



DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT

**CITIZEN'S CHARTER**  
2022 (9<sup>th</sup> 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.

## V. LIST OF SERVICES

### Central/Head Office

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# **Central Office**

## **External Services**

## 1. Grievance Intake and Response

**Intake and response** refers to the recording of a grievance 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.

As a general rule, anyone may **accept** a grievance 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.

<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>	
If 4Ps beneficiary, present the 4Ps ID for verification to 4Ps staff Proof of grievance, if available If non-4Ps beneficiary, any valid ID			Issued by the assigned City/Municipal Link, Community Facilitators	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Log-in at the visitors log book located at the office lobby and present the 4Ps ID if a 4Ps beneficiary. If non-4Ps beneficiary, present any valid ID.	1.1. Ensure that the client fills out the logbook and directs him/her to the 4Ps Assistance Desk.	None	2 minutes	Guard on duty
2. Proceed to the 4Ps Assistance Desk for verification of identity.	2.1. Receive the client, inquire what the concern is all about, and verify the identity of the client.  Refer to the Grievance Redress System Field Manual for the	None	5 minutes	Officer-of-the-Day/ / Assigned Focal Person

	guidance on the intake of grievances.			
3. Provide details about the grievance and supporting documents, if available, depending on the type of grievance reported.	<p>3.1. 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>3.2. Encode the transaction correctly and completely in the GRS Information System/Tracker.</p> <p><i>For instances when the GRS Information System is inaccessible, the staff may use GRS form to intake the grievance</i></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> <p>Print and provide a copy of the encoded transaction to the client.</p>	None	20 mins	Officer-of-the-Day/ / Assigned Focal Person

4. Accomplish the client satisfaction measurement survey	4.1 Administer the Client Satisfaction Measurement Survey  4.2. Analyze the data and include it in the Client Satisfaction Measurement Report.	None	5 minutes	Officer-of-the-Day// Assigned Focal Person
5. Proceed to the office lobby and logout from the client's logbook.	5.1 Dismiss the client gracefully.  <i>If the grievance has already been resolved proceed directly to step 7.2</i>	None	1 minute	Guard on Duty
6. Wait for the updates on the status of grievance within three (3) days.	6.1 Endorse the transaction to the concerned office (DSWD Field Office, Provincial/Municipal Operations Office and/or OBSU) for processing and updating of the transaction in the Grievance Information System (GIS), reflecting the actions taken by the concerned office within three (3) working days.  <i>(If the transaction was received at the NPMO, the Assigned Officer of the day shall send an email notification to the Regional Grievance Officer to inform him/her.)</i>	None	7 hours and 7 minutes	Officer-of-the-Day// Assigned Focal Person
	6.2 Monitor the status of transaction and check for updates from the concerned office in the GRS Information System.	None	2 Days	Assigned Focal Person
7. Received update/feedback on the status of the grievance.	7.1 Provide the client an update/feedback about the status of his/her concern either through text messaging or phone call.  <i>For instances when the client did not give or cannot provide contact information, the provision of feedback may be coursed through the assigned City/Municipal Link.</i>	None	10 minutes	Assigned Focal Person

	7.2 Update the status of the transaction in the GRS Information System.	None	10 minutes	Assigned Focal Person
<b>Total if grievance is resolved outright</b>		None	33 minutes	
<b>Total if grievance is referred to Field Office for resolution and feedback is provided to the client</b>		None	3 days	
<b>Total</b>		<b>None</b>	<b>3 days</b>	

## 2. Request for 4Ps Data

This section describes the process of providing assistance to clients and various stakeholders (general public and other government organizations) both within and outside DSWD through the sharing of public data. However, access to data will be subject to the limitations set to safeguard privacy of the beneficiaries, data security and data misappropriation. Therefore, access to data shall be carefully considered and granted in accordance with the Pantawid data sharing protocol.

In processing the request, there is an expectation that all documentary requirements have been submitted by the requesting party. Otherwise, the start of processing may take an extended period of time.

<b>Office or Division:</b>	4Ps – Planning, Monitoring, and Evaluation (PMED)			
	The PMED – Research and Statistics Units facilitate all data/research requests from different stakeholders, both internally and externally.			
<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>		
One (1) Accomplished Data Request Form		Pantawid Website, Pantawid NPMO ( <a href="https://pantawid.dswd.gov.ph/citizens-charter">https://pantawid.dswd.gov.ph/citizens-charter</a> )		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



<p>1. Client sends filled up data request form</p>	<p>1. Receipt of completely filled out data request form or letter of request (with attachments as applicable).</p> <p>1.1 Encoding of data request to monitoring tool or thru Electronic Document Management System (EDMS) of the incoming data request.</p> <p>1.2. Acknowledgement and assessment by the Planning, Monitoring and Evaluation Division (PMED) at the NPMO or Regional Monitoring and Evaluation Unit (RMEU) at the RPMO.</p> <p>1.2.1. If Primary Data, endorse the request to the concerned Office.</p> <p>1.2.2. If Secondary Data, determine if the data that are being requested are <b>public or classified</b> based on the submitted documents.</p>	<p>None</p>	<p>2 hours</p> <p>30 mins</p> <p>1 day</p>	<p>Project Evaluation Officer (PEO)/ Statistician at the National Program Management Office (NPMO) or Regional Monitoring and Evaluation Officer (RMEO) at the Regional Program Management Office (RPMO)</p> <p>PEO/ Statistician or Administrative Assistant</p> <p>PEO/ Statistician or RMEO</p>
<p>2. Receive requested data and fill out the client survey form</p>	<p>2. If the data requested is identified as <b>Public Data</b>, the PMED/RMEU will forward the request to the appropriate division/unit for data generation and preparation.</p> <p>2.1 If the data is in the periodic reports, IEC materials, and/or Pantawid Pamilya website, the PMED/RMEU will refer the client to the resource site or provide the readily</p>	<p>None</p>	<p>4 hours</p> <p>1 day</p> <p>5 days</p>	<p>PEO/Statistician or RMEO</p> <p>PEO/ Statistician or RMEO</p>

	<p>available data and client satisfaction survey form.</p> <p>2.2.1 If the data needs to be generated, data generation shall be undertaken by the PMED/RMEU.</p> <p>2.2.2. Preparation of memo endorsement to the NPM or RD for approval.</p> <p>2.2.2.1. If the data request is approved, provide the data request to the client and submit a request to accomplish the client satisfaction measurement form</p> <p>2.2.2.2. If the data request is disapproved, provide the data request to the client and submit a request to accomplish the client satisfaction measurement form.</p>		<p>6 hours</p> <p>4 hours</p> <p>4 hours</p>	<p>PEO/ Statistician or RMEO</p> <p>PEO/ Statistician or RMEO</p> <p>PEO/ Statistician or RMEO</p> <p>PEO/ Statistician or RMEO</p>
	<p>2.3. If the data requested is identified as <b>Classified Data</b>, the request will be forwarded to the NPMO for review and evaluation. The PMED or RMEU will provide initial comments prior to endorsing the request to the Data Protection Officer (DPO) and NPM or RD.</p> <p>2.3.1 If the request is valid, a Memorandum of Agreement (MOA) on data sharing between the requesting party and the Department/Pantawid Pamilya NPMO or RPMO will be prepared by PMED or RMEU prior to</p>		<p>3 days</p> <p>6 days</p>	<p>PEO/Statistician or RMEO</p> <p>PEO/ Statistician or RMEO</p>

	<p>the release of data requested.</p> <p>2.3.1.1. Sharing of the draft MOA to the client for review.</p> <p>2.3.1.2. Review of the MOA and endorsement of comments/inputs to PMED/MEU from the Legal Section/Service.</p> <p>2.3.1.3. Revision of the MOA based on the Legal Service/Section's comments.</p> <p>2.3.1.4. Sharing of MOA to the client.</p> <p>2.3.1.5. Acknowledgement of receipt of MOA approved by the client.</p> <p>2.3.1.6. Preparation of communication to client regarding MOA signing</p> <p>2.3.1.7. Signing of MOA with the client</p> <p>2.3.1.8. Provision of the data request to the client and submission of request to accomplish the client satisfaction measurement form.</p> <p>2.3.2. If the data request is disapproved, provide the data request to the client and submit a request to accomplish the client satisfaction measurement form.</p>		<p>4 hours</p> <p>3 days</p> <p>2 days</p> <p>4 hours</p> <p>4 hours</p> <p>4 hours</p> <p>1 day</p> <p>4 hours</p> <p>4 hours</p>	<p>PEO/ Statistician or RMEO</p> <p>Legal Section Service/ Technical Staff</p> <p>PEO/ Statistician or RMEO</p> <p>PEO/ Statistician or RMEO</p> <p>PEO/ Statistician or RMEO</p> <p>PEO/ Statistician or RMEO</p> <p>PEO/ Statistician or RMEO</p>
	<b>TOTAL:</b>	<b>None</b>	<b>Output 1: 2 days, 6 hours and 30 mins</b>	

			<p><b>Output 2:</b> <b>6 days, 6 hours and 30 mins</b></p> <p><b>Output 3.1 (Approved MOA):</b> <b>19 days, 2hrs and 30 mins</b></p> <p><b>Output 3.2 (Disapproved MOA):</b> <b>4 days, 2hrs and 30 mins</b></p>
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# **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."

<b>Office or Division:</b>		Pantawid Pamilyang Pilipino Program - National Program Management Office		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		G2G- Government to Government		
<b>Who may avail:</b>		DSWD Regional Offices		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>1 Formal request signed by the DSWD Regional Director to invoke Rule VIII, Section 15 of Pantawid Pamilyang Pilipino Program IRR.</li> <li>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</li> </ul>		<ul style="list-style-type: none"> <li>Requesting Region where fortuitous events occurred</li> <li>Concerned agencies</li> </ul>		
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
Submit official requests specifying the areas affected and program conditions requested, together with the necessary certifications from the concerned agencies.	1.1 Receive official request specifying the areas affected and program conditions requested, together with the necessary certifications from the concerned agencies.  Note: If Incomplete, Return to Field Office/s	None	0.5 days	Administrative Assistant II of Compliance Verification Division (CVD) 4Ps NPMO
<b>2. If there are errors in the submitted documents</b> , client to provide justification	2. Verify, Validate and Ascertain of all submitted documents  2.1.a.Check the figures of the affected beneficiaries/	None	2.5 days	Project Development Officer of Compliance Verification

	<p>Facilities matches the data reflected in the PPIS</p> <p>2.1.b. Validate Certification/s provided is issued by the appropriate head of office as specified on the latest approved <b>4Ps Operations Manual</b>.</p> <p>2.1.c. Validate the identified Period Coverage is for the current or succeeding period/s based on the latest <b>Approved Timeline</b>.</p> <p>2.1.d. Assess if the cause for the request for force majeure is covered under the identified <b>Situations</b> enumerated in the latest approved <b>4Ps Operations Manual</b></p> <p>2.1.e. Validate if the Requested Area/s are covered by the submitted Certification.</p> <p>2.2 Endorse all the documents to the Office of the Deputy Program Manager</p> <p>Note: If there are errors in the information, require the requesting party to justify it otherwise return to Field Office/s.</p>			Division (CVD) 4Ps NPMO
None	<p>3.1 Review the endorsed assessment results and recommendations</p> <p>3.2 Affix the initial on the endorsed documents</p> <p>3.3 Endorse all the documents to the Office of</p>	None	2 days	Deputy Program Manager for Operations of 4Ps NPMO

	<p>the National Program Manager</p> <p>Note: If there are comments, return Project Development Officer for revision.</p>			
<p>4 Acknowledge Receipt of Memorandum on the Status of the Assessment of Force Majeure -Accomplish Client Satisfaction Measurement Form</p>	<p>4. Review the endorsed assessment results and recommendations.</p> <p>4.1 Sign the submitted documents.</p> <p>4.2 Endorse all the documents to the concerned approving office/s.</p> <p>4.3 Transmit the status of the Force Majeure request to Field Offices for implementation.</p> <p>4.3.1 If there are comments, return to Deputy Program Manager for Operations for revision.</p> <p>4.4 Request from the client to Accomplish the prescribed Client Satisfaction Measurement Survey Form(CSMS-Form)</p>	<p>None</p>	<p>2 days</p>	<p>National Program Manager of 4Ps NPMO</p>
<b>Total:</b>		<b>None</b>	<b>7 days</b>	



<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send a feedback	<p>For <b>inquiries and follow-ups</b>, 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: <a href="mailto:gbgabuya@dswd.gov.ph">gbgabuya@dswd.gov.ph</a>            Telephone number: (02) 8952-6929 voip number 10102</p> <p>For <b>completed services</b>, the client is encouraged to fill out a Client Satisfaction Survey Form downloadable from <a href="https://pantawid.dswd.gov.ph/citizens-charter">https://pantawid.dswd.gov.ph/citizens-charter</a> 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 <b>inquiries and follow ups</b> sent to <a href="mailto:gbgabuya@dswd.gov.ph">gbgabuya@dswd.gov.ph</a> . 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 <b>completed services</b> 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: <a href="mailto:gbgabuya@dswd.gov.ph">gbgabuya@dswd.gov.ph</a>            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 <a href="https://arta.gov.ph/about/violations-and-penalties">https://arta.gov.ph/about/violations-and-penalties</a></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><b>Anti Red-Tape Authority (ARTA):</b>  <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a>            8-478-5093</p> <p><b>Presidential Complaint Center (PCC):</b>  <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a>            8888</p> <p><b>Contact Center ng Bayan (CCB):</b>            SMS: 0908-881-6565            Call: 165 56            P5.00 + VAT per call anywhere in the Philippines via PLDT landlines            Email: <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a>            Web: <a href="https://contactcenterngbayan.gov.ph">https://contactcenterngbayan.gov.ph</a>            Facebook: <a href="https://facebook.com/civilservicegovph">https://facebook.com/civilservicegovph</a></p>

<b>Office</b>	<b>Address</b>	<b>Contact Information</b>
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 / VOIP number 10102