



FIELD OFFICE VII

CITIZEN'S CHARTER

2023 (3rd Edition)



DSWD

Department of Social Welfare and Development

SUPPLEMENTARY FEEDING PROGRAM

CITIZEN'S CHARTER

2023 (3rd 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 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 your 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 to you 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.

LIST OF SERVICES

FRONTLINE SERVICES	4
IMPLEMENTATION OF THE SUPPLEMENTARY FEEDING PROGRAM	5
FEEDBACK AND COMPLAINTS MECHANISM	8
LIST OF OFFICE	10

Protective Services Division

Frontline Services

Implementation of the Supplementary Feeding Program

The SFP is the provision of food in addition to the regular meals, to target children as part of the DSWD's contribution to the Early Childhood Care and Development (ECCD) program of the government. The food supplementation will be in a form of hot meals to be served during snack/meal time to children five (5) days a week for 120 days.

Office or Division:	Supplementary Feeding Program Management Office - Protective Services Division			
Classification:	Complex Transaction			
Type of Transaction:	Government to Government			
Who may avail:	LGU SFP Focal, LSWDOs (Local Social Welfare Development Officer), DCO (Day Care Officer), CDW (Child Development Worker)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. SB (Sanggunian Bayan) Resolution (1 original copy)		LGU Sanggunian Bayan Office		
2. Memorandum of Understanding (MOU) (4 original copies) provided by Field Office.		SFP RPMO (Field Office VII)		
3. Master list of Beneficiaries (1 original copy and encoded)		SFP RPMO (Field Office VII)		
4. Summary List of Beneficiaries (1 original copy and encoded)		SFP RPMO (Field Office VII)		
5. Authorized Signatories to Receive Goods 5.1 City / Municipal Level (1 original copy) 5.2 Barangay Level (1 original copy)		SFP RPMO (Field Office VII)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Social Preparation Phase				
1. Submission of pre-implementation documents	1.1 SFP RPMO receives, review and consolidate reports and documents submitted	none	20 days per province	Local Government Unit (LGU) Implementers SFP (ND I / PDO I)
	1.2 Orientation to all Day Care Officers, SF			SFP Focal Person Nutritionist Dietitian II

	Focal, and LSWDO for Supplementary Feeding Program implementation		4 days per province	PDO I / ND I SFP - RPMO
	TOTAL:	none	24 Days	
<i>RA 7160, 54a – “The veto shall be communicated by the local chief executive concerned to the sanggunian within fifteen (15) days in the case of a province, and ten (10) days in the case of a city or a municipality; otherwise the ordinance shall be deemed approved as if he had signed it”.</i>				
B. Feeding Implementation Phase				
2. Assistance in inspection and acceptance of goods	2. Providing technical assistance during inspection, and use of forms (Daily Food Ration and Distribution List)	none	1 day per LGU receiving of food items / goods	SFP Focal Person Nutritionist Dietitian II PDO I / ND I LGU C/MSWD Office and Day Care Centers
3. Submission of Distribution List	3.Reviews and check completeness of submitted documents (Distribution list)	none	1 day per LGU	Nutritionist-Dietitian I/ Project Development Officer I Administrative Officer II SFP RPMO
4. Conduct feeding from Monday to Friday for 120 days (1 cycle) Identified LGU – Child Development Centers	4.Monitoring of the actual feeding program in the Child Development Centers	none	1 day per LGU	SFP Project Development Officers / Nutritionist Dietitian I CDCs and SNPs
	TOTAL:	none	3 days	

Republic Act no. 11037 – An act institutionalizing a national feeding program for undernourished children in public daycare, kindergarten and elementary schools to combat hunger and undernutrition among Filipino children; **section 4**-national feeding program, herein after referral to as the program is hereby established to address undernutrition among Filipino children.
 Republic Act No. 9184 or Government Procurement Reform Act - Annex C (Recommended Earliest Possible Time and Maximum Period allowed for the Procurement of Goods and Services; Article 11, Section 37,38).
 RA 11321 otherwise known as “Sagip Saka Act”, Section 11 – Direct purchase by National and Local Government Agencies – shall directly purchase agricultural and fishery products accredited farmers and fisherfolk cooperatives.

RA 11469 otherwise known as the “Bayanihan to Heal as One” **Section 4** – Notwithstanding any law to the contrary, direct discontinuance of appropriated programs, projects or activities (P/A/P) of any agency of the Executive Department, including Government-Owned or Controlled Corporations (GOCCs) , in the FYs 2019 and 2020 General Appropriations Act (GAA), whether released or unreleased, the allotments for which remain unobligated and utilize the savings generated therefrom to augment the allocation for any item directly related to support operations and response-measures, which are necessary or beneficial in order to address the COVID-19 emergency.

C. Monitoring and Evaluation Phase

5. Coordinate with the Field Office for technical assistance (T.A.)	5.1 Preparation and of Monitoring and Technical Assistance Plan	none	1 day per LGU	SFP Project Development Officers / Nutritionist Dietitian I SFP RPMO
	5.2 Provision of Technical Assistance to LGU	none	1 day per LGU	SFP Project Development Officers / Nutritionist Dietitian I LGU (Day Care Centers)
	5.3 Cascading of Client Satisfaction Measurement Survey after Technical Assistance	none	1 day per LGU	SFP Project Development Officers / Nutritionist Dietitian I LGU (Day Care Centers)
	TOTAL:	none	3 days	

D. Post Feeding Implementation Phase

6. Submission of post implementation documents to Field Office LGU C/MSWD Office	6.1 SFP RPMO receives, and checks completeness of documents submitted (End Line data, Terminal Report, Client Satisfaction Measurement Survey)	none	14 days	SFP Project Development Officers / Nutritionist Dietitian I and Child Development Workers SFP RPMO
	6.2 SFP – RPMO submits Terminal Report to Central Office: Narrative and Statistical Reports	none	7 days (Post feeding implementation)	Nutritionist Dietitian III / Nutritionist Dietitian II SFP - RPMO

	6.3 Conduct Program Implementation Review for the previous cycle	none	1 day per LGU	Nutritionist Dietitian III / Nutritionist Dietitian II SFP - RPMO
	TOTAL:	none	22 days	

Feedback and Complaints Mechanism

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	During monitoring of actual feeding, PDOs and NDs in their assigned CDC & SNPs, conducts random interviews to parents for actual feedbacks, along with the Beneficiary Satisfaction Survey Form. LGU implementers (LSWDO) will fill out the Client Satisfaction Measurement Survey. Filling out the possible strengths and weaknesses of our program implementation.
How feedbacks are processed	The PDOs and NDs are collating the data taken from the interviews of the parents and at the same time gathering all the Beneficiary Satisfaction Survey Forms. The ND II at the regional level, will consolidate all the data from both the interviews and survey forms at the end of the feeding implementation. Concerns, and suggestions from are discussed during the SFP Cycle implementation evaluation.
How to file a complaint	<p>Parents are advised to directly coordinate with their assigned Child Development Workers, who will raise the concerns to the LGU SFP Focal Person/DCO or LSWDO. The LSWDO will send a formal letter of complaint to the Field Office, addressed to the Regional Director.</p> <p>Send all complaints to:</p> <p>Shalaine Marie S. Lucero, CESO IV Regional Director MJ Cuenco Corner Gen. Maxilom Ave. Carreta, Cebu City</p>

	or email at ord.fo7@dswd.gov.ph
How complaints are processed	<p>A response letter or feedback will be sent, addressed to the complainant will be prepared by the SFP Focal Person within 24 hours, upon the receipt of the complaint.</p> <p>The assigned PDO or ND will validate and investigate, and a report will be made, indicating the details of the complaint, so as proper action will be taken.</p>
Contact Information of CCB, PCC, ARTA	<p>Contact Information of Contact Center ng Bayan (CCB)</p> <p>SMS :0908 881 6565 Call :165 56 P 5.00+VAT per call anywhere in the Philippines via PLDT landlines Email: email@contactcenterngbayan.gov.ph Facebook: https://facebook.com/civilservicegovph/ Web: https://contactcenterngbayan.gov.ph/</p> <p>Contact Information of Presidential Complaint Center (PCC)</p> <p>Via email –email address: pcc@malacanang.gov.ph Via postal service – thru PCC official address at Bahay Ugnayan, J.P. Laurel Street Malacañang, Manila Via facsimile thru Telefax No. +63(2)-87368621 Via Telephone connections +63(2)-8736-8645 +63(2)-8736-8603 +63(2)-8736-8629 +63(2)-8736-8621</p> <p>Contact Information of ARTA</p> <p>info@arta.gov.ph complaints@arta.gov.ph 8478-5091 • 8478-5093 • 8478-5099</p>

List of Office

Office	Address	Contact Information
Protective Services Division (PSD)		
Supplementary Feeding Regional Management Office	DSWD Field Office VII MJ Cuenco Avenue corner General Maxilom Avenue, Barangay Carreta, Cebu City Cebu Province	Ma. Romilene C. Padilla, ND III/SFP Focal Person sfp.fo7@dswd.gov.ph DSWD Field Office VII Contact Numbers: 0929-3329667, (032) 232-9505 or 233-8785 local 17104