



DSWD

Department of Social Welfare and Development

Field Office 11 - Davao Region

DISASTER RESPONSE MANAGEMENT DIVISION

CITIZEN'S CHARTER

2024 (1ST Edition)

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:

An empowered society where the poor, vulnerable, and disadvantaged sectors have immediate and equitable access to opportunities for an improved quality of life.

III. Mission:

As the authority in the Social Welfare and Development sector, the DSWD develops, implements, enables, and coordinates SWD 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.

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.

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DISASTER RESPONSE MANAGEMENT DIVISION (DRMD)

FRONTLINE SERVICES

1. Processing of Relief Augmentation Request

This process intends to provide a system on receiving, recording, approving and determining the requirements for request for resource augmentation to the Local Government Units (LGUs) in response to the needs of the families affected by disasters, calamities, and pandemic. Likewise, it aims to ensure that management and mobilization of food and non-food items (FNIs) are done in an effective, efficient, timely and coordinated manner.

This procedure applies to the processes to be undertaken in providing relief augmentation to the LGUs during disaster operations and other calamities and the pandemic. It covers the receipt of the Field Office/s request until the delivery or release of welfare goods. However, special requests from Legislators are not covered by this SOP. Assistance through congressional requests are considered direct assistance from the DSWD to the disaster victims subject to usual accounting and auditing rules. Further, requests for FNIs that are not disaster related are not covered in this process.

Office or Division:	DSWD-Field Office XI, Disaster Response Management Division			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Local Government Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
LGU Request, with either of the following attachments: <i>Situational Report / Disaster Incident Report and its relative attachments based on existing guidelines</i> - (1 original or 1 electronic copy)		Provided by the concerned LGU		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send a request letter addressed to the Office of the Regional Director with either of the	1.1 Receive the request and logs the documents, and route LGU request to	None	5 Minutes	Regional Director

following attachments: Situational Report / Disaster Incident Report and its relative attachments based on existing guidelines.	Disaster Response Management Division (DRMD) Chief			
	1.2 DRMD Chief shall endorse the request to Disaster Response and Rehabilitation Section (DRRS) Head for review	None	10 Minutes	DRMD Chief
	1.3 Conduct desk review / assessment and validation of request: review, validate, and assess the request through the Local Disaster Risk Reduction and Management Council (LDRRMC) of requesting LGUs, or through review of the following reports, if available: <ul style="list-style-type: none"> a. latest Disaster Response Operations Monitoring and Information Center (DROMIC) Report b. Rapid Damage Assessment and Needs Analysis (RDANA) Report c. DSWD Predictive Analytics 	None	2 Hours	DRRS Head

	If assessed to be invalid, proceed to Agency Action Step 1.9			
	1.4 Coordinate with the Regional Resource Operation Section (RROS) Head / Staff to validate availability of FNI Resources for augmentation to LGUs, and to determine other logistics requirements.	None	30 Minutes	DRRS Head
	<p>1.5 If FNIs are not available, prepare a Request Letter for Augmentation of FNI Resources from the Office of the Undersecretary for Disaster Response Management Group (OUSDRMG), attention Disaster Response Management Bureau (DRMB).</p> <p>If FNIs are available, prepare Requisition Issuance Slip (RIS) / Issuance Form (IF) (c/o RROS) and Response Letter to LGUs (c/o DRRS), and endorse to the DRMD Chief</p>	None	1 Hour	DRRS and/or RROS Head

	<p>1.6 Division Chief shall review all documents; provide recommendation; initial pertinent documents; and endorse to the Assistant Regional Director for Operations (ARDO). If documents are not in order, return to AA #1.3.</p>	None	1 Hour	DRMD Chief
	<p>1.7 Review all documents and provide recommendations; if found in order initial RIS/IF and other pertinent documents and endorse to the Regional Director. If documents are not in order, return to AA #1.6</p>	None	1 Hour	Assistant Regional Director for Operations (ARDO)
	<p>1.8 Approval / Disapproval of RD, and route to DRMD for action.</p>	None	1 Hour	Regional Director (RD)
	<p>1.9 Send a response letter to LGUs regarding the status of their request letter. If the request is approved, finalize the schedule of delivery/hauling of goods from DSWD warehouse to LGU.</p>	None	1 Hour and 30 Minutes	DRMD Chief DRRS/RROS Head

	1.9.1 Forward RIS/IF and/or Assessment Report, and/or approved LGU Request Letter to RROS Head / Staff for release of goods			
2. Receive response from DSWD. If the request is approved, confirm / agree on the schedule of delivery / hauling of goods.	2.1 Facilitate preparation and signature of Delivery Receipt by RROS Head;	None	1 Hour	DRRS/RROS Head
	2.2 Facilitate release of goods to LGUs as per the delivery plan agreed upon by both DSWD and the requesting LGU. 2.2.1. Should there be any delays from the agreed delivery plan, notify the LGU in writing through electronic mail or short message service (SMS) on the reason and the final date of release.	None	within 5 Days, 5 Hours and 45 Minutes	DRRS/RROS Head
3. Receive requested goods through hauling or delivery and sign the receipt of RIS/IF and Delivery Receipt / Issuance Receipt.	3.1 Ensure signed receipts of RIS/IF and Delivery Receipt / Issuance Receipt by receiving LGU and administer Client Satisfaction Measurement Form	None	1 Hour	RROS / DRRS Head

<p>3.1 Fill-out Client Satisfaction Measurement Form (CSMF)</p>	<p>(CSMF) upon receipt of requested goods.</p> <p>3.1.1 Report on the release of FNIs thru submission of any of the following –</p> <ul style="list-style-type: none"> * Summary Report * Feedback Report * Signed RIS * Delivery Receipts * FNI Augmentation and Delivery Report <p>– reflecting release of goods to the DRMD Head and DROMIC</p>			
<p>TOTAL</p>		<p>None</p>	<p>For the processing of request - 1 Day, 2 Hours, 15 Minutes</p> <p>For full delivery of the approved augmentation based on the delivery plan agreed upon by both DSWD and the requesting LGU including the processing of request, and as consistent with the EODB Law - 7 Days</p>	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Accomplish the Customer Survey Form of the Section
How feedbacks are processed	Feedback, whether it pertains to requests for Family Food Packs (FFPs) or Non-Food Items (NFIs), will receive prompt attention and facilitation by the DRMD Supervisor.
How to file a complaint	Any complaint written, through a private message, text, or complaint through quad-media will be immediately addressed by the DRMD Supervisor.
How complaints are processed	<p>Upon receiving a complaint, the DRMD Supervisor will ensure swift handling within the stipulated time frame. A response will be sent to the 8888 hotline and the Internal Audit Unit for further action.</p> <p>Should any permanent or contractual staff be found in violation, the concerned Division Chief may issue a Show Cause Order. For non-permanent staff, a Letter of Explanation will be provided.</p>
Contact Information of CCB, PACe, ARTA	<p>Anti-Red Tape Authority (ARTA): Email: complaints@arta.gov.ph; Contact number: 8478-5099, 0969-257-7242, 0928-690-4080</p> <p>Presidential Action Center (PACe): Email: pace@op.gov.ph; Contact number: 8888 or 82498310 loc. 8175 or 8182</p> <p>Contact Center ng Bayan (CCB): Email: email@contactcenterngbayan.gov.ph; Contact number: 0908-881-6565</p>