



DSWD

Department of Social Welfare and Development

Field Office 11 - Davao Region

**PANTAWID PAMILYA PILIPINO PROGRAM
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.

CONTENTS:

I. Mandate	2
II. Vision	2
III. Mission	2
IV. Service Pledge	2
Quality Policy	3

FRONTLINE SERVICES

PANTAWID PAMILYA PILIPINO PROGRAM MANAGEMENT DIVISION

1 Grievance Intake and Response	6
---------------------------------------	---

PANTAWID PAMILYANG PILIPINO PROGRAM

FRONTLINE Services

1. Grievance Intake and Response

The **Grievance Intake and response** is the initial phase of the whole GRS process, which starts from accepting a grievance filed by a client, recording it in the information system, and providing the client an initial response. This Standard Operating Procedure only covers walk-in transactions.

As a general rule, anyone may **accept** a grievance, request, and inquiry but only the City/Municipal Link and grievance officers may ascertain its validity and thereafter **intake** the grievance. To ‘accept’ a grievance is to receive the transaction but to ‘intake’ is to record the transaction after ascertaining its validity. Intake and response require technical know-how about the GRS, particularly on the procedures in resolving the specific types and subtypes of grievances.

Office or Division:	Pantawid Pamilyang Pilipino Program (4Ps) – Regional Program Management Office (RPMO) Grievance Redress Systems (GRS) - Field Office XI			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	4Ps Beneficiaries and General Public			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
I. INTAKE: 1. 4Ps ID or 1 valid ID (Original Copy), Any Proof of grievance, if available			4Ps Assistance Desk, Grievance Redress System (GRS)	
II. RESPONSE: 1. Client Satisfaction Form (CSF) (1 form per client)			4Ps Assistance Desk, GRD	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
I. INTAKE				
1. Present the 4Ps ID for 4Ps beneficiary. or 1 valid ID for non-4Ps.	1.1 Verify the identity of the client if 4Ps beneficiary or non-beneficiary	None	2 minutes	ARD for Operations
2. Proceed to the 4Ps Assistance Desk for verification of identity.	2.1 Verify the client’s identity and assess/evaluate the received complaint/s.	None	5 minutes	ARD for Operations

	Note: Refer to the Grievance Redress System Field Manual for guidance on the intake of grievances.			
II. RESPONSE				
3. Provide details about the grievance and supporting documents, if available, depending on the type of grievance reported.	3.1. If the client is a beneficiary or a former beneficiary, check the status of the concerned beneficiary in the Pantawid Pamilya Information System (PPIS).	None	5 minutes	ARD for Operations
	3.2. Check the supporting documents provided, if available.	None	2 minutes	ARD for Operations
	3.3. Assess all the data and information available and discuss with the client the findings and next steps to take. 3.3.1 <i>If all information is readily available to resolve the case,</i> Resolve the grievance and provide feedback to the client. and	None	15 minutes	ARD for Operations

	<p>proceed to step 6.</p> <p>3.3.2 If other information is needed and the grievance cannot be resolved immediately,</p> <p>3.3.2.1 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.</p>			
	<p>3.4. Encode the transaction correctly and completely in the GRS Information System.</p> <p>3.4.1 Print and provide a copy of the encoded transaction to the client.</p> <p><i>*For instances when the GRS Information System is inaccessible, the client will be given an acknowledgment receipt found at the bottom of the Client Assistance Form.</i></p>	None	5 minutes	ARD for Operations

4. Wait for the updates on the status of the grievance within three (3) days.	4.1 Endorse the transaction to the concerned office (DSWD Field Office, and/or OBSU) for processing and updating of the transaction in the GRS Information System (GIS), reflecting the actions taken by the concerned office within three (3) working days.	None	7 hours	ARD for Operations
	4.2 Send an email notification to the Regional Grievance Officer to inform him/her.)	None	6 minutes	ARD for Operations
	4.3 Monitor the status of the transaction and check for updates from the concerned office in the GRS Information System.	None	2 Days	ARD for Operations
5. Receive update/feedback on the status of the grievance.	5.1 Provide the client an update/feedback about the status of his/her concern either through text messaging or phone call. <i>*For instances when the client did</i>	None	5 minutes	ARD for Operations

	<i>not provide contact information, the provision of feedback may be coursed through the assigned City/Municipal Link.</i>			
	5.2 Update the status of the transaction in the GRS Information System.	None	5 minutes	ARD for Operations
6. Accomplish the client satisfaction measurement Form	6.1 Administer the Client Satisfaction Measurement Survey Form.	None	5 minutes	ARD for Operations
	6.2. Analyze the data collected and included in the Client Satisfaction Measurement Report.	None	5 minutes	ARD for Operations
Total	If the grievance is resolved outright	None	44 minutes	
	If the grievance is referred to Field Office for resolution and feedback is provided to the client	None	3 days	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send a feedback	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

	<p>however accessible in case the concerned division does not respond within reasonable time:</p> <p style="text-align: center;">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 pantawidconcernsonse@dswd.gov.ph 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 style="text-align: center;">Email: pantawidconcernsonse@dswd.gov.ph</p> <p style="text-align: center;"><u>Hotline: +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 Regional Program Management Office thru Regional Grievance Officer 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, PACe, ARTA	<p>Anti Red Tape Authority (ARTA) complaints@arta.gov.ph or call at 8478–5091 or 8478–5093.</p> <p>Presidential Action Center (PACe) pace@op.gov.ph Hotline 8888 or 82498310 loc. 8175 or 8182</p>

	<p>Tel Nos. 8736-8645, 8736-8603, 8736-8606, 8736-8629, 8736-8621</p> <p>Contact Center ng Bayan (CCB) email @contactcenterngbayan.gov.ph 0908-881-6565</p>
--	--