



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

**CITIZEN'S CHARTER**

**2023 (2<sup>nd</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 (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 A.M to 5:00 P.M., without noon breaks and thereby ensure that all applicants are 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

HUMAN RESOURCE MANAGEMENT AND DEVELOPMENT DIVISION	4
<b>Non-Frontline Service</b>	<b>4</b>
1. Certification of Performance Rating	5
FEEDBACK AND COMPLAINTS MECHANISM	7
LIST OF OFFICES	8

# **Human Resource Management and Development Division**

## **Non-Frontline Service**

## 1. Certification of Performance Rating

This process covers the facilitation of the issuance of Certification of Performance Ratings of Officials and employees for the performance period being requested by the requesting party. This process covers all DSWD Employees regardless of employment status.

<b>Office or Division:</b>	Human Resource Management and Development Division- Human Resource Planning and Performance Management Section (HRPPMS)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizen G2G- Government to Government			
<b>Who may avail:</b>	Active and Retired/Resigned DSWD Field Office VII Officials and Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished Request Form (1 copy, either printed or electronic copy)		Human Resource Management and Development Division - HR Planning and Performance Management Section		
2. If through representative- authorization letter with photocopy of valid ID (1 copy, either printed or electronic copy)		Requesting Personnel		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits duly accomplished Request form to DSWD HRMDD	1.1 Receives, assesses the completeness of the submitted request form and forwards to the concerned section (if <b>incomplete</b> informs the requesting party of the deficiency/ies)	None	1 hour	Administrative Assistant- HRMDD Division
	1.2 Receives, verifies, validates the request from records on file and prepares the	None	2 days	Administrative Assistant- HRMDD- HRPPMS

	certification/ other requested personnel records			
	1.3 Reviews and Sign/ initial the certification initials the certification.	None	25 minutes	Administrative Officer V Division Chief Human Resource Management & Development Division
2. Receives the certification	2.1 Informs the requesting party of the approved certification	None	5 minutes	Administrative Assistant  HRMDD-HRPPMS
	2.2 Releases/ informs the requesting party of the approved certification	None	5 minutes	Administrative Assistant  HRMDD-HRPPMS
<b>TOTAL:</b>			<b>2 days</b> <b>1 hour</b> <b>35 minutes</b>	

# FEEDBACK AND COMPLAINTS MECHANISM

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Requestor to fill out the online Client Satisfaction Survey form that will be sent to their email addresses
How feedback are processed	The feedback will be consolidated, tabulated and analyzed by the Human Resource Planning and performance Management Section. The information gathered shall be utilized in reviewing the process of improving the service. This will be discussed by the Section during its Monthly meeting. Likewise, the positive feedback on the personnel providing the services will be the basis for the Section's commendation.
How to file a complaint	<p>Complaints regarding the service above can be filed thru the Office of the Regional Director either via email (<a href="mailto:ord.fo7@dswd.gov.ph">ord.fo7@dswd.gov.ph</a>) or personally handing over the complaint letter. The complaint must contain the following details:</p> <ul style="list-style-type: none"> <li>• Name of person being complained</li> <li>• Incident</li> <li>• Evidence if there's any</li> </ul> <p>For inquiries and follow-ups, clients may contact the following contact info:            Tel no.: (032) 233-8785 / 233-0261 / 232-9505            Email: <a href="mailto:ord.fo7@dswd.gov.ph">ord.fo7@dswd.gov.ph</a></p>
How complaints are processed	<p>Complaints received are reviewed by the concerned section. It will be relayed and discussed during the staff meeting.            A validation shall be conducted if necessary, as the basis of the report which will be signed by the Regional Director.            Such a report will be sent to the complainant within three (3) days upon receipt of the complaint via email or snail mail whichever is applicable.            For inquiries and follow-ups, clients may contact the following contact info:            Tel no.: (032) 233-8785 / 233-0261 / 232-9505 local 17121            Email: <a href="mailto:recruitment.fo7@dswd.gov.ph">recruitment.fo7@dswd.gov.ph</a></p>
Contact Information of CCB, PCC, ARTA	<p>Anti-Red Tape Authority (ARTA):  <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a>            8-478-5093            Presidential Complaint Center (PCC):  <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a>            8888</p> <p>Contact Center ng Bayan (CCB):            SMS : 0908 881 6585            Call : 165 56</p> <p>PHP 5.00 + VAT per call anywhere in the Philippines via PLDT landlines</p> <p>Email : <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a>            Facebook : <a href="https://facebook.com/civilservicegovph/">https://facebook.com/civilservicegovph/</a>            Web : <a href="https://contactcenterngbayan.gov.ph/">https://contactcenterngbayan.gov.ph/</a></p>

## LIST OF OFFICES

Office	Address	Contact Information
Office of the OIC Chief of the Human Resource Management and Development Division-HR Planning and Performance Management	DSWD Field Office VII, M.J Cuenco Avenue Corner General Maxilom Avenue, Brgy. Carreta, Cebu City	(032) 232-9507/231- 2172 local 17127