



DEPARTMENT OF SOCIAL WELFARE AND  
DEVELOPMENT  
CAPACITY BUILDING SECTION

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:**

The Department of Social Welfare and Development envisions all Filipinos as 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 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 the 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**

<b>QUALITY POLICY</b>	<b>2</b>
<b>I. MANDATE: 3</b>	
<b>II. VISION: 3</b>	
<b>III. MISSION 3</b>	
<b>IV. SERVICE PLEDGE: 3</b>	
<b>TABLE OF CONTENTS</b>	<b>4</b>
<b>FRONTLINE (EXTERNAL) SERVICE</b>	<b>5</b>
<b>Provision of Resource Person to DSWD Intermediaries and Stakeholders</b>	<b>6-10</b>
<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	<b>11-12</b>

## **CAPACITY BUILDING SECTION**

# **FRONTLINE (EXTERNAL) SERVICE**

## Provision of Resource Person to DSWD Intermediaries and Stakeholders

This process responds to the request for a resource person to capacitate the external intermediaries and stakeholders with the needed knowledge and skills to effectively implement social welfare and development and social protection programs and services that are responsive to the needs of different sectoral groups in the community.

<b>Office or Division:</b>	Social Welfare Institutional Development Bureau - Field Office Counterparts		
<b>Classification:</b>	Complex		
<b>Type of Transaction:</b>	Government to Government (G2G) Government to Business (G2B)		
<b>Who may avail:</b>	All external intermediaries and stakeholders such as other National Government Agencies (NGAs), Non-Government Organizations (NGOs), Local Government Units (LGUs), and Academe and Civil Society Organizations (CSOs)		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
1. Request Letter (1 scanned or printed copy) 2. Request Form (if applicable; 1 scanned copy)  3. Client Satisfaction Measurement Survey		1. Requesting party  2. Field Office (FO) Capacity Building Section (CBS) or Social Welfare Institutional Development Section (SWIDS)  3. Field Office (FO) Capacity Building Section (CBS) or Social Welfare Institutional Development Section (SWIDS)	

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit request letter	1.1 Receive, check, and log the request letter.  After recording, forward the request letter to the CBS/SWIDS  Note: Generate copies of the request and copy	None	4 Hours	Administrative Officer II Field Office Records and Archives Management Section (FO RAMS)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	furnish the ORD, ARD, and Assigned DCs for information.			
	1.2 Receive and record the request letter, and forward it to the Section Head/OIC/ for review of the request.	None	2 Hours	Training Specialist III Protective Services Division (PSD)
	1.3. Receive and review the request letter, and forward it to the assigned staff for processing.	None	4 Hours	Social Welfare Officer V (SWO V) PSD
(If applicable) Submit accomplished Request Form to CBS or SWIDS assigned staff	<p>1.4. Review the completeness of the request.</p> <p>1.4.1 If the details of the request are complete, identify a resource person by checking the directory of Core Group of Specialists</p> <p>1.4.2 If not complete, coordinate with the requestor to complete the details.</p> <p><i>Note:</i> a. If the request indicates preference in RP for the activity, the assigned CBS/ SWIDS staff shall check the available list and offer to change the RP if there shall be an available RP on top of the preferred one.</p>	None	4 Hours	Training Specialist III PSD

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p><i>b. If the request letter provides unclear information, send the Request Form to the requester</i></p>			
	<p>1. 5. Once the senior specialist is identified per database/list, coordinate with the supervisor of the CGS member (Specialist)/ to inform and check on their availability.</p> <p><i>Note: If the supervisor of the CGS member will not be able to respond within an hour, assigned CBS/SWIDS staff shall e-mail the CGS member with the details of the request.</i></p> <p>1.5.1. If the senior specialist is not available, coordinate with the prospective RPs in the following order:            1. Junior Specialist (JS)            2. Program Focal (PF)            3. SWDL-Net Member            4. Other DSWD Experts</p> <p>1.5.2. If no RP is available, coordinate with the requestor and negotiate the date of the activity to suit the availability of the prospective RP and the requester.</p>	None	18 Hours	Training Specialist III PSD



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>1.5.2.1. If the requester is amenable to changing the date, the same process of coordination, following the sequence, shall be done.</p> <p>Note: If an RP is available, send a confirmation slip for approval of the immediate supervisor of the RP</p>			
(If regret) Accomplish CSM Survey	<p>1.6. Prepare and forward the Confirmation Letter/ Regret Letter, and RSO/ Referral Letter to the CB/SWID Section Head for review and initials.</p> <p>1.6.1. If no RP is available and the requester is not amenable to changing the date, prepare a letter of regret.</p>	None	8 Hours	Training Specialist III PSD
	<p>1.7. Review and forward the confirmation Letter/ Regret Letter, and RSO/ Referral Letter to the Office of the Regional Director.</p> <p><i>1.7.1. with corrections:</i> Return the Confirmation Letter/ Regret Letter and draft RSO to the assigned CBS/ SWIDS staff.</p> <p><i>1.7.2. with no correction:</i></p>	None	4 Hours	SWO V PSD

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>Forward the Confirmation Letter/ Regret Letter, and RSO to the Regional Director.</p> <p>Note: Forward the RSO to the DC of the RP for countersigning before submission for approval of the RD</p>			
	<p>1.8. Review and approve the Confirmation Letter/ Regret Letter, and RSO/ Referral Letter.</p> <p><i>1.8.1. if with corrections:</i> Return the Confirmation Letter/ Regret Letter, and RSO/ Referral Letter to CBS/SWIDS Head.</p> <p><i>1.8.2. If with no corrections:</i> Approve the Confirmation Letter/ Regret Letter, and RSO/ Referral Letter then forward to CBS/SWIDS Administrative Staff.</p>	None	8 Hours	Regional Director Field Office
	<p>1.9. Send the Confirmation Letter/ Regret Letter, and CSMS Form (google form) to the Requester. Then provide the RP supervisor with an RSO/ Referral Letter to SWD L-Net Member.</p> <p>Encode the rest of the details of the request to the Database.</p>	None	3 Hours and 50 minutes	Training Specialist III PSD

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEE TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
2. Accomplish CSM Survey	2.1 Administer the accomplished CSMS Form (google form), convert it to PDF then forward to the Document Custodian via E-mail.		10 minutes	Training Specialist III PSD
	<b>TOTAL</b>	<b>NONE</b>	<b>7 Days</b>	

# **FEEDBACK AND COMPLAINTS MECHANISM**

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	<p>Fill out the Customer Satisfaction Measurement Survey form sent by the Field Office or online &lt;<a href="https://bit.ly/CSMQ_V5">https://bit.ly/CSMQ_V5</a>&gt;</p> <p>You may also send your concerns to the Field Office VIII official email &lt;<a href="mailto:fo8@dswd.gov.ph">fo8@dswd.gov.ph</a>&gt; cc: &lt;<a href="mailto:cbsec.fo8@dswd.gov.ph">cbsec.fo8@dswd.gov.ph</a>&gt;</p>
How feedback are processed	<p>Client feedback forms are reviewed by the Field Office staff-in-charge and feedback received are relayed and discussed with Field Office staff during staff meetings.</p> <p>Feedback requiring answers are communicated with concerned Field Office staff and they are required to respond within three (3) days upon receipt of feedback.</p> <p>The answer is relayed to the concerned customer.</p> <p>For inquiries and follow-ups, the customer may call the concerned Field Office.</p>
How to file a complaint	<p>Feedback and complaints undergo the same process.</p> <p>Complaints can also be filed via telephone. Please include the following information:</p> <ul style="list-style-type: none"> <li>-Name of person/office being complained</li> <li>-Incident (STAR Model – Situation, Task, Action, Result or 5Ws (who, what, where, when, why) and 1H (how)</li> <li>-Evidence</li> </ul>
How complaints are processed	<p>Feedback and complaints undergo the same process.</p>
<p>Contact Information:</p> <p>DSWD Field Office VIII</p> <p>Anti-Red Tape Act Unit</p> <p>Capacity Building Section</p>	<p><b><a href="mailto:fo8@dswd.gov.ph">fo8@dswd.gov.ph</a></b></p> <p><b><a href="mailto:arta.fo8@dswd.gov.ph">arta.fo8@dswd.gov.ph</a></b></p> <p><b><a href="mailto:cbsec.fo8@dswd.gov.ph">cbsec.fo8@dswd.gov.ph</a></b></p> <p><b>(053) 552-3698 or 09061181323</b></p>