



DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT

CITIZEN'S CHARTER



DEPARTMENT LEGISLATIVE LIAISON OFFICE

**CITIZEN'S CHARTER
2021 (3rd 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

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.

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.

TABLE OF CONTENTS

NON-FRONTLINE SERVICE	Page
Preparation and Submission of Dswd's Official Position Paper on Bills and Resolutions Filed in Both Houses of Congress	3-6
Feedback and Complaints Mechanism	7
List of Office	7
Contact Center ng Bayan Contact Details	8-9

1 - PREPARATION AND SUBMISSION OF DSWD'S OFFICIAL POSITION PAPER ON BILLS AND RESOLUTIONS FILED IN BOTH HOUSES OF CONGRESS

The Department of Social Welfare and Development (DSWD) thru the Department Legislative Liaison Office (DLLO) is requested for comments and recommendations on the proposed measure by the House of Representatives and Senate of the Philippines as well as the Presidential Legislative Liaison Office (PLLO) prior to the conduct of Public Hearings /Committee Meetings and Technical Working Group (TWG) Meetings in both Houses of Congress. Further, the Office of the Deputy Executive Secretary for Legal Affairs (ODESLA), Office of the President also requests further comments and recommendations from the DSWD if the proposed measure is within or may impinge the Department's mandate.

The DLLO follow these procedures when preparing Position Paper of the Department:

Office or Division	DLLO-Legislative Coordination Division (LCD)			
Classification	Highly Technical			
Type of Transaction	G2G - Government to Government			
Who may avail	DSWD Central and Field Offices, Attached Agencies of the Department, Houses of Congress, PLLO, and ODESLA			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request		DLLO or copies of Official Position Paper can be downloaded via DSWD's Website for the information of the general public		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits letter to the DSWD's Secretary requesting for the Department's comments and recommendations on the proposed measure/s	Forwards to DLLO with notes	NONE	5 - 10 minutes	Office of the Secretary (OSEC)
	<ul style="list-style-type: none"> Receives and tracks requests Checks if with existing Position Paper If with Position Paper, reproduces and provide copy to the concerned client 	NONE	5 - 10 minutes	DLLO Administrative Staff

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
PREPARATION OF POSITION PAPER				
	If no Position Paper yet, the OIC, DLLO gives instructions and assign to the concerned technical staff for appropriate action	NONE	5-10 minutes	OIC, DLLO
	Upon receipt of the request for Position Paper, the DLLO Technical Staff routes copies of the bill/s to the Legislative Bill Review Committee (LBRC) Members ¹ through a memorandum signed by the OIC, DLLO.	NONE	2 hours	LCD Technical Staff
	<i>Local bill/s or those which concern a specific area (municipality, city, and province) shall be endorsed to the Field Office which has jurisdiction over the said area. In this case, the concerned Field Office-Legislative Liaison Coordinators (FO-LLCs)² shall draft the position paper for the said bill/s within five (5) working days upon receipt of the endorsement. After which, the draft position paper shall be forwarded to the DLL Officer for review or</i>			
	<i>possible referral to the LBRC members for further comments and inputs prior to its submission to the DSWD Secretary.</i>			
	Reviews Memo and recommends for approval of OIC, DLLO	NONE	Within the Day	OIC, LCD

¹ **Legislative Bill Review Committee (LBRC) Members** - An inter-office body comprised of the PDPB, PMB, STB, SB, and Legal Service, which is tasked to review, analyse, and deliberate on the provisions of bills particularly if these support or oppose the DSWD's mandate.

² **Field Office-Legislative Liaison Coordinators (FO-LLCs)** - The Chief or designated staff of the Policy and Plans Division in all DSWD Field Offices shall serve as the focal persons and counterpart of the DLLO in the promotion of the DSWD Legislative Agenda and other proposed measures identified as urgent by the Executive Department.

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Continuation	Reviews and approves Memo <i>Note: Returns to the concerned Technical Staff if with comments/input</i>	NONE	Within the Day	OIC, DLLO
	Receives Memo and Submit comments and recommendations to the DLLO	NONE	4 Days	LBRC Members and concerned OBS
	Receives and tracks comments and recommendations	NONE	Within the Day	DLLO Administrative Staff
	Reviews and gives instructions to Technical Staff	NONE	Within the Day	OIC, DLLO
	<ul style="list-style-type: none"> Consolidates comments and recommendations, which were outlined in a matrix Analyses and drafts Position Paper 	NONE	5 Working Days	LCD Technical Staff
	Reviews draft Position Paper <i>Note: Returns to the concerned Technical Staff if with comments/input</i>	NONE	1 to 2 Working Days	OIC, LCD
	Reviews draft Position Paper and recommends to the DLL Officer for approval <i>Note: Returns to the concerned Technical Staff if with comments/input</i>	NONE	1 to 2 Working Days	OIC, DLLO
	Tracks for outgoing to the Office of the Undersecretary for Policy and Plans (OUSPP)	NONE	Within the Day	DLLO Administrative Staff
	Further reviews the draft Position Paper and recommends to the Secretary for approval	NONE	1 to 2 Working Days	DLL Officer
	Tracks for outgoing to the DLLO	NONE	Within the Day	OUSLLA Administrative Staff

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Continuation	<ul style="list-style-type: none"> Receives and tracks approved Position Paper Endorses to OSEC 	NONE	Within the Day	DLLO Administrative Staff
	<ul style="list-style-type: none"> Conducts final review and approves/signs Position Paper Returns to the DLLO for submission to the concerned House/Senate Committee or PLLO <p><i>Note: Returns to DLLO for revision if with comments. Upon receipt, the DLLO Technical Staff will revise immediately and return to OSEC</i></p>	NONE	1 to 2 Working Days	OSEC
	Upon receipt of approved Position Paper ³ : Tracks, photocopies, and submits via fax or door-to-door delivery of DSWD's Official Position Paper to the House/Senate Committee or PLLO	NONE	Within the Day	Administrative Staff
	TOTAL FEES TO BE PAID		TOTAL PROCESSING TIME	
TOTAL	None		15-20 days	

The DLLO shall provide all Executive Committee (EXECOM) Members, Management Committee (MANCOM) Members and Field Offices with a Semestral Compendium of signed Position Papers for their

³ DLLO shall furnish the PLLO copies of its Position Papers on objectionable bills which directly impinge on the DSWD mandate as a strategy to ensure the latter's immediate and appropriate intervention on these bills' progress.

Signed Position Paper shall also be brought to the hearing by the concerned DSWD representative and the assigned technical staff of the DLLO for submission to the Senate/House Committee.

DLLO also provides further comments and recommendations on proposed measures upon the request of the ODESLA, Malacañang. The letter was signed by the DLL Officer and copies of the DSWD's Official Position Papers submitted to the concerned Committee in both Houses were attached for reference.

information and reference. Electronic copies of these position papers shall also be made available on a monthly basis via the DSWD website.

The signed Position Papers, along with their corresponding bills, may also be subjected to PDPB's Policy Study Sessions for further assessment and possible enhancements.

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	For any feedback, you may download and use the attached customer satisfaction measurement form.
How feedbacks are processed	The feedback gathered will be discussed to the team and will be studied for the improvement of the office's performance.
How to file a complaint	You may file your complaint via email dllo@dswd.gov.ph or call (89517123). Our office is at Room 2B Dormitory, DSWD Central Office, IBP Road, Brgy. Constitution Hills, Quezon City.
How complaints are processed	The complaint will be forwarded to the ARTU focal for their immediate action and response. The ARTU of the office will contact the complainant for updates and actions undertaken regarding the complaint.
Contact Information of CCB, PCC, ARTA	<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) before CSC (Civil Service Commission) email@contactcenterngbayan.gov.ph 09088816565</p>

LIST OF OFFICE	
Name of Office	Department Legislative Liaison Office
Address	Room 2B Dormitory, DSWD Central Office, IBP Road, Brgy. Constitution Hills, Quezon City
Contact Number	Email dllo@dswd.gov.ph or Call (89517123)

Send feedback on government services, whether positive or negative, to the Contact Center ng Bayan via the following access channels:

SMS : 0908 881 6565

Email: email@contactcenterngbayan.gov.ph

Web: <https://contactcenterngbayan.gov.ph/>

FB: <https://facebook.com/civilservicegovph/>

Call: 165 65

P5 +VAT per call anywhere in the Philippines via PLDT landlines



The Contact Center ng Bayan (CCB) plays a vital role in the implementation of Republic Act No. 11032 otherwise known as the “Ease of Doing Business and Efficient Government Service Delivery Act of 2018”



The CCB, the feedback facility of the Civil Service Commission, shall be included in the Citizen’s Charter of every government agency, as part of their feedback mechanism.

Rule IV (Citizen’s Charter), Section 2 (g) (i) of Joint Memorandum Circular (JMC) No. 2019001, series of 2019 or the Implementing Rules and Regulations of Republic Act No. 11032



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