



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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**Pantawid Pamilya Pilipino Program Management
Division (PPPPMD)
External Services**

1. Data/Research Request on 4Ps Program

a. Request for Secondary Data on 4Ps Program

This process describes the request for secondary data on the 4Ps Program. Secondary data refers to data that has already been consolidated and/or published by DSWD and readily available as a public document. Secondary data requests cover the following: readily available information such as regular reports/statistical data previously approved, copies of published research studies, administrative data on youth development sessions (YDS), and Gulayan sa Barangay, among others. This is with the expectation that all documentary requirements have been submitted by the requesting party. Otherwise, the request will be processed at an extended period.

Office or Division:	4Ps – RPMO The RPMO facilitate all data/research requests from different stakeholders, both internally and externally.			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) Accomplished Data/Research Request Form		Pantawid Website, Pantawid NPMO (https://pantawid.dswd.gov.ph/citizens-charter)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client sends completely filled up data/research request form	1.1 Receipt of completely filled-out data/research request form (with attachments)	None	7 hours	Regional Monitoring and Evaluation Officer
	1.2 Endorse the request to concerned unit	None	15 minutes	
	1.3 Assess the availability of the requested secondary data	None	45 minutes	
2. Receive requested data and fill out the client survey form	2.1 Provide the secondary data to requesting party and the client survey form	None	2 days	
TOTAL		NONE	3 days	

b. Research Request

This process refers to requests that involve research activity mainly but not limited to interviews and/or surveys with beneficiaries and program staff.

The request will proceed with the expectation that all documentary requirements have been submitted by the requesting party. Otherwise, and in instances unforeseen, the process may take an extended period.

Office or Division:	4Ps – RPMO The RPMO facilitate all data/research requests from different stakeholders, both internally and externally.			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) Accomplished Data/Research Request Form		Pantawid Website, Pantawid NPMO (https://pantawid.dswd.gov.ph/citizens-charter)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client sends completely Filled out data/research request form	1. Receipt of completely filled-out data/research request form (with attachments such as letter of request etc.	None	3 hours	<i>Regional Monitoring and Evaluation Officer</i>
	1.2 Review and assess the research request/study in terms of its relevance to the 4Ps' mandate	None	2 days	
	1.3 Coordinate with the researcher in case of clarifications/ concerns on the research request	None	2 days	
	1.4 Prepare recommendations for endorsement to the National Program Manager through the Deputy Program Manager for	None	1 hour	

	Support			
	1.5 Approve or disapprove the request of the researcher	None	2 days	<i>Regional Program Coordinator</i>
	1.6 Provide feedback to the researcher on whether the request is approved or disapproved	None	3 hours	<i>Regional Monitoring and Evaluation Officer</i>
2. Receive the requested data and fill-out the client survey form	2.1 Inform the researcher if the research request is approved or disapproved	None	1 hour	
TOTAL		NONE	7 days	

c. Request for Administrative Data

This section describes the process of providing assistance to various stakeholders through the provision of administrative data. Administrative data refers to beneficiary personal information and statistical data (but not limited to beneficiary compliance and updates, targets, budget, program coverage). These are information for processing that requires statistical computation (such as multivariate, time series etc.) and name matching.

There is an expectation that all documentary requirements have been submitted by the requesting party. Otherwise, and in unprecedented instances (such as unavailable signatory due to some reason), the request will be processed for an extended time.

Office or Division:	4Ps – RPMO The RPMO facilitate all data/research requests from different stakeholders, both internally and externally.			
Classification:	Highly technical - Multi Stage			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) Accomplished Data/Research Request Form		Pantawid Website, Pantawid NPMO (https://pantawid.dswd.gov.ph/citizens-charter)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client sends completely Filled out data/research request form	1.1 Receipt of completely filled-out data/research	None	4 hours	<i>Regional Monitoring and Evaluation Officer</i>

	request form (with attachments)			
	1.2 Endorse the request to concerned unit	None	15 minutes	
	1.3 Assess the request	None	4 hours	
	1.4 Provide initial feedback to the client and secure approval of the request	None	4 hours	
	1.5 Approve / Disapprove request	None	2 days	<i>Regional Program Coordinator</i>
	1.5.a If disapproved, provide feedback to the client	None	4 hours	<i>Regional Monitoring and Evaluation Officer</i>
	1.5.b If approved, prepare data/ research requested	None	11 days	
	1.6 Prepare memo and submit to NPMO for approval of the release of the data	None	1 day	
	1.7. Signing of memo by NPMO	None	3 days	<i>Regional Program Coordinator</i>
	1.8. NPMO to return the signed memo to concerned staff	None	4 hours	<i>Administrative Assistant II</i>
2. Receive requested data and fill out the client survey form	2.1 Provide data request to the client and client satisfaction survey form	None	1 day	<i>Regional Monitoring and Evaluation Officer</i>
TOTAL		NONE	20 days, 4 hours, 15 minutes	

d. Data Request requiring MOA

There are instances where data requests would cover sensitive data such as lists of beneficiaries and/or members of the household with personal information. In this case a Memorandum of Agreement (MOA) would be required between the 4Ps - DSWD and the requesting party with no pre-existing MOA. Such a process would entail a longer time to process and would take more or less 40 days.

In processing the request, there is an expectation that all documentary requirements have been submitted by the requesting party. Otherwise, the start of processing may take an extended period of time.

Office or Division:	4Ps – RPMO The RPMO facilitate all data/research requests from different stakeholders, both internally and externally.			
Classification:	Highly technical			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Partner Agency			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) Accomplished Data/Research Request Form		Pantawid Website, Pantawid NPMO (https://pantawid.dswd.gov.ph/citizens-charter)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client sends completely Filled out data/research request form	1.1. Receipt of completely filled-out data/research request form (with attachments)	None	1 hour	<i>Regional Monitoring and Evaluation Officer</i>
	1.2 Endorse the request to concerned unit	None	15 minutes	
	1.3. Recommend approval to RPMO via memo	None	4 hours	
	1.4 Approve/ Disapprove request	None	2 days	<i>Regional Program Coordinator</i>
	1.4.a If disapproved provide feedback to partner agency	None	1 hour	<i>Regional Monitoring and Evaluation Officer</i>

	1.4.b. If approved, prepare data sharing MOA for RPMO's approval	None	3 days	<i>Regional Monitoring and Evaluation Officer</i>
2. Receive the draft MOA for review	2.1 Share to partner agency for the review of the draft MOA	None	1 hour	
3. Review of the draft MOA and provide feedback	3.1. Legal Unit to review the MOA and endorse back to RPMO for revision	None	3 days	<i>Legal Unit</i>
	3.2. Sharing of MOA with to partner agency	None	1 hour	<i>Regional Monitoring and Evaluation Officer</i>
4. Approve MOA returned to RPMO	4.1 Acknowledge submitted approved MOA from the Partner Agency	None	2 hours	
	4.2 Prepare communication to partner agency for signing of MOA	None	4 hours	
	4.3 Signing of MOA	None		
5. Receive requested data and fill-out the client survey form	5.1 Provision of data to partner agency and the client satisfaction survey form	None	1 hour	
	TOTAL	NONE	9 days, 6 hours, 15 minutes	

Note: Pantawid total processing days if disapproved: 4 days and 1 hour; If approved: 17 days and 5 hours

Other DSWD OBSU's total processing days: 3 days

Review of draft MOA and provide feedback from partner agency: 5 days

Approval of partner agency for review of their Legal: 8 days

2. Grievance Intake and Response in 4Ps Program

1. To set clear guidelines on how to record a grievance and provide the client an initial response, which usually involves an explanation about how the grievance will be processed by the DSWD and other actors.
2. This is a mechanism of the program to resolve grievances and utilize such grievance data for program development with the end view of minimizing incidence of grievance and improving beneficiary experience and satisfaction about the program.
3. It serves as a venue where both qualified household beneficiaries and the general public can report their grievances for resolutions.

Office or Division:	Pantawid Pamilyang Pilipino Program Management Division			
Classification:	G2G – Government to Government G2B- Government to Business			
Type of Transaction:	Simple			
Who may avail:	Public and Private Sectors			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
Grievance Intake and Response				
1. Walk-In client	1.1 Receive the client, inquire what the grievance is all about and verify the client's identity. Refer to Grievance Redress Division Field Manual for the guidance on the intake of grievances.	None	2 minutes	Officer of the day/ Assigned Focal Person Pantawid Pamilya Pilipino Program Management Division
	1.2 Encode the grievance correctly and completely in the GRS Information	None	10 minutes	

	system/tracker.			
	1.3. If the client is a beneficiary or a former beneficiary, check the status of the concerned beneficiary in the Pantawid Pamilya Information System (PPIS).			
	1.4. Check the supporting documents provided, if available.			
	1.5. Assess all the data and information available and discuss with the beneficiary the findings and next steps to take.			
	1.6. If all information is readily available to resolve the case, resolve the grievance and provide feedback to the client.			
	1.7. 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.			
	2. Endorse the grievance to the concerned office for processing and feedback within three (3) days	None	1 day	Officer of the day/ Assigned Focal Person Pantawid Pamilya Pilipino Program Management Division
	3. Administer the client satisfaction measurement survey form.	None	2 minutes	
	4. Analyze the data collected and include in the Client Satisfaction Measurement Report			
	5. Dismiss the client gracefully.	None	0.5 minutes	
	6. Monitor the status of grievance and receive feedback report from the concerned office	None	2 days	
	7. Provide the client an update/feedback about the status of his/her grievance either thru SMS or Phone Call.	None	5 minutes	Assigned Focal Person Pantawid Pamilya Pilipino Program Management Division
	8. Update the status of grievance in the GRS Information System.	None	1 minute	
TOTAL		NONE	3 days, 16 minutes	

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>Email: pantawidconcernsonse@dswd.gov.ph</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 pantawidconcernsonse@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>Email: pantawidconcernsonse@dswd.gov.ph</p> <p>Hotline: <u>+63912-278-7778</u></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, PCC, ARTA	<p>CCB: 0908-881-6565 (SMS)</p> <p>Call: 165 56</p> <p>P5.00 + VAT per call anywhere in the Philippines via PLDT landlines</p> <p>Email: email@contactcenterngbayan.gov.ph</p> <p>Facebook: https://facebook.com/civilservicegovph/</p>

	Web: https://contactcenterngbayan.gov.ph/
	PCC: 8888
	ARTA: complaints@arta.gov.ph

Pantawid Pamilya Pilipino Program Management Division Internal Services

1. Request for the Approval of 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 – RPMO			
Classification:	Complex			
Type of Transaction:	G2G- Government to Government			
Who may avail:	DSWD Regional Offices			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. 1 Formal request signed by the DSWD Regional Director 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			<ul style="list-style-type: none"> • Requesting Region where fortuitous events occurred • 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, together with the necessary certifications from the concerned agencies.	1.1 Assess and validate the request for the approval of the declaration of the Force Majeure and endorse the results of assessment and recommendations to the Office of the Deputy National Program Manager for Operations.	None	3 days	<i>Regional Compliance Verification Officer</i> 4Ps RPMO
	1.2 Review the	None	2 days	<i>4Ps RPMO – Office of the Regional Program</i>

	endorsed assessment results and recommendations then provide initials and forward to the Office of the National Program Manager			<i>Coordinator</i>
2. Receive the requested data and fill-out the client survey form	2.1 Review the endorsed assessment results and recommendations, provide signatures then forward to the concerned office/s.	None	2 days	<i>4Ps RPMO – Office of the Regional Program Coordinator</i>
TOTAL		NONE	7 days	

FEEDBACK AND COMPLAINTS MECHANISM

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