

# DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT

## FIELD OFFICE NO. 02

## CITIZEN'S CHARTER 2020 (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:**

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:**

DSWD Field Office No. 02 is committed 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.

**PROCESS NAME: ISSUANCE OF TRAVEL CLEARANCE ISSUANCE FOR MINORS TRAVELING ABOARD**

<b>Division:</b>	Protective Services Division
<b>Description:</b>	Travel Clearance for Minors Traveling Abroad is a document issued by the Department of Social Welfare and Development for a minor who is below 18 years old, who wants to travel abroad alone, without any his or her parent or legal guardian.
<b>Legal Reference:</b>	DSWD Administrative Order No. 012 series of 2017
<b>Process Owner:</b>	Children Sector
<b>Input Document:</b>	Accomplished Application Form
<b>Output Document:</b>	Travel Clearance Certificate of Exemption
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	Filipino Minors Travelling Abroad
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
<b>For Minors Traveling Alone to a Foreign Country for the First Time</b>	
Duly accomplished Application Form	DSWD Field Offices or can be downloaded via <a href="http://www.dswd.gov.ph">www.dswd.gov.ph</a>
LSWDO/SWAD Social Worker's Assessment when necessary	Local Social Welfare and Development where the minor resides
PSA issued Birth Certificate of Minor	Philippine Statistics Authority; court which handled the Legal Guardianship petition; Shariah Court or Religious Leader
Photocopy of PSA Issued Marriage Contract of minor's parents/ Copy of Court issued Legal Guardianship / Tallaq or Fasakh Certification from the Shariah Court or any Muslim Bgy or religious leader	Law Office and Notarized at the place where the minor resides/Philippine Embassy (if minors parent/s are abroad
Notarized Affidavit of Consent or Written Consent of both parents/ legal guardian/ solo parent whichever is applicable. Photocopy of valid passport and valid visa or ID issued abroad, if parents are working abroad.	Applicant
Two (2) original colored passport size photo of the minor (in White, Red or Blue background) taken within the last 6 months. No scanned picture is allowed.	Applicant
Affidavit of Support and Certified copy of evidence to show financial capability of sponsor e.g. Certificate of Employment, Latest Income Tax Return, Bank Statement, etc	Applicant
Certified True Copy of the Death Certificate (for deceased parent/s of SECPA	Applicant
Unaccompanied Minor Certificate from the Airlines	Airline Company where ticket is obtained
Waiver from the parents releasing DSWD from any liability/responsibility in case of untoward incident during the travel of the child.	Applicant



<b>For succeeding travel of Unaccompanied minor or Travelling ALONE</b>	
Duly accomplished Application Form	DSWD Field Offices or can be downloaded via <a href="http://www.dswd.gov.ph">www.dswd.gov.ph</a>
Notarized Affidavit or Written Consent of both parents, the Solo parent and the legal guardian, whichever, is applicable, with copy of valid ID with signature,	Law Office and Notarized at the applicants place of residents
Original copy of the previous Travel Clearance issued.	Applicant
Two (2) original colored passport size photo of the minor (in White, Red or Blue background) taken within the last 6 months. No scanned picture is allowed.	Applicant
Unaccompanied Minor Certificate from the Airlines.	Airline Company
Waiver from the parents releasing DSWD from any liability/responsibility in case of untoward incident during the travel of the child.	Applicant
<b>Minor Travelling for the FIRST TIME with persons other than the Parents or Legal Guardian</b>	
Duly accomplished Application Form	DSWD Field Offices or can be downloaded via <a href="http://www.dswd.gov.ph">www.dswd.gov.ph</a>
Copy of the PSA issued birth certificate of the minor	Philippine Statistical Authority
Notarized affidavit or written consent of both parents or solo parent or legal guardian, attached with valid identification card with specimen signature	Applicant
Copy of Marriage Certificate for Minor's parents (SECPA), Solo Parent ID, for solo parents, Court Decree of Separation, Annulment or Divorce, for illegitimate minors, CENOMAR from PSA in case of deceased parent/s copy of the Death Certificate	PSA; Local Science Welfare and Development Office (for the Solo Parents ID); Family Court
Two (2) original colored passport size photo of the minor (in White, Red or Blue background) taken within the last 6 months. No scanned picture is allowed.	Applicant
Photocopy of the passport of the travelling companion.	Minor's Traveling companion
<b>ADDITIONAL REQUIREMENTS UNDER SPECIAL CIRCUMSTANCES</b>	
<b>For Filipino minor migrating to another country</b>	
1. Visa petition approval	Applicant
<b>For a minor who will study abroad</b>	
1. Acceptance or certificate of Enrolment or Registration from the school where minor is to be enrolled	Applicant
<b>For a minor who will attend Conference, Study Tours, Competition, Student Exchange Program, Summer Camp, Pilgrimage, World Youth Day and Other related activities:</b>	
1. Certificate from sponsoring organization	Sponsoring Organization
2. Affidavit of undertaking of companion indicating the safety measures undertaken by	Sports Agency

the sports agency (for sports competition				
3. Signed Invitation from the Sponsoring agency/ organization abroad with itinerary of travel and list of participants and duration of the activity/ travel	Sponsoring Organization			
<b>For minor going abroad for medical purposes</b>				
1. Medical Abstract of the minor	Applicant			
2. Recommendation from the attending physician that such medical procedure is not available in the country, letter from sponsor	Attending Physician			
<b>For a minor whose parent/s are seafarers</b>				
1. A copy of contract from the company	Applicant			
2. Photocopy of the Seaman's Book	Applicant			
<b>For abandoned minor with alleged missing parent, if parent/s</b>				
1. Social Case Study Report executed by a licensed social worker of the local government unit.	Local Social Welfare and Development Office			
2. Blotter report from either the local police or barangay certification from the locality or the last known address of the alleged missing				
3. One (1) returned registered mail to the last known address of the alleged missing parent(s) or known relative(s)				
<b>For minor's going abroad for Inter-country Adoption</b>				
1. Placement Authority Issued by ICAB	Inter-Country Adoption Board			
2. Authority to escort issued by ICAB	Inter-Country Adoption Board			
<b>Minor's under Foster Care</b>				
1. Notarized Affidavit of Undertaking by the Foster Parents	Applicant			
2. Photocopy of Placement Authority	Applicant			
3. DSWD Certification of the CDCLAA except those under Kinship Care	DSWD			
4. Return Tickets	Applicant			
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCES- SING TIME (R.A. 11032)</b>	<b>PERSON RESPONSIBLE</b>
1. Fill up Application Form	1.1. Issue Service Sequence Number		2 minutes	Officer of the Day
	1.2. Encode client's information in the Online Spread sheet		3 minutes	Officer of the Day
2. Submit documents to the Social Worker to ensure completeness of documents	2.1. Social Worker check the presented documentary requirements are complete. If not, the client will be asked to comply.		5 minutes	Social Worker



3. Provide necessary detail/information for verification of the Social Worker	3.1. Social Worker interview and conduct assessment of the application		5 minutes	Social Worker
	3.2. Recommend for the approval or disapproval of the application to the Signing Authority		5 minutes	Social Worker
4. Await for the disposition of the request.	4.1. Approves/ disapproves the application  4.1.a. If approved, issue claim stub schedule of release (minimum of 1 day processing and maximum of 3 days processing		5 minutes	Social Worker
	4.1. b. If disapproved, counsel and explain the reason for disapproval of application		5 minutes	Social Worker
	4.1. c. If exempted notify nearby DSWD Field Offices and prepare Certificate of Exemption for Approval of the Regional Director		10 minutes	Social Worker
5. Pay and receive official receipt of payment Php 300.00 for 1 year validity and Php 600.00 for 2 year validity	5.1. Receive payment and issue official receipt to the applicant on the payment received	Php 300.00 1 year validity  Php 600.00 2 year validity	3 minutes	Cashier
	5.2. Prepare the Travel Clearance Certificate		10 minutes	Administrative Assistant
	5.3. Regional Director sign the Clearance or Certificate of Exemption for exempted applicants		5 minutes	Regional Director or the Authorizes Signatory
6. Receive Travel Clearance Certificate or Certificate of	6.1. Release Travel Clearance Certificate or Certificate of		5 minutes	Administrative Staff

Exemption	Exemption			
TOTAL			1 hour and 3 minutes	

### Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	<p>Kindly accomplish the Feedback Form available at the PACD Desk located at DSWD Field Office No. 02 lobby.</p> <p>Telephone: (078) 304 – 1004 Email: <a href="mailto:fo2@dswd.gov.ph">fo2@dswd.gov.ph</a></p>
How feedbacks are processed	<p>Every end of the month, feedbacks are consolidated by the designated PACD Focal Person. Feedbacks requiring answers/clarifications shall be forwarded to appropriate Division for immediate resolution, within 3 working days.</p> <p>For status of query/clarification, please contact the following:</p> <p>Telephone: (078) 304 – 1004 Email: <a href="mailto:fo2@dswd.gov.ph">fo2@dswd.gov.ph</a></p>
How to file a complaint	<p>Kindly accomplish the Feedback Form available at the PACD Desk located at DSWD Field Office No. 02 lobby.</p> <p>You may also file your complaint through telephone or via email with the following details:</p> <ul style="list-style-type: none"> <li>• Your Name and contact details</li> <li>• Transaction with Children's Sector (MTA)</li> <li>• Name of Person complained of</li> <li>• Reason for complaint</li> <li>• Evidence/s, if any</li> </ul> <p>For the status of your complaint/s, you may contact us thru:</p> <p>Telephone: (078) 304 – 1004 Email: <a href="mailto:fo2@dswd.gov.ph">fo2@dswd.gov.ph</a></p>
How complaints are processed	<p>Every end of the month, feedbacks are consolidated by the designated PACD Focal Person. Feedbacks requiring answers/clarifications shall be forwarded to appropriate Division for immediate resolution, within 3 working days.</p> <p>Proper investigation shall be conducted and a report shall be filed by the designated PACD Focal Person.</p> <p>Client concerned shall be informed of the response.</p> <p>For the status of your complaint, you may contact us thru:</p> <p>Telephone: (078) 304 – 1004 Email: <a href="mailto:fo2@dswd.gov.ph">fo2@dswd.gov.ph</a></p>



**PROCESS NAME: FINANCIAL ASSISTANCE (CASH OUTRIGHT) TO INDIVIDUALS IN CRISIS SITUATION**

<b>Division:</b>	Protective Services Division
<b>Description:</b>	Provision of integrated services in the form of psychosocial intervention or direct financial and material assistance, referral for psychological and legal service to disadvantaged and marginalized sectors. These services aim to help individuals and families to cope with the difficult situation they are presently experiencing such as illness, death, loss of job, or source of income and disaster/calamities.
<b>Legal Reference:</b>	DSWD Memorandum Circular No. 11 series of 2019
<b>Process Owner:</b>	Crisis Intervention Section
<b>Input Document:</b>	Complete List of Requirements Social Case Study Report
<b>Output Document:</b>	Payroll
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizens
<b>Who may avail:</b>	Individuals and/or families who are indigent, vulnerable, disadvantaged or otherwise in crisis situation based on the assessment of the Social Worker
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
<b>CASH OUTRIGHT (PHP 5,000.00 – BELOW)</b>	
<b>Medical Assistance</b>	
Certificate of Indigency or Certificate of Residency	Barangay where the client is residing
Any valid Government issued ID	Government agencies issuing identification card (SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA and among others
Certificate of Confinement/Medical certificate/Clinical Abstract	Attending Physician from hospital/clinic or from Medical Records
Prescription/ Hospital Bill/ Laboratory Request	Attending Physician from hospital/clinic or from Medical Records
<b>Burial Assistance</b>	
Certificate of Indigency or Certificate of Residency	Barangay where the client is residing
Any valid Government issued ID	Government agencies issuing identification card (SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA and among others
Death Certificate	Local Civil Registrar
Funeral Contract/Permit to transfer	Funeral Homes
<b>Educational Assistance</b>	
Certificate of Indigency or Certificate of Residency	Barangay where the client is residing
Any valid Government issued ID	Government agencies issuing identification card (SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA and among others
Certificate of Enrolment/Registration form	School where the student is presently enrolled



Statements of Accounts for College Students	School where the student is presently enrolled
School ID	School where the student is presently enrolled
<b>Food Subsidy</b>	
Certificate of Indigency or Certificate of Residency	Barangay where the client is residing
Any valid Government issued ID	Government agencies issuing identification card (SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA and among others
Certificate of Confinement	Attending Physician from hospital/clinic or from Medical Records
<b>Transportation Assistance</b>	
Certificate of Indigency or Certificate of Residency	Barangay where the client is residing
Any valid Government issued ID	Government agencies issuing identification card (SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA and among others
Police Blotter	Police Station
<b>CASH OUTRIGHT (PHP 5,001.00 to 10,000.00)</b>	
<b>Medical Assistance</b>	
Certificate of Indigency or Certificate of Residency	Barangay where the client is residing
Any valid Government issued ID	Government agencies issuing identification card (SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA and among others
Certificate of Confinement/Medical certificate/Clinical Abstract	Attending Physician from hospital/clinic or from Medical Records
Prescription/ Hospital Bill/ Laboratory Request	Attending Physician from hospital/clinic or from Medical Records
Social Case Study Report	Local Social Welfare and Development Office
<b>Burial Assistance</b>	
Certificate of Indigency or Certificate of Residency	Barangay where the client is residing
Any valid Government issued ID	Government agencies issuing identification card (SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA and among others
Death Certificate	Local Civil Registrar
Funeral Contract/Permit to transfer	Funeral Homes
Social Case Study Report	Local Social Welfare and Development Office
<b>Cash Assistance for Other Support Services(Fire Victim)</b>	
Certificate of Indigency or Certificate of Residency	Barangay where the client is residing
Any valid Government issued ID	Government agencies issuing identification card (SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA and among others
BFP Certification	BFP Station

Social Case Study Report		Local Social Welfare and Development Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (R.A. 11032)	PERSON RESPONSIBLE
1. Client proceeds to the Guard and signs in the Logbook and secure Queuing Number	<p>1.1. The guard on duty assists the client in signing in the logbook.</p> <p>1.2. The guard on duty gives the Queuing No. to the client.</p>		1 minute	Guard on Duty
2. Client will proceed at the Crisis Intervention Section for the review of documents presented.	<p>1.1. Staff on duty will verify the authenticity and completeness of the documents presented by the client.</p> <p><i>If documents are incomplete, the officer on duty will request the client to secure and complete the lacking documents. The officer on duty will advise the client to return on the scheduled date.</i></p>		1 minute	Social Welfare Aide or Administrative Assistant II
3. Client proceeds in the Verification- Online Crisis intervention management System (CRiMs)	<p>3.1. Social Worker will verify the name of the client in the online CRiMs.</p> <p><i>If the client already received the same type of assistance within 3 months, the social worker will advise the client to return on the scheduled date.</i></p>		1 minute	Social Worker
4. Client proceeds in the Interview and Assessment.	4.1. Social Worker takes photo of the client.		1 minute	Social Worker
	4.2. Social Worker gathers accurate		4 minutes	Social Worker



	data and information of the client.			
	<p>4.3. Assess the amount to be extended through cash outright or Guarantee Letter</p> <p><i>If the client is recommended for Guarantee Letter, he/she will be requested to return once the Guarantee Letter is approved by the Regional Director / ARD.</i></p>		5 minutes	Social Worker
5. Client signs the General Intake Sheet, Certificate of Eligibility, Cash Assistance payroll and Acknowledgement receipt.	5.1. Social Worker prepares the General Intake Sheet, Certificate of Eligibility, Cash Assistance payroll and Acknowledgement receipt.		5 minutes	Social Worker
6. Client receives financial assistance	6.1. Social Worker releases the financial assistance		3 minutes	Social Worker
<b>TOTAL</b>			21minutes	

#### Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	<p>Kindly accomplish the Feedback Form available at the PACD Desk located at DSWD Field Office No. 02 lobby.</p> <p>Telephone: (078) 304 – 1004 Email: <a href="mailto:fo2@dswd.gov.ph">fo2@dswd.gov.ph</a></p>
How feedbacks are processed	<p>Every end of the month, feedbacks are consolidated by the designated PACD Focal Person. Feedbacks requiring answers/clarifications shall be forwarded to appropriate Division for immediate resolution, within 3 working days.</p> <p>For status of query/clarification, please contact the following:</p> <p>Telephone: (078) 304 – 1004 Email: <a href="mailto:fo2@dswd.gov.ph">fo2@dswd.gov.ph</a></p>
How to file a complaint	Kindly accomplish the Feedback Form available at the PACD Desk located at DSWD Field Office No. 02 lobby.

	<p>You may also file your complaint through telephone or via email with the following details:</p> <ul style="list-style-type: none"> <li>• Your Name and contact details</li> <li>• Transaction with Children's Sector (MTA)</li> <li>• Name of Person complained of</li> <li>• Reason for complaint</li> <li>• Evidence/s, if any</li> </ul> <p>For the status of your complaint/s, you may contact us thru:</p> <p>Telephone: (078) 304 – 1004 Email: <a href="mailto:fo2@dswd.gov.ph">fo2@dswd.gov.ph</a></p>
How complaints are processed	<p>Every end of the month, feedbacks are consolidated by the designated PACD Focal Person. Feedbacks requiring answers/clarifications shall be forwarded to appropriate Division for immediate resolution, within 3 working days.</p> <p>Proper investigation shall be conducted and a report shall be filed by the designated PACD Focal Person.</p> <p>Client concerned shall be informed of the response.</p> <p>For the status of your complaint, you may contact us thru:</p> <p>Telephone: (078) 304 – 1004 Email: <a href="mailto:fo2@dswd.gov.ph">fo2@dswd.gov.ph</a></p>



**PROCESS NAME: FINANCIAL ASSISTANCE (GUARANTEE LETTER) TO INDIVIDUALS IN CRISIS SITUATION**

<b>Division:</b>	Protective Services Division			
<b>Description:</b>	Provision of integrated services in the form of psychosocial intervention or direct financial and material assistance, referral for psychological and legal service to disadvantaged and marginalized sectors. These services aim to help individuals and families to cope with the difficult situation they are presently experiencing such as illness, death, loss of job, or source of income and disaster/calamities.			
<b>Legal Reference:</b>	DSWD Memorandum Circular No. 11 series of 2019			
<b>Process Owner:</b>	Crisis Intervention Section			
<b>Input Document:</b>	Complete List of Requirements Social Case Study Report			
<b>Output Document:</b>	Payroll/OBR/DV			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizens			
<b>Who may avail:</b>	Individuals and/or families who are indigent, vulnerable, disadvantaged or otherwise in crisis situation based on the assessment of the Social Worker			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>GUARANTEE LETTER (PHP 10,001.00 - UP)</b>				
<b>Medical Assistance</b>				
Certificate of Indigency or Certificate of Residency		Barangay where the client is residing		
Any valid Government issued ID		Government agencies issuing identification card (SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA and among others		
Certificate of Confinement/Medical certificate/Clinical Abstract		Attending Physician from hospital/clinic or from Medical Records		
Prescription/ Hospital Bill/ Laboratory Request		Attending Physician from hospital/clinic or from Medical Records		
Social Case Study Report		Local Social Welfare and Development Office		
<b>Burial Assistance</b>				
Certificate of Indigency or Certificate of Residency		Barangay where the client is residing		
Any valid Government issued ID		Government agencies issuing identification card (SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA and among others		
Death Certificate		Local Civil Registrar		
Funeral Contract/Permit to transfer		Funeral Homes		
Social Case Study Report		Local Social Welfare and Development Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME (R.A. 11032)</b>	<b>PERSON RESPONSIBLE</b>

1. Client proceeds to the Guard and signs in the Logbook and secure Queuing Number	1.1. The guard on duty assists the client in signing in the logbook.  1.2. The guard on duty gives the Queuing No. to the client.		1 minute	Guard on Duty
2. Client will proceed at the Crisis Intervention Section for the review of documents presented.	1.1. Staff on duty will verify the authenticity and completeness of the documents presented by the client.  <i>If documents are incomplete, the officer on duty will request the client to secure and complete the lacking documents.</i>		1 minute	Social Welfare Aide  or  Administrative Assistant II
3. Client proceeds in the Verification- Online Crisis intervention management System (CRiMs)	3.1. Social Worker will verify the name of the client in the online CRiMs.  <i>If the client already received the same type assistance within 3 months, the social worker will advise the client to return on the scheduled date.</i>		1 minute	Social Worker
4. Client proceeds in the Interview and Assessment procedure.	4.1. Social Worker takes photo of the client.		1 minutes	Social Worker
	4.2. Social Worker gathers accurate data and information of the client.		4 minutes	Social Worker
	4.3. Social Worker assesses the amount to be extended through a Guarantee Letter		5 minutes	Social Worker
5. Client signs the General Intake Sheet	5.1. Social Worker prepares the General Intake Sheet and		15 minutes	Social Worker



and Certificate of Eligibility.	Certificate of Eligibility and Guarantee letter.			
6. Client to return to CIU once Guarantee Letter is approved by the Regional Director	Submits all supporting documents and Guarantee Letter for the signature of the Regional Director		1 day	

### Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	<p>Kindly accomplish the Feedback Form available at the PACD Desk located at DSWD Field Office No. 02 lobby.</p> <p>Telephone: (078) 304 – 1004 Email: <a href="mailto:fo2@dswd.gov.ph">fo2@dswd.gov.ph</a></p>
How feedbacks are processed	<p>Every end of the month, feedbacks are consolidated by the designated PACD Focal Person. Feedbacks requiring answers/clarifications shall be forwarded to appropriate Division for immediate resolution, within 3 working days.</p> <p>For status of query/clarification, please contact the following:</p> <p>Telephone: (078) 304 – 1004 Email: <a href="mailto:fo2@dswd.gov.ph">fo2@dswd.gov.ph</a></p>
How to file a complaint	<p>Kindly accomplish the Feedback Form available at the PACD Desk located at DSWD Field Office No. 02 lobby.</p> <p>You may also file your complaint through telephone or via email with the following details:</p> <ul style="list-style-type: none"> <li>• Your Name and contact details</li> <li>• Transaction with Children's Sector (MTA)</li> <li>• Name of Person complained of</li> <li>• Reason for complaint</li> <li>• Evidence/s, if any</li> </ul> <p>For the status of your complaint/s, you may contact us thru:</p> <p>Telephone: (078) 304 – 1004 Email: <a href="mailto:fo2@dswd.gov.ph">fo2@dswd.gov.ph</a></p>

How complaints are processed	<p>Every end of the month, feedbacks are consolidated by the designated PACD Focal Person. Feedbacks requiring answers/clarifications shall be forwarded to appropriate Division for immediate resolution, within 3 working days.</p> <p>Proper investigation shall be conducted and a report shall be filed by the designated PACD Focal Person.</p> <p>Client concerned shall be informed of the response.</p> <p>For the status of your complaint, you may contact us thru:</p> <p>Telephone: (078) 304 – 1004</p> <p>Email: <a href="mailto:fo2@dswd.gov.ph">fo2@dswd.gov.ph</a></p>
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