



DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT

CITIZEN'S CHARTER

2023 (3rd Edition)



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CITIZEN'S CHARTER

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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.

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Protective Services Division (PSD)

External Services

1. Social Pension Program for Indigent Senior Citizen

Provision of P500 monthly stipend to indigent senior citizens to be released every quarter to augment daily food and other basic needs

Office or Division:	DSWD Field Office 7/Protective Service Division		
Classification:	Highly Technical (covered under R.A. 9994)		
Type of Transaction:	G2C - Government to Citizen		
Who may avail:	Indigent Senior Citizen		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
For inclusion in the Program:			
OSCA ID		Office of Senior Citizens Affairs (OSCA)	
Endorsement from the Local Government Unit (LGU)		City / Municipal Social Welfare Development Office (C/MSWDO)	
SIGNED Social Pension Beneficiary Update Form		Social Pension Management Office (SPMO)	
Cross-matching result of available data in GSIS, PVAO, AFFSLAI and among others		DSWD-Central Office	
For Claiming the Stipend:			
If Personally Claimed OSCA ID or any Government issued ID		Office of Senior Citizen Affairs (OSCA)	
For Claiming thru Authorization:			
Signed Authorization Letter by the beneficiary and attested by the LSWDO and or OSCA-head (1 original, 1 photocopy)		Social Pension Management Office (SPMO), Office of Senior Citizen Affairs (OSCA)	
OSCA ID of beneficiary (2 photocopies)		Claimant	
Valid ID of the authorized representative (2 photocopies)		Claimant	
For Deceased Beneficiary still entitled for the Stipend			
Death Certificate (1 Original or Certified True Copy, 1 Photocopy)		Civil Registrar's Office /Philippine Statistics Authority	
and or Barangay Certification stating the date of death of the social pension beneficiary duly signed by the barangay captain, OSCA and or C/MSWDO (1 original, 1 photocopy)		Barangay Office, Office of Senior Citizen Affairs (OSCA)	
Valid ID of the authorized representative (2 photocopies)		Claimant	
Warranty and Release from Liability signed by the authorized representative (1 original, 1 photocopy)		Social Pension Management Office (SPMO)	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Application for Social Pension 1. ISC goes to OSCA/LSWDOs to apply to the Social Pension Program 2. ISC fills up the Social Pension Application Form and Social Pension Beneficiary Update Form (SPBUF) 3. ISC submits filled-out Social Pension Application Form along with a photocopy of the OSCA ID or any other valid ID indicating the age of the ISC to the OSCA/ LSWDO	1. The DSWD Field Office- Regional Social Pension Unit (RSPU) receives the certified consolidated list of indigent senior citizen applicant/referrals/ from the different stakeholders to the Field Office. 1.1 DSWD FO RSPU schedules the validation / assessment and shall inform the LGU (OSCA and LSWDO) 1.2 DSWD FO conducts the validation using the General Intake Sheet (GIS) (Annex 2) and or Social Pension Beneficiary Update Form (SPBUF) based on the certified list of potential beneficiaries submitted by the OSCA/LSWDO.	None	Within 7-14 working days	OSCA LSWDO Referring agencies / organizations and other stakeholders DSWD FO RSPU Walk-in Applicants
	2. Submission of delisted, replacement, for validation and for inclusion should be quarterly in coordination with LGUs by DSWD FO RSPU.	None	Within 7-14 working days	DSWD FO RSPU

	<p>3. DSWD FO RSPU encodes the validated list of potential beneficiaries in the SPIS by data entry and for uploading to the DSWD Central Office- Social Pension Unit for crossmatching</p> <p>The data from SPIS will determine if the applicant is eligible or not (Yes/No)</p> <p>3.1 If Yes: Generation of Certification of Eligibility duly approved by RD</p> <p>3.2 If No: DSWD FO RSPU to provide data/ results through Official letter to LGUs for revalidation/grievance.</p> <p>3.2.1 Delisted beneficiaries (double entry, deceased, able family, receiving pension from other government and private agencies and with regular income) subject for replacement.</p> <p>3.2.2 LSWDO will identify the replacement as per approved and qualified waitlisted beneficiaries.</p> <p>3.2.3 BSCA, OSCA, LSWDO AND DSWD FO RSPU staff conduct door to door validation using the SPBUF as the basis for assessment.</p>	None	Within 7-14 working days	<p>DSWD Field Office – RSPU</p> <p>DSWD Central Office – Social Pension Unit</p> <p>LSWDO</p> <p>BSCA, OSCA, LSWDO, DSWD FO-RSPU</p>
	<p>4. DSWD FO RSPU encodes / uploads the consolidated validated list submitted to the DSWD CO Social Pension Unit for data cleansing and eligibility test</p>	None	Within 20 working days	<p>DSWD FO RSPU</p> <p>DSWD CO Social Pension Unit</p>

	<p>5. DSWD CO Social Pension Unit performs and runs eligibility tests to the received validated lists of beneficiaries</p> <p>DSWD CO Social Pension Unit endorse generated clean and error list to the DSWD FO RSPU</p>	None	Within 20 working days	<p>DSWD CO Social pension Unit</p> <p>DSWD FO RSPU</p>
	<p>6. DSWD FO RSPU endorses the approved validated list of beneficiaries to the City/Municipal Mayor through the OSCA Head and LSWDO.</p> <p>6.1 per coordination of the DSWD FO RSPU, OSCA/LSWDO notifies the qualified senior citizens thru a written notification of their inclusion as beneficiary of the Social Pension Program.</p>	None	Within 7-14 days	<p>DSWD FO RSPU</p> <p>OSCA</p> <p>LSWDO</p>
	<p>7. Qualified Indigent Senior Citizen receives written letter from the OSCA/LSWDO on his/her inclusion as beneficiary of the program.</p>	None	Within 7-14 days	<p>OSCA</p> <p>LSWDO</p>

CONDUCT OF SOCIAL PENSION PAYOUT THROUGH SDOs • Personal Claim by beneficiary 1.1 Present OSCA ID or any Valid ID issued by the Government • For Authorization 1. Authorization Letter (1 Original, 1 photocopy) 2. Valid ID of authorized representative (2 photocopies) 3. OSCA ID (2 photocopies) • For deceased beneficiary 1. Death Certificate (1 Original or Certified True Copy, 1 Photocopy) 2. Barangay Certification stating the date of death of the social pension beneficiary duly signed by the barangay captain, OSCA and or C/MSWDO (1 original, 1 photocopy)	1. DSWD FO – Finance Unit facilitates the cash advance of the stipend based on the approved list of beneficiaries and corresponding amount for each payroll.	None	7-10 days before the informing the LGUs on the conduct of pay-out.	DSWD FO Finance Unit
	2. DSWD FO- Finance Unit identified Special Disbursing Officer (SDOs) encash the cash advance of the stipend based on the corresponding number of Social Pension beneficiaries (FO)	None	7-10 days before the informing the LGUs on the conduct of pay-out.	DSWD Field Office – RSPU DSWD FO Finance Unit
	3. DSWD FO RSPU informs the City/ Municipal Mayor through the OSCA Head and LSWDO of the schedule of payout 3.1 Per coordination with the DSWD FO RSPU, OSCA/LSWDO informs the Social Pension Beneficiaries of the date and venue of the payout 3.2 LSWDO acknowledges the payroll and number of beneficiaries and confirm the schedule on the conduct of payout	None	within 5 working days before the pay-out	DSWD FO RSPU OSCA, LSWDO
	4. Qualified Indigent Senior Citizens received their social pension stipend on the schedule payout 4.1 The DSWD RSPU Social Pension Focal Person shall conduct exit conferences for both schemes with LCE and LSWDO to discuss what transpired during the payout and reach an agreement to improve delivery of service	None	Conduct of Pay-out within 15 days upon release of the cash advance to SDOs following AO No.	Indigent Senior Citizen DSWD FO OSCA, LSWDO

3. Valid ID of the authorized representative (2 photocopies) 4. Warranty and Release from Liability signed by the authorized representative (1 original, 1 photocopy)	to the FO beneficiaries and the LGUs constituents.		13 Guidelines on Cash Advance. Exit Conference after each Pay-out	
REPORTING AND LIQUIDATION	5. DSWD FO RSPU provides the LGU the data on the paid and unpaid beneficiaries including the deceased for their reference and the action for possible replacement 5.1 DSWD FO RSPU to prepare status of recommendation for replacement as validated in the waitlist.	None	Within 1 – 7 working days after the conduct of the pay-out	DSWD RSPU LSWDO SDO

	6. DSWD FO Identified SDOs to prepare the liquidation report on the recently conducted Social Pension Payout in support of DSWD RSPU for the accomplishment of supporting documents	None	Within 7-14 working days After conduct of Pay-out following the guidelines on Cash Advance/ AO No. 13	DSWD FO SDO DSWD RSPU
NOTE: NO FEES REQUIRED				
Social Pension Program is covered under R.A. 9994				

Feedback and Complaints Mechanism

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Feedback can be sent thru e-mail at socpen.fo7@dswd.gov.ph or letter address to Social Pension Management Office or may contact thru tel. nos. 231-2172
How feedbacks are processed	<p>Upon receipt, The Project Development Officer will verify the veracity and truthfulness of the issues raised thru coordination with MSWD/OSCA/ FSCAP and other partners in the community and thru records review and data verification.</p> <p>In writing, PDO sends response indicating, the actions taken and the services provided, within 3 days</p>
How to file a complaint	Complaint may be sent thru e-mail at socpen.fo7@dswd.gov.ph or letter address to SPMO/OSCA/C/MSWDO or verbal complaint is entertained at the grievance desk during pay-out or in any days can be lodged at the office of MSWDO.
How complaints are processed	<p>Upon receipt of complaint, PDO conducts verification in coordination with the OSCA, MSWDO</p> <p>PDO informs thru letter the response and the actions provided based on complaint within 3 days.</p>
Contact Information of CCB, PCC, ARTA	<p>DSWD Field Office VII M.J. Cuenco Avenue, Cebu City</p> <p>Email address socpen.fo7@dswd.gov.ph Contact nos. 231-2172 local 17147</p>
Contact Information of Contact Center ng Bayan	<p>Anti-Red Tape Authority (ARTA) complaints@arta.gov.ph 8-478-5093</p> <p>Presidential Complaint Center (PCC) pcc@malacanang.gov.ph 8888</p> <p>Contact Center ng Bayan (CCB) email@contactcenterngbayan.gov.ph 0908-881-6565</p>

List of Offices

Office	Address	Contact Information
DSWD Field Office VII	M.J. Cuenco Avenue, Caretta Cebu City	Email address socpen.fo7@dswd.gov.ph Contact nos. 231-2172 local 17147
Bohol SWAD	206 Miguel Parras St. Tagbilaran City	Email: swad-bohol.fo7@dswd.gov.ph Contact Number:
Negros Oriental SWAD	40 Hibbard Ave, Dumaguete, 6200 Negros Oriental	Email: swad-negor.fo7@dswd.gov.ph Contact Number:
Siquijor SWAD	Tacdong, Siquijor Siquijor	Email: swad-siq.fo7@dswd.gov.ph Contact Number: 0355426605

2. Centenarian Program - Implementation of Republic Act 10868

Provision of One hundred Thousand pesos (P100,000.00) and awarding of Letter of Felicitation /Posthumous Plaque of Recognition to honor Filipinos who have reached the age of one hundred years old whether residing in the Philippines or abroad

Office or Division:	DSWD Field Office VII / Protective Service Division		
Classification:	Highly Technical (covered under R.A. 10868)		
Type of Transaction:	Government to Citizen		
Who may avail:	All Filipino citizens, who have reached one hundred (100) years old and above, whether residing in the Philippines or abroad.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
For Living Centenarians:			
Birth certificate		Philippine Statistics Authority (PSA) or Local Civil Registrar (LCR)	
Philippine Passport		Department of Foreign Affairs (DFA)	
Identification cards		Office for Senior Citizens Affairs (OSCA); Land Transportation (LTO)-issued Driver's License, social security cards like the Government Service Insurance System (GSIS), and Social Security System (SSS), Professional Regulatory Commission (PRC) license, Philippine Postal, Commission on Elections (COMELEC)	
Marriage Certificate		Philippine Statistics Authority (PSA) or Local Civil Registrar (LCR)	
Birth Certificates of children		Philippine Statistics Authority (PSA) or Local Civil Registrar (LCR)	
Affidavits executed by at least two (2) disinterested persons		Lawyer (either public or private)	
Old School or Employment records		School or Employment agency	
Baptismal and/or Confirmation records		Parish church and other religious denomination	
Medical and/or Dental examination		Government / private doctors or dentist	
Other related documents		National Commission on Muslim Filipinos (NCMF) / National Commission on Indigenous People (NCIP); AFPSLAI, AMWSLAI, Veterans	
For Deceased Centenarians:			
Death certificate		Philippine Statistics Authority (PSA) or Local Civil Registrar (LCR)	
Identification card of the nearest surviving relative		Office for Senior Citizens Affairs (OSCA); Land Transportation (LTO)-issued Driver's License, social security cards like the Government Service Insurance System (GSIS), and Social Security System (SSS), Professional Regulatory Commission (PRC) license, Philippine Postal, Commission on Elections (COMELEC)	
Certificate of live birth of the nearest surviving relative		Philippine Statistics Authority (PSA) or Local Civil Registrar (LCR)	
Special Power of Attorney		Lawyer (either public or private)	
Warranty and Release from Liability		DSWD Field Offices	
*Documents stated in the living centenarians, shall also be required to be submitted by the nearest surviving relative of the deceased centenarians that			

<i>will prove the deceased centenarians' age eligibility at the time RA 10868 took effect if any</i>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	Person Responsible
1. Submission of application of centenarians and/or nearest surviving relative	<p>1. The DSWD Field Office received the masterlist of the centenarians through the following:</p> <p>1.1. The Local Government Units through the Office for Senior Citizens Affairs or the Local Social Welfare and Development Office shall submit to the respective Field Office the consolidated validated masterlist of centenarians in their city / municipality.</p> <p>1.2. Endorsement from the legislators; Office of the President; among others</p> <p>1.3. Walk-in clients</p>	None		Applicant Local Government Unit

<p>2. DSWD FO conducts validation to the identified masterlist of centenarian applicants</p>	<p>2. The Field Office Centenarian focal person (PDO II) conducts desk validation based on the documents submitted and/or home validation to the centenarian applicants, both to the living and to the nearest surviving relatives of the deceased centenarians</p>	<p>None</p>	<p>Desk validation: 1-3 working days</p> <p>Home Validation: 1-15 working days</p>	<p>Project Development Officer II (Centenarian focal)</p>
	<p>2.1. In case of incomplete documents or documents discrepancy, the Centenarian focal persons shall require the centenarian applicants and/or nearest surviving relative to comply with the lacking documents and/or reconcile the documents with discrepancy.</p> <p>2.2. Centenarian focal person to coordinate with the Local Government Units on the discrepancies of the documents submitted and request to assist the centenarian applicants and/or nearest surviving relative</p>			<p>Centenarian applicants and/or nearest surviving relative</p> <p>Centenarian focal person and LGU</p>
<p>3. Centenarian Focal send notification letter duly signed by Regional Director and send to LGU for Eligible Centenarian and Ineligible Centenarian</p>			<p>1-5 working days</p>	<p>Centenarian focal person</p>

	<p>2.3. Centenarian focal person to provide technical assistance to the centenarian applicants and/or nearest surviving relative by coordinating with the concerned agencies.</p> <p>3. The Centenarian focal person shall send a letter duly signed by the Regional Director to the LGU citing the result of the assessment:</p> <p>3.1. Ineligible centenarians 3.2. Eligible centenarians</p> <p>Centenarian applicants and/or nearest surviving relative shall be copy furnished of the said letter, by the LGU</p>			Centenarian focal person
4. DSWD FO to facilitate the centenarian gift of the eligible centenarians	4. The Centenarian focal person shall facilitate the voucher corresponding to the number of centenarians to be awarded. The incentives can be either thru cash or cheque.	None	1-20 working days	Centenarian focal person

	4.1. For centenarians to be paid thru cash, the Field Office shall encash the check through the Special Disbursing Officers.			FO – Special Disbursing Officer
5. DSWD FO to release the centenarian gift of the eligible centenarians	5. Release of Centenarian Gift to Centenarian	None	1-3 working days	Centenarian focal person
	5.1. The Centenarian focal person shall notify the LGU on the scheduled release of the centenarian gift to the identified validated eligible centenarians and nearest surviving relative. 5.2. The centenarian gift shall be released to the eligible centenarian and/or nearest surviving relative, either through cash or cheque, in the form of the following mode: 5.2.1 House-to-house delivery and/or plaza type delivery by the FO-Special Disbursing Officer together with the Centenarian focal person and LGU 5.2.2 Deposit in the identified existing savings or current account of the eligible centenarians and/or nearest surviving relative		1-20 working days	FO-Special Disbursing Officer; Centenarian focal person and LGU FO-Cash Unit

	6. PDO facilitates the processing of vouchers for the release of centenarian gift	None	Within 7 days after receipt of complete documents	PDO, Social Pension Management Office
	7. Issuance of check	None	Within 3 working days upon receipt of signed vouchers	PDO, DSWD Accounting Office
	8. Conducts payout/releases cash gift to centenarian beneficiary (House to house) and awards the letter of Felicitation signed by the President of the Philippines /the Posthumous Plaque of Recognition for deceased centenarian 9. SDO liquidates the cash advance/check	None	Within 7 working days after approval/encasement of check Within 3 working days after the conduct of payout	Special Disbursing Officer, PDO, LSWDO SDO/PDO
NO FEES REQUIRED				
Covered under RA 10868				

Feedback and Complaints Mechanism

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	DSWD Field Office will send monthly through email and hard copy the following reports: Registry of paid centenarians <ul style="list-style-type: none"> • Fund Utilization Report
How feedbacks are processed	DSWD FO to conduct dialogue or validation to the concerned party/ies
How to file a complaint	Written complaints from any individuals or institutions may be sent through the Local Government Unit
How complaints are processed	Endorsed to appropriate Field Office for action
Contact Information of CCB, PCC, ARTA	<p>A committee composed of C/MSWDO, OSCA Head, SCOs and other CSOs/NGOs shall be established in every city and municipality.</p> <p>Written feedback on the actions taken to the individuals or institutions shall be provided by the committee, copy furnished the DSWD Field Offices for information</p> <p>The committee may elevate other concerns to the DSWD Field Offices for response / action</p> <p>The PMB shall act on written concerns / complaints elevated by the Field Offices or any concerned individuals, institutions or government</p>
Contact Information of Contact Center ng Bayan	<p>Anti-Red Tape Authority (ARTA) <u>complaints@arta.gov.ph</u> 8-478-5093</p> <p>Presidential Complaint Center (PCC) <u>pcc@malacanang.gov.ph</u> 8888</p> <p>Contact Center ng Bayan (CCB) <u>email@contactcenterngbayan.gov.ph</u> 0908-881-6565</p>

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Bohol SWAD	206 Miguel Parras St. Tagbilaran City	Email: swad-bohol.fo7@dswd.gov.ph Contact Number:
Negros Oriental SWAD	40 Hibbard Ave, Dumaguete, 6200 Negros Oriental	Email: swad-negor.fo7@dswd.gov.ph Contact Number:
Siquijor SWAD	Tacdong, Siquijor Siquijor	Email: swad-siq.fo7@dswd.gov.ph Contact Number: 0355426605

Protective Services Division (PSD)

Internal Services

1. Social Pension Information System Eligibility Test

To clean-up the database and to determine the eligibility of the existing and potential beneficiaries of the program.

Brief Description:	To clean-up the database and to determine the eligibility of the existing and potential beneficiaries of the program.			
Office or Division:	DSWD Field Office 7/Protective Service Division			
Classification:	Highly Technical (covered under R.A. 9994)			
Type of Transaction:	Government to Government			
Who may avail:	Government Employee			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Encoded validated List of Potential Social Pension Beneficiaries	Field Office			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Endorsement of SPIS Data for Social Pension Information System Eligibility Test 1. FO SOCPEN Data Management Officer endorses the SPIS data to CO SOCPEN Data Management Officer for clean listing. 2. FO SOCPEN Data Management Officer receives the Clean Listed Social Pensioners and error list. 3. FO SOCPEN Data Management Officer forwards the Clean Listed Social Pension	1. CO SOCPEN Data Management Officer verifies the submitted SPIS data in accordance with the required fields in the SPIS offline system.	None	1 Day	Field Office Social Pension Data Management Officer
	If Data has errors: 2. CO SOCPEN Data Management Officer reverts back the data submitted and send to FO SOCPEN Data Management Officer for reconciliation.	None	1 Day	Field Office Social Pension Data Management Officer
	3. CO Data Management Focal approves the submitted SPIS data.	None	1 Day	Central Office Data Management Officer

Beneficiary to the assigned PDO/SWO for payroll and error list for revalidation of data.	4. CO Data Management Focal run the duplicity check of the SPIS data, eligibility test and run through system with the specific algorithms.	None	7 Days	Central Office Data Management Officer
	5. CO Data Management Officer extracts the results of eligible and error list to ICTMS format. 6. PMB Data Management Focal shall submit the results to the ICTMS for GSIS and PVAO crossmatching.	None	5 Days	Central Office Data Management Officer
	7. DSWD CO – ICTMS performs the GSIS and PVAO cross matching and endorses the encrypted list to the CO Data Management Focal.	None	4 days	DSWD Central Office ICTMS Information Technology Officer
	8. CO Data Management Focal extracts the results of crossmatching for identification, tagging and decoding the names with pension to other agencies.	None	3 DAYS	Central Office Data Management Officer
	9. CO Data Management Focal sends the cleanlist and errorlist for facilitation of payroll and revalidation of	None	1 DAY	Central Office Data Management Officer

	errorlist to the FO Data Management Officer.			
	10. FO Data Management Officer acknowledged the downloaded eligible and error list from the Central Office	None	1 DAY	Field Office Social Pension Data Management Officer
NOTE: NO FEES REQUIRED				
Social Pension Program is covered under R.A. 9994				

Feedback and Complaints Mechanism

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Feedback can be sent thru e-mail at socpen.fo7@dswd.gov.ph or letter address to Social Pension Management Office or may contact thru tel. nos. 231-2172
How feedbacks are processed	Upon receipt, The Project Development Officer will verify the veracity and truthfulness of the issues raised thru coordination with MSWD/OSCA/ FSCAP and other partners in the community and thru records review and data verification. In writing, PDO sends response indicating, the actions taken and the services provided, within 3 days
How to file a complaint	Complaint may be sent thru e-mail at socpen.fo7@dswd.gov.ph or letter address to SPMO/OSCA/C/MSWDO or verbal complaint is entertained at the grievance desk during pay-out or in any days can be lodged at the office of MSWDO.
How complaints are processed	Upon receipt of complaint, PDO conducts verification in coordination with the OSCA, MSWDO PDO informs thru letter the response and the actions provided based on complaint within 3 days .
Contact Information of CCB, PCC, ARTA	Social Pension Program DSWD Field Office VII M.J. Cuenco Avenue, Cebu City Email address socpen.fo7@dswd.gov.ph Contact nos. 231-2172 local _____
Contact Information of Contact Center ng Bayan	Contact Information of Contact Center ng Bayan (CCB) SMS :0908 881 6565 Call :165 56 P 5.00+VAT per call anywhere in the Philippines via PLDT landlines Email: email@contactcenterngbayan.gov.ph Facebook: https://facebook.com/civilservicegovph/ Web: https://contactcenterngbayan.gov.ph/ Contact Information of Presidential Complaint Center (PCC) Via email –email address: pcc@malacanang.gov.ph Via postal service – thru PCC official address at Bahay Ugnayan, J.P. Laurel Street Malacañang, Manila Via facsimile thru Telefax No. +63(2)-87368621 Via Telephone connections 1. +63(2)-8736-8645 2. +63(2)-8736-8603 3. +63(2)-8736-8629

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Negros Oriental SWAD	40 Hibbard Ave, Dumaguete, 6200 Negros Oriental	Email: swad-negor.fo7@dswd.gov.ph Contact Number:
Siquijor SWAD	Tacdong, Siquijor Siquijor	Email: swad-siq.fo7@dswd.gov.ph Contact Number: 0355426605