



Department of Social Welfare and Development

**DEPARTMENT OF SOCIAL WELFARE AND
DEVELOPMENT**

AGENCY OPERATIONS SERVICE

CITIZEN'S CHARTER

2025 (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 providing high-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 clients or requesting parties who are present within the DSWD premises prior to the end of the official working hours and during lunch break shall be attended to and provided with necessary assistance. To facilitate this commitment, we shall ensure the availability of technical/grievance officers of our frontline services at all times who are ready to provide consultation and guidance as needed.

Moreover, we shall strive to finalize all received transactions within the same day. Should circumstances prevent us from achieving this goal, we will promptly communicate the status of the requests, detailing the actions we have undertaken thus far and providing a clear explanation for any delays encountered. This transparency is essential to maintaining trust and ensuring that our clients are well-informed throughout the process.

We shall appreciate feedback from our clients, whether positive or negative, as it plays a crucial role in enhancing our services, facilities, and personnel.

We are committed to continuously improving our operations to serve better the needs of our clients and those who rely on us.

All these we pledge for the best interest of the clients/customers we serve ensuring that their experiences with us are both satisfactory and beneficial.

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 be free from any form of corruption.

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AGENCY OPERATIONS SERVICE (AOS)

EXTERNAL SERVICES

1. Handling of 8888 Inquiries, Complaints, and Grievances

The Agency Operations Service (AOS) was created by the Department of Social Welfare and Development in accordance with Executive Order No. 06, Series of 2016, issued by President Rodrigo Roa Duterte. This executive order formalized the establishment of the 8888 Citizens' Complaint Hotline and the corresponding 8888 Citizens' Complaint Center. The primary responsibility of the AOS is to guarantee compliance with the stipulated 72-hour response time for all inquiries, complaints, and grievances that are directed to the DSWD via the 8888 hotline portal.

The formation of the AOS represents a significant step in enhancing the Department of Social Welfare and Development's responsiveness to the concerns of the public. By institutionalizing the 8888 Citizens' Complaint Hotline, the executive order aims to streamline the process of addressing citizen grievances, thereby fostering greater accountability and transparency within the agency. The AOS plays a crucial role in ensuring that all communications received through the hotline are handled efficiently and within the designated timeframe, thereby reinforcing the commitment of the DSWD to serve the community effectively.

Office or Division:	Agency Operations Service-Grievance Management Division	
Classification:	Simple	
Type of Transaction:	Government-to-Citizens (G2C); Government-to-Government (G2G)	
Who may avail:	Any person with inquiries, complaints, and grievances directed to the Department of Social Welfare and Development (DSWD) may submit them via the 8888 Citizens' Complaint Hotline portal.	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	<ol style="list-style-type: none"> 1. One (1) Copy of the Referral Letter (PDF format) <i>*Contains the Ticket Reference Number issued by the 8888 Citizens' Complaint Center</i> 2. Client Information (if available) <i>*includes the client's name, address, telephone number, and email address (if applicable).</i> 3. Inquiry/Complaint/Grievance Details <i>*provides a complete and detailed description of the concern.</i> 	8888 Citizens' Complaint Center

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Lodge/file their inquiries, complaints, and grievances, directed to the Department of Social Welfare and Development (DSWD) programs, services, or personnel via the 8888 Hotline.</p>	<p>1.1 Receive, assess, analyze, and ascertain whether the client's inquiry, complaint, or grievance falls under the jurisdiction of the DSWD.</p> <p>1.1.1 If the concern falls under the jurisdiction of DSWD, the Technical Staff shall refer to the concerned Office/Bureaus/Units/Services (OBSUs)/Field Offices (FOs)/Attached Agencies (AAs).</p> <p>1.1.2 If not, the Technical Staff shall submit a request for reversion to the 8888 CCC Administrator through the 8888 Citizens' Complaint Hotline Portal.</p> <p>1.2 Encode the client's details into the Integrated Grievance Redress Management System (IGRMS) and 8888 unified monitoring matrix.</p>	None	15 Minutes	<p><i>Project Development Officer II Agency Operations Service</i></p>

	1.3 Receive, evaluate, and forward 8888 ticket(s) to the relevant Division, Unit, or Service for necessary action.	None	5 Minutes	<i>Project Development Officer II Agency Operations Service & Technical Staff DSWD OBSU/FO/AA</i>
	1.4 Respond to the client's concern(s) accordingly.	None	71 Hours, 10 Minutes	<i>Technical Staff DSWD OBSU/FO/AA</i>
	1.5 Conduct a Client Satisfaction Measurement Survey (CSMS) on the client, provided that the client's information is available.	None	5 Minutes	<i>Technical Staff DSWD OBSU/FO/AA</i>
	1.6 Submit the signed feedback report or memorandum, directed to the DSWD 8888 Permanent Focal Person, and to the AOS. This submission must include a detailed account of the actions taken, along with all relevant attachments pertaining to the ticket referred by the DSWD 8888 Action Team.	None	5 Minutes	<i>Technical Staff DSWD OBSU/FO/AA</i>
	1.7 Receive, review, and acknowledge the signed official memorandum of responses submitted by the concerned OBSU/FO/AA.	None	5 Minutes	<i>Project Development Officer II Agency Operations Service</i>

	<p>1.7.1 If the response received is considered insufficient in terms of concrete and specific actions, the Technical Staff shall return the submitted official memorandum and attachments to the respective OBSU/FO/AA through the official email address for compliance.</p> <p>1.7.2 If the response received meets the criteria in terms of being concrete and specific¹, and accompanied by complete attachments, proceed to the next step.</p>			
	<p>1.8 Recommend the closure of the complaint stating the ticket reference number to the 8888 Citizens' Complaint Hotline Portal.</p>	None	5 minutes	Project Development Officer II Agency Operations Service
	<p>1.9 Once closed, notify the concerned OBSU /FO/AA that the ticket has been closed in the 8888 Portal.</p> <p>1.10 Acknowledge</p>	None	10 Minutes	Project Development Officer II Agency Operations Service Technical Staff

¹ It refers to actual and factual action to the complaint. It must be within the mandate of the Agency and a clear, exact, and relevant response to the complainant.

	<p>the provided update.</p> <p>1.11 Update the IGRMS and 8888 unified monitoring matrix and mark the complaint ticket reference number as responded/ resolved.</p>			<p>OBSU/FO/AA F</p> <p>Project Development Officer II Agency Operations Service & Technical Staff OBSU/FO/AA</p>
	TOTAL:	None	3 calendar days or 72 hours	

2. Handling of Inquiries, Request for Assistance, and Complaints/Grievances from the General Public and Referral Letters received from other National Government Agencies (NGAs), Local Government Units (LGUs), and other concerned offices

In order to ensure a prompt and effective response to all incoming correspondence, including referral letters, the IGRMS Public Portal, Public Assistance and Complaints Desk (PACD) Walk-in clients, DSWD Inquiry Email, and DSWD Hotline are utilized to address requests for assistance, inquiries, feedback, or complaints from the general public, as well as from various National Government Agencies (NGAs), Local Government Units (LGUs), and other relevant offices. This initiative is in strict adherence to Republic Act No. 11032, which aims to enhance the ease of doing business and improve the efficiency of government service delivery. This act amends Republic Act No. 9485, commonly referred to as the Anti-Red Tape Act of 2007, thereby reinforcing the commitment to streamline processes and reduce bureaucratic hurdles.

Office or Division:	Agency Operations Service (AOS) – Grievance Management Division			
Classification:	Simple			
Type of Transaction:	Government-to-Citizens (G2C); Government-to-Government (G2G)			
Who may avail:	Any person with inquiries, requests for assistance, or complaints directed to the Department of Social Welfare and Development (DSWD) may submit their concerns through the IGRMS Public Portal, the DSWD Inquiry Email, or the DSWD Hotline.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Client's Information (Name, Address, Telephone number, E-mail Address), and the complete details of concern; or 2. Referral Letter from the National Government Agencies (NGAs), Local Government Units (LGUs), and other concerned offices		Agency Operations Service – Client Support Section (CSS)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

<p>1. Submit or send communication of inquiry, request, or grievance.</p>	<p>1.1 Receive inquiry, request, grievance, or endorsement letter of the presented request for assistance, inquiry, feedback, or grievance received from the Public Assistance and Complaints Desk (PACD), DSWD Inquiry Email, DSWD Hotline, Social Media platform referral, and Presidential Action Center (PACe).</p>	<p>None</p>	<p>3 minutes</p>	<p><i>Project Development Officer II Agency Operations Service</i></p>
	<p>1.2 Review and assess the inquiry, request, or grievance of the clients.</p> <p>1.2.1 For inquiry, request, or grievance received through PACD/Walk-In clients, respond through the PACD;</p> <p>1.2.2 For inquiry, request, or grievance received through the DSWD Inquiry Email, respond</p>	<p>None</p>	<p>3 minutes</p>	<p><i>Project Development Officer II Agency Operations Service</i></p>

	<p>through the DSWD email;</p> <p>1.2.3 For inquiry, request, or grievance received through the DSWD Hotline, respond through phone call/hotline;</p> <p>1.2.4 For inquiry, request, or grievance received through referral letter from the NGAs, LGUs, and concerned office, draft an official memorandum and respond through an official letter.</p>			
	<p>1.3 Determine whether the received inquiry, request or grievance is within the mandate of the DSWD.</p> <p>1.3.1 For DSWD concerns with complete contact information, proceed to the next step.</p>	None	4 minutes	<p><i>Project Development Officer II Agency Operations Service</i></p>

	<p>1.3.2 For DSWD concerns with no contact information of the client or non-DSWD concern, request for reversion.</p> <p>1.3.3 For non-DSWD concerns received through email, revert the concern to the proponent's office through email.</p> <p>1.3.4 For non-DSWD concern referral letters, revert the concern through an official letter and send it to the provided address or email address (if available).</p> <p>1.3.5 For non-DSWD concerns received through the DSWD hotline and PACD, respond accordingly and refer the client</p>			
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	<p>to the concerned NGAs, and/or LGUs.</p> <p>1.3.6 For client/s who chose to remain anonymous and the client's concern was categorized as a complaint in nature without documentary or direct evidence, respond to the client's concern based on the AO 17, s, 2022, section 15:</p> <p><i>“No anonymous complaint shall be entertained unless the act complained of is of public knowledge or the allegations can be verified or supported by documentary or direct evidence” or direct evidence”</i></p>			
	<p>1.3 Categorize the concern whether Simple, Complex, or Highly Technical, and encode the client's details in the AOS Monitoring Matrix/Tool.</p>	<p>None</p>	<p>25 Minutes</p>	<p><i>Project Development Officer II Agency Operations Service</i></p>

	<p>1.4.1 For simple queries: Respond to the concern of the client through the DSWD hotline/email/letter, through the provided contact information (e.g., e-mail address or phone number). For PACD clients, respond to the client's concerns accordingly.</p> <p>1.4.2 For requests for assistance and non-contentious grievances that require validation and are classified as "Complex", endorse/refer the matter to the concerned Field Offices or Offices/Bureaus/Services/Units (FOs/OBSU) for reference and appropriate action.</p> <p>1.4.3 For grievances and confidential complaints</p>			
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	<p>classified as “Highly Technical”, draft a memorandum and endorse/refer the matter to the concerned office (closed envelope) for reference and appropriate action.</p> <p>1.5 Encode the client’s details in the AOS Monitoring Matrix/Tool</p>			
	<p>1.6 Receive the referral email/memorandum and attachments from the Agency Operations Service (AOS) through the official email address (inquiry@dswd.gov.ph) and/or hard copy.</p> <p>1.7 Review and determine to which Division/Unit/Services the concern will be forwarded.</p> <p>1.8 Endorse the email/ referral letter to the concerned Division/Unit/ Services for appropriate action.</p>	None	10 Minutes	<i>Technical Staff OBSU/FO/AA</i>

	1.9 Encode the client's details in the Monitoring Matrix/Tool.			
2. Receive a response/action on the concern.	<p>2.1 Provide appropriate action/update the client on the status of his/her concern.</p> <p>2.2 Conduct a Client Satisfaction Measurement Survey (CSMS) on the client.</p> <p>2.3 Provide and submit a feedback report.</p>	None	<p>a. Simple Transaction (three (3) working days)</p> <p>b. Complex Transaction (seven (7) working days)</p> <p>c. Highly Technical Transaction (twenty (20) working days)</p>	<i>Technical Staff OBSU/FO/AA</i>
	2.4 Submit to DSWD CO-AOS the copy of the signed document/ feedback report/ memorandum with supporting documents including the accomplished CSMS Form (if available) stating the concrete and specific action/s undertaken by the concerned Division/Unit to respond/resolve the concern of the client and update	None	10 Minutes	<i>Technical Staff OBSU/FO/AA</i>

	the Monitoring Matrix/Tool.			
	<p>2.5 Review the submitted signed official document/memorandum/feedback report.</p> <p>2.5.1 For actions/feedback reports not considered concrete and specific, return the submitted report to the concerned office for compliance.</p> <p>2.5.2 For actions/feedback reports considered concrete and specific, proceed to the next step.</p> <p>2.6 For PACe referral, recommend the closure of the ticket to the Presidential Action Center Administrator through email and proceed to the next step if the submitted response is considered</p>	None	10 Minutes	<i>Project Development Officer II Agency Operations Service</i>

	concrete and specific.			
	2.7 Acknowledge the receipt of the official document/memorandum/feedback report	None	5 Minutes	<i>Project Development Officer II Agency Operations Service</i>
	2.8 Update the AOS monitoring matrix and mark the inquiry, request for assistance, and grievances as responded/closed.	None	5 Minutes	<i>Project Development Officer II Agency Operations Service</i>
	TOTAL	NONE	1 hour and 15 Minutes	

3. Management of Inquiries, Complaints, or Feedback from Walk-In Clients through the Public Assistance and Complaints Desk (PACD)

To address and provide an immediate effective response and resolution in all walk-in inquiries, requests for assistance, grievances, complaints, or feedback from the general public in compliance with Republic Act No. 11032: “An Act Promoting Ease of Doing Business and Efficient Delivery of Government Services, amending for the Purpose Republic Act No. 9485, otherwise known as Anti-Red Tape Act of 2007”. The aim is to ensure that we deliver prompt responses to clients until the issue is fully resolved or closed, ensuring that all walk-in interactions are handled with the utmost efficiency and responsiveness, thereby enhancing the overall experience for citizens seeking assistance.

Office or Division:	Agency Operations Service (AOS) – Grievance Management Division			
Classification:	Simple			
Type of Transaction:	Government-to-Citizens (G2C); Government-to-Government (G2G)			
Who may avail:	Walk-in clients with inquiries, requests for assistance, or complaints directed to the Department of Social Welfare and Development (DSWD) may submit their concerns through the Public Assistance and Complaints Desk (PACD)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> Client’s Information: (Name, Address, Telephone number, E-mail Address), and the complete details of concern in the accomplished Grievance Information Form Referral Letter from the National Government Agencies (NGAs), Local Government Units (LGUs), and other concerned offices (if available) 		Agency Operations Service – Client Support Section (CSS)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Lodge/file inquiry, request, or grievance through the PACD	1.1 Submit an inquiry, request, or grievance to the PACD Officer whether verbal or by filling out the Grievance Information Form (GIF)	None	5 Minutes	<i>Attending PACD Officer</i>
	1.2 Inquire about client issues with probing questions, following the verbatim script.	None	8 Minutes	<i>Attending PACD Officer</i>
	1.3 Get the client's consent to record the client's information/details of concern and encode them in the Integrated Grievance Redress Management System (IGRMS).	None	2 Minutes	<i>Attending PACD Officer</i>
	1.4 Assess the concern of the client and provide a suitable response/ resolution: 1.4.1 For Simple Inquiry: Provide a clear and concise response to the query.	None	20 Minutes a. Simple Transaction (three (3) working days) b. Complex Transaction (seven (7) working days) c. Highly Technical Transaction (twenty (20) working days)	<i>Attending PACD Officer</i>

	<p>1.4.1.1 If unsure, offer to find the information or direct them to the Office/Bureau/Service/Unit (OBSU) concerned.</p> <p>1.4.1.2 If the query has multiple possible solutions, present the available solutions to the client and explain the pros and cons of each option if necessary.</p> <p>1.4.1.3 Ask if the client has any further questions or if he/she needs additional clarification.</p> <p>1.4.2 For Complex and Highly Technical Concerns: Contact/coordinate with the concerned Office, Bureau, Service, or Unit (OBSU).</p> <p>1.4.2.1 Refer the client either</p>			
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	<p>through the accomplished GIF or via phone call to the concerned OBSU.</p> <p>1.4.2.2 Provide the appropriate response, which the attending PACD Officer can either relay to the client or deliver directly via phone.</p>			
	<p>1.5 After the client has been responded to, update the IGRMS or monitoring tool and tag it as responded/resolved (whichever is applicable).</p>	None	2 Minutes	<i>Attending PACD Officer</i>
	<p>1.6 The client shall accomplish the Client Satisfaction Measurement Survey (CSMS) Form based on the level of satisfaction with the service/response provided by the attending PACD Officer.</p> <p>1.7 Encode the results of the survey in the CSMS database</p>	None	3 Minutes	<i>Attending PACD Officer</i>

	as a means of verification.			
	TOTAL	NONE	40 Minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Accomplish the Client Satisfaction Measurement Survey (CSMS) Form and drop it at the designated drop box of the PACD, or fill up the link provided in the email response from the DSWD Inquiry or 8888 emails.</p> <p>Contact info: (+02) 8-931-8101 VoIP 10212, 10214, 10206 or thru email inquiry@dswd.gov.ph.</p>
How feedbacks are processed	<p>The designated Technical Staff compiles and records all feedback submitted.</p> <p>For feedback requiring answers/updates, they shall be forwarded to the concerned personnel/unit and are required to respond within three (3) days upon receipt of the feedback.</p> <p>The response of the personnel/unit is then relayed to the client/citizen on how the complaints are received by the concerned OBSUs.</p> <p>For inquiries and follow-up, clients may contact the following telephone number: (+02) 8-931-8101 VoIP 10212, 10214, 10206 or through email: inquiry@dswd.gov.ph.</p>
How to file a complaint	<p>Accomplish the Grievance Information Form (GIF) and drop it at the designated drop box of the PACD. It can also be filed via telephone (DSWD Official Hotline), DSWD Inquiry email, or through the Integrated Grievance Redress Management System Public Portal. Make sure to provide the following information:</p> <ul style="list-style-type: none"> - Name of person being complained - Incident - Evidence

FEEDBACK AND COMPLAINTS MECHANISM	
	<p>For inquiries and follow-up, clients may contact the following telephone number: (+2) 8-931-8101 VoIP 10212, 10214, 10206 or through email: inquiry@dswd.gov.ph and http://i-grs.dswd.gov.ph/.</p>
How complaints are processed	<p>The Agency Operations Service (AOS) will evaluate the complaints received daily. The designated Technical Staff will coordinate and forward the complaint to the concerned personnel/ unit to respond to the complaint and/or investigate.</p> <p>If necessary after the concern has been addressed or after the conduct of the investigation, the designated Technical Staff to prepare and submit a feedback report to the AOS Director for information and further instruction.</p> <p>The designated Technical Staff shall give feedback to the client/s.</p> <p>For inquiries and follow-up, clients may contact the following telephone number: (+2) 8-931-8101 VoIP 10212, 10214, 10206 or through email: inquiry@dswd.gov.ph.</p>
Contact Information of 8888 Citizens' Complaint Hotline, Civil Service Commission Contact Center ng Bayan, Presidential Action Center, and Anti-Red Tape Authority	<p>8888 Citizens' Complaint Hotline 8888.gov.ph/file-complaint Call or Text Hotline 8888</p> <p>Authority on Anti-Red Tape (ARTA) complaints@arta.gov.ph or call at 8478-5099, 09-69-257-7242, 0928-690-4080</p> <p>Presidential Action Center (PACe) pace@op.gov.ph Tel Nos. 8736-8645, 8736-8603, 8736-8606, 8736-8629, 8736-8621</p>

FEEDBACK AND COMPLAINTS MECHANISM	
	Contact Center ng Bayan (CCB) email@contactcenterngbayan.gov.ph 0908-881-6565

LIST OF OFFICES

Office	Address	Contact Information
Agency Operations Service (AOS)	G/F AOS Office, Mahusay Bldg, DSWD Central Office, Batasan Hills, Quezon City	aos@dswd.gov.ph (+02) 89318101 Voip. 10212, 10214, 10206 DSWD Inquiry Email inquiry@dswd.gov.ph DSWD Official Hotlines SMART 09199116200 GLOBE 09178272543 09171105686 IGRMS Public Portal http://i-grs.dswd.gov.ph/
Field Office I	Quezon Avenue, City of San Fernando, La Union 2500	fo1@dswd.gov.ph
Field Office II	3 Dalan na Pagayaya, Regional Government Center, Carig Sur, Tuguegarao City, Cagayan 3500	fo2@dswd.gov.ph
Field Office III	Government Center, Maimpis, City of San Fernando, Pampanga 2000	fo3@dswd.gov.ph
Field Office IV-A	Alabang- Zapote Road, Alabang, Muntinlupa City 1770	fo4a@dswd.gov.ph
Field Office IV-B	1680 Benitez Street cor. Malvar Street, Malate, Manila 1004	fo4b@dswd.gov.ph
Field Office V	Regional Center Site, Rawis, Legazpi City, Albay 4500	fo5@dswd.gov.ph

Office	Address	Contact Information
Field Office VI	M.H. Del Pilar Street, Molo, Iloilo City 5000	fo6@dswd.gov.ph
Field Office VII	M.J. Cuenco Avenue corner General Maxilom Avenue, Barangay Carreta, Cebu City, 6000	fo7@dswd.gov.ph
Field Office VIII	Magsaysay Blvd., Brgy. 1 and 2, (Libertad), Tacloban City, Leyte 6500	fo8@dswd.gov.ph
Field Office IX	No. 9 General Vicente Alvarez Street, Brgy. Zone 4, Zamboanga City, Zamboanga del Sur 7000	fo9@dswd.gov.ph
Field Office X	Masterson Avenue, Upper Carmen, Cagayan de Oro City, Misamis Oriental 9000	fo10@dswd.gov.ph
Field Office XI	R. Magsaysay Ave. Cor. D Suazo St., Davao City, Davao Del Sur 8000	fo11@dswd.gov.ph
Field Office XII	Purok Bumanaag, Brgy. Zone 3 Koronadal, City of South Cotabato 9506	fo12@dswd.gov.ph
Field Office CAR	40 North Drive, Baguio City, Benguet 2600	focar@dswd.gov.ph
Field Office Caraga	R. Palma St, Butuan City, Agusan Del Norte 8600	focaraga@dswd.gov.ph
Field Office NCR	389 San Rafael Cor. Legarda St., Quiapo, Manila 1000	foncr@dswd.gov.ph