



DEPARTMENT OF SOCIAL WELFARE AND
DEVELOPMENT

PANTAWID PAMILYANG PILIPINO PROGRAM

CITIZEN'S CHARTER

2023 (12th 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

External Services

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PANTAWID PAMILYANG PILIPINO PROGRAM

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.

Office or Division:	4Ps – Grievance Redress Division - Central Office 4Ps – Regional Program Management Offices: Field Offices I, II, III, IV-CALABARZON, IV-MIMAROPA, V, VI, VII, VIII, IX, X, XI, XII, CARAGA, CAR, and NCR			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	4Ps Beneficiaries, and General Public who have inquiries/clarifications/requests related to the 4Ps program			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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		
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 ID if a 4Ps beneficiary. If non-4Ps beneficiary, present any valid ID.	1. Ensure that the client fills out the logbook and directs him/her to the 4Ps Assistance Desk.	None	2 minutes	Guard on duty

<p>2. Proceed to the 4Ps Assistance Desk for verification of identity.</p>	<p>2. Receive the client, inquire what the concern 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>	<p>None</p>	<p>5 minutes</p>	<p>Ryan M. Bustamante, PDO II</p> <p>Erwin M. Berja, PDO II</p> <p>Shell Mark Carlos, PDO II</p>
<p>3. Provide details about the grievance and supporting documents, if available, depending on the type of grievance reported.</p>	<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>None</p>	<p>20 mins</p>	<p>Ryan M. Bustamante, PDO II</p> <p>Erwin M. Berja, PDO II</p> <p>Shell Mark Carlos, PDO II</p>

	<p>Print and provide a copy of the encoded transaction to the client.</p> <p><i>For instances when the GRS Information System is not accessible, the beneficiary will be given an acknowledgement receipt found at the bottom of the grievance form.</i></p>			
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	<p>Ryan M. Bustamante, PDO II</p> <p>Erwin M. Berja, PDO II</p> <p>Shell Mark Carlos, PDO II</p>
5. Proceed to the office lobby and logout from the client's logbook.	<p>5. Dismiss the client gracefully.</p> <p><i>If the grievance has already been resolved proceed directly to step 7.2</i></p>	None	1 minute	Guard on Duty
6. Wait for the updates on the status of grievance within three (3) days.	<p>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. (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.)</p>	None	7 hours and 7 minutes	<p>Ryan M. Bustamante, PDO II</p> <p>Erwin M. Berja, PDO II</p> <p>Shell Mark Carlos, PDO II</p>
	<p>6.2 Monitor the status of transaction and check for updates from the concerned office in the GRS Information System.</p>	None	2 Days	<p>Ryan M. Bustamante, PDO II</p> <p>Erwin M. Berja, PDO II</p> <p>Shell Mark Carlos, PDO II</p>

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	Ryan M. Bustamante, PDO II Erwin M. Berja, PDO II Shell Mark Carlos, PDO II
	7.2 Update the status of the transaction in the GRS Information System.	None	10 minutes	Ryan M. Bustamante, PDO II Erwin M. Berja, PDO II Shell Mark Carlos, PDO II
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	

PANTAWID PAMILYANG PILIPINO PROGRAM

Central Office

Internal Services

1. Provision of Assessment on the Request for 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:	4Ps NPMO – Compliance Verification Division (CVD)			
Classification:	Complex			
Type of Transaction:	G2G- Government to Government			
Who may avail:	4Ps – Regional Program Management Offices: Field Offices I, II, III, IV-CALABARZON, IV-MIMAROPA, V, VI, VII, VIII, IX, X, XI, XII, CARAGA, CAR, NCR, and MSSD-BARMM			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
1. One (1) Formal request signed by the DSWD Regional Director, Minister to invoke Rule VIII, Section 15 of Pantawid Pamilyang Pilipino Program IRR. 2. 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		1. Requesting Region where fortuitous events occurred 2. Concerned agencies		
Client Steps	Agency Actions	Fees to be Paid	Processing Time	Person Responsible
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	4 hours	Jayson Voltaire S. Lauron , Administrative Assistant II

<p>2. If there are errors in the submitted documents, client to provide justification</p>	<p>2. Verify, Validate and Ascertain of all submitted documents</p> <p>2.1.a.Check the figures of the affected beneficiaries/ 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 4Ps Operations Manual.</p> <p>2.1.c.Validate the identified Period Coverage is for the current or succeeding period/s based on the latest Approved Timeline.</p> <p>2.1.d.Assess if the cause for the request for force majeure is covered under the identified Situations enumerated in the latest approved 4Ps Operations Manual</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>	<p>None</p>	<p>2 days 4 hours</p>	<p>Andrew Nicolai F. Ebao, Information Technology Officer II Antoniet I. Perez, Project Development Officer IV</p>
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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 the National Program Manager</p> <p>Note: If there are comments, return Project Development Officer for revision.</p>	None	2 days	Rosalie D. Dagulo, Concurrent OIC-Deputy Program Manager for Operations of 4Ps NPMO
4 Acknowledge Receipt of Memorandum on the Status of the Assessment of Force Majeure -Accomplish Client Satisfaction Measurement Form	<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>	None	2 days	Director Gemma B. Gabuya, National Program Manager
Total:		None	7 days	

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) 8931-8101 loc. 10101 / 10124</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) 8931-8101 loc. 10101 / 10124</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): Email: complaints@arta.gov.ph Call: 8-478-5093</p> <p>Presidential Complaint Center (PCC): Email: pcc@malacanang.gov.ph Call: 8888</p> <p>Contact Center ng Bayan (CCB):</p>

	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
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Office	Address	Contact Information
Pantawid Pamilyang Pilipino Program	2 nd and 3 rd Flr. Malasakit Building, DSWD Central Office, IBP Road, Quezon City	(02) 8931-8101 / VOIP number 10101 / 10124