



# **DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT**

## **CITIZEN'S CHARTER**

**2023 (7<sup>th</sup> Edition)**



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## **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.

The Social Welfare Institutional Development Bureau is responsible for enhancing the competencies of DSWD staff and partners (intermediaries and stakeholders) in performing and achieving its goals as the lead in the social welfare and social protection sector.

## **II. Vision:**

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 AM to 5:00 PM, 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 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.

## **LIST OF SERVICES**

<b>FRONTLINE SERVICE</b>	<b>5</b>
1. Provision of Resource Person to DSWD Intermediaries and Stakeholders	6
<b>NON-FRONTLINE SERVICE</b>	<b>13</b>
1. KEC Function Room Reservation and Use	14
	16
<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	<b>16</b>
<b>LIST OF OFFICES</b>	<b>18</b>

# **Capacity Building Section**

## **Frontline Service**

## 1. Provision of Resource Person to DSWD Intermediaries and Stakeholders

Processing of requests for resource persons to capacitate intermediaries and stakeholders with the needed knowledge and skills to effectively implement social welfare and development and social protection programs and services that are responsive to the needs of different sectoral groups in the community.

<b>Office or Division:</b>		Field Office VII - Capability Building Section (CBS)		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		G2G - Government to Government G2C - Government to Citizen		
<b>Who may avail:</b>		DSWD intermediaries (local government units, non-government organizations, peoples' organizations, civil society organizations, academe) and stakeholders		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Memo Request		Requesting Party		
DSWD Intellectual Property Agreement		DSWD Field Office Capacity Building Section/Social Welfare Institutional Development Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request letter to DSWD		None	1 hour	
	1.1 Receive, check and log request letter and forward to the Office of the Regional Director (ORD)	None	1 hour	<i>Admin Staff Records Section</i>
	1.2 Receive the request letter and endorse to	None	1 hour	<i>Admin staff/ Regional Executive</i>

	the Regional Director			<i>Assistant Office of the Regional Director</i>
	1.3 Review and provide instructions and endorse to Protective Services Division (PSD)	None	3 hours	<i>Regional Director ORD</i>
	1.4 Review and provide instructions and endorse to Capability Building Section (CBS)	None	1 hour 30minutes	<i>Division Chief Protective Services Division</i>
	1.5 Receive the request letter	None	1 hour	<i>Admin staff CBS</i>
	1.6 Review and assess the request	None	1 hour	<i>Section Head CBS</i>
	1.7 Identify resource person per database/ list of CGS/program focal/SWD L-Net	None	3 hours	<i>Technical Staff CBS</i>
	1.8 Coordinate with the head of CGS/ Program Focal or SWD L-Net member to inform and check availability	None	2 hours	<i>Technical Staff CBS</i>

	1.9 Prepare confirmation letter (to include name and details of identified resource person) and Regional Special Order	None	1 hours	<i>Technical Staff</i> CBS
	1.10 Forward confirmation letter and draft RSO to PSD Chief review and initials	None	1 hour	<i>Admin Staff</i> CBS
	1.11 Review and sign confirmation letter and draft RSO and endorse to ORD	None	2 hours	<i>Division Chief</i> Protective Services Division
	1.12 Review and sign the confirmation letter and RSO	None	8 hours	<i>Regional Director</i> ORD
	1.13 Return to CBS	None	1 hour	<i>Admin Staff</i> ORD
	1.14 Receive signed confirmation and RSO. Attach the Intellectual Property Agreement (IPA) as well as the Customer Satisfaction Measurement Survey (CSMS) Form	None	1 hour	<i>Admin Staff</i> CBS



	1.15 Send out to the requestor the documents thru email and to Records Section for numbering (RSO) and sending out (confirmation letter, IPA and CSMS) to mail	None	1 hour	<i>Admin Staff</i> CBS
	1.16 Encode details of the request to a database	None	1 hour	<i>Admin Staff</i> CBS
	1.17 Coordinate with requestor to set a pre-activity meeting with the identified RP and requestor		1 hour 30 minutes	<i>Technical Staff</i> CBS
2. Fill out the DSWD Intellectual Property Agreement and Customer Satisfaction Measurement Survey		None	2 hours	
Total		None	34 Working Hours/ 4 Days and 2 Hours	

## FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Requestor to fill out the <i>Client Satisfaction Survey form</i> and email it to <a href="mailto:cbs.fo7@dswd.gov.ph">cbs.fo7@dswd.gov.ph</a> .
How feedback is processed	Feedback will be consolidated, tabulated and analyzed as a basis for improvements or commendations.
How to file a complaint	<p>Complaints can be filed through a letter address to the Regional Director.</p> <p>Make sure to provide the following information:</p> <ul style="list-style-type: none"> <li>- Name of person being complained</li> <li>- Incident</li> <li>- Evidence <i>if there's any</i></li> </ul> <p>For inquiries and follow-ups, clients may contact the following contact info:            Tel no.: 412-9908 loc. 117            Email: <a href="mailto:cbs.fo7@dswd.gov.ph">cbs.fo7@dswd.gov.ph</a></p>
How complaints are processed	<p>Complaints received are reviewed by the Grievance focal. 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 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.: 412-9908 loc. 17119            Email: <a href="mailto:cbs.fo7@dswd.gov.ph">cbs.fo7@dswd.gov.ph</a></p>

Contact Information of CCB, PCC, ARTA	<p> <b>Contact Center ng Bayan (CCB)</b>  <b>SMS: 0908 881 6565</b>  <b>Email: <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a></b>  <b>Web: <a href="https://contactcenterngbayan.gov.ph">https://contactcenterngbayan.gov.ph</a></b>  <b>FB: <a href="https://facebook.com/civilservicegovph/">https://facebook.com/civilservicegovph/</a></b>  <b>Call: 165 65</b>          P5-VAT per call anywhere in the Philippines via PLDT landlines       </p> <p> <b>Presidential Complaint Center (PCC)</b>  <b>Email: <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a></b>  <b>Call: 8888</b> </p> <p> <b>Anti-Red Tape Act (ARTA)</b>  <b>Email: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a></b>  <b>Call: 8-478-5093</b> </p>
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### List of Offices

OFFICE	ADDRESS	CONTACT INFORMATION
Capability Building Section	DSWD Field Office VII MJ Cuenco Avenue corner General Maxilom Avenue, Barangay Carreta, Cebu City	Email: <a href="mailto:cbs.fo7@dswd.gov.ph">cbs.fo7@dswd.gov.ph</a> Tel no.: 412-9908 loc. 17119

## **Non-Frontline Service**

## 1. KEC Function Room Reservation and Use

Reservation and use of the Knowledge Exchange Center (KEC) Function Room for meetings, learning sessions, and exams for applicants via electronic mail or phone call.

<b>Office or Division :</b>	DSWD Field Office VII - Capability Building Section (CBS)			
<b>Classification :</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail :</b>	DSWD Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Google Form		Knowledge Exchange Center		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire availability of Function Room via email.		None	5 minutes	
	1.1 Receive request via email to reserve Function Room	None	5 minutes	<i>KEC Librarian</i> Protective Services Division
	1.2 Check availability of KEC Function Room	None	5 minutes	<i>KEC Librarian</i> Protective Services Division
	1.3 Send Reservation Form to requesting party thru email	None	20 hours	<i>KEC Librarian</i> Protective Services Division
2. Fill out Reservation Form		None	15 minutes	
3. Submit accomplished Reservation Form to		None	10 minutes	

KEC thru email				
	3.1 Book reservation to KEC Calendar	None	5 minutes	<i>KEC Librarian</i> Protective Services Division
	3.2 Send confirmation of reservation and link CSMS form thru email	None	10 minutes	<i>KEC Librarian</i> Protective Services Division
Total		None	75 minutes / 1 hour and 15 minutes	

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	Requestor to fill out the <i>Client Satisfaction Survey form</i> and email it to <a href="mailto:cbs.fo7@dswd.gov.ph">cbs.fo7@dswd.gov.ph</a> .
How feedback is processed	Feedback will be consolidated, tabulated and analyzed as a basis for improvements or commendations.
How to file a complaint	<p>Complaints can be filed through a letter address to the Regional Director.            Make sure to provide the following information:</p> <ul style="list-style-type: none"> <li>- Name of person being complained</li> <li>- Incident</li> <li>- Evidence <i>if there's any</i></li> </ul> <p>For inquiries and follow-ups, clients may contact the following contact info:            Tel no.: <b>232 9505 local 119</b>            Email: <a href="mailto:cbs.fo7@dswd.gov.ph">cbs.fo7@dswd.gov.ph</a></p>
How complaints are processed	<p>Complaints received are reviewed by the Grievance focal. 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 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.: 412-9908 loc. 17119            Email: <a href="mailto:cbs.fo7@dswd.gov.ph">cbs.fo7@dswd.gov.ph</a></p>



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