PHILIPPINE NATIONAL VOLUNTEER SERVICE COORDINATING AGENCY

OFFICE CIRCULAR NO. X Series of 2014

GUIDELINES ON THE NATIONAL REGISTRATION OF VOLUNTEER SERVICE ORGANIZATIONS

Whereas, Republic Act 9418 entitled "An Act Institutionalizing a Strategy for Rural Development, Strengthening Volunteerism and for Other Purposes" or The Volunteer Act of 2007 mandates the PNVSCA to "develop and establish a system of national registration and networking to improve coordination of volunteers and volunteer service organizations to widen horizon for sharing and complementing information, experiences and resources;"

Whereas, the Implementing Rules and Regulations (IRR) of RA 9418 provides in Rule VI, Section 13.1 that "All local and foreign volunteer service organizations, as defined in Section 4.3 of the IRR shall register with PNVSCA in accordance with the guidelines and procedures issued by PNVSCA for the purpose;"

Whereas, the registration of volunteer service organizations also aims to provide government recognition to volunteer service organizations and recognize the contributions of volunteerism to development;

Whereas, it is deemed important to strengthen the system of registration to conform to the provisions of RA 9418 and the changing landscape of volunteering in the Philippines;

Whereas, the PNVSCA, in consultation with its Multi-Sectoral Advisory Body (MSAB) and other relevant agencies and organizations conducted a review to establish appropriate policies, standards and procedures for the registration of volunteer service organizations;

Now, Therefore, to ensure an efficient and responsive system of registration, the revised Guidelines on the National Registration of Volunteer Service Organizations is hereby adopted for implementation.

Section 1. Rationale. The national registration of volunteer service organizations is implemented by the PNVSCA to promote and enhance professionalism, facilitation and recognition of volunteer service organizations. For this purpose, the PNVSCA issued Office Circular No. VI, Series of 2004, on the Guidelines for the Registration of Volunteer Service Organizations and Volunteer Service Workers.

The passage of Republic 9418 or The Volunteer Act of 2007 on 10 April 2007 strengthened the mandates of the PNVSCA in coordinating the volunteer service program and provided an impetus to review and update the system of national registration of volunteer service organizations to align its implementation with the goals and objectives of the Volunteer Act.

Section 2. Objectives. The national registration system shall have the following objectives:

1. To enable the government to recognize and regulate local and foreign or international volunteer service organizations in the Philippines;

4

- 2. To establish standards that will promote professionalism and the welfare of volunteers and volunteer service organizations;
- 3. To facilitate networking and enhance complementation of services and resources in the delivery of volunteer assistance to the public; and
- 4. To recognize the contributions of volunteerism to development.

Section 3. Definition of Terms. The terms used in this Guidelines shall be defined as follows:

Volunteerism refers to an act involving a wide range of activities, including traditional forms of mutual aid and developmental interventions that provides an enabling and empowering environment both on the part of the beneficiary receiving, and the volunteer rendering the act, undertaken for reasons arising from socio-developmental, business or corporate orientation, commitment or conviction for the attainment of the public good and where monetary and other incentives or reward are not the primary motivating factors.

Volunteer refers to an individual or group who for reasons arising from their sociodevelopmental, business and corporate orientation, commitment or conviction, contribute time, service and resources whether on full-time or part time basis to a just and essential social development cause, mission or endeavor in the belief that their activity is mutually meaningful and beneficial to public interest as well as to themselves.

Volunteer Service Organization refers to a local or foreign group that recruits, trains, deploys and supports volunteer service workers to programs and projects implemented by them or by other organizations, or to any group that provides services and resources, specifically those in the promotion and development of volunteerism such as in the areas of advocacy, information management, research, documentation, capacity building, and recognition.

Local Volunteer Service Organization refers to an organization created under the laws of the Philippines and is registered with the Securities and Exchange Commission (SEC) to implement its volunteer program in the Philippines.

Foreign or International Volunteer Service Organization refers to an organization created under the laws of another country with diplomatic relations with the Philippines and is registered with the SEC to implement its volunteer program in the Philippines.

Registration refers to the process by which a volunteer service organization is recognized by the PNVSCA in accordance with the policies, standards, and procedures set forth in this Circular.

- **Section 4. Coverage.** All local and foreign or international volunteer service organizations as defined in Section 3 of this Circular shall register with the PNVSCA.
- **Section 5. Elements and Standards.** The local and foreign or international volunteer service organization shall have the following elements and standards:
- 1. **Policy Framework** the vision, mission, goals and values that serve as the guiding principles of the organization which reflect the spirit of volunteerism, service, community cooperation and citizen participation.
- 2. Volunteer Program the documented, planned and sustained program/s on mobilization and engagement of volunteers aimed at supporting the achievement of local and national development goals for the benefit of the public especially the marginalized sectors of society; and/or program/s to promote and enrich volunteerism as a social value and development strategy, enhance resource and information sharing and expand communities of practice in volunteering.

- Volunteer Management System the effective and efficient system of coordinating and implementing the volunteer program which includes the cycle of recruitment, placement, training, monitoring, evaluation, support, and recognition to promote professionalization, protection and welfare of volunteers and sustainability of volunteering endeavors.
- 4. Volunteer Management Structure the institutionalized and functional arrangement that defines the hierarchy, lines of authority, organizational relationships, organizational rules, distribution of roles, responsibilities and tasks, flow of communication, etc. to support the achievement of the goals of the organization and the objectives of the volunteer program.

Section 6. General Procedure for Registration

- Submission of application. The local and foreign or international volunteer service organization shall complete and submit the Volunteer Service Organization Registration Form (Annex 1) to the PNVSCA. The application shall be accompanied with the following documents:
 - 1.1. Letter of intent to register;
 - 1.2. Certificate of registration of the organization with the SEC;
 - 1.3. Articles of Incorporation, Constitution and By-Laws of the organization;
 - 1.4. Certificate of registration or accreditation of the foreign or international volunteer service organization issued by the concerned government agency in the organization's country of origin duly certified by the concerned country's embassy in the Philippines;
 - 1.5. Memorandum of Agreement (MOA) entered into by the organization with other institutions relative to the implementation of the volunteer program/s;
 - 1.6. List of officers of the organization; and
 - 1.7. Information materials about the organization (Brochure, Annual Report for the last three (3) years, Volunteer Management System Manual)
- 2. Assessment of application.
 - 2.1. The PNVSCA shall review the application documents for completeness and compliance;
 - 2.2. The PNVSCA shall conduct a technical evaluation in accordance with the elements and standards for registration provided in Section 5 of this Circular. The evaluation shall include a presentation by the organization of its volunteer program/s and volunteer management system;
 - 2.3. The PNVSCA shall secure information from security agencies of the government regarding the organization;
 - 2.4. The PNVSCA shall consult with the National Economic and Development Authority (NEDA), the Department of the Interior and Local Government (DILG), the Department of Social Welfare and Development (DSWD), the Department of Foreign Affairs (DFA), the Department of Justice (DOJ), the SEC and other government as well as private institutions to assist in the review of the application;
 - 2.5. The PNVSCA shall advise the organization to update its registration with the SEC to align the organizational purposes and objectives with volunteerism, if necessary. For this purpose, the organization shall seek favorable endorsement from the PNVSCA. The SEC registration is required prior to the approval of the application for registration.

- 2.6. The PNVSCA shall convene the PNVSCA Multi-Sectoral Advisory Body (MSAB) to assist in the review of the application. The MSAB shall pass a resolution on the findings and recommendations on the application for registration.
- 3. Approval of application and issuance of Certificate of Registration.
 - 3.1. The PNVSCA shall issue a Certificate of Registration (Annex 2) to the local and foreign or international volunteer service organization whose application is approved.
 - 3.1.1. In the case of a local volunteer service organization, a MOA shall be executed between the organization and the PNVSCA on the terms and conditions of the registration and their roles and commitments to undertake the partnership.
 - 3.1.2. In the case of a foreign government or United Nations (UN) sponsored volunteer program, the PNVSCA shall submit its recommendation to the DFA or NEDA, as maybe the case, for the execution of a bilateral or memorandum of agreement on the implementation of the foreign or UN volunteer program.
 - 3.1.3. In the case of a foreign or international non-government volunteer service organization implementing a foreign or international volunteer service program, a MOA shall be executed between the organization and the PNVSCA on the terms and conditions of the registration, particularly their roles and commitments in the assignment of volunteers. Other partnership agreements entered into by the organization with other institutions relative to the volunteer program shall form part of the registration document.
 - 3.1.4. In the case of a local volunteer service organization that intends to implement a foreign or international volunteer service program, said local volunteer service organization should have a MOA with the foreign or international volunteer service organization that will serve as its partner in the overseas recruitment and clearing process of foreign volunteers and in monitoring, coordination and management of Filipino volunteers overseas.
 - 3.2. The Certificate of Registration shall be issued upon the execution of the MOA. The registration shall be effective on the date of issuance of the Certificate of Registration and shall be valid for a period of three (3) years unless revoked or terminated in accordance with Sections 10 and 11 of this Circular.

Section 7. Denial of Application.

- 1. An application for registration in which documentation and procedural requirements are not met will be conditionally denied and may be reactivated upon compliance by the organization of the requirements for registration.
- 2. An application for registration will be denied and permanently disqualified on grounds of national security, unethical practices, and other concerns of public interest as determined by the PNVSCA in consultation with the MSAB, subject to appropriate consultation, review and due process involving the applicant organization.
- In case of disapproval, the PNVSCA shall immediately communicate the same to the applicant organization.

Section 8. Monitoring and Evaluation

1. Registered local and foreign or international volunteer service organizations shall submit an annual report to the PNVSCA for purposes of monitoring and evaluation, updating of information in the Agency database and documentation of volunteer programs, projects and activities.

- The PNVSCA shall conduct periodic monitoring and evaluation and seek assistance from other government agencies as well as private organizations in monitoring the registered volunteer service organizations to ensure compliance with the MOA and continued alignment of their volunteer program/s with the goals and priorities of the Philippine Development Plan (PDP).
- 3. The PNVSCA shall refer to concerned institutions for appropriate action, cases of involvement of any registered volunteer service organization in spurious, unethical or fraudulent activities such as falsification of public documents, corruption, public scandal, threats to national security, and other concerns of national and public interest as determined by the PNVSCA in consultation with the MSAB.

Section 9. Renewal of Registration. The registration of a volunteer service organization may be renewed upon the organization's application and the PNVSCA's review and approval. In case there is a major issue involving national security concerning the organization or the volunteer program/s, the renewal of the registration shall be submitted to the MSAB for review and advice.

Section 10. Cessation Of Operation As A Volunteer Service Organization

- 1. The volunteer service organization shall inform the PNVSCA in writing of the cessation of its operation or completion of its volunteer program/s at least three (3) months before the expected date of termination.
- 2. The PNVSCA shall cancel the Certificate of Registration of the volunteer service organization to be effective on the date of the termination.
- The PNVSCA shall inform concerned government agencies of the cessation of operation of the volunteer service organization.
- 4. The assignments of the volunteers serving through the volunteer service organization shall likewise be terminated, unless, in special circumstances, and in the interest of public service, the volunteer service organization and the PNVSCA agree to continue the volunteer assignments for a specific period.

Section 11. Suspension and Revocation of the Certificate of Registration

1. The following circumstances shall be ground for reprimand, suspension and revocation of registration of a volunteer service organization:

Grounds	1 st Instance	2 nd Instance	3 rd Instance Revocation	
Poor volunteer management	Written notice	Suspension		
Unstable organizational condition	Written notice	ritten notice Suspension		
Unstable financial situation	Written notice	Suspension	Revocation	
Failure to submit the required reports to the PNVSCA	Written notice	Suspension	Revocation	
Violation of policies and guidelines of the PNVSCA	Written notice	Suspension	Revocation	
Breach of the specific provisions as provided for in the MOA between the organization and the PNVSCA	Written notice	Suspension	Revocation	

Engagement of the organization in activities contrary to the spirit and principles of volunteerism such as, but not limited to, using the volunteer program for business, profit making and promotion of self-interest; abuse of relationship with volunteers and stakeholders; and unethical practices	Revocation		
Violation of the laws of the Government of the Philippines especially such which are detrimental to the well-being and security of the Philippine Government	Revocation		
Violation of international laws and commitments	Revocation		

- The PNVSCA shall conduct bilateral consultation with the concerned volunteer service organization to undertake appropriate intervention and resolution of the issue within six (6) months from the date the written notice or suspension is issued.
- 3. The PNVSCA shall submit to the MSAB for review and advice the revocation of the Certificate of Registration of a concerned volunteer service organization.

Section 12. Appeal to Reinstate the Registration or Application for a New Registration.

- A volunteer service organization may appeal the decision of the PNVSCA within three
 months from the date of revocation by submitting a new set of justification and an application for new registration.
- 2. The PNVSCA shall conduct a review and consult with the MSAB regarding the appeal and application for new registration.

Section 13. Registry of Volunteer Service Organizations. The PNVSCA shall develop, maintain and publish a registry of local and foreign or international volunteer service organizations in the Philippines.

Section 14. Repealing Clause. All office orders and circulars issued by the PNVSCA or parts thereof contrary or inconsistent with the provisions of this Circular are hereby deemed repealed or amended accordingly.

Section 15. Effectivity. These Guidelines shall take effect after fifteen (15) calendar days following its publication in the Official Gazette or in at least two (2) newspapers of general circulation.

Signed in Quezon City, this 24th day of September in the Year of our Lord, Two Thousand and Fourteen.

Executive Direct

In consultation with the MSAB:

Chair



REPUBLIC OF THE PHILIPPINES NATIONAL ECONOMIC AND DEVELOPMENT AUTHORITY

PHILIPPINE NATIONAL VOLUNTEER SERVICE COORDINATING AGENCY

2F NEDA BLDG., NEDA SA QC, EDSA, DILIMAN, 1100 QUEZON CITY, PHILIPPINES

VOLUNTEER SERVICE ORGANIZATION REGISTRATION FORM

PART I. Profile of the Organization

1.	Name of Organization:						
2.	Type of Organization: [] Local	[] Foreign/International					
3.	Address in the Philippines: Tel.No. Facebook Page	Fax No Twitter Account	E-mail Address. Website/URL A				
4.	Address of Organization's Head Office (For foreign/international organizations):						
5.	Date Organization was Established:						
6.	SEC Registration Number:						
7.	Vision, Mission and Goals:						
8.	Nature of Volunteer Services/Engagement of the Organization: [] Recruitment, training and deployment of volunteers						
9.	Benefit/Support Provided to th [] Living Allowance [] Housing [] Recognition/Award	le Volunteers: [] Travel al [] Insuranc [] Others:		Meal Allowance Trainings			
10.	Funding: • Annual budget: • Source:						

13. Description of the Volunteer Program · Goals and Objectives Timeframe · Target/average number of annual volunteer deployment · Sector and geographic scope of assistance · Partner organizations and clientele/beneficiaries · Role of the volunteer • Duration of volunteer assignment 14. Profile of Volunteers Sector (youth, professionals, retirees, etc.) Technical preparation (education, experience, specialized trainings, etc.) Personal attributes (nationality, age range, civil status, motivations, etc.) 15. Volunteer Management System Recruitment (strategy, criteria, assessment process, etc.) Volunteer preparation (cultural orientation, language training, skills training, etc) Management and supervision (organizational structure, personnel complement, management office) Monitoring and evaluation (M & E system, reporting, etc.) Post-volunteering support (recognition, re-volunteering, nurturance) Volunteer security and protection (security plan, security reporting, liability provisions) Funding grant provided to volunteers and/or local partner institutions, if any Volunteer Management Structure 16. Organizational chart Functional descriptions Work flow chart Communication flow chart 17. Other Relevant Information Submitted by

Submitted by:
Name and Signature of Head of Organization
Designation
Date

Attachments (as integral part of this application)

- 1. Letter of intent to register
- 2. Certificate of Registration with the Securities and Exchange Commission (SEC)
- 3. Articles of Incorporation, Constitution and By-Laws of the organization
- 4. Certificate of registration or accreditation of the foreign or international volunteer service organization issued by the concerned government agency in the organization's country of origin duly certified by the concerned country's embassy in the Philippines;
- 5. Memorandum of Agreement (MOA) entered into by the organization with other institutions relative to the implementation of the volunteer program/s;
- 6. List of officers of the organization
- 7. Information materials about the organization (Brochure, Annual Report for the last three (3) years, Volunteer Management System Manual)

	of the Philippines cipality of	s)) S.S.					
SUBSCRI	BED AND SW	ORN to be	efore me this	da	y of	2	0_ in the City of
		affiant	exhibiting	his/her	Tax	Information	Number/Passport
No		issued a	ut	on _		20	
			-	Not	ary Pub	lic	
Doc. No.							
Page No. Book No.	-1.						
Series of							



REPUBLIC OF THE PHILIPPINES NATIONAL ECONOMIC AND DEVELOPMENT AUTHORITY

PHILIPPINE NATIONAL VOLUNTEER SERVICE COORDINATING AGENCY

2F NEDA BLDG., NEDA SA QC. EDSA, DILIMAN, 1100 QUEZON CITY, PHILIPPINES

CERTIFICATE OF REGISTRATION

The

is registered as a Volunteer Service Organization in the Philippines and recognized as a partner in the implementation of the National Volunteer Service Program and in promoting volunteerism for development.

This Certificate of Registration is issued pursuant to Republic Act No. 9418 or The Volunteer Act of 2007 and shall be valid for three (3) years from date of issuance, unless suspended or revoked before the expiration.

Issued in Quezon City, Philippines this __ day of ___ 20__.

JOSELITO C. DE VERA

Executive Director

Registration No.: