



**DEPARTMENT OF SOCIAL WELFARE  
AND DEVELOPMENT  
FIELD OFFICE VII**

**CITIZEN'S CHARTER**

**2023 (2<sup>nd</sup> 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 (DSWD) 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 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 are 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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# **Human Resource Management and Development Division**

**Function**

## 1. Recruitment Selection and Placement

This process covers the recruitment, selection and placement process in the filling-up of vacant positions in the Field Office, this covers the process of filling-up vacant permanent including contractual, casual, coterminous, and Contract of Service (COS) positions in the DSWD Field Office (if applicable)

<b>Office or Division:</b>	Human Resource Management and Development Division- Human Resource Planning and Performance Management Section (HRPPMS)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C- Government to Citizen G2G- Government to Government			
<b>Who may avail:</b>	GENERAL PUBLIC			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application letter addressed to <b>Director SHALAINÉ MARIE S. LUCERO, CESO IV of DSWD Field Office VII</b> (specifying the position applied for, with item number and its date of publication);		Requesting Personnel		
2. Duly accomplished Personal Data Sheet with passport sized picture and signature and Work Experience Sheet;		Civil Service Commission Website		
3. Scanned or photocopy of Performance Rating in the last rating period for government employees or its equivalent for external applicants (if applicable).		Requesting Personnel		
4. Scanned or photocopy of Civil Service Certificate of Eligibility or Professional License		Requesting Personnel		
5. Photocopy of Transcript of Records and/or Diploma		Requesting Personnel		
6. Scanned or photocopy of training certificates		Requesting Personnel		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<b>RECRUITMENT</b>			
1. Submits Application Requirements either walk in or through email within the publication period	1. Receives, assesses the completeness of the submitted application documents vis-à-vis the Job Posting	None	1 hour	Recruitment Officers  HRMDD-HRPPMS

	If incomplete, it will not be screened.			
	2. Evaluates the applicant qualifications vis-à-vis the vacant position Qualifications standards	None	1 hour	HRMPSB-Secretariat
	3. Longlisting of Applicants who meet the Cut off Score of ETE.	None	1 day	HRMPSB-Secretariat
	4. Schedules for the Initial Qualifying Examination	None	1 hour	HRPPMS-Psychometricians
Receives Communication / Invitation to take the Initial Qualifying test	5. Administers the Initial Qualifying Examination	None	1 day	HRPPMS-Psychometricians
	6. Checks and scores of Initial Qualifying Examinations	None	1 day	HRPPMS-Psychometricians
	7. Preparation of list of Examination passers	None	1 day	HRPPMS-Psychometricians
Receives Communication on the result of the Initial Qualifying Exam,  Passers will be informed of the scheduled technical examination	8. Informs the applicant/s of the result and passers will be called for to take the technical exam	None	5 minutes	HRMPSB-Secretariat
	9. Administers the technical Examination	None	1 day	HRMPSB-Secretariat
	10. Checks and scores the Technical examination and schedules for the Panel Interview/ Deliberation by the HRMPSB	None	3 days	HRMPSB-Secretariat

Receives Communication for the scheduled Panel Interview/ Deliberation	11. Informs the applicants/s on the scheduled Panel/ Interview/ deliberation	None	1 hour	HRMPSB-Secretariat
	12. HRMPSB Conducts the panel interview/ deliberation	None	2 hours	HRMPSB
	13. Plots applicants' overall comparative scores	None	3 days	HRMPSB-Secretariat
	14. Conducts Background Check/ Character Reference Check of the applicants	None	3 days	HRMPSB-Secretariat
	15. Prepares the deliberation documents	None	10 days	HRMPSB-Secretariat
	16. Routing and signing of the deliberation documents to the HRMPSB	None	3 hours	HRMPSB-Secretariat
	17. Endorsement of the HRMPSB Approved deliberation Documents (with utmost Top 5 shortlisted applicants) to the appointing authority	None	1 hour	HRMPSB-Secretariat
	18. Publication of Shortlisted applicants	None	1 day	HRMPSB-Secretariat
	<b>SELECTION</b>			
	19. Appointing authority selects from among the top 5 shortlisted applicants to the vacant position	None	5 days	Regional Director
	20. Prepares Congratulatory letter to the select applicants or Regret letter to those not considered	None	1 hour	HRMPSB-Secretariat
Receives the congratulatory letter or regret letter	21. Sends the congratulatory letters including pre employment	None	1 hour	HRMPSB-Secretariat

	requirements checklist and Regret letters to those who are not considered			
Compliance of Pre-Employment Requirements	22. Waiting for the Appointees compliance of Requirements	None	15-30 days	HRMPSB-Secretariat appointee
	23. Prepares Appointment	None	1 hour	HRMPSB-Secretariat
	24. Signs the appointment by the Highest Ranking HRMO, HRMPSB Chairperson and the Appointing Authority	None	1 day	OIC-DC, HRMDD ARD for Administration Regional Director
	<b>PLACEMENT</b>			
	25. Releases signed appointment forms	None	1 day	HRMPSB-Secretariat
	Publishes the newly appointment issued	None	5 minutes	HRMPSB-Secretariat
Submits Pre Employment Requirements	Ensures completeness of the submitted pre employment requirements  Incomplete, informs the applicant of the deficiencies	None	2 hours	HRMPSB-Secretariat New Appointee
Receives Communication for the scheduled Socialization Phase	Schedules the Socialization Phase: Ceremonial Oath taking, signing of assumption to duty, position description form and enrollment to biometrics	None	1 day	HRMPSB-Secretariat
	Oath taking ceremony, signing of assumption to duty, position description form and enrollment to biometrics	None	1 day	HRMPSB-Secretariat Regional Director



	Orients newly hired staff	None	3 days	HRMPSB-Secretariat  LDS- Training Officer
	Deploys and endorses the newly hired to the Hiring Unit	None	1 day	HRMPSB-Secretariat
<b>TOTAL:</b>			<b>51 days</b> <b>7 hours</b> <b>10 minutes</b>	

# FEEDBACK AND COMPLAINTS MECHANISM

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Requestor to fill out the online Client Satisfaction Survey form that will be sent to their email addresses
How feedback are processed	The feedback will be consolidated, tabulated and analyzed by the Human Resource Planning and performance Management Section. The information gathered shall be utilized in reviewing the process of improving the service. This will be discussed by the Section during its Monthly meeting. Likewise, the positive feedback on the personnel providing the services will be the basis for the Section's commendation.
How to file a complaint	<p>Complaints regarding the service above can be filed thru the Office of the Regional Director either via email (<a href="mailto:ord.fo7@dswd.gov.ph">ord.fo7@dswd.gov.ph</a>) or personally handing over the complaint letter. The complaint must contain the following details:</p> <ul style="list-style-type: none"> <li>• Name of person being complained</li> <li>• Incident</li> <li>• Evidence if there's any</li> </ul> <p>For inquiries and follow-ups, clients may contact the following contact info:            Tel no.: (032) 233-8785 / 233-0261 / 232-9505            Email: <a href="mailto:ord.fo7@dswd.gov.ph">ord.fo7@dswd.gov.ph</a></p>
How complaints are processed	<p>Complaints received are reviewed by the concerned section. It will be relayed and discussed during the staff meeting.</p> <p>A validation shall be conducted if necessary, as the basis of the report which will be signed by the Regional Director.</p> <p>Such a report will be sent to the complainant within three (3) days upon receipt of the complaint via email or snail mail whichever is applicable.</p> <p>For inquiries and follow-ups, clients may contact the following contact info:            Tel no.: (032) 233-8785 / 233-0261 / 232-9505 local 17121            Email: <a href="mailto:recruitment.fo7@dswd.gov.ph">recruitment.fo7@dswd.gov.ph</a></p>
Contact Information of CCB, PCC, ARTA	<p>Anti-Red Tape Authority (ARTA):  <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a>            8-478-5093</p> <p>Presidential Complaint Center (PCC):  <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a>            8888</p> <p>Contact Center ng Bayan (CCB):            SMS : 0908 881 6585            Call : 165 56</p> <p>PHP 5.00 + VAT per call anywhere in the Philippines via PLDT landlines</p> <p>Email : <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a>            Facebook : <a href="https://facebook.com/civilservicegovph/">https://facebook.com/civilservicegovph/</a>            Web : <a href="https://contactcenterngbayan.gov.ph/">https://contactcenterngbayan.gov.ph/</a></p>

## LIST OF OFFICES

Office	Address	Contact Information
Office of the OIC Chief of the Human Resource Management and Development Division-HR Planning and Performance Management	DSWD Field Office VII, M.J Cuenco Avenue Corner General Maxilom Avenue, Brgy. Carreta, Cebu City	(032) 232-9507/231- 2172 local 17127