



PANTAWID PAMILYANG PILIPINO PROGRAM
Field Office VII

CITIZEN'S CHARTER

2023 (9th Edition)

I. Mandate:

The Department of Social Welfare and Development (DSWD) is the primary government agency mandated to develop, implement and coordinate social protection and poverty-reduction solutions for and with the poor, vulnerable and disadvantaged.

II. Vision:

The Department of Social Welfare and Development envisions all Filipinos free from hunger and poverty, have equal access to opportunities, enabled by a fair, just and peaceful society.

III. Mission:

To lead in the formulation, implementation and coordination of social welfare and development policies and programs for and with the poor, vulnerable, and disadvantaged.

IV. Service Pledge:

We are committed to provide you quality, prompt, and courteous service from Mondays to Fridays, 8:00 A.M. to 5:00 P.M., without noon breaks;

We shall endeavor to complete your transactions with us within the day. We will inform you promptly of our actions taken so far and clearly explain to you the reason/s should we not be able to complete within the day of the delivery of the service you need.

We shall ensure availability of staff to attend to your concern/s even during lunch break.

We shall appreciate any positive or negative feedback regarding our services, facilities and personnel.

The Officers-in-Charge of our frontline services shall be available at all times for consultation and advice.

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

V. LIST OF SERVICES

Pantawid Pamilyang Pilipino Program Field Office VII

External Services

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Field Office VII
External Services

1. Grievance Intake and Response

Intake and response refers to the recording of a grievance and providing the client an initial response, which usually involves an explanation about how the grievance will be processed by the DSWD and other actors.

As a general rule, anyone may **accept** a grievance but only the City/Municipal Link and grievance officers may ascertain its validity and thereafter **intake** the grievance. To ‘accept’ a grievance is to receive the transaction but to ‘intake’ is to record the transaction in a grievance form after ascertaining its validity. Intake and response require technical know-how about the GRS, particularly on the procedures in resolving the specific types and subtypes of grievances.

Office or Division:	4Ps Division – Grievance Redress System			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
If 4Ps beneficiary, present the 4Ps ID for verification to 4Ps staff Proof of grievance, if available If non-4Ps beneficiary, any valid ID (e.g. PhilSys ID)		Issued by the assigned City/Municipal Link, Community Facilitators		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log-in at the visitors log book located at the office lobby and present the 4Ps ID if a 4Ps beneficiary. If non-4Ps beneficiary, present any valid ID.	1.1. Ensure that the client fills out the logbook and directs him/her to the 4Ps Assistance Desk.	None	2 minutes	Guard on duty

2. Proceed to the 4Ps Assistance Desk for verification of identity.	<p>2.1. Receive the client, inquire what the concern is all about, and verify the identity of the client.</p> <p>Refer to the Grievance Redress System Field Manual for the guidance on the intake of grievances.</p>	None	5 minutes	Joan Florabel L. Felicio/ Eduard A. Cañedo
3. Provide details about the grievance and supporting documents, if available, depending on the type of grievance reported.	<p>3.1. If the client is a beneficiary or a former beneficiary, check the status of the concerned beneficiary in the Pantawid Pamilya Information System (PPIS).</p> <p>3.2. Encode the transaction correctly and completely in the GRS Information System/Tracker.</p> <p><i>For instances when the GRS Information System is inaccessible, the staff may use GRS form to intake the grievance</i></p> <p>3.3. Check the supporting documents provided, if available.</p> <p>3.4. Assess all the data and information available and discuss with the beneficiary the findings and next steps to take.</p> <p>3.4.1. If all information is readily available to resolve the case, resolve the grievance and provide feedback to the client.</p> <p>3.4.2. If other information is needed and the grievance cannot be resolved immediately, explain to the client the process that will be undertaken in processing the grievance, and inform the client that he/she will be contacted thru his/her mobile number.</p> <p>Print and provide a copy of the encoded transaction to the client.</p>	None	20 mins	Joan Florabel L. Felicio/ Eduard A. Cañedo
4. Accomplish the client satisfaction	4.1 Administer the Client Satisfaction Measurement Survey	None	5 minutes	Joan Florabel L. Felicio/

measurement survey	4.2. Analyze the data and include it in the Client Satisfaction Measurement Report.			Eduard A. Cañedo Analys. Janaban
5. Proceed to the office lobby and logout from the client's logbook.	5.1 Dismiss the client gracefully. <i>If the grievance has already been resolved proceed directly to step 7.2</i>	None	1 minute	Guard on Duty
6. Wait for the updates on the status of grievance within three (3) days.	6.1 Endorse the transaction to the concerned office (DSWD Field Office, Provincial/Municipal Operations Office and/or OBSU) for processing and updating of the transaction in the Grievance Information System (GIS), reflecting the actions taken by the concerned office within three (3) working days. <i>(If the transaction was received at the NPMO, the Assigned Officer of the day shall send an email notification to the Regional Grievance Officer to inform him/her.)</i>	None	7 hours and 7 minutes	Joan Florabel L. Felicio/ Eduard A. Cañedo
	6.2 Monitor the status of transaction and check for updates from the concerned office in the GRS Information System.	None	2 Days	Joan Florabel L. Felicio/ Eduard A. Cañedo
7. Received update/feedback on the status of the grievance.	7.1 Provide the client an update/feedback about the status of his/her concern either through text messaging or phone call. <i>For instances when the client did not give or cannot provide contact information, the provision of feedback may be coursed through the assigned City/Municipal Link.</i>	None	10 minutes	Joan Florabel L. Felicio/ Eduard A. Cañedo

	7.2 Update the status of the transaction in the GRS Information System.	None	10 minutes	Joan Florabel L. Felicio/ Eduard A. Cañedo
Total if grievance is resolved outright		None	33 minutes	
Total if grievance is referred to Field Office for resolution and feedback is provided to the client		None	3 days	
Total		None	3 days	

2. Request for 4Ps Data

This section describes the process of providing assistance to clients and various stakeholders (general public and other government organizations) both within and outside DSWD through the sharing of public data. However, access to data will be subject to the limitations set to safeguard privacy of the beneficiaries, data security and data misappropriation. Therefore, access to data shall be carefully considered and granted in accordance with the Pantawid data sharing protocol.

In processing the request, there is an expectation that all documentary requirements have been submitted by the requesting party. Otherwise, the start of processing may take an extended period of time.

Office or Division:	4Ps – Planning, Monitoring, and Evaluation Division (PMED)	
	The PMED – Research and Statistics Sections facilitate all data/research requests from different stakeholders, both internally and externally.	
Classification:	Highly Technical	
Type of Transaction:	G2C - Government to Citizen	
Who may avail:	Public	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
One (1) Accomplished Data Request Form		Pantawid Website, Pantawid NPMO (https://pantawid.dswd.gov.ph/citizens-charter)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client sends filled up data request form	1.1. Receipt and acknowledgement of the data request form with uploaded/attached supporting documents.	None	10 mins	Earl Jane M. Rallos / Melvin B. Abasolo
	1.2. Assessment by the PEO/Statistician of Planning, Monitoring and Evaluation Division (PMED) at the NPMO or RMEO of Regional Monitoring and Evaluation Unit (RMEU) at the RPMO.		2 hours	Earl Jane M. Rallos / Melvin B. Abasolo
	1.2.1. If Primary Data, the request will be endorsed to the Policy Development and Planning Bureau (PDPB)/ Policy and Plans Division (PPD).			Earl Jane M. Rallos / Melvin B. Abasolo
	1.2.2. If secondary data, determine if the data being requested are public or			

	classified based on request form and supporting documents and evaluate the request based on the type of requested data according to Simple, Complex and Highly Technical. The PEO/Statistician or RMEO will also inform the client regarding the turnaround time via email or any other form of communication.			Earl Jane M. Rallos / Melvin B. Abasolo
2. Receive requested data and fill out the client survey form	<p>2.1. If the data request is identified as Public Data, the PEO/Statistician or RMEO will evaluate the request and endorse it to the appropriate office/division for data generation.</p> <p>2.1.1. The designated division/unit/focal will generate the data and forward it to the PMED/RMEU based on the type of request.</p> <p>2.1.2. If the data is Simple, provide the data request to the client and request to accomplish the Client Satisfaction Measurement Form (CSMF).</p> <p>2.1.3. If the data is complex or highly</p>	None	<p>2 hours</p> <p>16 days</p> <p>4 hours</p>	<p>Earl Jane M. Rallos / Melvin B. Abasolo</p> <p>Designated Division/Unit/Focal</p> <p>Earl Jane M. Rallos / Melvin B. Abasolo</p>

	<p>technical, PEO/Statistician or RMEO will endorse it to Division Chief (DC) /Regional Program Coordinator (RPC) for review, and prepare an endorsement memo to the National Program Manager (NPM) /Regional Director (RD) for approval.</p> <p>2.1.4. The DC/RPC will review the outgoing data and recommend it to the NPM/RPC for clearance.</p> <p>2.1.5. The NPM/RD will review the outgoing data and sign the memorandum or the response letter. The documents will be endorsed back to PMED/RMEU for the release of the data.</p> <p>2.1.6. Provide the data request to the client and request to accomplish the CSMF.</p>	Memorandum /Letter of response	4 hours	<p>Earl Jane M. Rallos / Melvin B. Abasolo / Jiah L. Sayson</p> <p>Jiah L. Sayson</p> <p>Jiah L. Sayson</p>
			1 day	Earl Jane M. Rallos / Melvin B. Abasolo
			1 day	

			4 hours	
	<p>2.2 If the data request is identified as Classified Data, the PMED/RMEU will determine if there is an existing DSA with the client.</p> <p>2.2.1. If the client has an existing DSA, PMED/RMEU will endorse it to the appropriate division for data generation.</p> <p>2.2.2. The designated division/unit/focal will generate the data and forward it to the PMED/RMEU.</p> <p>2.2.3. The PEO/Statistician or RMEU will endorse the data to DC/RPC for review, and prepare an endorsement memo to NPM/RD for approval.</p>	Memorandum	<p>1 day</p> <p>2 hours</p> <p>16 days</p> <p>4 hours</p>	<p>Earl Jane M. Rallos / Melvin B. Abasolo</p> <p>Earl Jane M. Rallos / Melvin B. Abasolo</p> <p>Designated Division/Unit/Focal</p> <p>Earl Jane M. Rallos / Melvin B. Abasolo</p>

	<p>2.2.4. The DC/RPC will review the outgoing data and endorse it to NPM/RPC.</p>			Jiah L. Sayson
	<p>2.2.5. The NPM/RPC will review the outgoing data and endorse back to PMED/RMEU to be provided to the client.</p>		1 day	Jiah L. Sayson
	<p>2.2.6. Provide the data request to the client and request to accomplish the client satisfaction measurement form.</p>		1 day	Earl Jane M. Rallos / Melvin B. Abasolo
	<p>2.2.7. If there is no existing DSA with the client, the PEO/Statistician or RMEU will review and provide initial comments based on the request of the client, and endorse to the CO/Regional Data Protection Officer (DPO) if the request is valid or invalid for a Memorandum of Agreement (MOA) in accordance with the Data Privacy Act.</p>		4 hours	Earl Jane M. Rallos / Melvin B. Abasolo
	<p>2.2.8. If the request is invalid, provide a</p>	Memorandum	4 hours	

	<p>response letter to the client signed by NPM/RD and request to accomplish the client satisfaction measurement form from the client.</p> <p>2.2.9. If the request is valid, a MOA between the requesting party and the proponent office will be prepared by PMED/RMEU.</p> <p>2.2.10. Sharing of the draft MOA to the client for review.</p> <p>2.2.11. Acknowledgement of the MOA from client.</p> <p>2.2.12. Review and endorsement to Legal Service/Section Technical Staff, for comments/inputs.</p> <p>2.2.13. Revision of the MOA based on the Legal Service/Section's comments.</p> <p>2.2.14. Endorse the revised MOA to LS for concurrence.</p>	<p>Response letter</p> <p>Draft MOA</p>	<p>2 days</p> <p>3 days</p>	<p>Earl Jane M. Rallos / Melvin B. Abasolo</p> <p>Earl Jane M. Rallos / Melvin B. Abasolo</p> <p>Earl Jane M. Rallos / Melvin B. Abasolo</p> <p>Earl Jane M. Rallos / Melvin B. Abasolo</p> <p>Earl Jane M. Rallos / Melvin B. Abasolo</p> <p>Atty. Ron Stevend Maylon</p> <p>Earl Jane M. Rallos / Melvin B. Abasolo</p>
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	2.2.15. Prepare communication for endorsement to the client for MOA signing.			Earl Jane M. Rallos / Melvin B. Abasolo
	2.2.16. Sharing of MOA to the client for signing.		1 hour	Earl Jane M. Rallos / Melvin B. Abasolo
	2.2.17. Acknowledgement of the signed MOA from the client.		4 hours	Earl Jane M. Rallos / Melvin B. Abasolo
	2.2.18. Endorsement to DPO CO and Secretary, or FO DPO and RD, for signature.		1 hour	Earl Jane M. Rallos / Melvin B. Abasolo
	2.2.19. Once the MOA is signed, the PEO/Statistician or RMEO will endorse the request to the appropriate division/unit/focal for data generation.		1 day	Earl Jane M. Rallos / Melvin B. Abasolo
	2.2.20. The designated division/unit will generate the data and forward it to the PMED/RMEU.		1 hour	Designated Division/Unit
	2.2.21. Provision of the data request to the client and submission of signed MOA and request to accomplish the client satisfaction		4 hours	Earl Jane M. Rallos / Melvin B. Abasolo

	measurement form the client.		1 hour	Earl Jane M. Rallos / Melvin B. Abasolo
			1 hour	
			1 hour	Earl Jane M. Rallos / Melvin B. Abasolo
			1 hour	Earl Jane M. Rallos / Melvin B. Abasolo
			5 days	Designated Division/Unit
			4 hours	Earl Jane M. Rallos / Melvin B. Abasolo

TOTAL:		None	<p>For Public Data:</p> <p>Simple - 2 days, 4 hours and 10 minutes;</p> <p>Complex- 6 days, 4 hours and 10 minutes; and</p> <p>Highly Technical- 19 days, 4 hours and 10 minutes.</p> <p>For Classified Data:</p> <p><i>With existing DSA:</i></p> <p>Complex- 6 days, 6 hours and 10 minutes; and</p> <p>Highly Technical- 19 days, 6 hours and 10 minutes.</p> <p><i>Without existing DSA:</i></p> <p>Valid for MOA- 11 days, 7 hours and 10 minutes;</p> <p>Invalid for MOA- 2 days, 2 hours and 10 mins</p>	

FEEDBACK AND COMPLAINTS MECHANISM

How to send a feedback	<p>For inquiries and follow-ups, the client is advised to directly coordinate with the concerned division that received the request. The following contact details are however accessible in case the concerned division does not respond within reasonable time:</p> <p style="padding-left: 40px;">Email: pantawid.fo7@dswd.gov.ph</p> <p style="padding-left: 40px;">Send feedback through the Facebook page of DSWD FO VII</p> <p>For completed services, the client is encouraged to fill out a Client Satisfaction Survey Form downloadable from https://pantawid.dswd.gov.ph/citizens-charter and submit it to the concerned division where the request was made or through any of the contact details provided above.</p>
How feedback is processed	<p>A technical staff is assigned to read daily all inquiries and follow ups sent to pantawid.fo7@dswd.gov.ph. These are forwarded to the concerned division who is expected to provide a response to the client via email or phone call within three (3) days from receipt of email from the client.</p> <p>On the other hand, satisfaction surveys for completed services are being analyzed by the concerned division as among the bases to improve its service delivery.</p>
How to file complaint	<p>The client may directly communicate through the contact details provided below:</p> <p style="padding-left: 40px;">Email: pantawid.fo7@dswd.gov.ph</p> <p style="padding-left: 40px;">Send feedback through the Facebook page of DSWD FO VII</p> <p style="padding-left: 40px;">Send feedback via 8888</p>
How complaints are processed	<p>All complaints about service delivery received through any of the channels above are directly forwarded to the Office of the National Program Manager and are automatically treated as a confidential case. It shall be primarily guided by violations and penalties under the Ease of Doing Business Act https://arta.gov.ph/about/violations-and-penalties</p> <p>Service delivery complaints shall be automatically considered as highly technical transactions due to its nature. The client shall be provided feedback 20 days from the filing of the complaint.</p>

Contact Information of ARTA, PCC, CCB	Anti-Red Tape Authority (ARTA): complaints@arta.gov.ph 8-478-5093 Presidential Complaint Center (PCC): pcc@malacanang.gov.ph 8888 Contact Center ng Bayan (CCB): SMS: 0908-881-6565 Call: 165 56 P5.00 + VAT per call anywhere in the Philippines via PLDT landlines Email: email@contactcenterngbayan.gov.ph Web: https://contactcenterngbayan.gov.ph Facebook: https://facebook.com/civilservicegovph
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Office	Address	Contact Information
Pantawid Pamilyang Pilipino Program	M.J. Cuenco Avenue Corner General Maxilom Avenue, Carreta, Cebu City, Cebu, Philippines 6000	Tel Nos.: (032) 233-0261 (032) 232-9505 Telefax (032) 231-2172