



Department of Social Welfare and Development

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

CITIZEN'S CHARTER

2023 (2nd 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 (HRMDD) 4

Non-Frontline Service 4

1. Handling Complaints and Grievances of DSWD FO VII Staff **Error! Bookmark not defined.**

FEEDBACK AND COMPLAINTS MECHANISM 10

LIST OF OFFICES 11

**Human Resource Management and
Development Division- Human Resource
Welfare Section (HRMDD-HRWS)**

Non-Frontline Service

1. Handling Complaints and Grievances of DSWD FO VII Staff

This process covers the any form of human resource-related complaints expeditiously at all times at the lowest possible level thereby creating a work atmosphere conducive to good relations between and among management officials and employees to help promote organizational harmony and productivity.

Office or Division:	Human Resource Management and Development Division- Human Resource Welfare Section (HRWS)			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	All Offices, Centers, Programs, and Section/Unit of DSWD FO VII			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Written Complaints/Grievances		Template provided to all staff		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits written Complaints/Grievances	1.1 Upon receipt of complaint, the focal person shall evaluate/assess its merits. If the complaint is under the jurisdiction of the HRMDS, the focal person shall endorse the complaint to the appropriate OBS. The same shall mention the following: a. OBSU which the complaint will be endorsed to shall need to contact the complainant/client to address the concern or	None	1 hour	HR Welfare Staff

	provide assistance. a. Number of days the OBSU is required to provide the HRMDD the concrete and appropriate action provided. If the complaint is not under the jurisdiction of the HRMDD, the complaint shall be reverted back to the agency of OBSU in which the complaint originated from.			
	1.2 The focal person shall encoded pertinent details of the complaint in the monitoring tool.	None	30 minutes	HR Welfare Staff
	1.3 Upon receipt of response, the focal person shall evaluate/assess its merits. If the response is found to be sufficient, the same shall forward the response of OBSU to the complainant or the agency in the complaint originated from. If the response is found to be insufficient, the technical officer shall request	None	1 hour	Complainant

	OBSU for further explanation. The same shall update the details in the monitoring tool			
	1.4 Once settled, request for the closure of the complaint is initiated by the focal person. Once closed, the same shall mark the complaint in the monitoring tool as closed/resolved. For anonymous complaints, closure is not necessary since the request for closure cannot be acquired.	None	1 hour	HR Welfare Staff
TOTAL:			3 hours 30 minutes	

2. Provision Assistance to Distressed Staff

The provision of assistance to distressed staff sets a clear guideline in the provision of assistance to DSWD personnel who were affected by socio-economic risks and crisis situation such as sickness, injury, or death among others that may hamper their functions in the workplace.

Office or Division:	Human Resource Management and Development Division- Human Resource Welfare Section (HRWS)			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	All Offices, Centers, Programs, and Section/Unit of DSWD FO VII			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter		Template provided to all staff		
Documentary requirements		DSWD FO VII Citizen's Charter		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits Request Letter	Upon knowledge that the employee needs assistance or when an employee needs assistance or when an employee proactively informs the focal person, the same requests shall informant to accomplish Assistance to Employees Form. The focal person then establishes connection with the DSWD personnel and/or his/her family	None	1 hour	HR Welfare Staff

	member/dependent			
Documentary Requirements	The focal person assesses the current need of employee/dependent. If needed, assistance shall merit referral to the Crisis Intervention Unit (CIU) or can be completed by other human resource programs or referral services. Upon receipt of documents, assess the completeness of the document presented.	None	30 minutes	HR Welfare Staff
	For requests for Financial Assistance, endorse/refer the request to CIU for further assessment and appropriate action.	None	1 hour	Complainant
TOTAL:			3 hours 30 minutes	

FEEDBACK AND COMPLAINTS MECHANISM

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Customer Feedback Form shall be provided to the clients/staff after the complaint is answered or resolved.
How feedback are processed	Duly accomplished customer feedback forms shall be consolidated form once a month, identify issues and concerns of the clients which shall be discussed for appropriate action. Status on the identified issues and concerns shall be monitored on a monthly basis.
How to file a complaint	<p>Complaints regarding the service above can be filed thru the Office of the Regional Director either via email (ord.fo7@dswd.gov.ph) or personally handing over the complaint letter. The complaint must contain the following details:</p> <ul style="list-style-type: none"> • Name of person being complained • Incident • Evidence if there's any <p>For inquiries and follow-ups, clients may contact the following contact info: Tel no.: (032) 233-8785 / 233-0261 / 232-9505 Email: ord.fo7@dswd.gov.ph</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: recruitment.fo7@dswd.gov.ph</p>
Contact Information of CCB,	<p>Anti-Red Tape Authority (ARTA): complaints@arta.gov.ph 8-478-5093</p> <p>Presidential Complaint Center (PCC): pcc@malacanang.gov.ph</p>

PCC, ARTA	8888 Contact Center ng Bayan (CCB): SMS : 0908 881 6585 Call : 165 56 PHP 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/
--------------	--

LIST OF OFFICES

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