



DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT

CITIZEN'S CHARTER HANDBOOK

5th Edition

2023

Quality Policy

DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT

Deliver, coordinate, and monitor social protection programs and services to the poor, vulnerable, and disadvantaged population towards a fair, just and peaceful society;

Sustain a culture of excellence through continual improvement of systems, mechanisms, and procedures in the delivery of programs and services;

Work with integrity and adhere to ethical standards for customer satisfaction and quality service by complying with the DSWD mandates, and other pertinent laws; and

Demonstrate 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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Financial Management Division (FMD)
Accounting Section
External Services

1. Processing of BIR Form 2322 (Certificate of Donation)

Refers to the process of the request of Certificate of Donation as substantiation requirement for donors claiming charitable contributions as deductions from gross income pursuant to Bureau of Internal Revenue Memorandum Circular No. 86-2014 dated December 5, 2014.

Office or Division:		DSWD Field Office XI- Accounting Section		
Classification:		Complex to Highly Technical		
Type of Transaction:		G2C – Government to Citizens		
Who may avail of:		Person or organization to whom a donation originates		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) Duly Accomplished Request Form (<i>Electronic or hard copy</i>)		DSWD website https://www.dswd.gov.ph/about-us-2/citizens-charter/ (form is located under General Administration and Support Services Group, select Request Form of Certificate of Donation) Accounting Section Office DSWD Field Office XI Corner Suazo St., R. Magsaysay Avenue Davao City		
2. Original copy of Notarized Deed of Donation		Donee		
3. Original copy of Official Receipt for Cash Donation		DSWD Field Office XI Cash Section		
4. Original copy of Acknowledgment Receipt and Delivery Receipt for Donations in Kind		DSWD Field Office XI Property, Supply, and Asset Management Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure application form and requirements thru the DSWD Website or visit Field Office XI thru the Accounting Office.	1. Provide and explain to client the application form and checklist of requirements	None	5 minutes	<i>Accounting Staff</i>

2. Submit/file application and supporting documents.				
2.1 For Walk-in applicant organization, proceed to the Accounting Office located at 3F Amethyst Building, DSWD Field Office XI, Davao City.	2.1.1 Receive the documentary requirements and review whether the documents are complete.	None	5 minutes	<i>Accounting Staff</i>
2.2 For electronic submissions, send to Accounting Office email address (accounting.fo11@dswd.gov.ph)	2.2.1 Acknowledge the email and review the received documents as to completeness. Request for the Original Copy of the requirements and must be presented upon claiming. <i>For applications with incomplete documents, return all documents submitted accompanied by a checklist of requirements and provide technical assistance for Applicant's compliance.</i>	None	6 minutes	<i>Accounting Staff</i>
	2.3 Log the receipt and record the details of donation	None	Email: 1 hour	<i>Accounting Staff</i>

	<p>and indicate the schedule of release of BIR Form 2322: Certificate of Donation into the Document Tracking System (DTS).</p> <p>Provide the applicant with a claim stub for Certificate of Donation and reference number for easy tracking and reference.</p>		Walk-in: 10 minutes	
3. Wait for the request to be processed	<p>3.1 The Accounting Staff shall review the supporting documents and prepare the BIR Form 2322: Certificate of Donation. The Accounting Staff shall download the BIR Form No. 2322 at https://www.bir.gov.ph/index.php/bir-forms/certificates/html</p>	None	6 hours	<i>Accounting Staff</i>
	<p>3.2 The Head of Accounting Office shall review the BIR Form 2322: Certificate of Donation</p>	None	4 hours	<i>Regional Accountant</i>
	<p>3.3 The FMD Chief shall affix his/her initials on the Certificate of Donation before the signing of the Head of the Agency or by an authorized representative of the</p>	None	4 hours	<i>Division Chief Financial Management Division</i>

	donee organization.			
	<p>3.4 The Head of the Agency or the authorized representative shall sign the Certificate of Donation.</p> <p>Regional Director shall approve the Confirmation Report and Certificate of Accreditation.</p>	None	5 working days	<i>Regional Director</i>
	3.5 The Accounting Staff shall update the status of request for certificate on the monitoring file. All certificates that are ready for release shall be issued to the requesting party/ies.	None	10 minutes	<i>Accounting Staff</i>
<p>4. Present claim stub and affix signature on the logbook</p> <p>For electronic submission, submit the original copies of the scanned documents submitted firsthand</p>	<p>4. Release the Certificate of Donation and sign in the logbook for the acknowledgment of BIR Form 2322. The requesting party/ies shall present the claim stub upon release of the Certificate of Donation.</p>	None	2 minutes	<i>Accounting Staff</i>
5. Fill-out Customer Feedback Form	5. The Accounting staff shall provide the customer feedback to the requesting party for the service provided	None	2 minutes	<i>Accounting Staff</i>

Total for Email	NONE	6 working days, 7 hours, 30 minutes	
Total for Walk-in		6 working days, 6 hours and 40 minutes	

2. Processing of Request for Accounting Certification of Former DSWD Employees

Refers to the processing of requests of DSWD separated employees for Accounting Certificates e.g., certifications of remittances to the government agencies for the mandatory deductions such as GSIS, HDMF and Phil Health.

Office or Division:	DSWD Field Office XI- Accounting Section
Classification:	Complex to Highly Technical
Type of Transaction:	G2C – Government to Citizens
Who may avail of:	SEPARATED DSWD EMPLOYEES - Regular, Contractual/Casual and Cost of Service (RETIRED, RESIGNED, CONTRACT TERMINATED)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. One (1) Duly Accomplished Request Form	DSWD website https://www.dswd.gov.ph/about-us-2/citizens-charter/ (form is located under General Administration and Support Services Group, select Request Form for Accounting Certification of the Former DSWD Employee) Accounting Section Office DSWD Field Office XI Corner Suazo St., R. Magsaysay Avenue Davao City
2. Photocopy of the former employee government-issued ID	DSWD Former Employee
3. <i>For Authorized Representative</i> - Photocopy of the authorized representative any valid ID	Authorized Representative

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure request form and requirements thru the DSWD Website or visit Field Office XI thru the Accounting Office.	1.1. The Accounting Staff shall provide and explain the request form and checklist of requirements for walk-in clients	None	5 minutes	<i>Accounting Staff</i>
2. Submit/file application and supporting documents thru Accounting Office email address (accounting.fo11@dswd.gov.ph) or proceed to Accounting Office located at 3F Amethyst Building, DSWD Field Office XI, Davao City.	<p>2.1. For email - The Accounting Staff shall acknowledge and review the received emailed documents and request for original copy or print the emailed scanned required documents.</p> <p>For walk-in, the Accounting Staff shall receive the documentary requirements and review the completeness of the request form and required supporting documents.</p> <p><i>For applications with incomplete documents, return all documents submitted accompanied by a checklist of requirements for Applicant's compliance.</i></p>	None	5 minutes	<i>Accounting Staff</i>

	<p>2.2. For email - The Accounting Staff shall log to the Monitoring Sheet the details of the request and respond to the email of the client for the schedule of the release and provide reference number of the document for tracking and reference.</p> <p>For Walk-in – The Accounting Staff shall log to the Monitoring Sheet the details of the request and indicate the schedule of the release and provide a claim stub with assigned control number.</p>	None	15 minutes	<i>Accounting Staff</i>
3. Wait for the request to be processed	3.1. The Accounting Staff shall coordinate with Cash and HR-PAS for the collection of data and prepare the requested Certificate.	None	Maximum of 6 days	<i>Accounting Staff</i>
	3.2. The Head of Accounting Office shall review the prepared Certification before signature of the Head of Accounting Office.	None	30 minutes	<i>Regional Accountant</i>

	3.3. The Head of Accounting Office shall sign the Certificate of Accounting Certification for Former DSWD Employees	None	5 minutes	<i>Regional Accountant</i>
	3.4. The Accounting Staff shall update the status of request for certificate on the monitoring file. All certificates that are ready for release shall be issued to the requesting party/ies.	None	15 minutes	<i>Accounting Staff</i>
4. Claim of Certificate for Accounting Certification of Former DSWD Employees For electronic submission – present the printed email Acknowledgment Receipt together with the original copies of the supporting documents. For walk-in – Present the claim stub with the valid ID requesting party.	4.1 The Accounting Staff shall ask the client to present the claim stub or the reference number for electronic submission. He/she shall release the issued Certificate for Accounting Certification of Former DSWD Employees and assist the requesting party to receive and sign in the logbook for acknowledgement.	None	5 minutes	<i>Accounting Staff</i>

If claimed by person other than the former employee, an Authorization Letter for the representative together with the photocopy of the former employee's government – issued ID must be presented.				
5. Fill out Customer Feedback Form	5.1. The Accounting Staff shall provide and explain the customer feedback form to the requesting party and for the service provided.	None	2 minutes	<i>Accounting Staff</i>
TOTAL		NONE	6 days, 1 hour, 22 minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	1. For feedback, the applicant may call the Telephone Number 227-1964 local 1130, 1131 or email at accounting.fo11@dswd.gov.ph
How feedbacks are processed	1. The applicant's feedback shall be tracked and will be acknowledged by the Accounting Office Staff. 2. The feedback will be responded by Accounting Office in writing through mail or email and it should be acknowledged by the sender.

How to file a complaint	1. For complaints, the applicant may call the Telephone # 227-1964 local 1130, 1131 or email at accounting.fo11@dswd.gov.ph
How complaints are processed	1. The applicant's complaints shall be tracked and will be acknowledged by the Accounting Office Staff. 2. The complaints will be responded by Accounting Office in writing through mail or email and it should be acknowledged by the sender.
Contact Information of CCB, PCC, ARTA	CCB: 0908-881-6565 (SMS) Call: 165 56 P5.00 + VAT per call anywhere in the Philippines via PLDT landlines Email: email@contactcenterngbayan.gov.ph Facebook: https://facebook.com/civilservicegovph/ Web: https://contactcenterngbayan.gov.ph/
	PCC: 8888
	ARTA: complaints@arta.gov.ph