

HELPS

Harmonized Electronic License and Permit System
Online Integrated DSWD Permit System

Seamless



with the DSWD HELPS, we minimize payment touchpoints and integrate payments into the overall customer experience, reducing inconvenience to a smooth transaction

Stress free



DSWD HELPS has “status” features that enable you to see application progress. We streamline and reengineer regulatory services, lessen its requirements and process

Fast



In less than an hour, applicant can finish account creation and its application. Once applicant get familiar with the features, she/he can finish its application in less than 20 minutes.

About

The DSWD HELPS is a product of a year-long effort of the Department, particularly the Standards and Capacity Building Group, in the attainment of one of the seven priority programs and initiatives, the Paspas Serbisyo program, of the DSWD under the leadership of Secretary Rex Gatchalian.

What is the Goal?

The Paspas Serbisyo Program aims to modernize and centralize the DSWD’s regulatory services through technology adoption. The goal is to establish the DSWD as a prime mover in leveraging technology for client interaction and internal operations.

Don't fall in line,
go online!







#BawatBuhayMahalagaSaDSWD

www.dswd.gov.ph dswdserves dswdphilippines

BEFORE & AFTER DSWD **HELPS**

Application submission, processing, payment of fees, and issuance of licenses/permits are **NOW done via DSWD HELPS!**

Before				After		
Registration, License, & Accreditation	Public Solicitation Permit	Duty-Exempt Importation Certification		Registration, License, & Accreditation	Public Solicitation Permit	Duty-Exempt Importation Certification
<ul style="list-style-type: none">Registration & Licensing (RL) are processed within 3 & 7 working daysAccreditation is processed within 20 working days.	<ul style="list-style-type: none">Processing time for Regular Public Solicitation Permit is 20 working daysfor Temporary Public Solicitation Permit is 3 working days	<ul style="list-style-type: none">For normal circumstances, processing time is 14 working daysFor state of emergency/ calamity processing time is 1 working day		<ul style="list-style-type: none">RL are merged with 7 working days processing timeAccreditation Reduced to 7 working days	<ul style="list-style-type: none">Processing time for Regular Public Solicitation Permit is reduced to 7 working daysRetained processing time for Temporary Public Solicitation Permit which is 3 working days.	<ul style="list-style-type: none">For normal circumstances, processing time is reduced to 3 working daysFor state of emergency/ calamity processing time is retained to 1 working day
<ul style="list-style-type: none">Registration, License and Accreditation was 17-20 documentary requirements	<ul style="list-style-type: none">Requirements for Regular Public Solicitation Permit is 18 documents, for Temporary Public Solicitation Permit is 4 documents	<ul style="list-style-type: none">9 documentary requirements		<ul style="list-style-type: none">Reduced to 10-11 documentary requirements	<ul style="list-style-type: none">Reduced requirements for Regular Public Solicitation Permit to 10-11, for Temporary Public Solicitation Permit reduced to 1-2 documents	<ul style="list-style-type: none">Reduced to 1 document (excluding application form which is incorporated already in HELPS)
<ul style="list-style-type: none">48-50 client steps	<ul style="list-style-type: none">25-27 clients steps for Regular Public Solicitation Permit18-10 client steps for Temporary Public Solicitation Permit	<ul style="list-style-type: none">60 clients steps		<ul style="list-style-type: none">Client steps is reduced to 12 steps	<ul style="list-style-type: none">Client steps for Regular Public Solicitation Permit is reduced to 8 stepsfor Temporary Public Solicitation Permit is reduced to 7 client steps	<ul style="list-style-type: none">Clients steps reduced to 17 steps
				<ul style="list-style-type: none">Centralized processing of registration, licensing and accreditation applications of SWDAsAutomatic assessment for accreditation of licensed SWA without the need for applicationPublic Solicitation application integration for new applicant of RLStrengthened enforcement and monitoring to SWDASetting standards worker-beneficiary ratio	<ul style="list-style-type: none">Made some pre-requirements as post requirementsMade some pre-requirements as post requirements	<ul style="list-style-type: none">Shifted from issued Endorsement Letter to a DEI Certification attesting a private SWA with valid DSWD CRLTO and Certificate of AccreditationDevolved the final signatory of the DEI certification to the SB Director (previously signed by Secretary)
Fees shall also be processed through online						
Issuance of Permits/Licenses/ Certification shall be made available to the applicant through HELPS						