



# DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT

## CITIZEN'S CHARTER 2019 (3<sup>rd</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.

## **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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## **Financial Management Division**

### **Non-Frontline Services**

## 1. Processing of BIR Form 2322 (Certificate of Donation)

This covers the request of Certificate of Donation as substantiation requirement for donors claiming charitable contributions as deductions from gross income pursuant to Bureau of Internal Revenue Memorandum Circular No. 86-2014 dated December 05, 2014.

<b>Office or Division:</b>	DSWD Field Office VII Financial Management Division – Accounting Section			
<b>Classification:</b>	Complex – Highly Technical			
<b>Type of Transaction:</b>	G2C – Government to Citizens			
<b>Who may avail:</b>	Local Donors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form for Certificate of Donation		DSWD Field Office – Accounting or Download at <a href="https://www.dswd.gov.ph/about-us-2/citizens-charter/">https://www.dswd.gov.ph/about-us-2/citizens-charter/</a> Located under General Administration and Support Services Group : Request Form for Certificate of Donation		
2. Notarized Deed of Donation		Donor		
3. Official Receipt (OR) for Cash Donation		DSWD Field Office – Cash Section		
4. Acknowledgement Receipt (AR)		DSWD Field Office – Property and Asset Management Section		
5. Delivery Receipt for Donations In-Kind		Donor		
CLIENT STEPS	AGENCY ACTIONS	FEEST O BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure request form at DSWD website or thru Accounting Division for walk-in.  The Donor may download and print the request form from <a href="https://www.dswd.gov.ph/about-us-2/citizens-charter/">https://www.dswd.gov.ph/about-us-2/citizens-charter/</a> and		None	5 Minutes	<i>Donor</i>

<p>under General Administration and Support Services Group, Request form of Certification; or Personally go to the office of Accounting Division to fill-up and submit the request form.</p> <p>The client must complete all the requirements.</p>				
<p>2. Submit filled up form thru email or personally present the filled up form to Accounting Office</p> <p>The Donor may send the scanned form and supporting documents to Accounting office email address (accounting.fo7@dswd.gov.ph); or Personally submit the filled-up form together with the supporting documents to Accounting Office.</p>		None	5 Minutes	<i>Donor</i>
<p>3. Awaits results of the assessment/ validation</p>	<p>3.1 Receipt and review of the Request Form and its supporting documents thru email or walk-in</p>	None	6 Minutes	<i>Administrative Officer IV FMD-Accounting Office</i>

	<p>3.2 For (Email) - The accounting staff shall acknowledge and review the received documents as to completeness and request for original copy upon claiming</p> <p>3.3 For (Walk-in) - The Accounting Staff shall receive and check the completeness of the request form and required supporting documents.</p> <p>List of Supporting documents <i>(should be Original copies)</i></p> <ul style="list-style-type: none"> <li>- Notarized Deed of Donation</li> <li>- Official Receipt for Cash Donation</li> <li>- Acknowledgment Receipt and Delivery Receipt for Donations in Kind</li> </ul> <p>Note: Only request with complete requirements will be accepted and processed. All request with incomplete requirements shall be returned to the client.</p>			
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4. Awaits Processing of the Certificate of Donation	4.1 Record the details of Donation in the monitoring sheet and indicate the schedule of release of BIR Form 2322: Certificate of Donation	None	Email : 1 Hour Walk-in : 10 Minutes	<i>Administrative Officer IV</i> FMD-Accounting Office
	4.2 Review the supporting documents and prepare BIR Form 2322: Certificate of Donation	None	3 Hours	<i>Administrative Officer IV</i> FMD-Accounting Office
	4.3 Review the BIR Form 2322: Certificate of Donations	None	4 Hours	<i>Administrative Officer IV and Regional Accountant</i> FMD-Accounting Office
	4.4 FMS Head or the FMD Chief shall affix his/her initials on the Certificate of Donation before the signing of the Head of Office	None	4 Hours	<i>FMD Chief Administrative Officer</i> FMD-Accounting Office
	4.5 Head of Office shall sign the Certificate of Donations	None	5 Days	<i>Regional Director</i> Officer of the Regional Director
	4.6 Verify and Monitor the signed BIR Form 2322: Certificate of Donation		10 Minutes	<i>Administrative Officer IV</i> FMD-Accounting Office
5. Received the Certificate of Donation  Documents to be presented:  ➤ (Walk-in) Claim Stub	Issue and assist the requesting party to receive the certificate and sign in the logbook for acknowledgement of the BIR Form 2322: Certificate of Donation	None	2 Minutes	<i>Administrative Officer IV</i> FMD-Accounting Office

(Email) Printed Email Acknowledgement Receipt and Original Copy of Supporting Documents				
6. Fill up Customer Feedback Form/ Customer Satisfaction Measurement Survey	Provide the customer feedback form to the requesting party for the service provided	None	2 Minutes	<i>Administrative Officer IV</i> FMD-Accounting Office
			<b>Processing Time</b>	
	<b>TOTAL:</b>		6 days, 4 hours & 30 minutes	

## 2. Processing of Request for Accounting Certification of Former DSWD Employees

This covers the processing of requests of DSWD separated employees for Accounting certificates e.g., certifications of remittances to the government agencies for the mandatory deductions such as Government Service Insurance System (GSIS), Home Development Mutual Fund (HDMF) and Philippine Health Insurance (Philhealth).

<b>Office or Division:</b>	AS – ACCOUNTING SECTION			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C (Government-to-Citizen)			
<b>Who may avail:</b>	Former DSWD Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Duly filled-up request form (1 original or photocopy)		Download and print the request form via <a href="https://www.dswd.gov.ph/about-us-2/citizens-charter/">https://www.dswd.gov.ph/about-us-2/citizens-charter/</a> ( form is located under General Administration and Support Services Group, select Request Form for Accounting Certification of Former DSWD Employees or get the hard copy of request form at DSWD FO VII Financial Management Division - Accounting Section Office		
2. Government - Issued ID of the former DSWD employee (1 photocopy)		Requesting Party		
3. Government - Issued ID of the authorized representative (if any) (1 photocopy)		Authorized Representative of the requesting party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

1. Secure request form at DSWD website or thru the accounting office of DSWD FO VII and completely fill up the required data	1. Issue 1 copy of request form for accounting certification to the requesting party	None	5 Minutes	Former DSWD Employee or authorized representative
2. Personally submit or email the filled-up form together with the scanned copy of required supporting documents/ to the Accounting Section of DSWD FO VII	<p>2.1 For Email - The accounting staff shall acknowledge and review the received documents as to completeness and request for original copy or print the emailed scanned documents</p> <p>2.2 For Walk-in – the Accounting staff shall receive and secure the completeness of the request form and required supporting documents</p> <p><i>Note: Only request with complete requirements will be accepted and processed. All requests with incomplete requirements shall be returned to the client</i></p>	None	5 Minutes	<p>Former DSWD Employee or authorized representative</p> <p><i>Administrative Assistant III</i> FMD-Accounting Section</p>
3. Record the details of request in the monitoring sheet	<p>3.1 The accounting staff shall record to the monitoring sheet the details of the request and indicate the schedule to claim the certificate with control number</p> <p>3.2 The accounting staff shall respond to the email of the</p>	None	15 Minutes	<i>Administrative Assistant III</i> FMD-Accounting Section

	former DSWD employee for the schedule of the release with reference number of the document or claim stub for the walk-in.			
4. Preparation of certificate for Accounting Certification for Former DSWD employees	<p>4.1 The accounting staff shall collect the data from the concerned Division/Section/Unit (Cash and HRMDD) and prepare the request for Accounting Certification of Former DSWD employees</p> <p>4.2 The Unit Head shall review the prepared certification before signature of the Head of Accounting Section</p>	None	<p>Maximum of 6 days regardless of years of service or transactions</p> <p>30 Minutes</p>	<p><i>Administrative Assistant III</i> FMD-Accounting Section</p> <p><i>Regional Accountant</i> FMD-Accounting Section</p>
5. Signing of the Certificate for Accounting Certification for Former DSWD employees	5.1 The Head of Accounting section shall sign the reviewed certification	None	5 Minutes	<i>Regional Accountant</i> FMD-Accounting Section
6. Monitor the signed Certificate for Accounting Certification for Former DSWD employees	6.1 The Accounting staff shall update the status of request for certificate on the monitoring file. All certificates that are ready for release shall be issued to the requesting party/parties	None	15 Minutes	<i>Administrative Assistant III</i> FMD-Accounting Section
7. Issuance of Certificate of Accounting Certification for Former DSWD employees	7.1 The Accounting Staff shall issue and assist the requesting party to receive and sign in the logbook for acknowledgement of the certificate for	None	5 Minutes	<i>Administrative Assistant III</i> FMD-Accounting Section

	Accounting Certification of Former DSWD employees upon presentation of the following documents:  1.1 Claim Stub or Printed email acknowledgement receipt 1.2 Authorization letter for the authorized representative, if claimed by the person other than the former employee, together with the photocopy of the latter's government-issued ID			
8. Provide Customer Feedback Form to the requesting party	8.1 The Accounting Staff shall provide the customer feedback form to the requesting party for the service provided. The client shall fill-up the form and submit back to the accounting staff	None	2 Minutes	<i>Administrative Assistant III</i> FMD-Accounting Section
			<b>Processing Time</b>	
	<b>TOTAL:</b>		6 Days, 1 Hour & 42 Minutes	

## Feedbacks and Complaints Mechanisms

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	Fill out the Satisfactory Survey Form/Client Satisfaction Measurement Form (CSMF) from the Accounting Staff or at the Public Assistance and Complaint Desk (PACD).
How feedbacks are processed	Filled Client Satisfaction Survey are consolidated for monthly reports. For complaints received with contact details, the accounting staff will call, assess and assist the complainants
How to file a complaint	Complaints can be filed by writing a letter and drop it to "Suggestion Box" at Public Assistant Complaint Desk (PACD) or email at <a href="mailto:accounting.fo7@dswd.gov.ph">accounting.fo7@dswd.gov.ph</a> Name of person being complained and the circumstances of the complaint should be included in the information.
How complaints are processed	HR will collect the complaints and send it to Financial and Management Division – Accounting Section (Section Head) for further action and investigation. A Response Letter or Feedback Report addressed to the complainant will be prepared by the section head and forward to the complainant within 5 Working Days upon receipt of the complaint via email or snail mail whichever is applicable.  For inquiries and follow-ups, clients may contact the following:  Ms. Patricia R. Megalbio, MPA Tel No.: (032) 233 8785 Email Ad : <a href="mailto:accounting.fo7@dswd.gov.ph">accounting.fo7@dswd.gov.ph</a>
Contact Information of CCB, PCC, ARTA	<b>ARTA:</b> 8-478-5093 <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> <b>PCC:</b> <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a> 8888 <b>CCB:</b> <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a> <b>0908-881-6565</b>

## List of Offices

Office	Address	Contact Information
FMD Accounting Section	Gorordo Ave. cor. M.J. Cuenco Brgy. Carreta Cebu City	Tel. No. (032) 233 8785 <a href="mailto:accounting.fo7@dswd.gov.ph">accounting.fo7@dswd.gov.ph</a>
FMD Cash Section	Gorordo Ave. cor. M.J. Cuenco Brgy. Carreta Cebu City	Tel. No.: 233-0261 local 17141 <a href="mailto:cash.fo7@dswd.gov.ph">cash.fo7@dswd.gov.ph</a>
FMD Property and Asset Management Section	Gorordo Ave. cor. M.J. Cuenco Brgy. Carreta Cebu City	Tel. No.: 233-0261 local 17141 <a href="mailto:property.fo7@dswd.gov.ph">property.fo7@dswd.gov.ph</a>