



**DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT
FIELD OFFICE 02**

**PANTAWID PAMILYANG PILIPINO PROGRAM
MANAGEMENT OFFICE**

**CITIZEN'S CHARTER
2023**



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 (DSWD) 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 you quality, prompt, and courteous service from Mondays to Fridays, 8:00 A.M. to 5:00 P.M., without noon breaks.

We shall endeavor to complete your transactions with us within the day. We will inform you promptly of our actions taken so far and clearly explain to you the reason/s should we not be able to complete within the day of the delivery of the service you need.

We shall ensure availability of staff to attend to your concern/s even during lunch break.

We shall appreciate any positive or negative feedback regarding our services, facilities, and personnel.

The Officers-in-Charge of our frontline services shall be available at all times for consultation and advice.

All these we pledge for the best interest of the clients/customers we serve.

V. List of Service

Frontline Services:

- 1. GRS Intake and Response p 2
- 2. Request for 4Ps Data p 5

1. GRS Intake and Response

Intake and Response refers to the recording of a grievance and providing the client an initial response, which usually involves an explanation about how the grievance will be processed by the DSWD and other actors.

Office or Division:	Pantawid Pamilyang Pilipino Program Management Office (Grievance Redress Unit)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Client			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p>If 4Ps beneficiary, present the 4Ps ID for verification to 4Ps staff.</p> <p>Proof of grievance, if available.</p> <p>If non-4Ps beneficiary, any valid ID.</p>		Issued by the assigned City/Municipal Link or Community Facilitators.		
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the 4Ps Assistance Desk for verification of identity.	1.1. Receive the client, inquire what the concern is all about, and verify the identity of the client	None	5 minutes	Grievance Officer
2. Provide details about the grievance and supporting documents, if available, depending on the type of grievance reported.	<p>2.1. If the client is a beneficiary or a former beneficiary, check the status of the concerned beneficiary in the Pantawid Pamilya Information System (PPIS)</p> <p>2.2 Encode the transaction correctly and completely in the GRS Information System/Tracker.</p> <p><i>For instances when the GRS information System is inaccessible, the staff may use GRS forms to intake the grievance.</i></p>	None	30 mins	Grievance Officer

	<p>2.3. Check the supporting documents provided, if available.</p> <p>2.4. Assess all the data and information available and discuss with the client the findings and next steps to take.</p> <p>2.4.1. If all information is readily available to resolve the case, resolve the grievance and provide feedback to the client.</p> <p>2.4.2. If other information is needed and the grievance cannot be resolved immediately, 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>Print and provide a copy of the encoded transaction to the client.</p> <p><i>For instances when the GRS information System is not accessible, the beneficiary will be given an acknowledgement receipt found at the bottom of the grievance form.</i></p>			
<p>3. Accomplish the client satisfaction measurement survey</p>	<p>3.1 Administer the Client Satisfaction Measurement Survey</p>	<p>None</p>	<p>5 Minutes</p>	<p>Grievance Officer</p>

4. Proceed to the Office exit	<p>4.1 Close the transaction and gracefully lead the client to the exit.</p> <p><i>If the grievance has already been resolved proceed directly to step 6.2</i></p>	None	1 Minute	Grievance Officer
5. Wait for the update on the status of grievance within three (3) days.	<p>5.1 Endorse the transaction to the concerned office (Provincial Operations Office (POO), and/or OBSU) for processing and update the resolution details in the Grievance Information System (GIS) based on the actions taken within three (3) working days.</p> <p><i>(if the transaction was received at the RPMO, the Regional Grievance Officer shall draft a referral memorandum addressed to the concerned office (POO, and or OBSU) for information)</i></p>	None	7 hours and 9 minutes	Regional Grievance Officer
	5.2. Monitor the status of the transaction and check for updates from the concerned office in the GRS Information System	None	2 working days	Grievance Officer
6. Received update/feedback on the status of the grievance.	<p>6.1 Provide the client an update/feedback about the status of his/ her concern either through text messaging or phone call.</p> <p><i>For instances when the client did not or cannot provide contact information, the provision of feedback may be coursed through the assigned City/Municipal Link.</i></p>	None	10 Minutes	Grievance Officer

	6.2 Update the status of the transaction in the GRS Information System	None	10 minutes	Grievance Officer
Total if grievance is resolved outright		None	51 minutes	
Total if grievance is referred to Field Office for resolution and feedback is provided to the client		None	3 working days	
Total		None	3 working days	

2. Request for 4Ps Data

This section describes the process of providing assistance to clients and various stakeholders (general public and other government organizations) both within and outside DSWD through the sharing of public data. However, access to data will be subject to the limitations set to safeguard privacy of the beneficiaries, data security and data misappropriation. Therefore, access to data shall be carefully considered and granted in accordance with the Pantawid data sharing protocol.

In processing the request, there is an expectation that all documentary requirements have been submitted by the requesting party. Otherwise, the start of processing may take an extended period of time.

Office or Division:	Pantawid Pamilyang Pilipino Program Management Office (Regional Monitoring and Evaluation Unit)			
Classification:	Simple, Complex, and Highly Technical			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) Accomplished Data Request Form		Pantawid Website, Pantawid NPMO ()		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
7. Client sends filled up data request form	1.1. Receipt and acknowledgement of the data request form with uploaded/attached supporting documents.	None	10 mins	Regional Monitoring & Evaluation Officer Regional Monitoring & Evaluation Officer

	<p>1.2. Assessment by the PEO/Statistician of Planning, Monitoring and Evaluation Division (PMED) at the NPMO or RMEO of Regional Monitoring and Evaluation Unit (RMEU) at the RPMO .</p> <p>1.2.1. If Primary Data, the request will be endorsed to the Policy Development and Planning Bureau (PDPB)/ Policy and Plans Division (PPD).</p> <p>1.2.2. If secondary data, determine if the data being requested are public or classified based on request form and supporting documents and evaluate the request based on the type of requested data according to Simple, Complex and Highly Technical. The PEO/Statistician or RMEO will also inform the client regarding the turnaround time via email or any other form of communication.</p>		2 hours	Regional Monitoring & Evaluation Officer
8. Receive requested data and fill out the client survey form	<p>2.1. If the data request is identified as Public Data, the PEO/Statistician or RMEO will evaluate the request and endorse it to the appropriate office/division for data generation.</p> <p>2.1.1. The designated division/unit/focal will generate the data and forward it to the PMED/RMEU based on the type of request.</p>		2 hours	Regional Monitoring & Evaluation Officer
			16 days	Designated Unit/Focal/
			4 hours	

	<p>2.2.2. The designated division/unit/focal will generate the data and forward it to the PMED/RMEU.</p> <p>2.2.3. The RMEO will endorse the data to DC/RPC for review, and prepare an endorsement memo to RD for approval.</p> <p>2.2.4. The DC/RPC will review the outgoing data and endorse it to RPC.</p> <p>2.2.5. The DC/RPC will review the outgoing data and endorse back to RMEU to be provided to the client.</p> <p>2.2.6. Provide the data request to the client and request to accomplish the client satisfaction measurement form.</p> <p>2.2.7. If there is no existing DSA with the client, the PEO/Statistician or RMEO will review and provide initial comments based on the request of the client, and endorse to the Regional Data Protection Officer (DPO) if the request is valid or invalid for a Memorandum of Agreement (MOA) in accordance with the Data Privacy Act.</p>	Memorandum	<p>16 days</p> <p>4 hours</p> <p>1 day</p> <p>1 day</p> <p>4 hours</p> <p>4 hours</p>	<p>Designated Division/Unit/Focal</p> <p>Regional Monitoring & Evaluation Officer</p> <p>DC/RPC</p> <p>DC/RPC</p> <p>Regional Monitoring & Evaluation Officer</p> <p>Regional Monitoring & Evaluation Officer</p>
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	<p>2.2.8. If the request is invalid, provide a response letter to the client signed by RD and request to accomplish the client satisfaction measurement form from the client.</p> <p>2.2.9. If the request is valid, a MOA between the requesting party and the proponent office will be prepared by RMEU.</p> <p>2.2.10. Sharing of the draft MOA to the client for review.</p> <p>2.2.11. Acknowledgement of the MOA from client.</p> <p>2.2.12. Review and endorsement to Legal Service/Section Technical Staff, for comments/inputs.</p> <p>2.2.13. Revision of the MOA based on the Legal Service/Section's comments.</p> <p>2.2.14. Endorse the revised MOA to LS for concurrence.</p> <p>2.2.15. Prepare communication for endorsement to the client for MOA signing.</p> <p>2.2.16. Sharing of MOA to the client for signing.</p> <p>2.2.17. Acknowledgement of the signed MOA from the client.</p>		<p>2 days</p> <p>3 days</p> <p>1 hour</p> <p>4 hours</p> <p>1 hour</p> <p>1 day</p> <p>1 hour</p> <p>4 hour</p>	<p>Regional Monitoring & Evaluation Officer</p> <p>Regional Monitoring & Evaluation Officer</p> <p>Regional Monitoring & Evaluation Officer</p> <p>Regional Monitoring & Evaluation Officer</p> <p>Regional Monitoring & Evaluation Officer</p> <p>Regional Monitoring & Evaluation Officer</p> <p>Regional Monitoring & Evaluation Officer</p> <p>Regional Monitoring & Evaluation Officer</p>
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	<p>2.2.18. Endorsement to FO DPO and RD, for signature.</p> <p>2.2.19. Once the MOA is signed, the PEO/Statistician or RMEO will endorse the request to the appropriate division/unit/focal for data generation.</p> <p>2.2.20. The designated division/unit will generate the data and forward it to the PMED/RMEU.</p> <p>2.2.21. Provision of the data request to the client and submission of signed MOA and request to accomplish the client satisfaction measurement form the client.</p>		<p>1 hour</p> <p>1 hour</p> <p>1 hour</p> <p>1 hour</p> <p>5 days</p> <p>4 hours</p>	<p>Regional Monitoring & Evaluation Officer</p> <p>Regional Monitoring & Evaluation Officer</p> <p>Regional Monitoring & Evaluation Officer</p> <p>Regional Monitoring & Evaluation Officer</p> <p>Designated Division/Unit</p> <p>Regional Monitoring & Evaluation Officer</p>
<p>TOTAL:</p>	<p>None</p>	<p>For Public Data: Simple - 2 days, 4 hours and 10 minutes; Complex- 6 days, 4 hours and 10 minutes; and Highly Technical- 19 days, 4 hours and 10 minutes.</p> <p>For Classified Data: With existing DSA: Complex- 6 days, 6 hours and 10 minutes; and Highly Technical- 19 days, 6 hours and 10 minutes. Without existing DSA: Valid for MOA- 11 days, 7 hours and 10 minutes; Invalid for MOA- 2 days, 2 hours</p>		

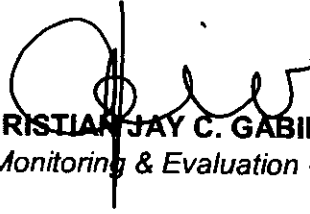
		and 10 mins
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FEEDBACK AND COMPLAINTS MECHANISM	
How to send a feedback	<p>For inquiries and follow-ups, the client is advised to directly coordinate with the concerned division that received the request. The following contact details are however accessible in case the concerned division does not respond within reasonable time:</p> <p style="text-align: center;">Email: vmcauilan@dswd.gov.ph Contact number: 09771860091</p> <p>For completed services, the client is encouraged to fill out a Client Satisfaction Survey Form downloadable from _____ and submit it to the concerned division 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 vmcauilan@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: vmcauilan@dswd.gov.ph Contact number: 09771860091</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 National Program Manager and are automatically treated as a confidential case. It shall be primarily guided by violations and penalties under the Ease of Doing Business Act</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 ARTA, PCC, CCB	<p>Anti Red-Tape Authority (ARTA): complaints@arta.gov.ph 8-478-5093</p> <p>Presidential Complaint Center (PCC): pcc@malacanang.gov.ph 8888</p> <p>Contact Center ng Bayan (CCB):</p>

	SMS: 0908-881-6565 Call: 165 56 P5.00 + VAT per call anywhere in the Philippines via PLDT landlines Email: email@contactcenterngbayan.gov.ph Web: https://contactcenterngbayan.gov.ph Facebook: https://facebook.com/civilservicegovph
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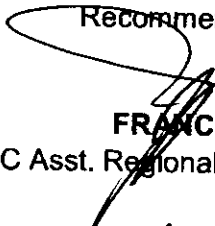

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