



DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT

CITIZEN'S CHARTER

2023 (7th 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 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 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.

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Promotive Services Division

Frontline Services

1. Referral Management Process for SLP-RPMO

The Regional Program Management Office (RPMO) provides the final and full implementation of the Referral Management Process. The Sustainable Livelihood Program - Referral Management Unit (SLP-GRMU), serves as an avenue to the poor, marginalized, vulnerable, and the less fortunate individuals, who wanted to use their capacity and strength in building-up themselves to achieve a better way of living.

Office or Division:	Sustainable Livelihood Program – Grievance and Referral Management			
Classification:	Regional Office / Field Offices			
Type of Transaction:	Highly Technical			
Who may avail:	G2C – Government to Citizens			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Filled-out SLP Profile Form- for Walk-in Clients Referral/endorsement letter from OBSUs, NGA's, NGOs, concerned citizen, social media and others.		SLP Management Office - DSWD Field Office VII		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Walk – in Clients	1.1 Explain to and request the client to sign or place his/her thumb mark on the Data Privacy Act (DPA) of 2012 Brief orientation on the SLP Processes <i>Note: For referral SLP, NPMO, PCC, 8888, OP and other institutions, proceed to 3.1</i>	None	10 minutes	RPMO or Field Project Development Officer
2. Fill-up the SLP Profile Form and Walk-in Clients Slip	2.1 Fill-out the SLP Profile Form Request the client to register in the Walk-In Clients Logbook	None	20 minutes	RPMO or Field Project Development Officer Walk-in Clients

	<p>2.2 Issue SLP Walk-In Clients Slip to Walk-in Client, certify that client appeared at the SLP-RPMO.</p> <p><i>Note: Request the client to fill up the Client Satisfaction Measurement Report Form in the provision of technical assistance and orientation as initial intervention.</i></p>	None	20 minutes	Project Development Officer
	3.1 Assess/Validate the receive walk-in and referrals	None	1 day	Regional Focal for Referrals
	4.1 Data encoding of client's profile in the SLP Referral Management System (SLP RMS)	None	20 minutes	RPMO or Field Project Development Officer and Administrative Assistant (AA)
	<p>5.1 Provides list of names for name matching to Listahanan – NHTU and Pantawid Database</p> <p><i>Note: provided that there are enough staff/personnel to administer the name matching both at the SLP RPMO and NHTU and Pantawid</i></p>	None	<p>Pantawid (1 day)</p> <p>Non- Pantawid (2 days)</p>	RPMO Project Development Officer
3. Received of information letter	6.1 Endorse to Provincial Offices for appropriate action	None	1 hour	RPMO Project Development Officer
	<p>6.2 Inform the client/s on the result of the name matching:</p> <p>a. If client is eligible proceed to capbuild – Proceed 7.1</p> <p>b. If no matched – NHTU to conduct HAF or SLP Means Test</p> <p>b.1 Conduct home</p>	None	1 day	Field PDO, IPDO and MPDO

	<p>visitation to Administration to HAF.</p> <p>b.2 Administer SLP Means Test</p> <p>c. If non-poor refer to other institution</p> <p><i>Note: Field Offices with Island Municipality/ies or Geographically Isolated and Disadvantaged Areas (GIDA), validation may exceed the prescribed timeline due to the distance and travel time.</i></p>			
	<p>6.3 Administer the Livelihood Assessment Form (LAF).</p> <p>If eligible proceed to 7.1</p> <p>If not eligible refer to other institution</p>	None	1 day	<p>PDO Partnership Officers</p>
	<p>7.1 Qualified individuals will undergo on the following activities:</p> <p>a.) Conduct Capacity Building</p> <p>b.) Provides result on the conducted Sustainable Livelihood Analysis (SLA), and SWOT Analysis.</p> <p>c.) Track Selection Client/s will show their interest, strength and weaknesses, so that they can identify the best TRACT for them.</p> <p>d.) Conduct of Micro-Enterprise Development Training (MD) or Basic Employment Skills Training.</p>	None	3 days and 5 hours	<p>Field Project Development Officer</p>
	<p>8.1 Prepares and submit the <i>Modality Application Form</i> and the <i>Mungkahing Proyekto</i>.</p>	None		<p>Program Participants</p>

	<p>8.2 Review and Assess the project proposal</p> <p><i>If the intended project proposal is complete, proceed to the next process, if not, give it back to the participant for revision.</i></p> <p><i>Note: The succeeding SLP processes will be subjected to the availability of Funds</i></p>	None	1 day	<p>Provincial Coordinator</p> <p>RPMO Project Development Officers</p> <p>Regional Review Committee (RRC)</p>
	<p>9.1 Prepare project proposals for fund processing.</p> <p><i>The proposal has been approved by the RD, then forwarded to FMD</i></p>	None	2 days	Regional Monitoring and Evaluation for Finance (RMEF)
	9.2 Prepare Obligation Report	None	2 days	Budget Officer/ SLP Mainstreamed Staff
	9.3 Prepare/process voucher	None	3 days	Accountant/ Mainstream Staff
	9.4 Monitor the issuance of the approved check for disbursement.	None	1 day	Cashier /Mainstreamed Staff
	<p>9.5 Notify the program participants for the release of the check</p> <p><i>Note: Subject to available means of communication to inform the client (text, email, call, visit)</i></p>	None	1 day	Field Project Development Officer
4. LAG disbursement	9.6 Release of livelihood assistance grants		1 day	Regional Cashier
TOTAL		None	19 days, 7 hours and 10 minutes	

2. Grievance Management Process for SLP - RPMO

The Grievance Management Process of RPMO, facilitate the request of individual client/s. All program related grievances received by the office filed through the different channels including the SLP NPMO.

Office or Division:	Sustainable Livelihood Program – Grievance and Referral ManagementUnit (GRMU)			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	All DSWD FOs, DSWD OBSUs, or other Agencies/Institutions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Filled-up SLP Grievance Form – for walk-in clients Grievance/ Complaint received from OBSUs, NGAs, NGOs, concerned citizen, social media and others.		SLP Management Office - DSWD Field Office VII		
2. Supporting documents				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Walk-in Clients	1.1 Explain and read to the complainant the data privacy consent - RA 10173 in the SLP Grievance Intake Form. <i>Note: for complaint received from the Provincial Coordinator, 8888, SLP NPMO and other stakeholders, LGUs, proceed to 1.4.</i>	None	10 minutes	Grievance Referral Management Officer (GRMO)
2. Fill-up the SLP Grievance intake form	1.2. Fill-out the SLP Grievance Intake Form. Request the complainant toregister in the Walk-in Complainant Logbook	None	10 minutes	GRMO Complainant
3. Fill-up theCSMF	1.3. Issue SLP Walk-in Complainant Slip; certifying that the complainant appeared at theSLP RPMO			

	Request the client to fill up the Client Satisfaction Measurement Report Form in the provision of technical assistance and initial intervention	None	20 minutes	GRMO Complainant
	<p>1.4. Grievances are assessed and sorted based on the validity/gravity.</p> <p>Ensure accomplished forms.</p> <p>Prepare letter of acknowledgement.</p> <p>Encoding to Database</p>	None	30 minutes	<p>Regional Program Coordinator</p> <p>Grievance Referral Management Officer (GRMO)</p>
	<p>1.5. Non-Cognizable Grievance (Simple Transactions)</p> <p>The Non-Cognizable (invalid) grievance does not require verification</p> <p>The GRMO will provide Technical Assistance, simple explanation, and orientation on program implementation.</p>	None	1-3 working days	Grievance Referral Management Officer (GRMO)
	<p>1.6. For Cognizable Grievance- Minor Grievance (Complex Transactions)</p> <p>Gathering of data and other essential information in order to determine the reasons/ factors that trigger the filling of grievance.</p>	None	7 working days	<p>GRMO</p> <p>PC, IPDO, MPDO</p>

	The result of the verification shall be the basis for the resolution of the grievance.			
	<p>1.7. For Cognizable Grievance- Major Grievance (Highly Technical Transactions)</p> <p>The SLP Regional Grievance Management Committee shall convene to manage and decidethe resolution of the grievance.</p> <p>For grievances that need further assessment, the SLP Regional Grievance Management Committee (RMGC) shall be activated to include the deployment of Fact-Finding Team.</p> <p>Gathering of data and other essential information in order to determine the reasons/factors that trigger the filing of grievance.</p>		20 days	SLP Regional Grievance Management Committed (RGMC)
	1.8. The Fact finding team shall conduct field visit for assessment/ validation and investigation and other duties and responsibilities under GMP.	None	4 days	SLP Regional Grievance Management Committee (RGMC)
	1.9. Data gathered and other essential information, reasons/factors that trigger thefiling of grievance shall be partof the feedback	None	4-13 days	Fact FindingTeam
	1.10. Provide recommendation and			SLP Regional Grievance

	decision or be endorsing to concerned OBSUs towards the resolution of the grievance	None	1 day	Management Committee (SLP RGMC)
	1.11. Provide feedback to the complainant on the action taken	None	1 day	Grievance Referral Management Officer (GRMO)
	1.12. The SLP RGMC may endorse unresolved grievances to the DSWD FO Regional Grievance Committee for resolution		1-4 days (FO RGC)	SLP Regional Grievance Management Committee (RGMC)
	1.13. SLP RGMC gathered information/ documentation for submission and endorsement to Management (FO RGMC/AG-AC/RD)	None	1 day	RGMO
	1.14. SLP RGMC gathered information/ documentation for submission to the Office of the Secretary			FO RGMC/ AG-AC/ Management
	1.15. SLP RGMC gathered information/ documentation submitted shall be processed based on the existing guidelines			FO RGMC/ AG-AC/ Management
	1.16. SLP RGMC gathered information/ documentation submitted along LGU <i>concerned Employee</i> and if the LGU Official is concerned to the Civil Service Commission LGU Employees - Endorse to the Local Government Unit – Local Chief Executives			FO RGMC/ AG-AC/ Management
	1.17. SLP RGMC gathered information/ documentation in the form of Grievance Management Report			FO RGMC/ AG-AC/ Management

	for submission to the Regional Director for action. The DSWD Central Office or Field Office lawsuits against the stakeholder			
	1.18. SLP RGMC gathered information/documentation in the form of Grievance Management Report for submission to the Regional Director following the RA No.6713 and to the DSWD Regional Grievance Committee.			FO RGMC/ AG-AC/ Management
	1.19. Issuance of Resolution based on the decision by the authority		1 day	(GRMO)
	1.20. If Resolution was issued by the: PC – Appeal processed by the SLP RGMC SLP RGMC or SLP RPMO – The appeal shall be processed by the SLP NPMO GMC SLP NPMO GMC – Appeal process by Office of the Secretary or OBSUs concerned		1 day	(GRMO)
	1.21. Continuously monitors the status of newly resolved grievances to ensure that recommendations provided are properly executed and followed by the involved persons/parties.		1 day	(GRMO)
TOTAL		None	43 days, 1 hour and 10 minutes - 57 days, 1 hour and 10 minutes	

Provincial Management Office (PMO) Level				
1. Walk-in Clients	<p>1.1. Explain and read to the complainant the data privacy consent - RA 10173 in the SLP Grievance Intake Form.</p> <p><i>Note: for complaint received from the Provincial Coordinator, 8888, SLPNPMO and other stakeholders, LGUs, proceed to 1.4.</i></p>	None	10 minutes	Provincial Grievance Management Officer (PGMO)
2. Fill-up the SLP Grievance Intake Form	<p>1.2. Fill-out the SLP Grievance Intake Form.</p> <p>Request the complainant to register the Walk-in Complainant Logbook</p>	None	10 minutes	PGMO
3. Fill-up the CSMF	<p>1.3. Issue SLP Walk-in Complainant Slip; certifying that the complainant appeared at the SLP PMO.</p> <p>Request the client to fill up the Client Satisfaction Measurement Report Form in the provision of technical assistance and initial intervention.</p>	None	20 minutes	PGMO
	<p>1.4. Grievances are assessed and sorted based on the validity/gravity.</p> <p>Ensure accomplished forms, prepare letter of acknowledgement.</p> <p>The Non – cognizable Grievance (invalid)</p>	None	30 minutes	PGMO

	grievance does not require verification. Encoding to Database			
	1.5. Non-Cognizable Grievance(Simple Transactions) The PGMO will provide Technical Assistance, simple explanation, and orientation on program implementation.	None	1-3 days	PGMO
	1.6. All major grievances are endorsed to RPMO.	None	1 day	PGMO
	1.7. Gathering of data and other essential information in order to determine the reasons/ factors that trigger the filing of grievance.	None	4-13 days	PGMO
	1.8. The Data gathered and essential information will be part of the endorsed documents to RPMO.	None	1 day	PGMO
	1.9. Provide feedback to the complainant on the actions taken.	None	1 day	PGMO
	1.10. Continuously monitor the status of newly resolved grievances to ensure that recommendations provided are properly executed and followed by the involved persons/parties.	None	1 day	PGMO
TOTAL		None	9 days, 1 hour and 10 minutes -19 days, 1 hour and 10 minutes	

SLP Municipal Level				
1. Walk-in Clients	<p>1.1 Explain and read to the complainant the data privacy consent - RA 10173 in the SLP Grievance Intake Form.</p> <p><i>Note: for complaint received from the Provincial Coordinator, 8888, SLP NPMO and other stakeholders, LGUs, proceed to 1.4</i></p>	None	11 minutes	FPDO
2. Fill-up the SLP Grievance Intake Form	1.2. Fill-out the SLP Grievance Intake Form. Request the complainant to register in the Walk-in Complainant Logbook	None	11 minutes	FPDO Complainant
3. Fill-up the CSMF	<p>1.3. Issue SLP Walk-in Complainant Slip; certifying that the complainant appeared at the SLP Municipal Office</p> <p>Request the client to fill up the Client Satisfaction Measurement Report Form in the provision of technical assistance and initial intervention.</p>	None	20 minutes	FPDO Complainant
	<p>1.4. Grievances are assessed (<i>e.g. involvement of PDO</i>) and sorted based on the validity/gravity.</p> <p>Ensure accomplished forms, prepare letter of acknowledgement.</p> <p>Encoding to Database</p>	None	30 minutes	PGMO
	1.5. Non-Cognizable Grievance (Simple Transactions)		3 days	PGMO

	The FPDO will provide Technical Assistance, simple explanation, and orientation on Program implementation.			
	1.6. All major grievances are endorsed to RPMO	None	1 day	PGMO
	1.7. Gathering of data and other essential information in order to determine the reasons/factors that trigger the filing of grievance. The PGO will check the involvement of the PDO before	None	1 day	Grievance Verification Report (Annex C)
	1.8. Provide feedback to the complainant on the action taken	None	1 day	Grievance Feedback Report (Annex B)
	1.9. Continuously monitor the status of newly resolved grievances to ensure that recommendations provided are properly executed and followed by the involved persons/parties.	None	1 day	Grievance Monitoring Report (Annex D) Encoded in the SLP Grievance Tracker
TOTAL		None	7 days, 1 Hour and 12 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Answer the “PORMA ALANG SA MGA REKLAMO /PAGDAYEG/ SUGYOT” form and drop it in the box located at the Public Assistance and Complaint Desk (PACD) near the office entrance.</p> <p>Answer the CLIENT SATISFACTION MEASUREMENT SURVEY FORM</p> <p>Send feedback through official email addressed to SHALAINA MARIE S. LUCERO, CESO IV Regional Director ord.fo7@dswd.gov.ph</p> <p>thru</p> <p>MARIA ROSANA D. CORITICO, PDO III SLP Regional Program Coordinator livelihood.fo7@dswd.gov.ph</p>
How feedbacks are processed	<p>The GRMO verifies the nature of requests/feedbacks within one working day. The same will be referred to the Provincial Office concerned where the client is located. Upon receiving the reply from the concerned Provincial Office, the client will be informed through the contact information provided.</p> <p>For follow-ups or queries, the contact information are as follows:</p> <p>Contact no. (032) 2330261/ (032) 232-9505 loc 17125 Email add livelihood.fo7@dswd.gov.ph</p>
How to file a complaint	<p>To file a complaint, via email, written communication or SMS with the following details:</p> <ul style="list-style-type: none"> - Full name and contact information of the complainant - Narrative of the complain - Evidences - Name of the person being complained - Send all complaints - You can file a complaint through;

	<p>DSWD Field office VII Sustainable Livelihood Program Corner MJ Cuenco and Gen Maxilom Streets, Cebu City Tel no. (032) 2330261/ (032) 232-9505 loc 17125</p>
How complaints are processed	<p>All complaints received will be processed by the Grievance and Referral Management Officer.</p> <p>The GRMO browses, evaluates, and determines the complaints received on a daily basis. The GRMO shall coordinate with the concerned Provincial Office to answer the complaint and shall investigate, if necessary. After the concern has been addressed or after the conduct of the investigation, the Provincial Coordinator shall prepare a feedback report to RPC, for appropriate action. The GRMO shall give the feedback to the clients via mail or email.</p> <p>For follow-ups or queries, the contact information are as follows:</p> <p>Contact no. (032) 2330261/ (032) 232-9505 loc 17125 Mobile no. 09472898743 Email add livelihood.fo7@dswd.gov.ph</p>
Contact Information of CCB, PCC, ARTA	<p>MARIA ROSANA D. CORITICO SLP Regional Program Coordinator Email add livelihood.fo7@dswd.gov.ph mrdcoritico@dswd.gov.ph Tel No. (032) 2330261/ (032)232-9505 loc 17125 Mobile no. 09369224416 Or Send Feedback on government services, whether positive or negative, to the Contact Center ng Bayan via the following access channels: SMS: 0908 881 6565 Email: email@contactcenterngbayan.gov.ph Web:</p>

	https://contactcenterngbayan.gov.ph/ FB https://facebook.com/civilservicegovph/ Call: 165 65 P5+VAT per call anywhere in the Philippines via PLDT landlines
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List of Offices

Office	Address	Contact Information
DSWD Field office VII Sustainable Livelihood Program	Corner MJ Cuenco and General Maxilom Streets, Cebu City	Tel no. (032) 2330261/ (032) 232-9505 loc 17125
SLP Cebu Provincial Office	MJ Cuenco and Gen Maxilom Streets, Cebu City	Email: slpcebu.fo7@dswd.gov.ph Tel no. (032) 2330261/ (032) 232-9505 loc 17147 Mobile no. 0933-8690950
SLP Bohol Provincial Office	Circumferential Rd., Brgy. Pob. 3 Tagbilaran, Bohol	Email: slpbohol.fo7@dswd.gov.ph Tel no. (038) 427-1405 Mobile no. 09217085185
Negros Oriental Provincial Office	Door 5, Solon Building, Bantayan, Dumaguete City, Negros Oriental	Email: slpnegrosmereport@dswd.gov.ph Mobile no. 09277045415
Siquijor Provincial Office	Siquijor (Capital), Siquijor	Email: siquijor.fo7@dswd.gov.ph Tel no. (035) 542-6605 Mobile no. 09185464480

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