



# DSWD

Department of Social Welfare and Development

**Field Office 11 - Davao Region**

**PROMOTIVE SERVICES DIVISION**

**CITIZEN'S CHARTER**

**2024 (1<sup>ST</sup> 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

**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.

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## **FRONTLINE SERVICES**

### **PROMOTIVE SERVICES DIVISION**

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# **SUSTAINABLE LIVELIHOOD PROGRAM (SLP)**

## **FRONTLINE SERVICES**

## 1. Grievance Management Process

The Grievance Management Process at the RPMO level provides the initial implementation of facilitating the request of individual clients, and the final and full implementation of the process shall be at the Field Office (RPMO) XI level.

<b>Office or Division:</b>	Sustainable Livelihood Program – Grievance Management Unit (GMU)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2G – Government to Government			
<b>Who may avail:</b>	All DSWD FOs, DSWD OBSUs, or other Agencies/Institutions			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>1. One (1) Copy of Filled-up SLP Grievance Form – for walk-in clients;</li> <li>2. One (1) Copy of complaint letter received from OBSUs, NGAs, NGOs, concerned citizen, social media and others; and</li> <li>3. One (1) Photocopy each of supporting documents               <ul style="list-style-type: none"> <li>- <i>Clients Testimony</i></li> <li>- <i>Witness Testimony (if necessary)</i></li> <li>- <i>Barangay / Police Report (if necessary)</i></li> </ul> </li> </ol>		SLP Helpdesk 2 <sup>nd</sup> Floor, Emerald Building, R. Magsaysay Avenue corner Suazo Street, Davao City		
<b>ACTIVITIES TO BE UNDERTAKEN BY THE SLP- RPMO:</b>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The clients shall ratify or concur on the Data Privacy Consent's content.  <i>Proceed to customer step number 2 after approval.</i>	1. Explain to and request the client to sign or place his/her thumb mark on the Data Privacy Act (DPA) of 2012.  <i>Brief orientation on the SLP Processes</i>	None	3 Minutes	Regional Program Coordinator – Sustainable Livelihood Program (RPC-SLP)
2. Fill-up the walk-in logbook	2.1. Instruct the client to register in the Walk-in Clients Log Book.	None	2 minutes	RPC-SLP

	2.2. Conduct the initial interview on the complaint.	None	10 minutes	RPC-SLP
3. Fill-out the SLP Grievance Form	3.1. Request the client to fill out the SLP Grievance Form.	None	10 minutes	RPC-SLP
	3.2. Validate any lacking information of the client/s as necessary.	None	3 Minutes	RPC-SLP
4. Received the Walk-in Client Slip	4.1. Issue SLP Walk-in Client Slip.  4.1.1 Certify that clients appeared at the SLP NPMO	None	3 Minutes	RPC-SLP
5.Fill- out the CSMF	5.1. Request the client to fill-out the Client Satisfaction Measurement Form	None	5 Minutes	RPC-SLP Walk-in Client
	5.2. Encode client/s profile in the SLP Referral Management System (SLP GMS)	None	5 minutes	GMO/ TO
	5.3. Classify the complaint / grievance.	None	3 Minutes	RPC-SLP
	5.4. Validate if the findings are valid.  If invalid, notify the concerned process owner for the invalid findings, and validate lacking information of the client/s as necessary.	None	10 minutes	RPC-SLP

	5.5. Encode the details in the SLP GMS and EDTMS	None	6 minutes	RPC-SLP
	5.6. Refer/ Endorse the Grievance for verification to concerned DSWD Field Offices, OBSUs, NGAs, NGOs, CSOs and other institutions.	None	8 hours	RPC-SLP
	5.7. Monitor and follow-up feedback/ updates to concerned FOs	None	3 days (simple)  7 days (complex)  10 days (highly technical)	RPC-SLP
	5.8. Classify the Complaint / Grievance.	None	3 Minutes	RPC-SLP

FOR GRIEVANCES AT THE SLP- REGIONAL LEVEL:				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	5.9. Processing of Grievance  <b>For Non-Cognizable Grievance</b> (Simple Transactions) - Does not require verification  The GRMO shall provide technical assistance, explain and orient on program implementation.  <b>For Cognizable Grievance</b> (Highly	None	7 days	Fact Finding Team  <i>(For Non-cognizable Grievance)</i>



	<p>Technical Transactions)</p> <p>The SLP Regional Grievance Management Committee shall convene to manage and decide the resolution of the grievance.</p> <p>For grievances that need further assessment, the SLP Regional Grievance Management Committee (RMGC) shall collaborate to include the deployment of Fact-Finding Team.</p> <p>Gather data and other essential information in order to determine the reasons/factors that trigger the filing of grievance.</p>	None	10 days	<p>SLP Regional Grievance Management Committee</p> <p><i>(For Cognizable Grievance)</i></p>
	<p>5.10. The Fact-finding team shall conduct field visit for assessment/validation, investigation and other duties and responsibilities under GMP.</p>	None	3 days	SLP RGMC

	5.11. Include in the feedback other essential information, reasons or factors that trigger the filing of grievance.	None	3 days	Fact Finding Team
	5.12. Provide recommendation and decision for endorsement to concerned OBSUs towards the resolution of the grievance.	None	1 day	SLP RGMC
	5.13. Provide feedback to the complainant on the action taken.	None	1 day	RGMO
	5.14. The SLP RGMC shall endorse unresolved grievances to the DSWD FO Regional Grievance Committee for resolution.	None	1 day (FO RGC)	SLP RGMC
	5.15. The SLP RGMC shall endorse gathered information/ documentation to Management (FO RGMC/AG-AC/RD)  5.15.1. Endorse the gathered documentation for submission to the Office of the Secretary	None	1 day	RGMO  SLP RGMS/ AG-AG

	<p>5.15.2. Process the gathered SLP RGMC information or documentation based on the existing guidelines.</p> <p>LGU Employees - Endorse to the Local Government Unit – Local Chief Executives</p> <p>5.15.3. Endorse SLP RGMC information/ documentation in the form of Grievance Management Report to the Regional Director for action.</p> <p>5.15.4. Endorse SLP RGMC information/ documentation in the form of Grievance Management Report for submission to the Regional Director following the RA No. 6713 and to the DSWD Regional Grievance Committee.</p>			
	<p>5.16 Issuance of Resolution based on the decision by the authority.</p>	<p>None</p>	<p>2 days</p>	<p>RGMO</p>

	<p>If Resolution was issued by the:</p> <p><b>PC</b> – Appeal processed by the SLP RGMC</p> <p><b>SLP RGMC or SLP RPMO</b> – The appeal shall be processed by the SLP NPMO GMC</p> <p><b>SLP NPMO GMC</b> – Appeal process by Office of the Secretary or OBSUs concerned.</p>			
	<p>5.17. Monitor the status of newly resolved grievances to ensure that recommendations provided are properly executed and followed by the involved persons/parties.</p> <p>5.17.1 Encode in the SLP Grievance Tracker.</p>	None	1 day	RGMO

FOR GRIEVANCES AT THE SLP- PROVINCIAL LEVEL:				
	<p>5.9 Processing of Grievance.</p> <p><b>For Non-Cognizable Grievance</b> (Simple Transactions)</p>	None	7 working days	<p>Fact Finding Team</p> <p><i>(For Non-Cognizable Grievance)</i></p>

	<p>The Non-Cognizable (invalid) grievance does not require verification</p> <p>The GRMO shall provide Technical Assistance, simple explanation, and orientation on program implementation.</p> <p><b>For Cognizable Grievance</b> (Highly Technical Transactions)</p> <p>The SLP Regional Grievance Management Committee shall convene to manage and decide the resolution of the grievance.</p> <p><b>For grievances that need further assessment,</b> the SLP Regional Grievance Management Committee (RMGC) shall be activated to include the deployment of Fact-Finding Team.</p>	None	10 days	SLP RGMC (For Cognizable Grievance)
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	<p>5.9.1 Gathering of data and other essential information in order to determine the reasons/factors that trigger the filing of grievance.</p>			
	<p>5.10. Assess grievances and sort based on the validity or gravity.</p> <p>5.10.1 Ensure the accomplished forms, prepare letters of acknowledgement.</p> <p>For Non – cognizable Grievance (invalid) - Does not require verification</p> <p>5.10.2 Encode in the Database.</p>	None	1 day	PGMO
	<p>5.11. Non-Cognizable Grievance (Simple Transactions)</p> <p>5.11.1 The PGMO shall provide technical assistance, explain and orient on program implementation.</p>	None	1 day	PGMO
	<p>5.11.2 Endorse all major grievances to RPMO.</p>	None	1 day	PGMO

	5.12 Gather data and other essential information to determine the reasons or factors that trigger the filing of grievance.	None	4 days	PGMO
	5.13. Endorse data gathered and other essential information to the RPMO.	None	1 day	PGMO
	5.14. Provide feedback to the complainant on the actions taken.	None	1 day	PGMO
	5.15. Monitor the status of newly resolved grievances to ensure that recommendations provided are properly executed by the involved persons/parties.  5.15.1 Encode in the SLP Grievance Tracker.	None	1day	PGMO

<b>FOR GRIEVANCES AT THE SLP- MUNICIPAL LEVEL:</b>				
	5.9 Assess grievances (e.g. <i>involvement of PDO</i> ) and sort based on the validity or gravity.  5.9.1 Secure the accomplished forms, prepare letter of acknowledgement.  5.9.2 Encode to the Database.	None	2 hours	PGMO

	<p>5.10 Non-Cognizable Grievance (Simple Transactions)</p> <p>The FPDO shall provide technical assistance, explain, and orient on program implementation.</p>	None	3 days	PGMO
	<p>5.11 Endorse all major grievances to the RPMO.</p>	None	1 day	PGMO
	<p>5.12 Gather data and other essential information to determine the reasons or factors that trigger the filing of grievance.</p> <p>5.12.1. The PGO shall check the involvement of the PDO.</p>	None	1 day	Grievance Verification Report (Annex C)
	<p>5.13. Provide feedback to the complainant on the action taken.</p>	None	1 day	Grievance Feedback Report (Annex B)
	<p>5.14 Monitor the status of newly resolved grievances to ensure that recommendations provided are properly executed by the involved persons/parties.</p> <p>5.14.1. Encode in the SLP Grievance Tracker.</p>	None	1 day	Grievance Monitoring Report (Annex D)



<b>Activities to be undertaken by the SLP-RPMO</b>	<b>None</b>	<b>For Simple - 4 Days and 1 Hour</b> <b>For Complex - 8 Days and 1 Hour</b> <b>For Highly Technical - 11 Days and 1 Hour</b>
<b>For Grievances at the SLP- Regional Level</b>	<b>None</b>	<b>30 Days</b>
<b>For Grievances at the SLP- Provincial Level</b>	<b>None</b>	<b>27 Days</b>
<b>For Grievances at the SLP- Municipal Level</b>	<b>None</b>	<b>7 days and 2 Hours</b>

*\*The processing of grievances is based on the Guidance Note on the Grievance Management Process of the Sustainable Livelihood Program.*

## **2. Process for Referrals received through Individual / Group/ Association or organization referred from OBSUs, NGAs, NGOs, CSOs, LGUs and Other Institutions**

The process for referrals received by the Sustainable Livelihood Program - SLP Regional Program Management Office (RPMO) aims to enumerate the steps and procedures that the referring office, client and concerned DSWD personnel to undertake to efficiently facilitate the request for livelihood assistance of referred individuals received by the DSWD SLP RPMO.

<b>Office or Division:</b>	Sustainable Livelihood Program - Regional Program Management Office
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C – Government to Citizens G2G – Government to Government
<b>Who may avail:</b>	All Qualified Walk-in Program Participants

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) Photocopy of any valid identification of the client/person applying for Livelihood Assistance Grants		Government Agencies issuing identification cards such as SSS, Philhealth, PAG-IBIG, LTO, DFA, PRC, COMELEC, NBI and others		
ACTIVITIES TO BE UNDERTAKEN BY THE SLP RPMO:				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File the Application for livelihood assistance from SLP-NPMO, OBSUs, NGAs, NGOs, CSOs, LGU, and other institutions through email.	1.1. The PDO/RMO shall acknowledge the receipt of individual referral applications for livelihood assistance through email.	None	10 minutes	Project Development Officer (PDO) for NPMO  Referral Management Officer (RMO) for RPMO
	1.2. The PDO/RMO shall check and review the completeness of the client's information and validate lacking information, if any.	None	10 minutes	PDO - NPMO / RMO - RPMO
2. Wait for the call/email/text or personal visit of the PDO from the SLP-RPMO.	<b>2.1. For the SLP-NPMO:</b>  2.1.1. The PDO shall prepare the endorsement memorandum to be signed by the National Program Manager to the DSWD-FO through the SLP-RPMO with complete attachments.  2.1.2. The PDO shall prepare a letter/ memorandum to	None	6 hours	PDO / SLP NPM - NPMO

	<p>be signed by the National Program Manager informing the referring party that the referral has been endorsed to the DSWD-FO through the SLP-RPMO.</p> <p><b>2.1.3. For the SLP-RPMO:</b></p> <p>2.1.3.1. Once received by the SLP-RPMO, the RMO shall acknowledge receipt of individual referral applications for livelihood assistance from <b>SLP-NPMO</b> through email. The RMO shall review the completeness of the client's information as necessary and coordinate with the referring party.</p> <p>2.1.3.2. The RMO shall undertake name-matching to the endorsed list of Pantawid Pamilyang Pilipino Program (4Ps) Targets of SLP.</p> <p>For those not found in the List of Pantawid Pamilyang</p>			<p>RMO, PC, RPC, and RD-RPMO</p>
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	<p>Pamilyang Pilipino Program (4Ps) Targets of SLP.</p> <p>For those not found in the List of Pantawid Pamilyang Pilipino Program (4Ps) Targets of SLP, the RMO shall conduct name-matching with the Listahanan 3 Database.</p> <p><b>For those tagged as non-poor in the Listahanan -</b>        The RMO shall prepare a letter for endorsement of the client to stakeholders for review of the RPC and for approval by the Regional Director (RD).</p> <p><b>For those found in the endorsed list of 4Ps targets of SLP and tagged “No Match” in the Listahanan 3 Database -</b> The RMO shall prepare a memorandum addressed to the Provincial Coordinator (PC) to refer the clients that are found in the endorsed list</p>			
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	of 4Ps targets of SLP and those tagged as “no-match” for the conduct of SLP Means Test for onward submission to Regional Program Coordinator (RPC).			
	2.2. The RMO shall encode the details of the client in the SLP Information System (SLPIS)	None	30 minutes	RPC - RPMO
	2.3. The RMO shall email, text, or call the referring party and clients to inform them that the application was endorsed to the concerned SLP Provincial Office for the conduct of succeeding steps.	None	10 minutes	RPC - RPMO

ACTIVITIES TO BE UNDERTAKEN BY THE SLP-RPMO/PROVINCIAL OFFICE				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Wait for the call/email/text or personal visit of the IPDO from the SLP-Provincial Office.	3.1. The PC shall acknowledge receipt of the memorandum from the RPC through email.	None	10 minutes	PC - RPMO
	3.2. The PC shall review the completeness of the client's information.  3.2.1 The PC shall coordinate with the Implementing Project Development Officer (IPDO) to conduct succeeding steps for the referred applicant	None	2 hours	PC - RPMO
	3.3 The IPDO shall email, text, or call applicant/s to inform them that the application was received by the concerned SLP Provincial Office and there shall be an assessment to be conducted.	None	15 minutes	IPDO - RPMO
4. Undergo the SLP Means Test	4.1. <b>If the referred client is tagged as no-match in the Listahanan 3 Database:</b>  4.1.1. The IPDO shall administer the SLP Means Test to determine	None	6 hours	IPDO/PC - RPMO

	<p>the client's qualification to the program. The SLP Means Test shall be approved by the Provincial Coordinator. The PC shall provide feedback to the RPC on the result of SLP Means Test.</p> <p><b>If qualified in the SLP Means Test -</b> proceed to client step 5.</p> <p><b>If not qualified in the SLP Means Test -</b> After the approval of the PC of the SLP Means Test, the IPDO shall inform the client on the result. The PC shall inform the RMO for the latter to prepare letter for endorsement of the client to stakeholders to be reviewed by the RPC and to be approved by the RD</p>			
5. Accomplish the SLP Data Privacy Consent Form	<b>If the referred client is found in the endorsed list of Pantawid Pamilyang Pilipino Program (4Ps) Targets of SLP, tagged as Poor in the Listahanan and tagged as "no-match" in the</b>	None	10 minutes	IPDO – RPMO

	<p><b>Listahanan but qualified in the SLP Means Test:</b></p> <p>5.1. The IPDO shall explain the data privacy protocol of the program by reading and explaining the SLP Data Privacy Notice and Consent Form before proceeding with the SLP processes for referrals.</p>			
	<p>5.2. The IPDO shall assist in the administration of the Data Privacy Consent Form. Once the client concurs, he/she shall sign or place his/her thumb mark in the consent form</p>	None	15 minutes	IPDO - RPMO
6. Participate in the SLP Orientation	6. The IPDO shall conduct a brief orientation to the client on the general description of SLP, Program Tracks, Program Modalities, and Program Eligibility Requirements.	None	30 minutes	IPDO - RPMO



<p>7. Accomplish the Letter of Intent or SLP Waiver Form.</p>	<p>7. The client shall accomplish the <b>Letter of Intent (LOI)</b> signifying the interest to pursue engagement with SLP as program participants while for clients who decided not to proceed with the succeeding activity must sign the SLP <b>Waiver Form</b>.</p>	<p>None</p>	<p>15 minutes</p>	<p>IPDO - RPMO</p>
<p>8. Accomplish the SLP Profile Form</p>	<p>8. The IPDO shall assist the client in accomplishing the SLP Profile Form.</p>	<p>None</p>	<p>20 minutes</p>	<p>IPDO - RPMO</p>
<p>9. Accomplish the Livelihood Skills Assessment Form (LSAF)</p>	<p>9.1. The IPDO shall assist the administration of the Livelihood Skills Assessment Form (LSAF).</p> <p>For those who passed the LSAF and decided to continue, proceed to client step 10.</p> <p>The clients who decided not to proceed to the succeeding activity must sign the SLP <b>Waiver form</b></p>	<p>None</p>	<p>6 hours</p>	<p>IPDO - RPMO</p>

<p>10. Participate in the Micro-Enterprise Development Training 1 (MEDT1) and Basic Employment Skills Training (BEST1)</p>	<p>10.1. Conduct of MEDT1 or BEST1</p> <p><b>For the clients qualified for MD Track</b> - The IPDO shall conduct MEDT 1 for all MD Track.</p> <p><b>For the clients qualified for EF track</b> - The IPDO shall conduct BEST 1 for all EF Track.</p> <p><b>For the participants who decided not to proceed</b> - The clients must sign the SLP Waiver form.</p> <p><i>Note: In case that the IPDO may not be able to act as the Subject Matter Expert (SME), the CPDO may act as the SME, if the CPDO will not be available, the CPDO must coordinate with the PC for the identification of SME from the pool of business development partners.</i></p>	<p>None</p>	<p>4 hours</p>	<p>IPDO / Capacity Building Project Development Officer (CPDO)</p>
	<p>10.2. The IPDO shall update the client's information in the SLP Information System (SLPIS).</p>	<p>None</p>	<p>30 minutes</p>	<p>IPDO - RPMO</p>
<p>11. Prepare and sign the Modality Application Form (MAF)</p>	<p>11. The IPDO shall guide/assist the client in the preparation of the MAF.</p>	<p>None</p>	<p>2 hours</p>	<p>IPDO - RPMO</p>

12. Receive the SLP Grant	12.1. The IPDO shall prepare the attachments to the Mungkahing Proyekto (MP) or Project Proposal such as the Certificate of Eligibility (COE), MAF and other documents needed for the review and approval of the MP.	None	6 hours	IPDO - RPMO
	<p><b>12.2. Project Proposal Review at the Provincial Level.</b></p> <p>The PC shall review the MP using the Project Assessment Tool (PAT).</p> <p><i><b>Note:</b> MPs with findings that need revision / enhancement or replacement will be endorsed to IPDO by the PC.</i></p>	None	1 day	PC - RPMO
	<p><b>12.3. Project Proposal Review at the Regional Level</b></p> <p>The RPC shall review and sign the MP as to completeness of attachment and compliance to program standards. After which, it shall be forwarded to RD for approval.</p>	None	1 day	RPC - RPMO

	<p><b>12.4. Project Proposal Approval</b></p> <p>The RD shall approve the MP prior to processing.</p>	None	2 days	RD - RPMO
	<p><b>12.4.1. Project Proposal Processing</b></p> <p>After the approval of the RD, the project proposal shall undergo review by the Finance Management Division (FMD) of the FO to ensure compliance to accounting and auditing procedures. Then, prepare the Obligation Request.</p>			
	<p>12.5. Process the Disbursement Voucher.</p>	None	2 days	Finance Management Division (FMD)
	<p><b>12.6. Preparation for Grant Releasing</b></p> <p>12.6.1. The IPDO shall monitor the issuance of the approved check for disbursement.</p> <p>12.6.2. The IPDO shall notify the program participant/s for the release of the check through</p>	None	1 day	IPDO - RPMO

	text, email, call, visit, etc.			
	<p><b>12.7. Grant Releasing</b></p> <p>12.7.1. The IPDO to coordinate with the client for the schedule of grant releasing</p> <p>12.7.2. The IPDO to conduct Financial Literacy Training before the grant releasing</p> <p>12.7.3 The client shall receive the grant in the form of cash through cash payout or via check through disbursement vouchers.</p>	None	1 day	<p>IPDO – RPMO (For Step 12.7.1)</p> <p>Special Disbursement Officer (SDO) / RMO / IPDO / RPC / PC – RPMO (For Step 12.7.3)</p>
13. Fill out the Client Satisfaction Measurement Form (CSMF)	13.1. Administer the CSMF with assistance from the IPDO.	None	5 minutes	IPDO - RPMO
	13.2. The IPDO shall update the client's information to the SLP IS.	None	30 minutes	IPDO - RPMO

<b>Activities to be undertaken by SLP - NPMO/SLP - RPMO</b>	<b>None</b>	<b>7 hours</b>
<b>Activities to be undertaken by SLP – RPMO</b>	<b>None</b>	<b>11 days and 5 hours</b>
<b>TOTAL</b>	<b>None</b>	<b>12 days and 4 hours</b>

### 3. Process for the Provision of Livelihood Assistance to Walk-in Clients

The process for Walk-in Individuals Seeking Livelihood Assistance aims to enumerate the steps and procedures that the client and concerned DSWD personnel undertake to efficiently facilitate the request for livelihood assistance of individuals that personally appeared at the DSWD Sustainable Livelihood Program- Regional Program Management Offices.

<b>Office or Division:</b>	Sustainable Livelihood Program – Regional Program Management Office			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C – Government to Citizens G2G – Government to Government			
<b>Who may avail:</b>	All Qualified Walk-in Program Participants			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
One (1) Photocopy of any valid identification of the client/person applying for the Livelihood Assistance Grants.		Government Agencies issuing identification cards such as SSS, Philhealth, PAG-IBIG, LTO, DFA, PRC, COMELEC, NBI and others.		
<b>ACTIVITIES TO BE UNDERTAKEN BY THE SLP-NPMO/SLP-RPMO:</b>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Accomplish the SLP Data Privacy Consent Form and Attendance Sheet	1.1. The Project Development Officer (PDO) at the or Referral Management Officer(RMO) at the SLP Regional Program Management Office (RPMO) shall explain the data privacy protocol of the program by reading and explaining the SLP Data Privacy Notice and Consent Form	None	10 minutes	Regional Program Coordinator – Sustainable Livelihood Program – Regional Program Management Officers (RPC - SLP-RPMO)

	<p>1.2. Request client to fill-out attendance sheet.</p> <p><b>For the walk-in clients from the SLP RPMO</b> - the RMO shall request the client to fill-out the attendance sheet.</p>	None	30 minutes	RPC - RPMO
2. Participate in the SLP Orientation	<p>2.1. The PDO/RMO shall conduct a brief orientation to the client on the general description of SLP</p> <p>2.1.1 Facilitate the administration of the Walk-in Client Information Sheet (WCIS) to gather basic information of the clients.</p>	None	1 hour	RPC - RPMO
3. Claim the SLP Reference Slip	3. The PDO/RMO shall issue the SLP Reference Slip and inform the client of the next steps.	None	10 minutes	RPC - RPMO
4. Fill-out the Client Satisfaction Measurement Form (CSMF)	4.1. Administer the CSMF with assistance from the PDO/RMO.	None	5 minutes	RPC - RPMO

	<p><b>4.2. For the SLP-NPMO:</b>          4.2.1. The PDO shall prepare the endorsed memorandum to be signed by the National Program Manager to the DSWD-FO through the SLP-RPMO with complete attachments.</p> <p><b>For the SLP-RPMO:</b>          4.2.2. Once received by the SLP-RPMO, the RMO shall acknowledge receipt of individual referral applications for livelihood assistance from <b>SLP-NPMO</b> through email. The RMO shall check and review the completeness of the client's information as necessary and coordinate with the referring party.</p> <p>4.2.3. The RMO shall undertake name-matching to the endorsed list of Pantawid Pamilyang Pilipino Program (4Ps) Targets of SLP.</p> <p><b>For those not found in the List of Pantawid Pamilyang Pilipino Program (4Ps)</b></p>	None	6 hours	<p>PDO / SLP NPM – NPMO  <i>(For Step 4.2.1)</i></p> <p>RMO, PC, RPC, and RD - RPMO  <i>(For Step 4.2.2)</i></p>
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	<p><b>Targets of SLP</b> - The RPMO shall conduct name-matching with the Listahanan 3 Database.</p> <p><b>For those tagged as non-poor in the Listahanan</b> - The RMO shall prepare a letter for endorsement of the client to stakeholders for review of the RPC and for approval by the Regional Director (RD).</p> <p><b>For those found in the endorsed list of 4Ps Targets of SLP and tagged as “No Match” in the Listahanan 3 Database</b> - The RMO shall prepare a memorandum addressed to the Provincial Coordinator (PC) to refer the clients found in the endorsed list of 4Ps targets of SLP and those tagged as “no-match” for the conduct of SLP Means Test for onward submission to Regional Program Coordinator (RPC).</p>			<p>RMO, PC, RPC, and RD - RPMO</p>
	<p>4.3. The RMO shall encode the details of the client in the SLP Information System (SLPIS)</p>	<p>None</p>	<p>30 minutes</p>	<p>RPC - RPMO</p>

	4.4. The RMO shall email, text, or call the clients to inform them that the application was endorsed to the concerned SLP Provincial Office for the conduct of succeeding steps.	None	10 minutes	RPC - RPMO
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<b>ACTIVITIES TO BE UNDERTAKEN BY THE SLP-RPMO/PROVINCIAL OFFICE</b>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
5. Wait for the call/email/text or personal visit of the IPDO from the SLP Provincial Office.	5.1. The PC shall acknowledge receipt of the memorandum from the RPC through email and review the completeness of the client's information.	None	2 hours	PC-RPMO
	5.1.1 The PC shall coordinate with the Implementing Project Development Officer (IPDO) to assess the referred client.			PC / IPDO – RPMO
	5.2. The IPDO shall email, text, or call clients to inform them that the application was received by the concerned SLP Provincial Office and there shall be an assessment to be conducted.	None	15 minutes	IPDO - RPMO

<p>6. Undergo the SLP Means Test</p>	<p>6.1 Actions to be undertaken by the IPDO after receipt of the referred walk-in client:</p> <p><b>If no-match in the Listahanan 3 Database</b> - The IPDO shall conduct the SLP Means Test to determine the client's qualification to the program. The SLP Means Test shall be approved by the Provincial Coordinator. The PC shall provide feedback to the RPC on the result of SLP Means Test.</p> <p>If qualified in the SLP Means Test - proceed to client step 7.</p> <p>If not qualified in the SLP Means Test - After the approval of the PC of the SLP Means Test, the IPDO shall inform the client on the result. The PC shall inform the RMO for the latter to prepare a letter for endorsement of the client to stakeholders to be reviewed by the RPC and to be approved by the</p>	<p>None</p>	<p>6 hours</p>	<p>RMO, IPDO, PC, RPC, and RD - RPMO</p>
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	Regional Director (RD).			
7. Accomplish the SLP Data Privacy Consent Form	7.1. The IPDO shall explain the data privacy protocol of the program by reading and explaining the SLP Data Privacy Notice and Consent Form before proceeding with the SLP processes for referrals.	None	10 minutes	IPDO - RPMO
	7.2 The IPDO shall assist in the administration of the Data Privacy Consent Form. Once the client concurs, he/she shall sign or place his/her thumb mark in the consent form.	None	15 minutes	IPDO - RPMO
8. Participate in the SLP Orientation	8. The IPDO shall conduct a brief orientation to the client on the general description of SLP, Program Tracks, Program Modalities, and Program Eligibility Requirements.	None	30 minutes	IPDO - RPMO

<p>9. Accomplish the Letter of Intent or SLP Waiver Form</p>	<p>9. The client shall accomplish the <b>Letter of Intent (LOI)</b> signifying the interest to pursue engagement with SLP as program participants, while clients who decided not to proceed with the succeeding activity must sign the <b>SLP Waiver Form</b>.</p>	<p>None</p>	<p>15 minutes</p>	<p>IPDO - RPMO</p>
<p><b>10. Accomplish the SLP Profile Form</b></p>	<p><b>10. The IPDO shall assist or guide the client in accomplishing the SLP Profile Form.</b></p>	<p><b>None</b></p>	<p><b>20 minutes</b></p>	<p><b>IPDO - RPMO</b></p>
<p>11. Accomplish the Livelihood Skills Assessment Form (LSAF)</p>	<p>11.1. The IPDO shall administer the Livelihood Skills Assessment Form (LSAF).</p> <p>For the clients who passed the LSAF and decided to continue, proceed to client step <b>12</b>.</p> <p>The clients who decided not to proceed to the succeeding activity must sign the <b>SLP Waiver form</b>.</p>	<p>None</p>	<p>6 hours</p>	<p>IPDO - RPMO</p>

<p>12. Participate in the Micro-Enterprise Development Training 1 (MEDT1) and Basic Employment Skills Training (BEST1)</p>	<p>12.1. Conduct of MEDT 1 or BEST1.</p> <p><b>For clients who are qualified for MD Track</b> - The IPDO shall conduct the MEDT 1 for all MD Track.</p> <p><b>For clients who are qualified for EF track</b> - The IPDO shall conduct the BEST 1 for all EF Track.</p> <p><b>For the clients who decided not to proceed</b> - The clients must sign an <b>SLP Waiver form</b></p> <p><b>Note:</b> <i>In case that the IPDO may not be able to act as the Subject Matter Expert (SME), the CPDO may act as the SME, if the CPDO will not be available, the CPDO must coordinate with the PC for the identification of SME from the pool of business development partners.</i></p>	None	4 hours	IPDO / Capacity Building Project Development Officer (CPDO) - RPMO
	<p>12.2. The IPDO shall update the client's information in the SLP IS.</p>	None	30 minutes	IPDO - RPMO
<p>13. Prepare and sign the Modality Application Form (MAF)</p>	<p>13. The IPDO shall guide/assist the client in the preparation of the MAF.</p>	None	2 hours	IPDO - RPMO

14. Receive the SLP Grant	14.1. The IPDO shall prepare the attachments to the Mungkahing Proyekto (MP) or Project Proposal such as the Certificate of Eligibility (COE), MAF and other documents needed for the review and approval of the MP.	None	6 hours	IPDO - RPMO
	<p><b>14.2. Project Proposal Review at the Provincial Level</b></p> <p>The PC shall review the MP using the Project Assessment Tool (PAT).</p> <p><i><b>Note:</b> MPs with findings that need revision / enhancement or replacement will be endorsed to IPDO by the PC.</i></p>	None	1 day	PC - RPMO
	<p><b>14.3. Project Proposal Review at the Regional Level</b></p> <p>The RPC shall review and sign the MP as to completeness of attachment and compliance to program standards. After which, it shall be forwarded to RD for approval.</p>	None	1 day	RPC - RPMO

	<p>14.4. The RD shall approve the MP prior to processing.</p> <p>14.4.1 After the approval of the RD, the project proposal shall undergo review by the Finance Management Division (FMD) of the FO to ensure compliance to accounting and auditing procedures. Then, prepare the Obligation Request.</p>	None	2 days	RD - RPMO
	<p>14.5. Process the Disbursement Voucher</p>	None	2 days	Finance Management Division (FMD)
	<p><b>14.6. Preparation for Grant Releasing</b></p> <p>14.6.1. Monitor the issuance of the approved check for disbursement.</p> <p>14.6.2. Notify the program participants for the release of the check through text, email, call, visit, etc.</p>	None	1 day	IPDO - RPMO
	<p><b>14.7. Grant Releasing</b></p> <p>14.7.1. The IPDO to coordinate with the client for the schedule of grant releasing.</p> <p>14.7.2. The IPDO shall conduct Financial Literacy Training.</p>	None	1 day	IPDO – RPMO (For Step 14.7.1.)



	14.7.3. The clients shall receive the grant in the form of cash through cash payout or via check through disbursement vouchers.			Special Disbursement Officer (SDO) / RMO / IPDO / RPC / PC – RPMO (For Step 14.7.3.)
15. Fill out the Client Satisfaction Measurement Form (CSMF)	15.1. The client shall fill-out the CSMF with assistance from the IPDO.	None	5 minutes	IPDO - RPMO
	15.2. The IPDO shall update the client's information to the SLP IS.	None	30 minutes	IPDO - RPMO
<b>Activities to be undertaken by SLP - NPMO/SLP – RPMO</b>		<b>NONE</b>	<b>1 day, 1 hour and 15 minutes</b>	
<b>Activities to be undertaken by SLP – RPMO</b>		<b>NONE</b>	<b>11 days 2 hours and 5 minutes</b>	
<b>TOTAL</b>		<b>NONE</b>	<b>12 days and 4 hours</b>	

## FEEDBACK AND COMPLAINTS MECHANISM

<p><b>How feedbacks are processed</b></p>	<p>All CSMF Forms shall be validated and recorded by the CPFMS Unit Head;</p> <ul style="list-style-type: none"> <li>○ Feedbacks requiring actions will be discussed within the Unit for proper course of action;</li> <li>○ Feedbacks will be relayed to the concerned client;</li> </ul> <p>For inquiries and follow-ups, clients may contact the CPFMS through landline (082) 226-28-57</p> <ul style="list-style-type: none"> <li>○ or email at 11 <a href="mailto:livelihood11@dswd.gov.ph">livelihood11@dswd.gov.ph</a></li> </ul>
<p><b>How to file a complaint</b></p>	<p>Client shall indicate his/he specific concern via writing/ email which must be sent to <a href="mailto:livelihood11@dswd.gov.ph">livelihood11@dswd.gov.ph</a>.</p>
<p><b>How complaints are processed</b></p>	<ul style="list-style-type: none"> <li>○ From Field Offices, OBSUs, NGAs, NGOs, CSOs, 8888 Citizens Complaint Hotline, and other institutions: Response letter to the endorsee, briefer for the Secretary (<i>as necessary</i>), 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 response letter to the client to be officially sent through provided email</li> </ul>
<p><b>Contact Information of ARTA, PCC, and CCB</b></p>	<p><b>Anti-Red Tape Authority (ARTA)</b>  complaints@arta.gov.ph  or call at 8478–5091 or 8478–5093</p> <p><b>Presidential Action Center (PACe)</b>  pace@op.gov.ph  Hotline 8888 or 82498310 loc. 8175 or 8182  Tel Nos. 8736-8645, 8736-8603, 8736-8606, 8736-8629, 8736-8621</p> <p><b>Contact Center ng Bayan (CCB)</b>  email@contactcenterngbayan.gov.ph  0908-881-6565</p>