



POLICY AND PLANS DIVISION

**CITIZEN'S CHARTER
2023 (5th Edition)**



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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 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 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 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 prescribed processing time 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.

List of services

Policy Development and Planning Section

External Services

1. Approval for the Conduct of Research Studies in DSWD Offices, Centers, and Institutions 1
2. Obtaining Social Welfare and Development Data and Information 9

**POLICY AND PLANS DIVISION
EXTERNAL SERVICES**

1. Approval for the conduct of research studies in DSWD Offices, Centers, and Institutions

Approval is issued to external researchers 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 researchers 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 researcher 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 researchers.
- Conduct of surveys with DSWD employees about subject matters that do not directly concern the Department or not related to the DSWD’s program operations.
- Studies conducted by consultants/researchers under the Technical Assistance Facility (TAF) grant portfolio. The researchers, 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:	Field Office IX: Policy Development and Planning Section (PDSB) - Research and Evaluation Unit (REU)
Classification:	Highly Technical
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government

Who may avail:	External researchers (e.g., students, academe, other government agencies including members of other branches of government, local and international organizations or research institutions, and other independent researchers, 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	Researcher
If the request shall undergo Research Protocol: 1. Request letter 2. Research Request Form 3. Research Brief 4. Research Instruments	Researcher PPD-PDPS PPD-PDPS Researcher

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (WORKING DAYS/ HOURS/ MINUTES)	RESPONSIBLE PERSON
1. Submit the request letter and/or the research request documents	1. Receive request 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 1.2. Furnish researcher 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. If	None	4 hours	Administrative staff or Technical Staff in charge of receiving research request letters/documents <i>PPD/Office of the Regional Director</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (WORKING DAYS/ HOURS/ MINUTES)	RESPONSIBLE PERSON
	<p>request is received through email, reply and acknowledge receipt with attached digital leaflets/IEC materials showing the process flow and requirements</p> <p>1.3. Endorse to the Division Chief (PPD) or PDPS Head for assignment and further instructions (if any) to the concerned technical staff</p>			
	<p>1.4. Review the request and assign to available technical staff</p> <p>1.5. Review the request as to the following: 1.5.1. Area/region of coverage (<i>refer to Memorandum Circular No. 10, s. 2019 Section VII. Item 4</i>) to ensure that it is sent to the correct office. Otherwise, endorse to the correct office. 1.5.2. Completeness of submitted requirements. If incomplete, assist the researcher in the</p>	None	2 hours	Division Chief / Section Head / Officer-in-Charge (OIC) /PPD/PDPS
	<p>1.5. Review the request as to the following: 1.5.1. Area/region of coverage (<i>refer to Memorandum Circular No. 10, s. 2019 Section VII. Item 4</i>) to ensure that it is sent to the correct office. Otherwise, endorse to the correct office. 1.5.2. Completeness of submitted requirements. If incomplete, assist the researcher in the</p>	None	2 hours	Technical Staff /PPD/PDPS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (WORKING DAYS/ HOURS/ MINUTES)	RESPONSIBLE PERSON
	<p>completion of documentary requirements and provide orientation on the research protocol. Then go back to Step 1.1 and restart count of working hours/days</p>			
	<p>1.6. If the request falls within the scope of the office, assess if it shall undergo research protocol (i.e., approval of the PDPB Director/PPD Chief) using the <i>Checklist for Reviewing Research and Social Welfare and Development (SWD) Data Requests</i></p> <p>1.6.1. For requests that need not go through the protocol (refer to <i>Memorandum Circular 10, s.2019, Section VI, Item 1</i>), endorse researcher to the concerned DSWD Offices/Bureaus/ Sections/Units (OBSUs) using the <i>Endorsement of Research and SWD Data</i></p>	None	4 days	Technical Staff PPD/PDPS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (WORKING DAYS/ HOURS/ MINUTES)	RESPONSIBLE PERSON
	<p><i>Request Form</i> (either hard copy or soft copy via email) then request the researcher to fill up the <i>Client Satisfaction Measurement Survey</i> (either online or paper-based) and proceed to step 2.</p>			
	<p>1.6.2. 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	7 days	Technical Staff <i>PPD/PDPS</i> <i>Concerned DSWD OBSUs and FOs</i>
	<p>1.7. Receive the comments/inputs and recommendations from other offices. These shall be the basis for decision to approve/ disapprove the request.</p>	None	1 day	Technical Staff <i>PPD/PDPS</i>
	<p>1.8. To recommend Approval?</p>	None	1 day	Technical Staff and Division/

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (WORKING DAYS/ HOURS/ MINUTES)	RESPONSIBLE PERSON
	<p>1.8.1. Yes - Prepare a recommendation for approval using the <i>Outline Memorandum of Recommendation on the Research Request</i> for review and initial of the Division Chief/Section Head. This shall include the consolidated recommendations from the concerned OBSUs/FOs.</p> <p>1.8.2. No - Communicate decision to the researcher and inform them of relevant revisions that are needed to be made. Two (2) days will be given to researchers to officially respond, through a letter, if they will continue or terminate their request. If pursuing request, ask the researcher to re-submit the revised request</p>			Section Head/ Officer-in-Charge <i>PPD/PDPS</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (WORKING DAYS/ HOURS/ MINUTES)	RESPONSIBLE PERSON
	<p>activities, then request the researcher to fill up the <i>Client Satisfaction Measurement Survey</i> (either online or paper-based) and proceed to step 2.</p>			
<p>2. Accomplish the <i>Client Satisfaction Measurement Survey</i></p>	<p>2. Receive the accomplished <i>Client Satisfaction Measurement Survey</i> (either online or paper-based)</p>	<p>None</p>		<p>Technical/ Administrative Staff PPD/PDPS</p>
	<p>Total</p>	<p>None</p>	<p>5 working days (non-protocol) 12 working days (protocol)</p>	

2. Obtaining Social Welfare and Development Data and Information

Social Welfare and Development (SWD) data and information are provided to external researchers 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 readily available as public document.

Office or Division	Field Office IX : 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	Researchers such as students, academe, other government agencies including members of other branches of government, local and international organizations or research institutions and other independent researchers who are requesting current and secondary SWD data and statistics from the DSWD.
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request letter	Requesting party

CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCES SING TIME (WORKING DAYS/ HOURS/ MINUTES)	RESPON- SIBLE PERSON
1. Submit the required document (<i>Request Letter</i>)	1. Receive request letter 1.1. Receive request for SWD data from the researcher 1.1.1. For Walk-in: Receive request letter and ask the researcher to provide details in the logbook	None	10 minutes	Administra- tive Staff <i>PPD/PDPS</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (WORKING DAYS/HOURS/MINUTES)	RESPONSIBLE PERSON
	1.1.2. For Email: Download and print request			
	<p>1.2. Check completeness of information in the request letter (i.e., name of the researcher, 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> <p>1.3. Encode details to the system or the Enhanced Document Transaction Management System (EDTMS)</p> <p>1.3.1. For email: Request Letter 1.3.2. For walk-in: Information provided in the Researcher's Logbook</p> <p>1.4. Endorse request to the concerned Division (for PPD)/ Unit (for PDPS)</p>	<p>None</p> <p>None</p> <p>None</p>	<p>10 minutes</p> <p>5 minutes</p> <p>5 minutes</p>	<p>Administrative Staff <i>PDPS</i></p> <p>Administrative Staff <i>/PDPS</i></p> <p>Administrative Staff <i>PPD/PDPS</i></p>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (WORKING DAYS/HOURS/MINUTES)	RESPONSIBLE PERSON
	<p>1.5. Assign request to concerned technical staff</p> <p>1.6. Assess if the data/information being requested is available within the division</p> <p>1.7. 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> <p>Submit to Division Chief/Unit Head for review, approval, and signature.</p> <p>1.7.1. If not available within the office/section, endorse the request to the concerned office/division/section using the <i>Endorsement of</i></p>	<p>None</p> <p>None</p> <p>None</p> <p>None</p>	<p>5 minutes</p> <p>10 minutes</p> <p>Single data: 7 hours</p> <p>Multiple data: 1 day and 4 hours</p> <p>30 minutes</p>	<p>Division Chief or Officer-in-Charge (OIC)/ Unit Head <i>PDPS</i></p> <p>Technical Staff <i>PDPS</i></p> <p>Technical Staff <i>PPD/PDPS</i></p> <p>Technical Staff <i>PPD/PDPS</i></p>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (WORKING DAYS/HOURS/MINUTES)	RESPONSIBLE PERSON
	<p><i>Research and SWD Data Request Form.</i></p> <p>1.7.2. If data/information is not available in DSWD, inform the researcher of other sources of data.</p> <p>Prepare a letter response (utilizing the <i>letter response template</i>) which includes a request to accomplish the <i>Client Satisfaction Measurement Survey</i>.</p> <p>Submit to the Division Chief/Unit Head for review, approval, and signature.</p>			
	<p>1.8. Review, approve and sign the letter response, prepared data (if available), and applicable form</p>	None	20 minutes	Division Chief or OIC/ Unit Head <i>PPD/PDPS</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (WORKING DAYS/HOURS/MINUTES)	RESPONSIBLE PERSON
	1.9. Send the signed letter response containing the <i>Client Satisfaction Measurement Survey Form</i> link/code to the researcher together with the approved data (if available) and applicable form.	None	10 minutes	Administrative Staff <i>PPD/PDPS</i>
2. Accomplish the <i>Client Satisfaction Measurement Survey</i>	2. Receive the accomplished <i>Client Satisfaction Measurement Survey</i> (either online or paper-based)	None		Administrative/ Technical Staff <i>PPD/PDPS</i>
	Total	None	1 working day, 15 minutes (single data) 1 working day, 5 hours, 15 minutes (multiple data) 1 hour, 45 minutes (no data)	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Researchers/Requesting parties are requested to accomplish the <i>Client Satisfaction Measurement Survey</i> to be provided by PPD to monitor the implementation of the research protocol. The feedback form shall be accomplished after the processing of the request.</p>
How feedbacks are processed	<p>Feedbacks are monitored and consolidated by the assigned PPD Technical Staff. Responses are analyzed and will form part of the <i>Client Satisfaction Measurement Report</i>. The recommendations from the researchers/requesting parties are considered to improve service delivery.</p>
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 researcher/requesting party may file a written appeal within 10 working days from receipt of the notice of disapproval.</p>
How complaints are processed	<p>PPD/PDPS Technical Staff to receive the appeal and endorse recommendation with the Division/Section Chief's initials to the PPD Chief. An official response letter will be communicated to the researcher/requesting party informing of the decision.</p>
Contact information of CCB, PCC, ARTA	<p>Anti-Red Tape Authority (ARTA) complaints@arta.gov.ph 8-478-5093 1-ARTA (2782)</p> <p>Presidential Complaint Center (PCC) pcc@malacanang.gov.ph 8888</p> <p>Contact Center ng bayan (CCB) email@contactcenterngbayan.gov.ph 0908-881-6565 (SMS) 165 56 (call) https://facebook.com/civilservicegovph/ (Facebook) https://contactcenterngbayan.gov.ph/ (Web)</p>

LIST OF OFFICES

OFFICE	ADDRESS	RESPONSIBLE OFFICE/FOCAL	CONTACT INFORMATION
Field Office IX PPD-PDPS	General Vicente, AlvareZ Street, Zone IV, Zamboanga City	Records Section	fo9@dswd.gov.ph
		PDPS Chief	planning.rix@gmail.com
		Research and Evaluation (R&E) Focal Person	fo9research.evaluation@gmail.com
	Trunkline: (062) 991-6030 loc. 109		