



DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT

PANTAWID PAMILYANG PILIPINO PROGRAM

CITIZEN'S CHARTER

2024 (1st Edition)

Quality Policy

DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT

- D**eliver, coordinate, and monitor social protection programs and services to the poor, vulnerable, and disadvantaged population towards a fair, just and peaceful society;
- S**ustain a culture of excellence through continual improvement of systems, mechanisms, and procedures in the delivery of programs and services;
- W**ork with integrity and adhere to ethical standards for customer satisfaction and quality service by complying with the DSWD mandates, and other pertinent laws; and
- D**emonstrate genuine concern for the poor, prompt compassionate service, and free from any form of corruption.

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:

An empowered society where the poor, vulnerable, and disadvantaged sectors have immediate and equitable access to opportunities for an improved quality of life.

III. Mission:

As the authority in the Social Welfare and Development sector, the DSWD develops, implements, enables, and coordinates SWD 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 or 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.

TABLE OF CONTENTS

QUALITY POLICY	2
I. MANDATE:	3
II. VISION:	3
III. MISSION	3
IV. SERVICE PLEDGE:	3
TABLE OF CONTENTS	4
FRONTLINE (EXTERNAL) SERVICES	6
1. Grievance Intake and Response	7
NON-FRONTLINE (EXTERNAL) SERVICES	11
1. Provision of Assessment on the Request for the Declaration of Force Majeure /State of Calamity	12
FEEDBACK AND COMPLAINTS MECHANISM	15
LIST OF OFFICES	18

LIST OF SERVICES

Office	DOCUMENT # (SOP Number)	Type of Service	Name Of Service
4Ps NPMO	DSWD-4Ps-SOP-002	Service (External)	Grievance Intake and Response
4Ps NPMO	DSWD-4Ps-SOP-003	Service (Internal)	Provision of Assessment on the Request for the Declaration of Force Majeure (FM) / State of Calamity (SOC)

**PANTAWID PAMILYANG PILIPINO PROGRAM
(4Ps)**

**FRONTLINE (EXTERNAL)
SERVICES**

1. Grievance Intake and Response

The Grievance Intake and response is the initial phase of the whole GRS process, which starts from accepting a grievance filed by a client, recording it in the information system, and providing the client an initial response. This Standard Operating Procedure only covers walk-in transactions.

As a general rule, anyone may **accept** a grievance, request, and inquiry 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 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:	Pantawid Familyang Pilipino Program (4Ps) – National Program Management Office (NPMO) Grievance Redress Division (GRD) - Central Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	4Ps Beneficiaries, and General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
I. INTAKE: 1. 4Ps ID or 1 valid ID (Original Copy), Any Proof of grievance, if available		4Ps Assistance Desk, Grievance Redress Division (GRD)		
II. RESPONSE: 1. Client Satisfaction Form (CSF) (1 form per client)		4Ps Assistance Desk, GRD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
I. INTAKE				
1. Present the 4Ps ID for 4Ps beneficiary. or 1 valid ID for non-4Ps.	1. Verify the identity of the client if 4Ps beneficiary or non-beneficiary	None	2 minutes	Director IV, 4Ps
2. Proceed to the 4Ps Assistance Desk for verification of identity.	2.1 Verify the client’s identity and assess/evaluate the received complaint/s. <i>Note: Refer to the Grievance Redress System</i>	None	5 minutes	Director IV, 4Ps

	<i>Field Manual for guidance on the intake of grievances.</i>			
II. RESPONSE				
3. Provide details about the grievance and supporting documents, if available, depending on the type of grievance reported.	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).	None	5 minutes	Director IV, 4Ps
	3.2. Encode the transaction correctly and completely in the GRS Information System. <i>*For instances when the GRS Information System is inaccessible, the staff may use the Client Assistance Form to intake the grievance.</i>	None	5 minutes	Director IV, 4Ps
	3.3. Check the supporting documents provided, if available.	None	2 minutes	Director IV, 4Ps
	3.4. Assess all the data and information available and discuss with the client the findings and next steps to take. <i>3.4.1 If all information is readily available to resolve the case,</i> Resolve the grievance and provide feedback to the client. and proceed to step 6.	None	15 minutes	Director IV, 4Ps

	<p>3.4.2 If other information is needed and the grievance cannot be resolved immediately,</p> <p>3.4.2.1 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>3.4.2.2 Print and provide a copy of the encoded transaction to the client.</p> <p><i>*For instances when the GRS Information System is inaccessible, the client will be given an acknowledgment receipt found at the bottom of the Client Assistance Form.</i></p>			
<p>4. Wait for the updates on the status of the grievance within three (3) days.</p>	<p>4.1 Endorse the transaction to the concerned office (DSWD Field Office, and/or OBSU) for processing and updating of the transaction in the GRS Information System (GIS), reflecting the actions taken by the concerned office within three (3) working days.</p>	None	7 hours	Director IV, 4Ps
	<p>4.2 Send an email notification to the Regional Grievance Officer to inform him/her.)</p>	None	6 minutes	Director IV, 4Ps
	<p>4.3 Monitor the status of the transaction and check for updates from the</p>	None	2 Days	Director IV, 4Ps

	concerned office in the GRS Information System.			
5. Receive update/feedback on the status of the grievance.	5.1 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 provide contact information, the provision of feedback may be coursed through the assigned City/Municipal Link.</i>	None	5 minutes	Director IV, 4Ps
	5.2 Update the status of the transaction in the GRS Information System.	None	5 minutes	Director IV, 4Ps
6. Accomplish the client satisfaction measurement Form	6.1 Administer the Client Satisfaction Measurement Survey Form.	None	5 minutes	Director IV, 4Ps
	6.2. Analyze the data collected and include in the Client Satisfaction Measurement Report.	None	5 minutes	Director IV, 4Ps
Total	If the grievance is resolved outright	None	44 minutes	
	If the grievance is referred to Field Office for resolution and feedback is provided to the client	None	3 days	

**PANTAWID PAMILYANG PILIPINO PROGRAM
(4Ps)**

**NON-FRONTLINE (INTERNAL)
SERVICES**

1. Provision of Assessment on the Request for the Declaration of Force Majeure / State of Calamity

This section describes the approval process for the Request for the Declaration of Force Majeure (FM) / State of Calamity (SOC), which is in accordance with the approved 4Ps Implementing Rules and Regulation (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:	DSWD Regional Offices, MSSD-BARMM			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) Formal request signed by the DSWD Regional Director, Ministry (electronic or original copy) requesting to invoke Rule VIII, Section 15 of Pantawid Pamilyang Pilipino Program IRR. 2. Certification/s from the concerned agencies as indicated in the approved Operations Manual, 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
1. Submit official requests specifying the areas affected and program conditions requested to be waived, together with the necessary certifications from the concerned agencies.	1.1 Receive an official request specifying the areas affected and program conditions requested to be waived, together with the necessary certifications from the concerned agencies. <i>Note: If Incomplete, Return to the concerned Requesting Field</i>	None	4 hours	Director IV, 4Ps

	<i>Office/s for submission of justification or other needed information.</i>			
2. The client shall provide justification, in case of errors in the submitted documents.	<p>2.1 Verify, Validate and Ascertain all submitted documents</p> <p>2.1.1. Check the figures of the affected beneficiaries/ Facilities match the data reflected in the Pantawid Pamilya Information System (PPIS).</p> <p>2.1.2. Validate Certification/s provided if issued by the appropriate head of office as specified on the latest approved 4Ps Operations Manual.</p> <p>2.1.3. Validate the identified Period Coverage is for the current or succeeding period/s based on the latest Approved Timeline.</p> <p>2.1.4. 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>2.1.5. Validate if the Requested Area/s are covered by the submitted Certification.</p>	None	2 days 4 hours	Director IV, 4Ps
	<p>2.2 Endorse all the documents to the Office of the Deputy Program Manager</p> <p><i>Note: If there are errors in the information, require the requesting party to justify it otherwise return to requesting Field Office/s.</i></p>			

	<p>2.3 Review the endorsed assessment results and recommendations</p> <p>2.3.1 Affix the initial on the endorsed documents</p> <p>2.3.2 Endorse all the documents to the Office of the National Program Manager</p> <p><i>Note: If there are comments, return the concerned Project Development Officer for revision.</i></p>	None	2 days	Director IV, 4Ps
<p>3. Acknowledge Receipt of Memorandum on the Status of the Assessment of Force Majeure.</p> <p>Accomplishment of the Client Satisfaction Measurement Form</p>	<p>3.1 Review the endorsed assessment results and recommendations.</p> <p>3.1.1 Sign the submitted documents.</p> <p>3.1.2 Endorse all the documents to the concerned approving office/s.</p> <p>3.2 Transmit the status of the Force Majeure request to the requesting Field Offices for implementation.</p> <p>3.2.1 If there are comments, return to the Deputy Program Manager for Operations for revision.</p> <p>3.3 Request from the concerned client to Accomplish the prescribed Client Satisfaction Measurement Survey Form(CSMS-Form) through the provided Google link.</p>	None	2 days	Director IV, 4Ps
	TOTAL	NONE	7 days	

FEEDBACK AND COMPLAINTS MECHANISM

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback and/or complaints	<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: 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 feedbacks are 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 a complaint	<p>The client may directly communicate through the contact details provided below: 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 CCB, PACe, ARTA	<p>Anti Red-Tape Authority (ARTA): Email: complaints@arta.gov.ph Call: 8-478-5093</p> <p>Presidential Action Center (PACe): Email: pace@op.gov.ph Call: 8888</p> <p>Contact Center ng Bayan (CCB): SMS: 0908-881-6565</p>

	<p>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>
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LIST OF OFFICES

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