



DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT

# CITIZEN'S CHARTER

2020 (2<sup>nd</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;

We shall endeavor to complete your transactions with us within the day. We will inform you promptly of our actions taken so far and clearly explain to you the reason/s should we not be able to complete within the day of the delivery of the service you need.

We shall ensure availability of staff to attend to your concern/s even during lunch break.

We shall appreciate any positive or negative feedback regarding our services, facilities and personnel.

The Officers-in-Charge of our frontline services shall be available at all times for consultation and advice.

All these we pledge for the best interest of the clients/customers we serve.

## V. LIST OF SERVICES

### Central/Head Office

#### External Services

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**Central Office**  
**External Services**

## 1. Filing of Complaint – Tanggapan ng Reklamo

Non-beneficiaries and beneficiaries of the program may visit the Tanggapan ng Reklamo to file their complaints or grievances about the implementation of the program.

<b>Office or Division:</b>	4Ps – Grievance Redress Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Grievance Form		Tanggapan ng Reklamo Helpdesk, 2 <sup>nd</sup> Floor Mahusay Building		
Pantawid Pamilya ID				
Evidence/s, if applicable				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in the client logbook in the office lobby  1.1 Give ID Card to Guard on Duty	1. Give the logbook to the client with pen  1.1 Secure the client's ID	None	2 Minutes	Guard on duty
2. Get a grievance form	2.1 Give the grievance form/request and inquiry form	None	1 Minute	Officer of the Day  Immediate Supervisor: Ms. Janice G. Pol Project Development Officer IV
3. Accomplish the grievance	3. Ensure that grievance form/request and inquiry form is complete and properly filled out	None	2 Minutes	Officer of the Day  Immediate Supervisor: Ms. Janice G. Pol Project Development Officer IV
4. Provide additional and complete details of the complaint	4.1 Check the status of the beneficiary who is being complained in the Pantawid Pamilya Information System  4.2 Interview the client and write down	None	30 Minutes	Officer of the Day  Immediate Supervisor: Ms. Janice G. Pol Project Development Officer IV

	other pertinent details in the grievance form			
5. None	<p>5.1 Explain to the client the process of resolving complaints on Misbehavior of Beneficiary-Misuse of Grants and the sanctions that will be given if the complaint has merit.</p> <p>5.2 Inform the client that he/she will be contacted thru the mobile number provided by the assigned grievance officer once a resolution has been made</p>	None	10 Minutes	<p>Officer of the Day</p> <p>Immediate Supervisor: Ms. Janice G. Pol Project Development Officer IV</p>
6. Secure the acknowledgment/ follow up slip <i>*Client may contact the number provided in the slip for follow-up</i>	6.1 Detach the acknowledgment/ follow up slip from the grievance form and give it to the client	None	2 Minutes	<p>Officer of the Day</p> <p>Immediate Supervisor: <b>Ms. Janice G. Pol</b> Project Development Officer IV</p>
7. None	7. Endorse the accomplished grievance form to the Administrative Officer for recording in the E-DTMS	None	2 Minutes	<p>Officer of the Day</p> <p>Immediate Supervisor: <b>Ms. Janice G. Pol</b> Project Development Officer IV</p>
8. None	<p>8.1 Record the grievance form in the E-DTMS and Manual Monitoring Matrix</p> <p>8.2 Endorse the grievance form to the Field Operations Services Unit (FOSU) Head</p>	None	10 Minutes	<b>Normandy Chua</b> Administrative Assistant II
9. None	9. Distribute the grievance form to technical officer for	None	3 Minutes	<b>Ms. Janice G. Pol</b>

	drafting of endorsement letter to Field Office concerned			Project Development Officer IV
10. None	10. Check the household profile of the beneficiary in the Pantawid Pamilya Information System	None	3 Minutes	Technical Officer  Immediate Supervisor: <b>Ms. Janice G. Pol</b> Project Development Officer IV
11. None	11.1 Draft the endorsement letter <i>*Supporting documents and grievance form submitted by the client must be attached</i>  11.2 Submit to the FOSU head for review	None	30 minutes	Technical Officer  Immediate Supervisor: <b>Ms. Janice G. Pol</b> Project Development Officer IV
12. None	12.1 Reviews the draft letter and affix initial signature on the letter  12.2 Transmit the draft letter to Division Chief for review	None	5 Minutes	<b>Ms. Janice G. Pol</b> Project Development Officer IV
13. None	13.1 Reviews the draft letter and affix initial signature on the letter  13.2 Transmit to draft letter to the Administrative Officer	None	5 Minutes	<b>Ms. Ma. Asuncion D. Basco</b> Division Chief
14. None	14.1 Updates the record of the document in the E-DTMS  14.2 Transmits the draft letter to the Office of the National Program Manager	None	10 Minutes	<b>Mr. Rondolf Gabriel Baguinon</b> Administrative Assistant II



15. None	15.1 Receives the draft letter  15.2 Updates the record in the E-DTMS	None	5 Minutes	<b>ONPM AA-II</b>
16. None	16.1 Reviews the draft letter  16.2 Approve and sign the letter	None	5 Minutes	<b>Dir. Gemma B. Gabuya</b> National Program Manager
17. None	17.1 Transmits the letter to ASD-Records Section for recording in the E-DTMS	None	5 Minutes	<b>ONPM AA-II</b>
18. None	18.1 Transmits the letter to Records Section for recording in the E-DTMS	None	5 Minutes	<b>ASD/RS AA-II</b>
19. None	19.1 Sends the endorsement letter to Field office	None	10 Minutes	<b>Records and Management Services</b>
<b>Total</b>			<b>2 hours and 33 minutes</b>	

## 2. Request for information materials.

For further dissemination of information, students, researchers, organizations, media, and other DSWD OBSUs may request for printing and/or sending of soft copies of information materials from the SMD for general details about the program.

<b>Office or Division:</b>	Social Marketing Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C, G2G			
<b>Who may avail:</b>	Students, Media, Other Organizations, Researchers, All DSWD OBSUs			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1 Letter of Request 2 Information materials request form		From the requesting student, media agency, other organizations, researchers, DSWD OBSUs		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Send formal letter of request with specific details about the request to 4ps_smd@dswd.gov.ph	1.1 Acknowledge and provide information materials request form	None	10 mins	<b>Melqui Battulayan/ Emery Jane Pagba</b> Division Admin

2. Fill out request form completely and submit to <a href="mailto:4ps_smd@dswd.gov.ph">4ps_smd@dswd.gov.ph</a>	2.1 Provide copy of letter of request and form to ASD-Records Section and encode received document to EDTMS	None	10 mins	<b>Melqui Battulayan/ Emery Jane Pagba</b> Division Admin
None	2.2 Assess the request and approve/disapprove the request	None	3 hours	<b>Ofelia DR. Escauriaga</b> Division Chief
None	2.2 a. If disapproved, provide feedback to the client	None	1 hour	<b>Chona Marie Catibog/ Jose Arianne Gonzales/ Maria Alyssa Esguerra</b> IO III
None	2.3 b. If approved, provide initial feedback to the client and secure approval of the request	None	1 hour	<b>Chona Marie Catibog/ Jose Arianne Gonzales/ Maria Alyssa Esguerra</b> IO III
None	2.4 Prepare needed soft copy and/or hard copy of information materials depending on request	None	1 day	<b>Chona Marie Catibog/ Jose Arianne Gonzales/ Maria Alyssa Esguerra</b> IO III  <b>Melqui Battulayan/ Emery Jane Pagba</b> Division Admin
None	2.5 Prepare and submit memo to NPMO to approve the release of materials	None	1 day	<b>Chona Marie Catibog/ Jose Arianne Gonzales/ Maria Alyssa Esguerra</b> IO III
None	2.6 Memo to be signed by the NPMO and return signed memo to the	None	3 days	<b>Dir. Gemma B. Gabuya</b> NPM

	concerned staff			
None	2.7 Submit soft copy of information materials through email and/or release printed materials as requested and send customer feedback form	None	1 hour	<b>Chona Marie Catibog/ Jose Arianne Gonzales/ Maria Alyssa Esguerra</b> IO III  <b>Melqui Battulayan/ Emery Jane Pagba</b> Division Admin
3. Receive information materials and answer customer feedback form	3. Collect the accomplished form and record the document to the e-DTMS		10 mins	<b>Melqui Battulayan/ Emery Jane Pagba</b> Division Admin
<b>TOTAL</b>		<b>None</b>	<b>5 days, 6 hour and 30 minutes</b>	

### 3. Request for administrative data (regular reports / statistical data previously approved, copies of published researches

The Planning, Monitoring, and Evaluation Division – Research and Statistics Units facilitate all data/research requests from different stakeholders, both internally and externally. The following tables present the process flow each type of data.

<b>Office or Division:</b>	4Ps – Planning, Monitoring, and Evaluation (PMED)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Public			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Send data/research request (communication)	Acknowledge and provide the requested data	None	1-3 days	PEO or Statistician
TOTAL:			3 days	

**4. Request for administrative data (statistical data – multivariate, time series), request for interview (beneficiaries, Program staff) as research activity**

<b>Office or Division:</b>		4Ps – Planning, Monitoring, and Evaluation (PMED)		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		G2C - Government to Citizen		
<b>Who may avail:</b>		Public		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Data/Research Request Form		Pantawid Website, Pantawid NPMO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Send data/research request (communication)	1.1 Acknowledge and provide data/research request form	None	0.5 day	PEO or Statistician
2. Fill out data/research request form completely	2.1 Assess the request	None	0.5 day	PEO or Statistician
None	2.2 Provide initial feedback to the client and secure approval of the request	None	0.5 day	PEO or Statistician
None	2.3 Approve / Disapprove request	None	2 days	Approving Authority
None	2.3.a If disapproved, provide feedback to the client	None	0.5 day	PEO or Statistician
None	2.3.b If approved, prepare data/research requested	None	1-3 days	PEO or Statistician
None	2.4 Provide data/research	None	0.5 days	PEO or Statistician

	request to the client			
	TOTAL:		7 days	

### 5. Request for administrative data (personal information, statistical data – multivariate, time series, name matching)

<b>Office or Division:</b>	4Ps – Planning, Monitoring, and Evaluation (PMED)			
<b>Classification:</b>	Highly technical			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Public			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Data/Research Request Form		Pantawid Website, Pantawid NPMO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Send data/research request (communication)	1.1 Acknowledge and provide data/research request form	None	0.5 day	Statistician
2. Fill out data/research request form completely	2.1 Assess the request	None	0.5 day	Statistician
None	2.2 Provide initial feedback to the client and secure approval of the request	None	0.5 day	Statistician
None	2.3 Approve / Disapprove request	None	2 days	Approving Authority
None	2.3.a If disapproved, provide	None	0.5 day	Statistician

	feedback to the client			
None	2.4.b If approved, prepare data/research requested	None	1 - 11 days	Statistician
None	2.5 Prepare memo and submit to NPMO approve the release of the data	None	1 day	Statistician
None	2.6 Signing of memo by NPMO	None	3 days	NPMO
None	2.6 NPMO to return the signed memo to concerned staff	None	0.5 days	NPMO
None	2.6.a Provide data/research request to the client	None	1 day	PEO or Statistician
	TOTAL:		20 days	

## 6. Data Request requiring MOA

<b>Office or Division:</b>	4Ps – Planning, Monitoring, and Evaluation (PMED)	
<b>Classification:</b>	Highly technical	
<b>Type of Transaction:</b>	G2C - Government to Citizen	
<b>Who may avail:</b>	Partner Agency	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
Data/Research Request Form		Pantawid Website, Pantawid NPMO

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>1.</b> Send data/research request (communication)	1.1 Accept and acknowledge data/research request	None	0.5 day	PEO or Statistician
<b>2.</b> Fill up data/research request form	2.1 Review and assess the request	None	1 day	PEO or Statistician
None	2.2 Recommended approval to NPMO via memo	None	0.5 day	PEO or Statistician
None	2.3 Approve / Disapprove request	None	3 days	NPMO
None	2.3a If disapproved provide feedback to partner agency	None	1 day	PEO or Statistician
None	2.3b If approved, prepare data sharing MOA	None	5 days	PEO or Statistician
None	2.4 Share to partner agency for the review of the draft MOA		0.5 day	PEO or Statistician
<b>3.</b> Review of draft MOA and provide feedback		None	5 days	Partner agency
None	<b>4.</b> Revise MOA based on feedback from client	None	5 days	PEO or Statistician
None	<b>5.</b> Prepare memo to DPO to	None	0.5 day	PEO or Statistician

	review the MOA			
None	<b>6.</b> DPO reviews the MOA and provide feedback to PMED	None	5 days	DPO
None	<b>7.</b> PMED to revise the MOA based on the feedback from DPO	None	3 days	PEO or Statistician
None	<b>8.</b> PMED to submit revised MOA to Legal Service for review	None	0.5 days	PEO or Statistician
None	<b>9.</b> Legal to review the MOA and endorse back to PMED	None	6 days	Legal Service
None	<b>10.</b> Sharing of MOA to partner agency	None	0.5 day	PEO or Statistician
<b>11.</b> Approval of partner agency for review of their Legal and return to PMED		None	5 days	Partner agency
None	<b>12.</b> Memo / communication to partner agency for signing of MOA	None	0.5 day	PEO or Statistician



None	<b>13. Signing of MOA</b>	None	1 day	PEO or Statistician
None	<b>14. Provision of data to partner agency</b>	None	0.5 day	PEO or Statistician
	<b>TOTAL:</b>		43 days	

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	Email <a href="mailto:4psreklamo@gmail.com">4psreklamo@gmail.com</a> / <a href="mailto:pantawid_group@dswd.gov.ph">pantawid_group@dswd.gov.ph</a>
How feedback are processed	<b>Through written communication and email</b>
How to file a complaint	<b>Send a letter to Dir. Gemma B. Gabuya, National Program Manager or Email us at <a href="mailto:4ps-asd@dswd.gov.ph">4ps-asd@dswd.gov.ph</a></b>
How complaints are processed	<b>Through established protocols of handling complaints or grievances in the Department</b>
Contact Information of CCB, PCC, ARTA	<b><a href="mailto:info@arta.gov.ph">info@arta.gov.ph</a> <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 478-5091   478-5099</b>

<b>Office</b>	<b>Address</b>	<b>Contact Information</b>
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Pantawid Pamilyang Pilipino Program	2 <sup>nd</sup> and 3 <sup>rd</sup> Flr. Malasakit Building, DSWD Central Office, IBP Road, Quezon City	(02) 8952-6929 / (02) 8962-3424
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