

PERFORMANCE MANAGEMENT TEAM

01 October 2018

MEMORANDUM

FOR : **All Heads of Offices, Bureaus, Services, Units**
DSWD Central Office

All Regional Directors
DSWD Field Offices

FROM : **The Officer-In-Charge of Office of the Undersecretary for**
GASSG and Vice-Chairperson of the Performance
Management Team

SUBJECT : **CITIZEN'S CHARTER- CERTIFICATE OF COMPLIANCE**

May we furnish you a copy of DSWD Certificate of Compliance (CoC) which was submitted to AO25 IATF Secretariat¹ on 01 August 2018 in compliance with Republic Act (R.A.) 9845² and as one of the requirements for the grant of FY 2018 Performance-Based Bonus (PBB).

It may be worthy to mention that as stipulated in AO25 IATF Memorandum Circular (MC) No. 2018-1³, Civil Service Commission (CSC) MC No. 09, Series of 2018⁴, and as clarified with the AO25 Secretariat, the submitted CoC of the Department shall be the basis of CSC's validation of the DSWD Central and Field Offices' compliance with Anti-Red Tape Act (ARTA) requirements and report on improvements for FY 2018, which validation started on **01 October 2018**.

As such, all Offices, Bureaus, Services, Units of the DSWD Central Office and Field Offices are hereby requested to ensure the compliance with the service standards indicated therein.

For your strict compliance.



ASEC. RODOLFO M. SANTOS, CESO III

¹ Inter-Agency Task Force on Harmonization of National Government Performance Monitoring, Information and Reporting Systems Secretariat
² An Act to Improve Efficiency in the Delivery of Government Service to the Public By Reducing Bureaucratic Red Tape, Preventing Graft and Corruption, and Providing Penalties Therefor
³ Guidelines on the Grant of the Performance-Based Bonus for FY 2018 under Executive Order No. 80 and EO No. 201
⁴ Validation Guidelines on Citizen's Charter Compliance for the 2018 Performance-Based Bonus

06 August 2018

UNDERSECRETARY LAURA B. PASCUA
Department of Budget and Management
Chair, AO 25 Technical Working Group

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OFFICE OF THE UNDERSECRETARY
DEPARTMENT OF BUDGET AND MANAGEMENT
AUG 15 2018
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Dear Undersecretary Pascua:

Greetings!

In compliance to one of the requirements on the grant of FY 2018 Performance-Based Bonus (PBB) and Civil Service Commission (CSC) Memorandum Circular No. 9, Series of 2018¹, we are pleased to submit the attached original notarized copy of DSWD's Anti-Red Tape Act (ARTA) Certificate of Compliance (CoC).

It may be worthy to mention that the Department also submitted an electronic copy of the said CoC through ao25secretariat@dap.edu.ph last 01 August 2018.

For your consideration.

Very truly yours,

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FLORITA R. VILLAR
PBB Spokesperson

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¹ Validation Guidelines on Citizens Charter Compliance for the 2018 Performance-Based Bonus

CERTIFICATE OF COMPLIANCE

Pursuant to Republic Act 9485: An Act to Improve Efficiency in the Delivery of Government Service to the Public by Reducing Bureaucratic Red Tape, Preventing Graft and Corruption, and Providing Penalties Therefor

I, **VIRGINIA N. OROGO**, Filipino, of legal age, **Acting Secretary of the Department of Social Welfare and Development (DSWD)**, being responsible and accountable in ensuring compliance with Section 6 of the Anti-Red Tape Act of 2007 and Rule IV of its Implementing Rules and Regulation, hereby declare and certify the following facts:

- 1) The DSWD including its sixteen (16) Regional Offices has established its service standards known as the Citizen's Charter enumerates the following:
 - a. Vision and mission of the agency
 - b. Frontline services offered
 - c. Step-by-step procedure in availing of frontline services
 - d. Employee responsible for each step
 - e. Time needed to complete the procedure
 - f. Amount of fees
 - g. Required documents
 - h. Procedure for filing complaints
- 2) The Citizens' Charter is posted as information billboards in all the service offices of DSWD that deliver frontline services.
- 3) The Citizens' Charter is positioned at the main entrance of the office or at the most conspicuous place of all the said service offices.
- 4) The Citizens' Charter is written either in English, Filipino, or in the local dialect and published as an information material (e.g. booklet or brochure)
- 5) The Citizens' Charter is uploaded in the agency's website and accessible to the public.
- 6) The agency has undertaken self-assessment and reporting of improvements in its existing Citizen's Charter.
- 7) The Citizens' Charter shows the process improvements, specifically on the streamlining of procedures and shortened turnaround time, on the most availed frontline services:

FRONTLINE SERVICE	PROCESS IMPROVEMENT	ACTION TAKEN TO IMPROVE PROCESS	RESULTS/BENEFITS
Adoption	Access to the information on adoption and foster care process.	Conduct of simultaneous region-wide advocacy work on adoption and foster care <ul style="list-style-type: none"> • Adoption Consciousness Week Celebration (yearly) • Consultation Dialogues with partner agencies (court judges and social workers, LGUs, medical setting, NGO social workers, PSA among others) • MOA with partner government agencies to advocate alternative family care (DOJ, DOH, DEPED and DILG) • Adoption website is maintained and updated https://adoption.dswd.gov.ph/ • Coordination with SMS for radio/TV interviews to advocate legal adoption and to combat illegal adoption online Copies of MCs are posted in the DSWD website	Easy access of partner agencies on the copy of requirements and updates such as MCs.

	<p>Compliance to the prescribed turn-around period on received Application/ Petition for Certification Declaring a Child as Legally Available for Adoption (CDCLAA) both in the level of FO and CO.</p>	<p>Hired additional competent social workers to review and handle solely cases of children for CDCLAA issuance.</p> <p>Continuous provision of technical assistance on case management, including completion of requirements provided by the law.</p>	<p>The process was shortened from 9 months to 4 months, upon the receipt of the FO to its endorsement to CO.</p> <p>Children are issued with CDCLAA within the prescribed period of 4 months.</p>
	<p>Compliance to the Principle of Subsidiarity and IRR of RA 8552 that children's permanent placement should be exhausted locally prior to placing them for intercountry adoption.</p>	<p>Memo signed by the Secretary on the return/Reactivation of interregional matching at the CO level was sent to all FOs on July 31, 2018 effective immediately.</p> <p>Amendment to MC 7, or the Omnibus Guidelines on Domestic Adoption was sent to MANCOM members for referendum prior to its endorsement to the EXECOM for approval.</p>	<p>Children's local permanent placement is exhausted, in compliance with the Hague Intercountry Adoption Convention on the principle of subsidiarity, as well as in the IRR of RA 8552.</p>
Cashier	<p>Priority lane is added for Persons with Disabilities, pregnant and lactating mothers, senior citizens, and those with infants. No noon break and no gifts allowed are also installed; quick release of cash</p>	<p>Some field offices extended cash units in CIU; acrylic frame/ information boards are installed in the lobbies. In CO, cash division extends working hours to accommodate CIU cash payouts to clients</p> <p>Additional disbursing officers to handle educational assistance during peak season of CIU cash payout. Ensures skeletal team are present during noon</p>	<p>Quick release of checks/assistance to clients</p>
Social Pension	<p>Payout process is more accommodating to the senior citizens</p>	<ol style="list-style-type: none"> 1. Social Pension is being delivered by the Field Office and the Local Government Unit staff to bedridden beneficiaries. 2. Social Pension pay-out is conducted by "clustered barangay" wherein the venue of the pay-out is accessible to the majority of the beneficiaries. 3. Social Pension can be claimed at the Field Office and the Local Government Unit. <p>In the DSWD Central Office, PSB and CPSB established a Public Assistance Desk wherein walk-in client's query will be answered on the spot by the assigned PSB and CPS Staff.</p>	<p>Social Pension is made available at the LGU level and more accessible to the senior citizens</p>

<p>Registration, Licensing, and Accreditation of Social Welfare Development Agencies (SWDAs)</p>	<p>Clear Process Flow and Turn-around time.</p> <ol style="list-style-type: none"> 1. Registration of Auxiliary SWDA – 7 working days 2. Licensing of SWA – 15 working days 3. Accreditation of SWDAs SWD Programs and Services – 20 Working Days 	<ul style="list-style-type: none"> - Revised process flow based on AO 16 S2012 - AO 16 S2012 is in the process of enhancement/ amendment in compliance with RA 11032 – Ease of Doing Business - Establishing of an online application (eSerbisyo) which was launched last July 2018. It is currently being pilot tested in NCR, Region VII, and Region XI. After three (3) months, the application will be evaluated if it is ready for nationwide launching. 	<p>Prompt and efficient issuance of RL</p>
<p>Assistance to Individuals in Crisis Situation</p>	<p>Shortened turn-around time on the processing of assistance</p> <p>Installation of automated queuing management system for a more efficient and transparent way of managing the queue of clients for interview</p> <p>Posting of CIU processes in tarpaulins and TV monitor of the automated queuing system</p> <p>Ensuring feedback mechanism through the completion of the client's satisfaction survey/feedback form after interview/transaction with CIU personnel</p>	<ul style="list-style-type: none"> - Maintained the staff reporting schedules to immediately serve clients who arrives at the office early - Conducts pre-screening/pre-assessment of documents of clients by the social workers assigned prior to interview and processing, to determine completeness of documents presented and urgency of case - Preparation of lengthy assessment recommendation of client's case was removed, instead, highlights of the assessment was incorporated in the GIS forms as basis for recommendation of assistance. - Orientation of CIU processes to key support staff of the CIU such as security and maintenance personnel 	<p>Prompt and efficient delivery of financial assistance to eligible clients</p>
<p>Minors Traveling Abroad</p>	<p>Shortened processing time of approval and issuance of travel clearance certificate; applicants' awareness on the certification processes</p>	<p>Issuance of Administrative Order No. 12, s. 2017 (Omnibus Guidelines for Minors Travelling Abroad) last 10 November 2017 wherein the orientation of the guidelines to the Field Offices was conducted last June 2018.</p> <p>Establishing of an online application for the issuance of travel clearance certificate (eSerbisyo) which was launched last July 2018. It is currently being pilot tested in NCR, Region VII, and Region XI. After three (3) months, the application will be evaluated if it is ready for nationwide launching.</p>	<p>Prompt issuance of travel permit</p>

This certification is being issued to attest to the accuracy of all foregoing based on available records and information that can be verified.

IN WITNESS HEREOF, I have hereunto set my hand this 1st day of August 2018 in Quezon City, Metro Manila, Philippines.



VIRGINIA N. OROGO
Acting Secretary, DSWD

01 AUG 2018

SUBSCRIBED AND SWORN to before me this _____ in Quezon City, Metro Manila, Philippines, with affiant exhibiting to me her DSWD ID # 16-0333 issued on 13 June 2018 in Quezon City.

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ATTY. LUIS M. DE VERA
Notary Public, until Dec. 31, 2019
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IBP No. 019724 / 12 / 20 / 2017
Reg. No. 20751
5th MCLE No. 0009642 / 04/14/2016
TIN No. 218-145-247