



DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT

CITIZEN'S CHARTER

2021 (6th 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 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.

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Central Office

External Services

1. Grievance Intake and Response (Walk-in)

Intake and response refers to the recording of a grievance in a grievance form and providing the client an initial response, which usually involves an explanation about how the grievance will be processed by the DSWD and other actors.

The **grievance form** is an instrument where to record valid grievance transactions. It may come in a physical paper or in an electronic form, uploaded in an official website for download, or opened immediately from a website. For quick and easy recording of grievances, the grievance form is designed to record only the type, subtype, and details of the grievance in easily understandable codes and keywords. But supporting documents can be requested and attached to the grievance form.

As a general rule, anyone may **accept** a grievance from various channels but only the City/Municipal Link and grievance officers may ascertain its validity and thereafter **intake** the grievance. To 'accept' a grievance is to receive the transaction but to 'intake' is to record the transaction in a grievance form after ascertaining its validity. Intake and response require technical know-how about the GRS, particularly on the procedures in resolving the specific types and subtypes of grievances.

Office or Division:	4Ps – Grievance Redress Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
If 4Ps beneficiary, present the 4Ps ID for verification to 4Ps staff If non-4Ps beneficiary, none			Issued by the assigned City/Municipal Link, Community Facilitators of their respective Field Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log-in at the visitors log book located at the office lobby and present the 4Ps	1.1. Direct the client to the 4Ps Assistance Desk.	None	2 minutes	Guard on duty

ID if a 4Ps beneficiary.				
2. Proceed to the 4Ps Assistance Desk for verification of identity.	<p>2.1. Receive the client, inquire what the grievance is all about, and verify the identity of the client.</p> <p>Refer to the Grievance Redress System Field Manual for the guidance on the intake of grievances.</p>	None	5 minutes	Officer-of-the-Day/ / Assigned Focal Person
3. Provide details about the grievance and supporting documents, if available, depending on the type of grievance reported.	<p>3.1. Encode the grievance correctly and completely in the GRS Information System/Tracker.</p> <p>3.2. If the client is a beneficiary or a former beneficiary, check the status of the concerned beneficiary in the Pantawid Pamilya Information System (PPIS).</p> <p>3.3. Check the supporting documents provided, if available.</p> <p>3.4. Assess all the data and information available and discuss with the beneficiary the findings and next steps to take.</p> <p>3.4.1. If all information is readily available to resolve the case, resolve the grievance and provide feedback to the client.</p> <p>3.4.2. If other information is needed and the grievance cannot be resolved immediately, explain to the client the process that will be undertaken in processing the grievance, and inform the client that he/she will be contacted thru his/her mobile number.</p>	None	20 mins	Officer-of-the-Day/ / Assigned Focal Person
4. Accomplish the client satisfaction measurement survey	<p>4.1 Administer the Client Satisfaction Measurement Survey</p> <p>4.2. Analyze the data and include it in the Client Satisfaction Measurement Report.</p>	None	5 minutes	Officer-of-the-Day/ / Assigned Focal Person
5. Proceed to the office lobby and logout from	5.1. Dismiss the client gracefully.	None	1 minute	Guard on Duty

the client's logbook.	If the grievance is already resolved, proceed to Step 6.1.4.			
6. Receive update/feedback on the status of the grievance	6.1. If the grievance is not yet resolved, endorse the grievance to the concerned office (DSWD Field Office and/or Central Office OBSU) for processing and feedback within three (3) days	None	7 hours and 7 minutes	Officer-of-the-Day/ / Assigned Focal Person
	6.1.2. Monitor the status of grievance and receive feedback report from the concerned office	None	2 Days	Assigned Focal Person
	6.1.3. Provide the client an update/feedback about the status of his/her grievance either through text messaging or phone call.	None	10 minutes	Officer-of-the-Day/ / Assigned Focal Person
	6.1.4 Update the status of the grievance in the GRS Information System/Tracker.	None	10 minutes	Assigned Focal Person
Total if grievance is resolved outright		None	33 minutes	
Total if grievance is referred to Field Office for resolution and feedback is provided to the client		None	3 days	
Total		None	3 days	

2. Request for Administrative and Secondary Data on 4Ps Program

Administrative and/or secondary data requests cover the following: readily available information such as regular reports/statistical data previously approved, copies of published research studies, administrative data on youth development sessions (YDS), and Gulayan sa Barangay, among others. This is with the expectation that all documentary requirements have been submitted by the requesting party. Otherwise, the request will be processed at an extended period.

Office or Division:	4Ps – Planning, Monitoring, and Evaluation (PMED)			
	The PMED – Research and Statistics Units facilitate all data/research requests from different stakeholders, both internally and externally.			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) Accomplished Data/Research Request Form		Pantawid Website, Pantawid NPMO (https://pantawid.dswd.gov.ph/citizens-charter/)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client sends completely filled up data/research request form	1. Receipt of completely filled-out data/research request form (with attachments)	None	3 minutes to 4 hours	Project Evaluation Officer or Statistician
2. Receive requested data and fill out the client survey form	2. Provide the administrative / secondary data to requesting party	None	1 to 2 days	Project Evaluation Officer or Statistician
	TOTAL:	None	2 days and 4 hours	

3. Request for Administrative Data and Research Request (personal information, statistical data – multivariate, time series, name matching)

This process covers requests for data that cover the following: administrative data requiring data processing (i.e. multivariate, etc.); and research requests that covers research activity such as interviews (with beneficiaries and implementers) and survey among others. The request will proceed with the expectation that all documentary requirements have been submitted by the requesting party. Otherwise, and in instances unforeseen, the process may take an extended period.

Office or Division:		4Ps – Planning, Monitoring, and Evaluation (PMED) The PMED – Research and Statistics Units facilitate all data/research requests from different stakeholders, both internally and externally.		
Classification:		Complex		
Type of Transaction:		G2C - Government to Citizen		
Who may avail:		Public		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) Accomplished Data/Research Request Form		Pantawid Website, Pantawid NPMO (https://pantawid.dswd.gov.ph/citizens-charter/)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client sends completely Filled out data/research request form	1.1 Receipt of completely filled-out data/research request form (with attachments)	None	3 minutes to 4 hours	Project Evaluation Officer or Statistician
	1.2 Assess the request	None	30 minutes to 4 hours	Project Evaluation Officer or Statistician
	1.3 Provide initial feedback to the client and secure approval of the request	None	30 minutes to 4 hours	Project Evaluation Officer or Statistician
	1.4 Approve / Disapprove request	None	1 day	National Program Manager
	1.4..a If disapproved, provide feedback to the client	None	30 minutes to 4 hours	Project Evaluation Officer or Statistician
	1.4.b If approved, prepare data/research requested	None	1-3 days	Project Evaluation Officer or Statistician

2. Receive the requested data and fill-out the client survey form	2. Provide data/research request to the client	None	30 minutes to 4 hours	Project Evaluation Officer or Statistician
	TOTAL:	None	6 days and 4 hours	

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

Data requests that cover the following: administrative data requiring personal information and data processing such as but not limited to multivariate, time series, and name matching. This is with the expectation that all documentary requirements have been submitted by the requesting party. Otherwise, and in unprecedented instances (such as unavailable signatory due to some reason), the request will be processed for an extended time.

Office or Division:	4Ps – Planning, Monitoring, and Evaluation (PMED) The PMED – Research and Statistics Units facilitate all data/research requests from different stakeholders, both internally and externally.			
Classification:	Highly technical			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) Accomplished Data/Research Request Form		Pantawid Website, Pantawid NPMO (https://pantawid.dswd.gov.ph/citizens-charter/)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client sends completely Filled out data/research request form	1.1 Receipt of completely filled-out data/research request form (with attachments)	None	3 minutes to 4 hours	Statistician
	1.2 Assess the request	None	30 minutes to 4 hours	Statistician
	1.3 Provide initial feedback to the client and secure approval of the request	None	30 minutes to 4 hours	Statistician
	1.4 Approve / Disapprove request	None	2 days	National Program Manager
	1.4.a If disapproved, provide feedback to the client	None	30 minutes to 4 hours	Statistician
	1.4.b If approved, prepare data/research requested	None	1 - 10 days	Statistician

	1.5 Prepare memo and submit to NPMO approve the release of the data	None	1 day	Statistician
	1.6 Signing of memo by NPMO	None	3 days	National Program Manager
	1.7 NPMO to return the signed memo to concerned staff	None	30 minutes to 4 hours	Administrative Assistant II
2. Receive requested data and fill out the client survey form	2. Provide data/research request to the client	None	1 day	Project Evaluation Officer or Statistician
	TOTAL:	None	19 days and 4 hours	

5. Data Request requiring MOA

There are instances where data requests would cover sensitive data such as lists of beneficiaries and/or members of the household with personal information. In this case a Memorandum of Agreement (MOA) would be required between the 4Ps - DSWD and the requesting party with no pre-existing MOA. Such a process would entail a longer time to process and would take more or less 40 days.

Office or Division:	4Ps – Planning, Monitoring, and Evaluation (PMED)			
	The PMED – Research and Statistics Units facilitate all data/research requests from different stakeholders, both internally and externally.			
Classification:	Highly technical - Multi Stage (40 days)			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Partner Agency			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) Accomplished Data/Research Request Form		Pantawid Website, Pantawid NPMO (https://pantawid.dswd.gov.ph/citizens-charter/)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client sends completely Filled out data/research request form	1.1. Receipt of completely filled-out data/research request form (with attachments)	None	3 minutes to 1 hour	Project Evaluation Officer or Statistician
	1.2. Recommend approval to NPMO via memo	None	2 hours to 4 hours	Project Evaluation Officer or Statistician
	1.3 Approve/Disapprove request	None	2 days	National Program Manager
	1.3.a If disapproved provide feedback to partner agency	None	30 minutes to 1 hour	Project Evaluation Officer or Statistician
	1.3.b. If approved, prepare data sharing MOA	None	3 days	Project Evaluation Officer or Statistician
2. Receive the draft MOA for review	2. Share to partner agency for the review of the draft MOA	None	30 minutes to 1 hour	Project Evaluation Officer or Statistician
3. Reviewed the draft MOA and provide feedback	3.1. Accept and acknowledge feedback from the reviewed	None	30 minutes to 1 hour	Project Evaluation

	draft MOA from partner agency outside DSWD			Officer or Statistician
	3.2. Revise MOA based on feedback from client	None	3 days	Project Evaluation Officer or Statistician
	3.3. Prepare memo to Data Protection Officer (DPO) to review the MOA	None	30 minutes to 1 hour	Project Evaluation Officer or Statistician
	3.4 Data Protection Officer (DPO) reviews the MOA and provide feedback to PMED	None	3 days	Data Protection Officer
	3.5 PMED to revise the MOA based on the feedback from Data Protection Officer (DPO)	None	3 days	Project Evaluation Officer or Statistician
	3.6 PMED to submit revised MOA to Legal Service for review	None	30 minutes to 1 hour	Project Evaluation Officer or Statistician
	3.7 Legal to review the MOA and endorse back to PMED	None	3 days	Legal Service
	3.8 Sharing of MOA to partner agency	None	30 minutes to 1 hour	Project Evaluation Officer or Statistician
4. Approve MOA returned to PMED	4.1 Acknowledge submitted approved MOA from the Partner Agency	None	30 minutes to 1 hour	Project Evaluation Officer or Statistician
	4.2 Memo / communication to partner agency for signing of MOA	None	30 minutes to 1 hour	Project Evaluation Officer or Statistician
	4.3 Signing of MOA	None	30 minutes to 4 hours	Project Evaluation Officer or Statistician
5. Receive requested data and fill-out the client survey form.	5. Provision of data to partner agency	None	30 minutes to 1 hour	Project Evaluation Officer or Statistician
	TOTAL:	None	19 days and 2 hours	

Note: Pantawid total processing days if disapproved: 4 days and 1 hour; If approved: 17 days and 5 hours
Other DSWD OBSU's total processing days: 3 days
Review of draft MOA and provide feedback from partner agency: 5 days
Approval of partner agency for review of their Legal: 8 days

Central Office Internal Services

1. Approval Request for the Approval of the Declaration of Force Majeure / State of Calamity

This section describes approval process for the Request for the Declaration of FM/state calamity , which is accordance with approved 4Ps IRR stipulated in Rule VIII, Section 15 which states " Any of all the conditions for entitlement may be suspended by the DSWD Secretary during times of calamity, war and armed conflicts and force majeure situations in accordance with relevant laws and DSWD guidelines, In such cases , full compliance to such conditions are deemed waived and payments to beneficiaries shall be granted in full."

Office or Division:		Pantawid Pamilyang Pilipino Program - National Program Management Office		
Classification:		Complex		
Type of Transaction:		G2G- Government to Government		
Who may avail:		DSWD Regional Offices		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> 1 Formal request signed by the DSWD Regional Director to invoke Rule VIII, Section 15 of Pantawid Pamilyang Pilipino Program IRR. Certification/s attesting the occurrence of the event/s affecting the implementation of the program or hampering the beneficiaries from complying with the program conditions 		<ul style="list-style-type: none"> Requesting Region where fortuitous events occurred Concerned agencies 		
Client Steps	Agency Actions	Fees to be Paid	Processing Time	Person Responsible
1. Submit official requests specifying the areas affected and program conditions requested, together with the necessary certifications from the concerned agencies.	1.1 Assess and validate the request for the approval of the declaration of the Force Majeure and endorse the results of assessment and recommendations to the Office of the Deputy National Program Manager for Operations.	None	3 days	4Ps NPMO – Compliance Verification Division (CVD)/ Division Chief
	1.2 Review the endorsed assessment results and recommendations that provide initials and forward to the Office of the National Program Manager	None	2 days	4Ps NPMO – Office of the Deputy Program Manager for Operations/ Deputy Program

				Manager for Operations
1. Receive the requested data and fill-out the client survey form	2. Review the endorsed assessment results and recommendations, provide signatures then forward to the concerned office/s.	None	2 days	4Ps NPMO – Office of the National Program Manager/ National Program Manager
Total:		None	7 days	

2. Provision of Technical Assistance (TA)

The Social Service Delivery and Management Division provide and respond to all forms of technical assistance be it from program staff, field offices, partner stakeholders and among others related to gender mainstreaming and case management in the Pantawid program.

Office or Division:	4Ps – Social Service Delivery and Management Division			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Pantawid NPMO & RPMO program staff, and partner stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 Communication/Memo request for technical assistance e.g. memo type, official email, phone calls and text messages		Requesting Field Office, Partner/Stakeholders and OBSUs		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receipt of TA request	1.1. Receive, review, record the TA request from requesting party	None	10 mins.	Administrative Assistant III Administrative Aide IV
	1.2. Endorse the TA request to concerned Regional/ Division/ sectoral monitor/ focal	None	10 mins	Administrative Assistant III Administrative Aide IV
	1.3 Receive and review the TA request from requesting party	None		Project Development Officer V & IV (Concerned Regional/ Division/ sectoral monitor/ focal)
	1.4 Coordinate/ Communicate with the TA requesting party for further clarification if not included in the request letter	None	15 minutes	Project Development Officer III & IV (Concerned Regional/ Division/ sectoral monitor/ focal)
	1.5 Facilitation of technical assistance in any of the following forms:	None		
	A. Feedback memo or Email	None	8 hours	Project Development Officer III & IV (Concerned Regional/ Division/ sectoral monitor/ focal)
	B. Phone Calls	None	8 hours	Project Development Officer III & IV

				<i>(Concerned Regional/ Division/ sectoral monitor/ focal)</i>
	C. Spotchecks/ Coaching and Mentoring in field offices or in area of program implementation	None	(with approved SO) 2-3 days- Spotchecks/ Coaching and Mentoring	Project Development Officer III & IV <i>(Concerned Regional/ Division/ sectoral monitor/ focal)</i>
	1.6 Feedbacks and TA Report Generation	None	5 days	Project Development Officer III & IV <i>(Concerned Regional/ Division/ sectoral monitor/ focal)</i>
	1.7 Endorsement of Feedback and TA report to the National Program Manager for approval and transmittal to respective requesting office	None	10 mins	Project Development Officer III & IV <i>(Concerned Regional/ Division/ sectoral monitor/ focal)</i>
2. Receive TA report	2.1 Endorse the approved TA report to client via: 1. Email 2. Hard copy	None	1 minute	Administrative Assistant III Administrative Aide IV
	TOTAL:	None	8 days 16 hours 46 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send a feedback	<p>For inquiries and follow-ups, the client is advised to directly coordinate with the concerned division that received the request. The following contact details are however accessible in case the concerned division does not respond within reasonable time:</p> <p style="padding-left: 40px;">Email: gbgabuya@dswd.gov.ph Telephone number: (02) 8952-6929 voip number 10102</p> <p>For completed services, the client is encouraged to fill out a Client Satisfaction Survey Form downloadable from https://pantawid.dswd.gov.ph/citizens-charter and submit it to the concerned division where the request was made or through any of the contact details provided above.</p>
How feedback is processed	<p>A technical staff is assigned to read daily all inquiries and follow ups sent to gbgabuya@dswd.gov.ph . These are forwarded to the concerned division who is expected to provide a response to the client via email or phone call within three (3) days from receipt of email from the client.</p> <p>On the other hand, satisfaction surveys for completed services are being analyzed by the concerned division as among the bases to improve its service delivery.</p>
How to file complaint	<p>The client may directly communicate through the contact details provided below:</p> <p style="padding-left: 40px;">Email: gbgabuya@dswd.gov.ph Telephone number: (02) 8952-6929 voip number 10102</p>
How complaints are processed	<p>All complaints about service delivery received through any of the channels above are directly forwarded to the Office of the National Program Manager and are automatically treated as a confidential case. It shall be primarily guided by violations and penalties under the Ease of Doing Business Act https://arta.gov.ph/about/violations-and-penalties</p> <p>Service delivery complaints shall be automatically considered as highly technical transactions due to its nature. The client shall be provided feedback 20 days from the filing of the complaint.</p>
Contact Information of ARTA, PCC, CCB	<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): SMS: 0908-881-6565 Call: 165 56 P5.00 + VAT per call anywhere in the Philippines via PLDT landlines Email: email@contactcenterngbayan.gov.ph Web: https://contactcenterngbayan.gov.ph Facebook: https://facebook.com/civilservicegovph</p>

Office	Address	Contact Information
Pantawid Pamilyang Pilipino Program	2 nd and 3 rd Flr. Malasakit Building, DSWD Central Office, IBP Road, Quezon City	(02) 8952-6929 / VOIP number 10102