



# DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT

## **CITIZEN'S CHARTER HANDBOOK**

5<sup>th</sup> Edition

2023

# 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 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 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.

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## **EXTERNAL SERVICES**

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## **Disaster Response Management Division (DRMD)**

### **External Services**

## 1. DSWD Disaster Data Request Processing

DRMD provides disaster statistical data on affected and displaced population through DROMIC which may be used for academic and research purposes and other purposes as may be deemed necessary by the division's assessment. The use of these data may only be made available to a party who requests the same through email, snail mail or personally handed documents.

|   |   |                        |                        |                               |
|---|---|------------------------|------------------------|-------------------------------|
| <b>Office or Division:</b>  | Disaster Response and Management Division   |                        |                        |                               |
| <b>Classification:</b>  | Simple  |                        |                        |                               |
| <b>Type of Transaction:</b>   | G2C – Government to Citizen<br>G2G – Government to Government   |                        |                        |                               |
| <b>Who may avail:</b>   | Students, Researchers, Non-Government Organizations, Local Government Units, Other Government Agencies                                |                        |                        |                               |
| <b>CHECKLIST OF REQUIREMENTS</b>  |   | <b>WHERE TO SECURE</b> |                        |                               |
| <b>1. One (1) copy of duly signed request letter containing the following information:</b> <ol style="list-style-type: none"> <li>Description of the information requested;</li> <li>Purpose of the information requested and</li> <li>Complete contact details of the person/entity requesting for the information.</li> </ol> |   | Requesting Party       |                        |                               |
| <b>CLIENT STEPS</b>   | <b>AGENCY ACTION</b>  | <b>FEES TO BE PAID</b> | <b>PROCESSING TIME</b> | <b>PERSON RESPONSIBLE</b>     |
| 1. Submit letter request with complete supporting documents<br><br>* in person<br>* Via email   | 1.1 Review and assess request for information   | None                   | 15 minutes             | <i>DROMIC Technical staff</i> |
| 2. Wait for the feedback from DROMIC  | 2.1 If the data is not available, the DROMIC Technical Staff shall coordinate with the concerned division to submit the required data | None                   | 1 day                  | <i>DROMIC Technical staff</i> |

|              |   |             |   |                               |
|--------------|---|-------------|---|-------------------------------|
|              | 2.2 If the data is available, the DROMIC Technical Staff shall process the request, generate the required data, and prepare the reply letter to be reviewed by DC and endorse for signature of the Regional Director. | None        | 1 hour                                    | <i>DROMIC Technical staff</i> |
|              | 3. Processing of the request and generation of data   | None        | 1 hour                                    | <i>DROMIC Technical Staff</i> |
|              | 4. Provision of feedback to the requesting client   | None        | 1 hour                                    | <i>DROMIC Technical Staff</i> |
| <b>TOTAL</b> |   | <b>None</b> | <b>1 day,<br/>3 hours,<br/>15 minutes</b> |                               |

## 2. Local In-Kind Donations Facilitation

The Department accepts in-kind donations to be distributed to families or individuals affected by any type of disaster. Receipt of these donations are recorded and liquidated. The Department however, does not accept the following items to safeguard the health of the recipients and to maintain the dignity and quality of the materials for the affected families and individuals.

|  |   |                        |                        |  |
|--|---|------------------------|------------------------|--|
| <b>Office or Division:</b>   | Disaster Response and Management Division   |                        |                        |  |
| <b>Classification:</b>   | Simple  |                        |                        |  |
| <b>Type of Transaction:</b>  | G2C – Government to Citizens  |                        |                        |  |
| <b>Who may avail:</b>  | All   |                        |                        |  |
| <b>CHECKLIST OF REQUIREMENTS</b>   |   | <b>WHERE TO SECURE</b> |                        |  |
| None Required  |   | None Required          |                        |  |
| <b>CLIENT STEPS</b>  | <b>AGENCY ACTION</b>  | <b>FEES TO BE PAID</b> | <b>PROCESSING TIME</b> | <b>PERSON RESPONSIBLE</b>                    |
| 1. Present the items for donation and witness the inspection of items for donation | <b>1.1 Inspection of Items</b><br><br>1.1.1 The Property and Supply Section personnel shall conduct inspection of | None                   | 15 minutes             | <i>Property and Supply Section Personnel</i> |

|  |  |      |            |   |
|--|--|------|------------|---|
|  | donations prior to its acceptance.   |      |            |   |
|  | 1.1.2 The Property and Supply Section personnel shall ensure that the items are safe for use of the beneficiaries. |      |            |   |
|  | 1.1.3 The expiry date of food items must be at least one year before consumption.                                  |      |            |   |
|  | 1.1.4 Determine whether the items should be accepted.  | None | 10 minutes | <i>Property and Supply Section Personnel</i>              |
|  | 1.1.4.1 If the items are not safe for use or if food items are expired, reject the items.                          |      |            |   |
|  | 1.1.4.2 Used clothing shall not be accepted.   |      |            |   |
|  | 1.1.4.3 If items did not pass the requirement, reject the donated items.   |      |            |   |
|  | <b>1.2. Acceptance of Donation</b>   | None | 5 minutes  | <i>Property and Supply Section or Warehouse Personnel</i> |
|  | 1.2.1 The Property and Supply Section or warehouse personnel shall record each type of                             |      |            |   |

|              |   |             |                   |  |
|--------------|---|-------------|-------------------|--|
|              | items and the number of packages.                                     |             |                   |  |
|              | 1.2.2 Issue the donor an Acknowledgment Receipt for In-Kind Donations |             |                   |  |
| <b>TOTAL</b> |   | <b>NONE</b> | <b>30 minutes</b> |  |

### 3. Processing of Relief Augmentation Request

The Department provides augmentation to the LGUs during disaster operations. The Department, in providing augmentation, ensures that management and mobilization of resources, food and non-food items and funds are done in an effective, efficient and coordinated manner. It also provides a system of receiving, recording, approving and determining the requirements for resource augmentation to the Local Government Units (LGUs) in response to the needs of the families affected by disasters or calamities.

|   |   |                        |  |
|---|---|------------------------|--|
| <b>Office or Division:</b>  | Disaster Response and Management Division |                        |  |
| <b>Classification:</b>  | Complex                                   |                        |  |
| <b>Type of Transaction:</b>   | G2C – Government to Citizens              |                        |  |
| <b>Who may avail:</b>   | Local Government Units                    |                        |  |
| <b>CHECKLIST OF REQUIREMENTS</b>  |   | <b>WHERE TO SECURE</b> |  |
| <b>1. One (1) request letter duly signed by the Local Chief Executive</b> indicating the following:<br><br>a. Brief description of the incident;<br>b. Number of Food and Non-food Items requested;<br>c. Complete contact details of the person/entity requesting for the information.<br><br><b>Attachments:</b><br><br><b>1. One (1) original copy of Situational Report/Assessment Report/Disaster Incident Report</b> indicating the following:<br><br>a. Barangays affected;<br>b. Number of families affected;<br>c. Number of evacuation centers, location and individuals staying therein; |   | Local Government Units |  |

| d. Number of displaced individuals outside evacuation centers;<br>e. No of damaged houses;<br>f. Interventions taken by the LGU |  |                 |                 |                                  |
|---|--|-----------------|-----------------|----------------------------------|
| CLIENT STEPS  | AGENCY ACTION  | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE               |
| 1. Submit letter request with complete supporting documents<br><br>* in person<br>*via email                                    | 1.1 Receive the request and log the documents, and route the LGU request to DRMD Chief   | None            | 5 minutes       | <i>DRMD Administrative Staff</i> |
|   | 1.2. Review the request and endorses to DRRS Head  | None            | 10 minutes      | <i>DRMD Chief</i>                |
|   | 1.3. Review, validate and assess the request by the concerned Section Head through the LDRRMC of requesting LGUs or through review of the following reports, if available:<br><br>a. latest DROMIC Report<br><br>b. RDANA Report<br><br>c. DSWD Predictive Analytics | None            | 2 hours         | <i>Head DRRS</i>                 |
|   | 1.4. Coordinate with the RROS Head/Staff on the availability of FNI Resources for augmentation to LGUs, and to   | None            | 30 minutes      | <i>Head/Staff DRRS</i>           |

|  |   |      |            |  |
|--|---|------|------------|--|
|  | determine other logistics requirements  |      |            |  |
|  | 1.5. Request for Augmentation of FNI Resources from OUSDRMG (if FNIs are not available)   | None | 30 minutes | <i>Head RROS</i>   |
|  | 1.6. Prepare documentary requirements for release of FNIs to LGUs   | None | 1 hour     | <i>Head DRRS/RROS</i>                                    |
|  | 1.7. Review all documents; provide documentation initial pertinent documents  | None | 1 hour     | <i>Chief DRMD</i>  |
|  | 1.8. Review all documents and provide recommendations. RIS/IF for signature the ARDO and initial on other pertinent documents                                   | None | 1 hour     | <i>Assistant Regional Director for Operations (ARDO)</i> |
|  | 1.9. Review all documents for approval/disapproval  | None | 1 hour     | <i>Regional Director (RD)</i>                            |
|  | 1.10. Send Response Letter to LGUs through DRMD Admin Staff and forward RIS/IF, Assessment Report, LGU Request Letter to RROS Head / Staff for release of goods | None | 1 hour     | <i>Chief DRMD</i>  |
|  | 1.11. Coordinate with concerned LGUs for  | None | 2 hours    | <i>Head DRRS &amp; RROS Staff DRRS</i>                   |

|              |   |             |                                   |                        |
|--------------|---|-------------|-----------------------------------|------------------------|
|              | release of goods thru delivery or hauling |             |                                   |                        |
|              | 1.12. Report on the release of FNIs       | None        | 1 hour                            | <i>RROS/DRMD Staff</i> |
| <b>TOTAL</b> |   | <b>NONE</b> | <b>1 day, 3 hours, 15 minutes</b> |                        |

## FEEDBACK AND COMPLAINTS MECHANISM

|                                       |   |
|---------------------------------------|---|
| How to send feedback                  | Send feedback through the following mediums: <ul style="list-style-type: none"> <li>• <a href="mailto:drmd.fo11@dswd.gov.ph">drmd.fo11@dswd.gov.ph</a>;</li> <li>• Facebook page;</li> <li>• Letters addressed to the Regional Director;</li> <li>• Suggestion box</li> </ul>   |
| How feedbacks are processed           | The feedbacks are consolidated and analyzed to form part of the division's evaluation   |
| How to file a complaint               | Send complaints through the following mediums: <ul style="list-style-type: none"> <li>• <a href="mailto:drmd.fo11@dswd.gov.ph">drmd.fo11@dswd.gov.ph</a>;</li> <li>• Facebook page;</li> <li>• Letters addressed to the Regional Director;</li> <li>• Suggestion box</li> </ul>   |
| How complaints are processed          | Response to complaints are addressed within three (3) days after the receipt of the complaint.  |
| Contact Information of CCB, PCC, ARTA | CCB: 0908-881-6565 (SMS)<br>Call: 165 56<br>P5.00 + VAT per call anywhere in the Philippines via PLDT landlines<br>Email: <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a><br>Facebook: <a href="https://facebook.com/civilservicegovph/">https://facebook.com/civilservicegovph/</a><br>Web: <a href="https://contactcenterngbayan.gov.ph/">https://contactcenterngbayan.gov.ph/</a> |
|                                       | PCC: 8888   |
|                                       | ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a>  |