmittal	None		<b>RACC Officer</b> - RACCO
	5.4 Release of signed FFCL and FCID to the applicant through the RACCO/LGU/CPA.	None	1 working day	<b>RACC Officer</b> - RACCO
<b>Total of Fees to be Paid: 0.00</b>				
<b>Total of Processing Time if with complete requirements, no revisions and approved: 47 working day and 5 hours</b>				
<b>*Additional 3 working days if client will comply on incomplete requirements</b>				
<b>*Additional 2 working days if HSR needs revision</b>				
<b>*Additional 13 working days if deferred and will comply or disapproved and will submit motion for consideration</b>				

## Foster Care – Regional Matching

Foster Placement Authority (FPA) is issued upon thorough assessment on the eligibility of the child to be placed under Foster Care and/or issuance of the Regional Foster Care Matching Certificate and submission of the Acceptance Letter of the Licensed Foster Parents. Issuance of FPA is in accordance with the R.A. 10165 or the Foster Care Act of 2012 and the Memorandum Circular No. 1 series of 2023 or the Omnibus Guidelines on Adoption, Inter-country Adoption, and Alternative Child Care.

<b>Office, Division or Unit:</b>		Alternative Child Care Division (ACCD) Regional Alternative Child Care Office (RACCO)		
<b>Classification:</b>		Highly Technical		
<b>Type of transaction:</b>		G2G – Government to Government G2C – Government to Citizens		
<b>Who may avail:</b>		Residential Care Facility (RCF) Child Placing Agencies (CPAs) Child Caring Agencies (CCAs), Local Government Units (LGUs) where the child is admitted/originated		
<b>Checklist of requirements</b>		<b>Where to Secure</b>		
1 Original Copy of Child Case Study Report		RCF, CPA, CCA and LGU where the child is admitted/originates		
1 Original Copy of Health and Medica Profile with Immunization Records issued within 6 months		Philippine Statistics Authority (PSA)		
1 Original SECPA copy of Birth Certificate/Foundling Certificate, if available		Philippine Statistics Authority (PSA)		
Child's Profile		Case Manager from the RCF, CPA, CCA and LGU where the child came from		
Recent Photograph		RCF, CPA, CCA and LGU where the child is admitted/originated		
1 Original Copy of Psychological Evaluation for children five (5) years old and above		Child Psychologist		
1 Photocopy of School Records for Children in School Age		School where the child is enrolled		
<b>Clients Steps</b>	<b>Agency Action</b>	<b>Fees to be paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1.Submission of dossier of the child/ren to the RACCO for	1.1 Receives and logs the receipt of the dossier in the tracking system and endorses such to the Foster	None	15 minutes	<b>RACC Officer</b> - RACCO

Foster Care Matching.	Care Social Worker Matching Secretariat.			
	1.2 Review the substance of the Child Case Study Report and Home Study Report and assess the completeness of supporting documents to determine inclusion in the presentation of the case to the Regional Matching Conference.	None	Within 3 working days upon receipt of documents	<b>RACC Officer</b> - RACCO
	1.3 If disapproved, notify the concerned agency through a memo/ letter citing the reason/s for non-inclusion in the Foster Care Regional Matching.	None		<b>RACC Officer</b> - RACCO
	1.4 If approved, prepare the Executive Summary and include the children's names in the roster for the matching conference.	None		<b>RACC Officer</b> - RACCO
	1.5 Scan copies of the child's and foster parent's dossier and prepare invitation	None	Within 5 working days before the matching (RA 10165)	<b>RACC Officer</b> - RACCO

	<p>for the Regional Matching Conference to RCPC members.</p> <p>1.6 Prepare and invite the social workers for the Regional Matching Conference.</p> <p>1.7 Prepare the agenda, attendance sheet, and visual presentation of cases to be presented in the matching conference</p>	<p>None</p> <p>None</p>		<p><b>RACC Officer</b> - RACCO</p> <p><b>RACC Officer</b> - RACCO</p>
<p>Presentation of the case at the Foster Care Matching Conference</p>	<p>2.1 Conduct of Regional Matching Conference.</p> <p>2.2 Present each case of foster parents and children.</p> <p>2.3 Deliberate matching of children and FPs based on the needs of the child and the capacity/ resources of the Foster Parents.</p> <p>2.3.1 If deferred due to further comments of RCPC members, prepare the Resolution</p>	<p>None</p> <p>None</p> <p>None</p> <p>None</p>	<p>1 working day</p> <p>3 working days</p>	<p><b>RACC Officer</b> - RACCO</p> <p><b>RACC Officer</b> - RACCO</p> <p><b>RACC Officer</b> - RACCO</p> <p><b>RACC Officer</b> - RACCO</p>



	<p>submit an explanation citing the reason/s for non- acceptance.</p> <p>i. If reason/s are not valid, foster parents are subject for re-assessment.</p> <p>ii. If reason/s are valid, foster parents will be presented in the matching conference.</p> <p>3.1.2 If the foster parents accept the proposed placement, they submit an Acceptance Letter addressed to the RCPC.</p>		<p><i>3 working days</i></p>	
	<p>3.2 Receives and logs the receipt of the Acceptance Letter in the tracking system and endorses such to the Matching Secretariat.</p>	<p>None</p>	<p>15 minutes</p>	<p><b>RACC Officer</b> - RACCO</p>
	<p>3.3 Preparation of the Foster Placement Authority</p> <p>3.3.1 Endorse Foster Placement Authority for</p>	<p>None</p>	<p>1 working day</p>	<p><b>RACC Officer</b> - RACCO</p>

	<p>approval and signature.</p> <p>3.3.2 Approval of the Foster Placement Authority</p> <p>3.3.4 Transmittal of signed FPA to the concerned agency.</p>			
4.Pre-placement of Child	<p>4.1 Schedule of pre-entrustment conference</p> <p>4.2 Conduct of pre-entrustment conference.</p> <p>4.3 Schedule of Entrustment of the Child</p>	<p>None</p> <p>None</p> <p>None</p>	4 working days	<p><b>RACC Officer</b> - RACCO</p> <p><b>RACC Officer</b> - RACCO</p> <p><b>RACC Officer</b> - RACCO</p>
5.Entrustment of Child under Foster Care	5.Conduct of Actual Entrustment	None	1 working day	<b>RACC Officer</b> - RACCO
6.Supervisory Monitoring Visit	6.Conduct of home visits to monitor the foster child's adjustment in the foster home and prepare foster care supervisory visit report	None	<p>Monthly for the first three (3) months</p> <p>Bi-monthly thereafter</p>	<b>RACC Officer</b> - RACCO
7.Termination of Placement	7.Subject to validation and recommendation of the RACCO Foster Care Social Worker, termination of placement shall be done by the CPA/LGU/RACCO	None	<p>Short-Term Foster Care Placement – Less than 6 months</p> <p>Long-Term Foster Care Placement – 6</p>	<b>RACC Officer</b> - RACCO

	<i>under the following circumstances cited in R.A 11642 and Omnibus Guidelines, Section 25.</i>		<i>months or more</i>	
<b>Total Fees to be Paid: 0.00</b> <b>Total Processing Time: 21 working days and 30 minutes (excluding the Supervisory Monitoring Visits and Termination of Placement process)</b>				

### Foster Care - Interregional Matching

Foster Placement Authority (FPA) is issued upon thorough assessment on the eligibility of the child to be placed under Foster Care and/or issuance of the Regional Foster Care Matching Certificate and submission of the Acceptance Letter of the Licensed Foster Parents. Issuance of FPA is in accordance with the R.A. 10165 or the Foster Care Act of 2012 and the Memorandum Circular No. 1 series of 2023 or the Omnibus Guidelines on Adoption, Inter-country Adoption, and Alternative Child Care.

<b>Office, Division or Unit:</b>	Alternative Child Care Division
<b>Classification:</b>	Highly Technical
<b>Type of transaction:</b>	G2G – Government to Government G2C – Government to Citizens
<b>Who may avail:</b>	Residential Care Facility (RCF) Child Placing/Caring Agencies (CPAs and CCAs), Local Government Units (LGUs) where the child is admitted/originated Foster Parent/s
<b>Checklist of requirements</b>	<b>Where to Secure</b>
1 Original Copy of Child Case Study Report	RCF, CCA, CPA or LGU where the child is admitted/originates
1 Original Copy of Health and Medica Profile with Immunization Records issued within 6 months	Philippine Statistics Authority (PSA)
1 Original SECPA copy of Birth Certificate/Foundling Certificate, if available	PSA
Child's Profile	Case Manager from the RCF, CCA, CPA or LGU where the child came from
Recent Photograph	RCF, CCA, CPA or LGU where the child is admitted/originated

1 Original Copy of Psychological Evaluation for children five (5) years old and above	Child Psychologist			
1 Photocopy of School Records for Children in School Age	School where the child is enrolled			
NOTE: Other document/s may be required is/are necessary on the case management of intensive cases				
<b>Clients Steps</b>	<b>Agency Action</b>	<b>Fees to be paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Submission of dossier of the child/ren to the RACCO for Foster Care Matching.	1.1 Receive and log the receipt of the dossier in the tracking system and endorses such to the Foster Care Social Worker Matching Secretariat	None	15 minutes	<b>Division Head</b> - ACCD
	1.2 Review the substance of the Child Case Study Report and Home Study Report and assess the completeness of supporting documents to determine inclusion in the presentation of the case to the Regional Matching Conference	None	3 working days	<b>Division Head</b> - ACCD
	1.2.1 If disapproved, notify the concerned agency through a memo/ letter citing the reason/s for non-inclusion in the Inter-regional Foster Care Regional Matching			

	<p>1.2.2 If approved, prepare the Executive Summary and include the children's names in the roster for the matching conference</p> <p>1.3 Scan copies of the child's and foster parent's dossier and prepare invitation for the Regional Matching Conference to RCPC members</p> <p>1.3.1 Prepare and invite the social workers for the Interregional Foster Care Matching Conference</p> <p>1.3.2 Prepare the agenda, attendance sheet, and visual presentation of cases to be presented in the matching conference</p>	None	Within 5 working days before the matching (RA 10165)	<b>Division Head</b> - ACCD
2. Presentation of the case at the Interregional Foster Care Matching Conference	<p>2.1 Conduct of Regional Matching Conference</p> <p>2.2 Present each case of foster parents and children</p>	None	1 working day	<b>Division Head</b> - ACCD
		None		<b>Division Head</b> - ACCD

	<p>2.3 Deliberate matching of children and FPs based on the needs of the child and the capacity/ resources of the Foster Parents</p> <p>2.3.1 If defer due to further comments of RCPC members, prepare the Resolution</p> <p>Send official letter to the social worker, through the Agency, the reason/s of the deferment</p> <p>2.3.2 If not matched due to unavailability of suitable parent/s, prepare the Resolution and archive for the next schedule of matching conference</p> <p>2.3.4 If matched, prepare the Resolution and Certificate of Matching of children matched</p>	None	3 working days	<b>Division Head</b> - ACCD
3. Request for Issuance of Foster Placement	3.1 Send official communication to the foster parent/s, through the concerned	None	3 working days	<b>Division Head</b> - ACCD

<p>Authority (FPA)</p>	<p>office, on the result of the Matching, attached the Executive Summary of the child matched to them as the basis for the foster parent's decision</p> <p>3.2.1 If the foster parents decline the proposed placement, they are required to submit an explanation citing the reason/s for non- acceptance</p> <p>i. If reason/s are not valid, foster parents are subject for re-assessment</p> <p>ii. If reason/s are valid, foster parents will be presented in the matching conference</p> <p>3.2.2 If the foster parents accept the proposed placement, they submit an Acceptance Letter addressed to the RCPC</p> <p>3.3 Receive and log the receipt of the Acceptance</p>	<p>None</p>	<p><i>3 working days</i></p> <p><i>3 working days</i></p> <p>15 minutes</p>	<p><b>Division Head</b> - ACCD</p>
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	<p>Letter in the tracking system and endorses such to the Matching Secretariat</p> <p>3.4 Preparation of the Foster Placement Authority</p> <p>3.4.1 Endorse FPA for approval and signature</p> <p>3.4.2 Approval of the FPA</p> <p>3.4.3 Transmittal of signed FPA to the concerned agency</p>	None	1 working day	<b>Division Head</b> - ACCD
4. Pre-placement of Child	<p>4.1 Schedule of pre-entrustment conference</p> <p>4.2 Conduct of pre-entrustment conference</p> <p>4.3 Schedule of Entrustment of the Child</p>	None	4 working days	<b>Division Head</b> - ACCD
5. Entrustment of Child under Foster Care	5.1 Conduct of Actual Entrustment	None	1 working day	<b>Division Head</b> - ACCD
6. Placement of Foster Child	6.1 <i>Conduct of home visits to monitor the foster child's adjustment in the foster home and prepare foster</i>		<p><i>Monthly for the first three (3) months</i></p> <p><i>Bi-monthly thereafter</i></p>	<b>Division Head</b> - ACCD

	<i>care supervisory visit report</i>			
<i>7. Termination of Placement</i>	<i>7.1 Subject to validation and recommendation of the RACCO Foster Care Social Worker, termination of placement shall be done by the CPA/LGU/RACCO under the following circumstances cited in R.A 11642 and Omnibus Guidelines, Section 25.</i>		<i>Short-Term Foster Care Placement – Less than 6 months</i>  <i>Long-Term Foster Care Placement – 6 months or more</i>	<b>Division Head - ACCD</b>
<b>Total Fees to be Paid: 0.00</b> <b>Total Processing Time: 21 working days and 30 minutes (excluding the Supervisory Monitoring Visits and Termination of Placement process)</b>				



## PUBLIC INFORMATION

### Request for Public Information

<b>Office, Division or Unit:</b>	Public Information Division (PID)
<b>Classification:</b>	Complex
<b>Type of transaction:</b>	G2G – Government to Government G2B – Government to Business G2C – Government to Citizens/ Clients
<b>Who may avail:</b>	Public
<b>Checklist of requirements</b>	<b>Where to Secure</b>
<p>Standard Request FOI Request Form (<i>Annex A</i>) with attached photocopy of government issued I.D.</p> <p>In cases of request made through E-Mail, a duly-signed letter and accomplished FOI form shall be sent and addressed to Executive Director Janella Marie V. Ejercito, National Authority for Child Care, and with office address at NACC Building, No. 2 Chicago corner Emin Garcia Streets, Barangay Pinagkaisahan, Cubao, Quezon City, Philippines.</p> <p>If unable to make a written request because of the inability to read or write or being differently/uniquely-abled person, he or she can make a verbal request. To which case, the FOI</p>	<p>Requesting party may secure a copy of the FOI request form from the Help Desk or download from the NACC Web-Site</p>

<p>Receiving Officer (FRO) shall reduce it in writing.</p> <p>A separate guidelines and operating procedures will be issued for FOI requests lodged at the eFOI portal, pending technical assistance.</p>				
<b>Clients Steps</b>	<b>Agency Action</b>	<b>Fees to be paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
<p>1. Submit or send letter of request with attached FOI request form and photocopy of any government-issued Identification Card or a school ID for students</p>	<p>1.1 Receive the letter of request and accomplished FOI Request Form accompanied by an ID. Stamp date and time of the receipt of the written request, and the name, rank, title and position of the public officer who received the form, with a corresponding signature and copy furnished the requesting party by the FRO.</p> <p>All requests through email shall be printed out and will follow the same procedure.</p>	None	4 hours	<b>Division Head</b> – PID



	<p>iii. The CARC's decision shall be relayed to the requesting party</p> <p>1.2.2 If information/ records requested is not in the custody of the NACC and in the control of another Government agency, the FRO shall endorse the request to the concerned office or agency and inform the requesting party of the action taken</p> <p>1.2.3 If requested information/ document is not within the coverage of E.O. No. 2, the requesting party shall be advised accordingly and provided with the contact details of the concerned agency or office, if known.</p> <p>1.3 If the request is correct and complete, Information Officer will forward the</p>	<p>None</p>	<p>1 working day</p> <p>3 working days</p> <p>3 working days</p> <p>1 working day</p>	<p><b>Division Head</b> – PID</p>
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	<p>request to the FOI Receiving Officer/ Head of PID for further evaluation and recommendations.</p> <p>1.4 The FOI Receiving Officer/ Head of Public Information Division shall endorse the approved request to the concerned division/ unit/ RACCO</p> <p>1.5 Prepare the needed information and/or data requested and forward to the FOI Decision Maker for review and/or approval</p> <p>1.6 Review and Approve the information/data requested</p> <p>1.7 Forward the approved information / data to the FOI Receiving Officer</p> <p>1.8 Endorse or send the FOI Response to the requestor</p>	<p>None</p> <p>None</p> <p>None</p> <p>None</p> <p>None</p> <p>None</p>	<p></p> <p>3 working days</p> <p>3 working days</p> <p>1 working day</p>	<p><b>Division Head – PID</b></p> <p><b>Division Head – Concerned Office</b></p> <p><b>Executive Director – OED</b></p> <p><b>Executive Director – OED</b></p> <p><b>Division Head - PID</b></p>
<p><b>Total Fees to be Paid: 0.00</b>  <b>Total Processing Time: *9 working days and 4 hours if information can be</b></p>				

**retrieved from NACC**

**\*4 working days and 4 hours if information has to be  
Retrieved from a different agency**

**\*Additional 21 working days for appeal, review and  
decision of denied requests**



## FEEDBACK AND COMPLAINTS MECHANISM

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback?	<p><b>Walk-in:</b> Answer the Client Satisfaction Form (CSM) and deposit to the designated drop box at the NACC Central Office/ RACCO lobby.</p> <p><b>Online:</b> A CSM Form may be electronically accomplished and submitted via the QR Code accessible through various NACC materials and channels.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: <b>+632 8721 9711 or 0917 322 6222</b></p>
How is feedback processed?	<p>Every afternoon daily, the Information Officer shall access the drop box and Google Drive for monitoring, action, and documentation purposes.</p> <p>Feedback requiring Agency action/ response shall be forwarded to the head of the appropriate Division/ Unit or RACCO within the same day</p> <p>The concerned employee/officer shall submit in writing its answer and action plan addressed to the Executive Director for review and approval.</p> <p>Once approved, the answer and action plan shall be recorded and monitored upon the latter's implementation and the client shall be informed of the action taken in writing and/or through email.</p>
How to file complaint?	<p>Secure a copy of Form D, accomplish the required information and attach a government ID and evidence, and submit to the Information Officer I</p> <p>You may also send all complaints against NACC at <b>adoption@nacc.gov.ph</b></p>

	<p>For inquiries and follow-ups, clients may contact the following telephone number: <b>+632 8721 9711 or 0917 322 6222</b></p> <p>Or you may course them through:</p> <p><b>Presidential Complaint Center (PCC)</b>  <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a>  Hotline 8888</p> <p><b>Contact Center ng Bayan (CCB)</b>  <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a>  <a href="https://contactcenterngbayan.gov.ph/contact-us">https://contactcenterngbayan.gov.ph/contact-us</a>  1-6565 or 0908 881 6565</p>
<p>How are complaints being processed?</p>	<p>All complaints received against the NACC will be evaluated by the Management Committee (ManCom)</p> <p>The ManCom 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, they will deliberate for appropriate action.</p> <p>The ManCom shall give the feedback to the clients in writing and/or through email.</p>



## LIST OF OFFICES

OFFICE	ADDRESS	CONTACT DETAILS
NACC Central Office	2 Chicago cor. Ermin Garcia St., Brgy. Pinagkaisahan, Cubao Quezon City, Philippines 1103	<a href="mailto:adoption@nacc.gov.ph">adoption@nacc.gov.ph</a> 0917 322 6222 02 8721 9711
RACCO NCR	2 Chicago cor. Ermin Garcia St., Brgy. Pinagkaisahan, Cubao Quezon City, Philippines 1103	racconcr@nacc.gov.ph 0960 259 2585 02 8726 4551 loc 501
RACCO CAR	1 <sup>st</sup> floor Project Luke Foundation Bldg. 90 Leonardwood Rd., Baguio City 2600	<a href="mailto:raccocar@nacc.gov.ph">raccocar@nacc.gov.ph</a> 0961 196 2042
RACCO I	Quezon Ave., Sevilla, City of San Fernando, La Union 2500	<a href="mailto:racco1@nacc.gov.ph">racco1@nacc.gov.ph</a> 072 687 8000 loc 11212 0970 577 8688
RACCO II	3 Dalan na Pagayaya, Regional Government Center, Carig Sur, Tuguegarao City 3500	<a href="mailto:racco2@nacc.gov.ph">racco2@nacc.gov.ph</a> 078 304 1004 0997 550 4182
RACCO III	3 <sup>rd</sup> floor A74 Bistro and Function Hall, McArthur Highway, Brgy. Maimpis, City of San Fernando, Pampanga 2000	<a href="mailto:racco3@nacc.gov.ph">racco3@nacc.gov.ph</a> 045 861 2431 loc 149 0928 601 8473
RACCO IVA	Alabang-Zapote Rd., Alabang, Muntinlupa	<a href="mailto:racco4a@nacc.gov.ph">racco4a@nacc.gov.ph</a> 02 8807 1518 loc 80461 0960 218 6667
RACCO MIMAROPA	1680 FT Benitez cor Malvar St. Malate Manila	<a href="mailto:racco4b@nacc.gov.ph">racco4b@nacc.gov.ph</a> 02 5336 8107 loc 24004 0930 561 0221
RACCO V	Magnolia St. PBN-Buraguis, Legazpi City, Albay	<a href="mailto:racco5@nacc.gov.ph">racco5@nacc.gov.ph</a> 0945 449 5023
RACCO VI	M.H. del Pilar St., Molo, Iloilo City	<a href="mailto:racco6@nacc.gov.ph">racco6@nacc.gov.ph</a> 033 330 7860 loc 16093 0969 448 2594



## LIST OF OFFICES

OFFICE	ADDRESS	CONTACT DETAILS
RACCO VII	DSWD Field Office 7, MJ Cuenco cor. General Maxilom Sts., Brgy. Carreta, Cebu City	<a href="mailto:racco7@nacc.gov.ph">racco7@nacc.gov.ph</a> 0908 608 4431
RACCO VIII	DSWD Field Office 8, Magsaysay Blvd., Brgy. 1 & 4 (Libertad), Tacloban City	<a href="mailto:racco8@nacc.gov.ph">racco8@nacc.gov.ph</a> 0992 525 3317
RACCO IX	COun. Fernandez St., Brgy. Sta. Barbara, Zamboanga City	<a href="mailto:racco9@nacc.gov.ph">racco9@nacc.gov.ph</a> 0927 676 5785
RACCO X	Masterson Ave., Upper Carmen, Cagayan de Oro City	<a href="mailto:racco10@nacc.gov.ph">racco10@nacc.gov.ph</a> 0945 214 2676
RACCO XI	National Household Targeting System, Purok 7, Brgy. Bago Oshiro, Manambulan-UP Mindanao Rd., Tumbok, Davao City 8000	<a href="mailto:racco11@nacc.gov.ph">racco11@nacc.gov.ph</a> 082 221 1964 0985 446 6050
RACCO XII	Purok Bumanaag, Brgy. Zone III, Koronadal City, South Cotabato	<a href="mailto:racco12@nacc.gov.ph">racco12@nacc.gov.ph</a> 0951 882 3621
RACCO CARAGA	Brgy. Dagohoy, R. Palma St., Butuan City, Agusan del Norte 8600	<a href="mailto:raccocaraga@nacc.gov.ph">raccocaraga@nacc.gov.ph</a> 0910 666 5737