



**DEPARTMENT OF SOCIAL WELFARE AND
DEVELOPMENT**

**POLICY DEVELOPMENT AND PLANNING
BUREAU**

CITIZEN'S CHARTER

2024 (1ST Edition)



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DEVELOPMENT**

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BUREAU**

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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**POLICY DEVELOPMENT AND PLANNING
BUREAU
(PDPB)**

FRONTLINE SERVICES

1. Approval for the Conduct of Research Study and Acquiring Primary Data From DSWD Officials/Personnel, Beneficiaries, and Clients

Approval is issued to external requesting parties who intend to conduct research studies related to or involving the Department. The processing of requests to conduct research studies in DSWD Offices, Centers, and Institutions particularly applies to requesting parties who wish to acquire primary data through first-hand investigation, e.g., face-to-face interviews, survey questionnaires, focus group discussions, and case studies, among others, with the DSWD, including its clients/beneficiaries and ongoing programs, projects, and services, wherein their main subject of research study involves the DSWD as an organization. Requests to conduct such activities need to undergo research protocol. Research in which target respondents involve more than one (1) region shall seek the approval of the Director of the Policy Development and Planning Bureau (PDPB). Research requests must be submitted to the PDPB Director at least one (1) month before the projected start of data gathering activity.

On the other hand, research requests for the following need not go through the protocol and may be approved and provided by submitting a letter of request addressed to the head of the concerned office, bureau, service, or unit:

- Observations and/or photo/video/audio shoots at DSWD premises, except those involving DSWD’s clients or beneficiaries. If a photo, audio, or video of a client or beneficiary is essential for the study, the requesting party shall secure the consent of the Center Head/Client/Beneficiary.
- Briefing/interview/orientation sessions with key focal persons in the Central Office on general information about DSWD programs, policies, and projects. The DSWD, however, discourages requests for “practice interviews” of DSWD personnel for the sole purpose of student’s acquisition of interview skills, in consideration of the valuable time taken away from the personnel when accommodating student requesting parties.
- Conduct surveys with DSWD employees about subject matters that do not directly concern the Department or are not related to the DSWD’s program operations.
- Studies conducted by consultants/requesting parties under the Technical Assistance Facility (TAF) grant portfolio. The requesting party, however, shall adhere to the policies on undertaking research and evaluation studies as stipulated in the Guidelines for the Conduct of Research and Evaluation in the DSWD.

Office or Division:	Central Office: Policy Development and Planning Bureau (PDPB) - Policy and Research Division (PRD)
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	16 Field Offices: Policy and Plans Division (PPD) - Policy Development and Planning Section (PDPS)			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	External requesting parties (e.g., students, academe, other government agencies, including members of other branches of government, local and international organizations or research institutions, and other independent requesting parties, including DSWD personnel researching to pursue higher academic education) who intend to conduct research studies related to or involving the DSWD.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
If request shall not undergo Research Protocol: 1. Request letter (1 Original copy)		Requesting party		
If the request shall undergo Research Protocol: 1. Request letter (1 Original copy) 2. Research Request Form (1 original copy) 3. Research Brief (1 original copy) 4. Research Instruments (1 original copy)		1. Requesting party 2. Policy Development and Planning Bureau (PDPB) - Policy and Research Division (PRD) 3. Policy Development and Planning Bureau (PDPB) - Policy and Research Division (PRD)/PPD-PDPS 4. Requesting party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request letter and/or the research request documents	1.1. Receive the request letter addressed to the PDPB/Regional Director and/or the research request documents and encode the details in the office's document tracking/monitoring system. <i>Note: The received documents are stamped</i>	None	4 hours	<u>Central Office:</u> Division Chief Policy and Research Division <u>Field Office:</u> Section Head Policy Development and Planning Section

	<p><i>with an official receiving stamp, which contains important information such as the date and time of receipt and the name of the receiving office. For requests received through email, a copy of the email along with the attachments shall be printed and recorded.</i></p> <p>1.1.1. Furnish the requesting party with a receiving copy of the request letter, along with printed or digital leaflets/ information, education, and communication (IEC) materials detailing the process flow and requirements.</p> <p>If the request is received through email, reply and acknowledge receipt with attached digital leaflets/IEC materials showing the process flow and requirements</p>			
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	<p>1.1.2. Endorse request letter to the Division Chief Policy Development and Planning Bureau (PDPB) - Policy and Research Division (PRD) or Section Head-Policy and Plans Division (PPD) - Policy Development and Planning Section (PDPS) for assignment and further instructions (if any) to the concerned technical staff</p>			
	<p>1.2. Review the request and assign it to available technical staff</p>	None	2 hours	<p><u>Central Office:</u> Division Chief Policy and Research Division</p> <p><u>Field Office:</u> Section Head Policy Development and Planning Section</p>
	<p>1.3. Review the request as to the following:</p> <p>1.3.1. Area/region of coverage (<i>refer to Memorandum Circular No. 10, s. 2019 Section VII. Item 4</i>) to</p>	None	2 hours	<p><u>Central Office:</u> Division Chief Policy and Research Division</p> <p><u>Field Office:</u> Section Head</p>

	<p>ensure that it is sent to the correct office. Otherwise, endorse the correct office.</p> <p>1.3.2. Review the completeness of the submitted requirements.</p> <p>If incomplete, assist the requesting party in completing documentary requirements and provide orientation on the research protocol. Then go back to Step 1.1 and restart the count of working hours/days</p>			<p>Policy Development and Planning Section</p>
	<p>1.4. If the request falls within the scope of the office, assess if it shall undergo research protocol (i.e., approval of the Policy Development and Planning Bureau (PDPB) Director/PPD Chief) using the <i>Checklist for Reviewing Research and Social Welfare and Development</i></p>	<p>None</p>	<p>4 days <i>(For request that don't need to go through the protocol)</i></p> <p>7 days <i>(For request that need to go through the protocol)</i></p>	<p><u>Central Office:</u> Division Chief Policy and Research Division</p> <p><u>Field Office:</u> Section Head Policy Development and Planning Section</p>

	<p><i>(SWD) Data Requests</i></p> <p>1.4.1. For non-protocol requests, endorse the researcher to the concerned DSWD Office, Bureau, Service, and/or Units using the <i>Endorsement of Research and SWD Data Request Form</i>.</p> <p>1.4.2. For requests with complete documentary requirements that need to go through the protocol, proceed to the review of the research request in consultation with concerned OBSUs and Field Offices (FOs).</p>	None		
	<p>1.5. Receive the comments or inputs, and recommendations from other offices. These shall be the</p>	None	1 day	<p><u>Central Office:</u> Division Chief Policy and Research Division</p> <p><u>Field Office:</u> Section Head</p>

	basis for the decision to approve/ disapprove the request.			Policy Development and Planning Section
	<p>1.6. To recommend Approval?</p> <p>Yes - Prepare a recommendation for approval using the <i>Outline Memorandum of Recommendation on the Research Request</i> for review and the initials of the Division Chief. This shall include the consolidated recommendations from the concerned OBSUs/FOs.</p> <p>No - Communicate the decision to the requesting party and inform them of relevant revisions that need to be made. Two (2) days will be given to the requesting party to officially respond, through a letter, if they will continue or</p>	None	1 day	<p><u>Central Office:</u> Division Chief Policy and Research Division</p> <p><u>Field Office:</u> Section Head Policy Development and Planning Section</p>

	<p>terminate their request. If they will pursue the request, ask the requesting party to re-submit the revised request based on DSWD's comments, then go back to step 1.4.2. and restart the count of working hours/days.</p>			
	<p>1.7. Approve/ disapprove requests based on recommendations.</p> <p>If the recommendations are approved: Inform the requesting party and endorse to the concerned OBSUs/FOs. Coordinate with the concerned office where the research the request was endorsed and assisted the requesting party in matters related to the conduct of data-gathering activities.</p>	None	2 days	<p><u>Central Office:</u> Director IV Policy Development and Planning Bureau (PDPB)</p> <p><u>Field Office:</u> Chief Policy and Plans Division (PPD)</p>

	<p>If the recommendations are disapproved: Go back to step 1.4.2.</p>			
2. Fill out the Client Satisfaction Measurement Form (CSMF)	2.1. Administer the CSMF. (either online or paper-based)	None	1 minute	<p><u>Central Office:</u> Division Chief Policy and Research Division</p> <p><u>Field Office:</u> Section Head Policy Development and Planning Section</p>
	Total	None	<p>For Non-protocol - 5 working days</p> <p>For Protocol - 12 working days</p>	

2. Obtaining Social Welfare and Development Data and Information

Social Welfare and Development (SWD) data and information are provided to external requesting parties upon their request, specifically for secondary data. Requests for secondary SWD data and information need not go through the DSWD Research Protocol (or DSWD Memorandum Circular No. 10 s. 2019) and may be approved and provided by submitting a letter of request addressed to the head of the concerned office, bureau, service, or unit. Secondary SWD data refers to data that has already been consolidated and/or published by the DSWD and is readily available as a public document.

Office or Division:	Central Office: Policy Development and Planning Bureau (PDPB) - Monitoring and Evaluation Division (MED) 16 Field Offices: Policy and Plans Division (PPD) - Policy Development and Planning Section (PDPS)			
Classification :	Simple			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	Requesting parties such as students, academe, other government agencies including members of other branches of government, local and international organizations or research institutions and other independent requesting parties who are requesting current and secondary SWD data and statistics from the DSWD.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
If request shall not undergo Research Protocol:				
1. Request letter (1 Original copy)		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Request Letter	1.1. Receive the request letter for SWD data from the requesting party For Walk-in: Receive request letter and ask the requesting party to provide details in the logbook For Email: Download and print request	None	10 minutes	<u>Central Office:</u> Division Chief Monitoring and Evaluation Division <u>Field Office:</u> Section Head Policy Development and Planning Section

	<p>1.2. Check completeness of information in the request letter (i.e., name of the requesting party, contact details, and data being requested)</p> <p>If complete, acknowledge receipt of the request (for email) or provide receiving copy (for walk-in)</p>	None	10 minutes	<p><u>Central Office:</u> Division Chief Monitoring and Evaluation Division</p> <p><u>Field Office:</u> Section Head Policy Development and Planning Section</p>
	<p>1.3. Encode details to the system or the Enhanced Document Transaction Management System (EDTMS)</p> <p>For email: Request Letter</p> <p>For walk-in: Information provided in the requesting party's Logbook</p>	None	5 minutes	<p><u>Central Office:</u> Division Chief Monitoring and Evaluation Division</p> <p><u>Field Office:</u> Section Head Policy Development and Planning Section</p>
	<p>1.4. Endorse request to the concerned Division (for PDPB) / Unit (for PDPS)</p> <p>1.4.1. Assign request to concerned technical staff</p>	None	10 minutes	<p><u>Central Office:</u> Division Chief Monitoring and Evaluation Division</p> <p><u>Field Office:</u> Section Head Policy Development and Planning Section</p>
	<p>1.5. Assess if the data/information being requested is available within the division/unit</p>	None	10 minutes	<p><u>Central Office:</u> Division Chief Monitoring and Evaluation Division</p>

	<p>1.6. If data is available, prepare the data and letter response (utilizing the letter response template) which includes a request to accomplish the Client Satisfaction Measurement Survey.</p>	None	<p>7 hours (For Single Data)</p> <p>1 day and 4 hours (For Multiple Data)</p>	<p><u>Field Office:</u> Section Head Policy Development and Planning Section</p>
	<p>1.7. Submit to Division Chief/Unit Head for review, approval, and signature. If not available within the office/ section, endorse the request to the concerned office/division/ section using the <i>Endorsement of Research and SWD Data Request Form</i>.</p> <p>If data/ information is not available in DSWD, inform the requesting party of other sources of data.</p> <p>1.7.1. Prepare a letter response (utilizing the letter response template)</p> <p>1.7.2. Submit to the Division Chief/Unit Head for review, approval, and signature.</p>	None	30 minutes	<p><u>Central Office:</u> Division Chief Monitoring and Evaluation Division</p> <p><u>Field Office:</u> Section Head Policy Development and Planning Section</p>

	1.8. Review, approve and sign the letter response, prepared data (if available), and applicable forms.	None	20 minutes	<u>Central Office:</u> Division Chief Monitoring and Evaluation Division <u>Field Office:</u> Section Head Policy Development and Planning Section
	1.9. Send the signed letter response containing the Client Satisfaction Measurement Survey Form link/code to the requesting party together with the approved data (if available) and applicable form.	None	10 minutes	<u>Central Office:</u> Division Chief Monitoring and Evaluation Division <u>Field Office:</u> Section Head Policy Development and Planning Section
2. Fill-out the Client Satisfaction Measurement Form	2. Administer the Client Satisfaction Measurement Form (either online or paper-based)	None	1 minute	<u>Central Office:</u> Division Chief Monitoring and Evaluation Division <u>Field Office:</u> Section Head Policy Development and Planning Section
	TOTAL	None	For Single Data - 1 working day, 15 minutes For Multiple Data - 1 working day, 5 hours, 15 minutes No Data - 1 hour, 45 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback and/or complaints	Requesting party/Requesting parties are requested to accomplish the <i>Client Satisfaction Measurement Survey</i> to be provided by PDPB to monitor the implementation of the research protocol. The feedback form shall be accomplished after the processing of the request.
How feedbacks are processed	Feedbacks are monitored and consolidated by the assigned PDPB Technical Staff. Responses are analyzed and will form part of the <i>Client Satisfaction Measurement Report</i> . The recommendations from the requesting party/requesting parties are considered to improve service delivery.
How to file a complaint	<p>Feedback/remarks, including complaints, may be indicated in the <i>Client Satisfaction Measurement Survey</i> and will be coursed through the assigned technical staff's email for appropriate response/action.</p> <p>In case of an appeal, the requesting party/requesting party may file a written appeal within 10 working days from receipt of the notice of disapproval.</p>
How complaints are processed	PDPB/PDPS Technical Staff to receive the appeal and endorse recommendation with the Division/Section Chief's initials to the PDPB Director/PPD Chief. An official response letter will be communicated to the requesting party/requesting party informing of the decision.
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 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>

LIST OF OFFICES

Office	Address	Contact Information
Central Office PDPB-PRD	3rd floor, Mahusay Bldg., DSWD Central Office, IBP Road, Batasan Pambansa Complex, Constitution Hills, Quezon City	Landline: 8951-7120 Trunkline: 8931-8101 VOIP: 10108 pdpb_red@dswd.gov.ph
Central Office PDPB-MED	3rd floor, Matapat Bldg., DSWD Central Office, IBP Road, Batasan Pambansa Complex, Constitution Hills, Quezon City	Landline: 8951-7120 Trunkline: 8931-8101 loc. 317 and 318 pdpb@dswd.gov.ph
Field Office CAR PPD-PDPS	#40 North Drive, Baguio City	Trunkline: (074) 661-0430 loc. 25016 planning.car@dswd.gov.ph
Field Office NCR PPD-PDPS	389 San Rafael Street, Cor. Legarda, Quiapo, Manila 1000	Landline: 8734-8638 Trunkline: 8733-0010 to 14/ 8733-0016 to 18 loc. 206 pdpd.foncr@dswd.gov.ph
Field Office I PPD-PDPS	Quezon Avenue, City of San Fernando, La Union	Trunkline: (072) 687-8000 loc. 11244/11221 planning.fo1@dswd.gov.ph
Field Office II PPD-PDPS	#3 Dala na Pagayaya, Regional Government Center, Carig Sur, Tuguegarao City, Cagayan	Trunkline: 8539-4710/ loc. 111/13001/13007 (078) 375-2640 loc. 12805/12814 (078) 304-05-86 Mobile: 0919 200 5663 pdpd.fo2@dswd.gov.ph
Field Office III PPD-PDPS	Government Center, Maimpis, San Fernando, Pampanga	Trunkline: (045) 860-5630/ (045) 961-2143 loc. 138/142

		ppd.fo3@dswd.gov.ph pdps.fo3@dswd.gov.ph
Field Office IV-A PPD-PDPS	Alabang Zapote Road, Alabang, Muntinlupa	Trunkline: 8807-1518 loc. 80418 Mobile: 09695068391 ppd.fo4a@dswd.gov.ph planning.fo4a@dswd.gov.ph
Field Office MIMAROPA PPD-PDPS	1680 F.T. Benitez cor. Malvar Street, Malate, Manila	Trunkline: 5336-8107 loc. 24015 planning.fomimaropa@dswd.gov.ph
Field Office V PPD-PDPS	PBN Magnolia Street, Buraguis, Legazpi City	Mobile: 0916 465 4686 pdps.fo5@dswd.gov.ph
Field Office VI PPD-PDPS	M.H. Del Pilar Street, Molo, Iloilo City	Landline: (033) 337-6221 Trunkline: (033) 330-7860 loc. 16005 planning.fo6@dswd.gov.ph
Field Office VII PPD-PDPS	MJ Cuenco Avenue cor. Avenue, Brgy. Carreta, Cebu City	Trunkline: (032) 232-9509/233-0261 loc. 117 VOIP: 17117 pdps.fo7@dswd.gov.ph
Field Office VIII PPD-PDPS	Government Center, Candahug, Palo, Leyte	Trunkline: (053) 560-2724 pu.fo8@dswd.gov.ph
Field Office IX PPD-PDPS	General Vicente, Alvarez Street, Zone IV, Zamboanga City	Trunkline: (062) 991-6030 loc. 109 fo9@dswd.gov.ph planning.rix@gmail.com
Field Office X PPD-PDPS	Masterson Avenue, Upper Carmen, Cagayan De Oro City	Trunkline: (088) 858-8134/ 858-8959 loc. 114/81001 ppd.fo10@dswd.gov.ph
Field Office XI PPD-PDPS	R. Magsaysay Avenue cor. D. Suazo street, Davao City	Trunkline: (082) 227-1964 loc. 1169 planning.fo11@dswd.gov.ph
Field Office XII PPD-PDPS	Purok Bumanoag, Brgy. Zone III, Coronadal City,	Telephone: (083) 228-8637/(083) 228-6080

	South Cotabato	pdps.fo12@dswd.gov.ph
Field Office Caraga PPD-PDPS	R. Palma Street, Butuan City	Trunkline: (085)-303-8620 loc. 244 planning.focrg@dswd.gov.ph , research.focrg@dswd.gov.ph