



# 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.

## TABLE OF CONTENTS

<b>QUALITY POLICY .....</b>	<b>2</b>
I. MANDATE .....	3
II. VISION .....	3
III. MISSION .....	3
IV. SERVICE PLEDGE .....	3

## **EXTERNAL SERVICES**

### **Promotive Services Division**

#### ***Sustainable Livelihood Program (SLP)***

1 SLP Referral Management Process .....	6
---	---

**Promotive Services Division  
Sustainable Livelihood Program (SLP)  
External Services**

## 1. SLP Referral Management Process

<b>Office or Division</b>	Sustainable Livelihood Program – Grievance and Referral Management Unit (GRMU)			
<b>Classification</b>	Highly Technical			
<b>Type of Transaction</b>	G2C – Government to Citizen G2G – Government to Government G2B – Government to Business			
<b>Who may avail</b>	Individuals and/or families who are indigent, vulnerable disadvantaged, who are listed in the Listahanan database or victims of natural calamities/disaster and armed conflict or are otherwise qualified after the administration of HAF, SLP Means Test, and LAF.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Filled up SLP Profile Form – for Walk-in Clients  Referrals/endorsement letter from OBSUs, NGAs, NGOs, CSOs, and other institutions		SLP Helpdesk, RPMO / Provincial Operation Office (POO)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Visit SLP RPMO – Walk-in clients	1.1 Explain and request the client to sign or place their thumb mark on the Data Privacy Act (DPA) of 2012	None	3 Minutes	<i>Grievance - Referral Focal / PDO II</i>
	1.2 Require the client to register in the Walk-In Client's Logbook	None	2 Minutes	<i>Client and Grievance - Referral Focal / PDO II</i>
	1.3 Brief Orientation on SLP Processes	None	5 minutes	<i>Grievance - Referral Focal / PDO II</i>
	1.4 Fill-out of the SLP Profile Form	None	5 minutes	<i>Client</i>
	1.5 Request the client to fill up the Customer Feedback Form	None	3 minutes	<i>Grievance - Referral Focal / PDO II</i>

	1.6 Issuance of SLP Walk-in Client Slip to walk-in client, Certify that client appeared at the SLP RPMO.	None	2 Minutes	<i>Grievance - Referral Focal / PDO II</i>
	1.7 Data encoding of client's profile in the SLP GRMS (Grievance and Referral Management System)	None	5 minutes	<i>Grievance - Referral Focal / PDO II</i>
	1.8 Refer/endorse to concerned DSWD Field Offices, OBSUs, NGAs, NGOs, CSOs, and other institutions	None	3 days	<i>Grievance - Referral Focal / PDO II</i>
2. Referred clients from OBSUs, NGAs, NGOs, CSOs, and other institutions	2.1 Validate lacking information of the client/s as necessary	None	5 minutes	<i>Grievance - Referral Focal / PDO II</i>
	2.2 Classify the referred clients request	None	5 minutes	<i>Grievance - Referral Focal / PDO II</i>
	2.3 Refer to concerned DSWD Field Offices, OBSUs, NGAs, NGOs, CSOs, and other institutions	None	3 days	<i>Grievance - Referral Focal / PDO II</i>
3. Client's inquiries and livelihood applications through email, social media, phone calls and text messages	3.1 Validate lacking information of the client/s as necessary	None	5 minutes	<i>Grievance - Referral Focal / PDO II</i>
	3.2 Classification of the request	None	5 minutes	<i>Grievance - Referral Focal / PDO II</i>

	3.3 Refer to concerned DSWD Field Offices, OBSUs, NGAs, NGOs, CSOs, and other institutions	None	3 days	<i>Grievance - Referral Focal / PDO II</i>
<b>TOTAL</b>		<b>NONE</b>	<b>9 days, 45 minutes</b>	

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	Clients answer the Client Satisfaction Measurement Survey Form (CSMSF) and drop it at the drop box.
How feedbacks are processed	<ul style="list-style-type: none"> <li>• Every Friday, all (CSMSF) will be validated and recorded by the Grievance - Referral Focal;</li> <li>• Feedbacks requiring actions will be discussed to the concerned Grievance - Referral Focal / PDO II and required to submit incident report three (3) days after the initial discussion;</li> <li>• Feedbacks will be relayed to the concerned client;</li> <li>• For inquiries and follow-ups, clients may contact the Grievance - Referral Focal / PDO II through landline 227-1964 or email at livelihood11@dswd.gov.ph</li> </ul>
How to file a complaint	<ul style="list-style-type: none"> <li>• Officer of the day will conduct initial interview to the client and the client will fill-out the Grievance Form and will be classified if it is technical or highly technical.</li> </ul>
How complaints are processed	<ul style="list-style-type: none"> <li>• Walk-in Client: Writing formal letter to the client through email or courier service;</li> <li>• From Field Offices, OBSUs, NGAs, NGOs, CSOs, 8888 Citizens Complaint Hotline, and other institutions: Response letter to the endorsee, briefer for the Secretary (as necessary), and writing a formal letter to the client through email or courier service;</li> <li>• From email, social media, phone calls and sms: Writing formal letter to the client and send through preferred mode of communication/feedback</li> </ul>
Contact information of: ARTA, PCC, CCB	CCB: 0908-881-6565 (SMS) Call: 165 56 P5.00 + VAT per call anywhere in the Philippines via



	PLDT landlines
	Email: <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a>
	Facebook: <a href="https://facebook.com/civilservicegovph/">https://facebook.com/civilservicegovph/</a>
	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>