



# DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT

## CITIZEN'S CHARTER

2022 (6<sup>th</sup> Edition)



# DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT

## CITIZEN'S CHARTER

2022 (6<sup>th</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 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**

<b>PROTECTIVE SERVICES DIVISION</b>	<b>5</b>
<b>Frontline Services</b>	<b>5</b>
1. Provision of Assistance Under the Recovery and Reintegration Program for Trafficked Persons (RRPTP)	6
<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	<b>12</b>
<b>LIST OF OFFICES</b>	<b>12</b>

## **Protective Services Division**

### **Frontline Services**

## 1. Provision of Assistance Under the Recovery and Reintegration Program for Trafficked Persons (RRPTP)

The RRPTP is a comprehensive program that ensures adequate recovery and reintegration services provided to trafficked persons.

It utilizes a multi-sectoral approach and delivers a complete package of services that will enhance the psychosocial, social and economic needs of the clients, the families and the communities where the trafficked persons will be eventually reintegrated.

It also improves community-based systems and mechanisms that ensure the recovery of the victim-survivors and prevents other family and community members to become victims of trafficking.

<b>Office or Division:</b>	Protective Services Division
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C-Government to Citizen
<b>Who may avail:</b>	1. Victim-survivor of trafficking 2. Families of the victim-survivor of trafficking 3. Witnesses of cases of human trafficking 4. Communities with high incidence of trafficking
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
<b>Table 1. Support Services for Victim-Survivors of Trafficking</b>	
<b>Table 1.1 For Support for Victims/ Witnesses and Transportation Assistance</b>	
1. Actual Cost that will be incurred for transportation expenses (1 Original Copy and 1 Photocopy)	DSWD Field Office 7- Recovery and Reintegration Program for Trafficked Persons
2. Social Case Study Report approved by the Regional Director (1 Original Copy)	DSWD Field Office 7- Recovery and Reintegration Program for Trafficked Persons
<b>Table 1.2 For Medical Assistance</b>	
1. Clinical Abstract/Medical Certificate with signature and license number of the attending physician issued within three months (1 Original Copy and 1 Photocopy)	Medical Records Office of the Hospital (Private or Public), Rural Health Unit and Clinics where the client was admitted
2. Hospital Bill (for payment of hospital bill) or Prescription (for medicines) or Laboratory Requests (for procedures) (1 Original Copy and 1 Photocopy)	Hospital (Private or Public), Rural Health Unit and Clinics where the client was admitted or attending physician who issued the prescription or laboratory requests
3. Barangay Certificate (1 Original Copy and 1 Photocopy)	Barangay Affairs Office where the client resides
4. Valid ID of the client (if the client is a minor, any adult should facilitate the	Private establishment of employment, Enrolled School, Barangay Affairs Office and Government

request and submit photocopy of his/her Valid ID) (2 Photocopies)	agencies issuing an identification card such as but not limited to SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA
<b>Table 1.3 For Educational Assistance</b>	
1. School Registration or Certificate of Enrollment (1 Original Copy and 1 Photocopy)	School Registrar's Office where the client is currently enrolled
2. Statement of Account for tertiary education (1 Original Copy and 1 Photocopy)	School accounting and cashier office where the client is enrolled
3. Valid ID of the parent/ guardian (1 Original Copy and 1 Photocopy)	Private establishment of employment, Enrolled School, Barangay Affairs Office and Government agencies issuing an identification card such as but not limited to SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA
4. Valid school ID of the client (if the client is a minor, any adult should facilitate the request and submit photocopy of his/her Valid ID) (2 Photocopies)	School where the client is currently enrolled
5. Social Case Study Report approved by the Regional Director (1 Original Copy)	DSWD Field Office 7- Recovery and Reintegration Program for Trafficked Persons
<b>Table 2. Economic Reintegration Services for Victim-Survivors of Trafficking</b>	
<b>Table 2.1 For Skills Training</b>	
1. Official Receipt from the training school (1 Original Copy and 1 Photocopy)	Any accredited training school such as but not limited TESDA/CHED
2. Valid ID of the client (2 Photocopies)	Private establishment of employment, Enrolled School, Barangay Affairs Office and Government agencies issuing an identification card such as but not limited to SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA
3. Social Case Study Report approved by the Regional Director (1 Original Copy)	DSWD Field Office 7- Recovery and Reintegration Program for Trafficked Persons
<b>Table 2.2 For Employment Assistance</b>	
1. Official Receipts from the expenses (1 Original Copy and 1 Photocopy)	Private or Government establishment to where the client secured the job requirements
2. Contract of Employment or any similar document indicating that they are hired (1 Original Copy and 1 Photocopy)	Private or Government institution to where the client is hired
3. Valid ID (2 Photocopies)	Private establishment of employment, Enrolled School, Barangay Affairs Office and Government agencies issuing an identification card such as

	but not limited to SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA
4. Social Case Study Report signed by the Regional Director (1 Original Copy)	DSWD Field Office 7- Recovery and Reintegration Program for Trafficked Persons
<b>Table 2.3 For Financial Assistance to Livelihood</b>	
1. Result of the Handa Ka Na Bang Magnegosyo? (The client's score must be 75 and above in order to be eligible for the livelihood program, to determine the preparedness of the client to start their business. Re-assessment will be conducted to clients who will have a score of 74 and below or they may be considered to avail financial assistance for employment.) (1 Original Copy and 1 Photocopy)	DSWD Field Office 7- Recovery and Reintegration Program for Trafficked Persons
2. Project Proposal approved by the Regional Director (May be written using the vernacular or local dialect. The client may be assisted by the Social Worker) (1 Original Copy and 1 Photocopy)	DSWD Field Office 7- Recovery and Reintegration Program for Trafficked Persons
3. Valid ID (2 Photocopies)	Private establishment of employment, Enrolled School, Barangay Affairs Office and Government agencies issuing an identification card such as but not limited to SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA
4. Social Case Study Report (1 Original Copy)	Referring party
<b>Table 3. Logistical Support During and Post-Rescue Operation of Victim-Survivors of Trafficking</b>	
1. No Documents required	DSWD Field Offices - Victim-survivors of trafficking during rescue operation. Social workers are highly needed to provide psychosocial counseling and assist victim-survivors of trafficking all throughout the process from recovery to reintegration.
<b>Table 4. Provision of Temporary Shelter</b>	
1. No Documents required	DSWD Field Offices - Victim-survivors of trafficking may be placed in DSWD run/registered, licensed and accredited residential care facilities for protective custody.



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The victim survivors of trafficking may visit the DSWD Field/ Regional Office or Rescued by Social Worker	1.1 Interview of the client	None	15 Minutes	<i>Social Welfare Officer II RRPTP / Residential Social Worker Children and Women Center (CWC)</i>
	1.2 Provide Psychosocial Counseling	None	15 Minutes	<i>Social Welfare Officer II RRPTP / Residential Social Worker Children and Women Center (CWC)</i>
	1.3 Assessment	None	30 Minutes	<i>Social Welfare Officer II RRPTP / Residential Social Worker Children and Women Center (CWC)</i>
	1.3.1 If the Client needs Temporary Shelter refer to Residential Care Facility.	None	30 Minutes	<i>Social Welfare Officer II RRPTP / Residential Social Worker Children and Women Center (CWC)</i>
	1.3.2 The Social Worker provides a list of documentary requirements depending on the assistance to be provided. (Refer to the list of requirements)	None	5 Minutes	<i>Social Welfare Officer II RRPTP / Residential Social Worker Children and Women Center (CWC)</i>

2.Submission of Documentary Requirement for the service/s to be availed	2.1 Screening of the submitted documents (Note: Given all requirements are submitted by the client)	None	10 Minutes	<i>Social Welfare Officer II RRPTP</i>
	2.1.1 For livelihood assistance, the RRPTP Social Worker will forward the documents to Sustainable Livelihood Program (SLP) for further assessment	None	7-15 days	<i>Social Welfare Officer II RRPTP and Project Development Officer II Sustainable Livelihood Program (SLP)</i>
	2.2 Processing of the assistance being sought;			
	2.2.1 Preparation of Voucher (if financial related)	None	3 working days	<i>Social Welfare Officer II RRPTP Social Worker</i>
	2.2.2 Social Case Study Report	None		<i>Social Welfare Officer II RRPTP Social Worker</i>
	2.2.3 Preparation of referral letter (if needs other program assistance)	None		<i>Social Welfare Officer II RRPTP Social Worker</i>



	2.3 Protective Service Division (PSD) / Community Based Unit (CBU) Division Chief and Budget Officer recommend the provision of assistance for approval of the Regional Director.	None	1-2 working days	<i>Division Chief PSD Office and Unit Head Budget Unit</i>
	2.4 The Regional Director approved the provision of assistance to the victim-survivors of trafficking.	None	1-2 working days	<i>Regional Director Office of the Regional Director (ORD)</i>
	2.5 Releasing of the assistance to client (Cash or Non-Cash)	None	1-2 working days	<i>Admin Officer II Cash Section</i>
	2.6 Administration of Client Satisfaction Measurement Survey Form	None	10 minutes	<i>Social Welfare Officer II RRPTP Social Worker</i>
<b>Total Processing Time for Temporary Shelter</b>		None	1 Hour and 35 minutes	
<b>Total Processing Time for Livelihood Assistance</b>		None	13 Days and 1 Hour and 25 Minutes	
<b>Total Processing Time for Other Assistance</b>		None	6 Days and 1 Hour and 25 Minutes	

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	<p>Fill out the Client Satisfaction Survey Form and submit it to RRPTP Social Worker.</p> <p>Clients may also send an email to <a href="mailto:rrptp.fo7@dswd.gov.ph">rrptp.fo7@dswd.gov.ph</a> or send a text message at mobile number 0917-703-0967.</p>
How feedbacks are processed	At the end of each month, RRPTP Social Worker will consolidate all the feedback received. Discuss and consider appropriate actions.
How to file a complaint	<p>Client may write a letter to the Regional Director providing the following details;</p> <ul style="list-style-type: none"> <li>• Full name and contact information of the complainant</li> <li>• Narrative of the complaint</li> <li>• Evidences</li> <li>• Name of the person or specific mechanism that is being complained</li> </ul>
How complaints are processed	<ul style="list-style-type: none"> <li>• Discuss and validate the complaints being raised.</li> <li>• Consider appropriate actions.</li> <li>• Concerned staff prepares a feedback report.</li> <li>• Provide feedback to the complainant.</li> </ul>
Contact Information of CCB, PCC, ARTA	<p><b>ARTA :</b> Email: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> Hotline : 8-478-5093</p> <p><b>PCC :</b> Email: <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a> Hotline : 8888</p> <p><b>CCB :</b> SMS: 0908 881 6565 Call: 165 56 P5.00+VAT per call anywhere in the Philippines via PLDT landlines</p> <p><b>Email:</b> <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a></p> <p><b>Facebook:</b> <a href="https://facebook.com/civilservicegovph/">https://facebook.com/civilservicegovph/</a></p> <p><b>Web:</b> <a href="https://contactcenterngbayan.gov.ph/">https://contactcenterngbayan.gov.ph/</a></p>

### List of Offices

Office	Address	Contact Information
Recovery and Reintegration Program for Trafficked Persons (RRPTP), DSWD Field Office VII	MJ Cuenco Ave. cor. General Maxilom Ave., Brgy. Carreta, Cebu City	<p>Mobile Number: 0917 703 0967</p> <p>Email: <a href="mailto:rrptp.fo7@dswd.gov.ph">rrptp.fo7@dswd.gov.ph</a></p>