



**DEPARTMENT OF SOCIAL WELFARE AND
DEVELOPMENT
SOCIAL TECHNOLOGY UNIT**

CITIZEN'S CHARTER
2023, (4th Edition)



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I. Mandate:

The Social Technology Unit (STU) is mandated to develop and enhance customer-driven social protection technologies that address current and emerging needs and issues of poor, vulnerable, and disadvantaged individuals, groups, and families.

II. Vision:

By 2022, STU is the lead in the development of social welfare programs and services for and with the poor, vulnerable and disadvantaged Filipinos.

III. Mission:

Formulate, enhance and promote Social Welfare and Development (SWD) model of interventions for and with the poor, vulnerable, and disadvantaged Filipinos.

IV. Service Pledge:

We commit to:

- Develop responsive, transformative, and sustainable SWD models of intervention that addresses the needs of the poor, vulnerable and disadvantaged groups
- Ensure proactive and improved social technology development process, thereby reducing turn-around time for the completion of models of intervention from conceptualization to pilot testing and evaluation
- Provide continuing capacity building to its staff and intermediaries, and facilitate organizational development activities to ensure holistic, rights-based, evidence-based, and participatory technologies.
- Conduct accelerated and intensified social marketing of SWD models of intervention to address the gaps in responding to the needs of the sectors served by DSWD Field Office VII, Social Welfare and Development Agencies, Local Government Units, and other intermediaries.

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FIELD OFFICE VII

EXTERNAL SERVICES

1. Technical Assistance on Program/Project Development or Enhancement

This refers to provision of technical assistance on program development or enhancement which includes problem analysis, research for program development, designing, documentation, pilot testing and evaluation of social technologies, programs and projects. This process shall apply to the STU based on the needs presented by primary customers. This covers the review of requests, preparation of a reply letter for requests for comments, or a memorandum containing the recommendation, actual activity on TA provision (if needed), and next steps based on a coordination meeting on the requested technical assistance.

Office or Division:	Office of the Regional Director			
Classification:	Highly Technical			
Type of Transaction:	Government to Government Government to Citizens			
Who may avail:	DSWD Field Office VII Centers and Residential Care Facilities, Social Marketing Unit, Local Government Units (LGUs), Civil Society Organizations (CSOs), National Government Agencies (NGAs), Non-Government Organizations (NGOs), and Academe			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter (1 copy)		From the requesting DSWD Field Office VII-Centers and Residential Care Facilities, Social Marketing Unit, Local Government Units (LGUs), Civil Society Organizations (CSO), National Government Agencies (NGAs), Non-Government Organizations (NGOs), and Academe		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.) Send the request for technical assistance along program/project development or enhancement to DSWD Field Office Social Technology Unit (STU) through:	1) Receive and record the request.	None	2 hours	Technical Staff

a. Letter signed by the Requesting Party, in any form; b. Accomplished Request Form; c. E-mail; or d. Ticketing System.				
None	2) Prepare, review, and send response to the requesting party.	None	7 days	Head of Office, Supervisor and Technical Staff
None	3) If the request involves conduct of actual technical assistance activity including orientation and capability building activities, either via face-to-face or online means: a.) Activity flow b.) Powerpoint presentation c.) Attendance Sheet d.) Other logistical requirements	None	5 days <i>Note: Turn around time does not include days between sending response and actual conduct of activity.</i>	Head of Office, Supervisor and Technical Staff

2.) Answer the Client Satisfaction Survey	4.) Administer/ Monitor/Follow-up Client Satisfaction Survey (CSS).	None	Not applicable	Technical Staff and Support Staff
TOTAL If the Technical Assistance requested may be provided via official communications	If without physical/online Technical Assistance Session	None	7 days 2 hours	
TOTAL If the request involves conduct of actual technical assistance activity	If with physical/online Technical Assistance Session	None	12 days 2 hours	

2. TECHNICAL ASSISTANCE ON SOCIAL TECHNOLOGY BUREAU (STB) DEVELOPED PROGRAMS AND PROJECTS

Refers to the provision of technical assistance on concerns relative to the on-going and completed social technology programs and projects of the Social Technology Bureau (STB). The process starts with the receipt of the request from Local Government Units or other intermediaries until the actual provision of technical assistance in the form of meetings, orientation and capability building activities through face-to-face and online platforms. This includes the requests for data, information, social marketing materials, and other knowledge products on Social Welfare and Development (SWD) programs and projects designed, under pilot-testing or on-going implementation, and completed by the STB for adoption / replication by stakeholders.

Office or Division:	Office of the Regional Director (ORD)-Social Technology Unit
Classification:	Highly Technical
Type of Transaction:	G2G – Government to Government G2C - Government to Citizens
Who may avail:	DSWD Field Office VII Centers and Residential Care Facilities, Social Marketing Unit, Local Government Units (LGUs), Civil Society Organizations (CSOs), National Government Agencies (NGAs), Non-Government Organizations (NGOs), and Academe

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Written and signed request letter with complete contact details (name and contact information) of the requesting party, 2. Details of the technical assistance needed.		From the requesting DSWD Field Office VII-Centers and Residential Care Facilities, Social Marketing Unit, Local Government Units (LGUs), Civil Society Organizations (CSO), National Government Agencies (NGAs), Non-Government Organizations (NGOs), and Academe		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Send the request for Technical Assistance to the Social Technology Unit (STU).	1) Receive and record the request.	None	2 hours	Technical Staff
None	2) Prepare, check, and send response to the request, and conduct the Technical Assistance.	None	7 days	Head of Office, Supervisor and Technical Staff
None	3) If the request involves conduct of actual technical assistance activity including orientation and capability building activities, either via face-to-face or online means: a.) Activity flow (<i>Daloy ng aktibidad</i>)	None	8 days <i>Note: Turn around time does not include days between sending response and actual conduct of activity.</i>	Head of Office, Supervisor and Technical Staff

	b.) Powerpoint presentation c.) Attendance Sheet d.) Other logistical requirements (<i>Ipa pang mga pangangailangang logistik</i>)			
2) Accomplish the Client Satisfaction Survey (CSS).	4) Administer/ Monitor/ Follow-up Client Satisfaction Survey (CSS).	None	Not applicable	Technical Staff and Support Staff
TOTAL If the Technical Assistance is sharing data, information and knowledge product		None	7 days 2 hours	
TOTAL If the request involves conduct of actual technical assistance activity		None	15 days 2 hours	

FEEDBACK AND COMPLAINTS MECHANISM

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How to send feedback and/or complaints	<p>After provision of every Service, the Attending Technical Staff or Social Technology Unit (STU) shall ask the Customer to answer the Customer Satisfaction Survey (CSS) via Google Form or printed form as deemed appropriate.</p> <p>If the CSS was administered via printed form, the Customer shall drop the CSS in a designated drop box of the Social Technology Unit (STU) if applicable.</p> <ul style="list-style-type: none"> - For verbal feedbacks: Customer may call Social Technology Unit as given the Office Details - For written feedbacks/complaints: Customer may email of the Social Technology Unit
How feedbacks are processed	<p>Every end of the month, the Document Controller shall spearhead the conduct of data analysis to the gathered data and complaints received through root cause analysis or other known quality management techniques and identify plans and actions that must be recommended for execution to resolve the issues and improve the situation. The previous year results shall also be compared to the current to determine if there is improvement and/or need for further action.</p> <p>The Document Controller shall submit the Unit Monthly/Quarterly/Semester Client Satisfaction Measurement Report to the Overall Document Controller/ Records and Archives Management Division via electronic email and signed hard copy for storage and safekeeping.</p> <p>The Annual Client Satisfaction Measurement Survey Results shall be submitted by the Clusters/FO to the Committee on Anti Red Tape every 5th day of January of the succeeding year, copy furnished the Overall Document Controller.</p> <p>The result of the Quarterly Client Satisfaction Measurement Report and its analysis, should be</p>

	<p>discussed during the Clusters Management Teams. All reports must be readily available and accessible to provide a means for a particular Offices and Services to use the results in various reports.</p> <p>The DNTSC / PMT on Quality Management, depending on the customer satisfaction measurement result <i>and data analysis report</i>, may require the Internal Quality Audit (IQA) Team to work on the monitoring of approved recommended actions.</p> <p>The Regional Director shall forward to the STU all feedback/complaints requiring answers. The Concerned STU staff is required to answer within three (3) days of the receipt of the feedback/complaint. The answer of the concerned staff to the feedback/complaint is then relayed to the citizen/client.</p> <p>The results of feedback are reported during the meetings for improvement of systems and processes, and/or staff behavior.</p> <p><i>For inquiries</i> and follow-ups, customers may also contact STU as listed below.</p>
How to file a complaint	<p>The Complaints may be filed through the following channels:</p> <ul style="list-style-type: none"> ● Formal channel: Email addressed to Regional Director via (please use as subject “Complaint”) ● Informal channels: through phone calls to concerned listed below: (+63) (032) 233-8785, (+63) (032) 233-0261 or (+63) (032) 2312172. ● Complaint box: Drop a complaint in the STU Complaints Box that shall also be made available near the door of the Social Technology Unit. ● Concerned citizens or complainants are requested to include the following information in their complaint: <ul style="list-style-type: none"> - Staff/Person/s Involved - Incident and other facts - Evidence

<p>How complaints are processed</p>	<p>Complaints received through telephone and Dropbox shall be processed immediately by the designated Grievance Focal Person of the Field Office. Said focal shall then forward the complaint for processing and evaluation by the Grievance Committee composed of the Management Committee (ManCom), led by the Regional Director.</p> <p>Upon careful investigation of the Complaint, the Grievance Committee shall prepare a response letter to the Complainant.</p> <p>A report shall also be forwarded to the Cluster Head on the complaints as well as the actions taken and recommendation/s by the Grievance Committee.</p> <p>Complainants may also follow-up the actions taken by the Office through telephone numbers (+63) (032) 233-8785, (+63) (032) 233-0261 or (+63) (032) 2312172 and email at fo7@dswd.gov.ph.</p>
<p>Contact Information of CCB, PCC, ARTA</p>	<ul style="list-style-type: none"> • Anti-Red Tape Authority (ARTA) complaints@arta.gov.ph 8-478-5093 • Presidential Complaint Center (PCC) pcc@malacanang.gov.ph 8888 • Contact Center ng Bayan (CCB) email@contactcenterngbayan.gov.ph <p>before CSC (Civil Service Commission) 0908-881-6565</p>

LIST OF OFFICES

Office	Address	Contact Information
Office of the Regional Director	DSWD Field Office VII, MJ Cuenco Avenue, corner General Maxilom Avenue, Cebu City	Telephone Number: (+63) (032) 233-8785, (+63) (032) 233-0261 or (+63) (032) 2312172 Email address: fo7@dswd.gov.ph
Social Technology Unit	DSWD Field Office VII, MJ Cuenco Avenue, corner General Maxilom Avenue, Cebu City	Telephone Number: (+63) (032) 233-8785, (+63) (032) 233-0261 or (+63) (032) 2312172 Email address: stu.fo7@dswd.gov.ph