



Department of Social Welfare and Development

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

**INFORMATION AND COMMUNICATION TECHNOLOGY  
SECTION**

**CITIZEN'S CHARTER**

2021 (1st 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**

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## **SERVICES OFFERED**

### **INTERNAL SERVICE**

## INFORMATION AND COMMUNICATIONS TECHNOLOGY (ICT) SUPPORT SERVICES

Request for technical assistance on ICT related concerns through web portal

<b>Office or Division:</b>		Information and Communications Technology Section			
<b>Classification:</b>		Highly Technical			
<b>Type of Transaction:</b>		G2G – Government to Government			
<b>Who may avail:</b>		Field Office Staff			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>		
Computing device with internet connection			Provided to internal staffs		
Personal email address			Gmail signup via web		
Request Ticket			Through ICT ticket web portal		
<b>CLIENT STEPS</b>		<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1	The ICT Support Ticketing System is accessible via Web form and via email. The URL to access the said system is <a href="https://ictsupport.dswd.gov.ph">https://ictsupport.dswd.gov.ph</a> using the AD credentials for login. The email address is <a href="mailto:ictsupport.fo7@dswd.gov.ph">ictsupport.fo7@dswd.gov.ph</a>	Receive the ticket and assign to a technician.	None	3 minutes	<i>Moderator (ICTS Staff)</i>
		The technician shall provide an initial response to the requester.	None	3 Hours Simple) 3 Days (Complex)	<i>Technician (ICTS Staff)</i>
		Upon resolution, the technician will change the status to resolved.	None	3 minutes	<i>Technician (ICTS Staff)</i>
2	Should the requester agree, he/she will update the ticket status from resolved to close otherwise she/he should reply to the ticket to reopen the ticket automatically.	Once the ticket status has changed into close, the requester will receive an invitation to answer the Customer Satisfaction Survey		5 Minutes	
TOTAL			None	3 hours, 11 minutes (Simple) 3 days, 11 minutes (Complex)	

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	Fill out online form sent to the requestor's email after closing the ticket
How feedbacks are processed	Sorted according to positive and negative feedbacks. Make plans for improvement and implement the plan.
How to file a complaint	Using the online feedback form.
How complaints are processed	All complaints receive are consolidated and are handled with confidentiality.
Contact Information of CCB, PCC, ARTA	<b>Anti-Red Tape Authority (ARTA):</b> complaints@arta.gov.ph 8-478-5093 <b>Presidential Complaint Center (PCC):</b> pcc@malacanang.gov.ph 8888 <b>Contact Center ng Bayan (CCB):</b> 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

## LIST OF OFFICES

<b>Office</b>	<b>Address</b>	<b>Contact Information</b>
DSWD Field Office VII	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