



**Republic of the Philippines**  
**Department of Social Welfare and Development**

IBP Road, Batasan Pambansa Complex, Constitution Hills, Quezon City 1126

Telephone Nos. (632) 931-8101 to 07; Telefax (632) 931-8191

E-mail: [osec@dswd.gov.ph](mailto:osec@dswd.gov.ph)

Website: <http://www.dswd.gov.ph>

**ADMINISTRATIVE ORDER**

No. 02

Series of 2015

**SUBJECT: RECLUSTERING OF OFFICES, BUREAUS, SERVICES, AND UNITS (OBSUs) AT THE DSWD CENTRAL OFFICE (Amendments to M.C. nos. 1, 6, 20, 25, series of 2012; M.C. nos. 2, 8, 10, 15, 18 series of 2014; M.C. no. 1 series of 2015; A.O. no. 11, series of 2014; S.O. no. 1, series of 2013 and; S.O. 3904 series of 2014)**

**RATIONALE**

Through the years, the rapid expansion of DSWD's operations, significant increase in budget allocation, the all-encompassing demands on services resulting from disasters, overlapping programs, and increasing complexity of social protection concerns necessitate an organizational reconfiguration that enhances the Department's responsiveness to the emerging demands of this new normal. Inasmuch as the premises and social context justified the current organizational structure of the Department, it is imperative to make adjustments and restructure to put in place a more responsive set-up.

The main objectives of the re-composition of DSWD Central Office Clusters are to:

- (1) clarify lines of accountability among OBSUs and Officials
- (2) further strengthen the Department's operations and support offices,
- (3) increase the efficiency, effectiveness, and synchronicity of the different OBSUs in the achievement of DSWD's vision, mission, and reform agenda, and
- (4) serve as an interim set-up while the Department is completing the proposal for a Rationalization Plan 2.

**TRANSITORY PROVISIONS**

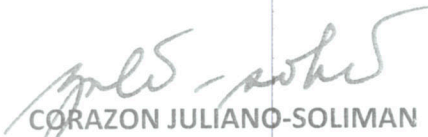
**Designation and Assignment of Officials.** The designation and assignment of the members of the Executive Committee pursuant to this re-clustering shall be announced in subsequent issuances. There shall be no changes in the assignment and/or designation of heads of offices, bureaus, services, and units until after a review of current assignments is completed by the Cluster Head(s), Coach-Mentor(s), EXECOM, and after approval by the Secretary. The usual policy of consulting affected personnel prior to any pending movements shall be observed in all cases.

**Consultation and Information Dissemination.** All Cluster Heads, with the assistance of other members of the Executive Committee, are hereby directed to conduct consultative and information dissemination activities to help promote understanding and support of this Administrative Order among the units and personnel within their respective clusters. Special attention shall be given to offices, bureaus, services, and units where personnel movements may be effected pursuant to the re-defined mandates and functional arrangements of the Department, as defined hereunder.

**Field Office Structures and Systems.** Appropriate adjustments shall be made on the structures and systems of the Field Offices to ensure harmonization with the re-clustering at the Central Office pursuant to this Administrative Order. All clusters are hereby directed to provide adequate support to the Field Offices to effectively manage changes at the regions within their respective areas of responsibility.

This order shall take effect immediately and shall continue to be effective unless rescinded. Previous issuances, office orders inconsistent herewith are hereby revoked.

Issued this 13<sup>th</sup> of March 2015 in Quezon City, Metro Manila.

  
CORAZON JULIANO-SOLIMAN  
Secretary

Certified Copy:  
  
MYRNA H. REYES  
Officer In-Charge  
Records Unit

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## LEGAL BASES

**Executive Order No. 396** (June 3, 1951) created the Social Welfare Administration (SWA) to improve the living conditions of Filipinos, both in the cities and rural areas, who are in dire circumstances

**Republic Act No. 5416** (May 15, 1968), the Social Welfare Act of 1968, upgraded the SWA into a department-level agency, the Department of Social Welfare (DSW).

**Presidential Decree No. 994** (September 18, 1976) renamed the DSW to the Department of Social Services and Development (DSSD).

**Presidential Decree No. 1397** (June 2, 1978) converted the DSSD to the Ministry of Social Services and Development (MSSD) as required by the shift in the form of government from presidential to parliamentary.

**Executive Order No. 123** (January 30, 1987) provided for another name change and organizational structuring of the MSSD, which was renamed the Department of Social Welfare and Development (DSWD)

**Executive Order No. 292** (July 25, 1987), the Administrative Code of 1987, embodied changes in administrative structures and procedures designed to serve the people, including vesting the Secretary with the authority and responsibility for the exercise of the mandate of the Department and for the discharge of its powers and functions, including its supervision and control.

**Republic Act No. 7160** (October 10, 1991), the Local Government Code of 1991, devolved DSWD's service delivery functions to the local government units, except the maintenance and operations of centers and institutions.

**Executive Order No. 15** (August 20, 1998) redirected the functions and operations of DSWD from a direct service deliverer to a technical assistance provider as a result of the devolution of basic services

**Executive Order No. 221** (June 30, 2003), an amendment to EO No. 15, redirected the functions and operations of DSWD.

## DESCRIPTION

There shall be five (5) groups at the Central Office under which the different OBSUs will be clustered, namely

- 1) The Office of the Secretary (OSEC) Group
- 2) The Operations and Programs Group (OPG)
- 3) The Policy and Plans Group (PPG)
- 4) The Institutional Development Group (IDG), and the
- 5) General Administration and Support Services Group (GASSG)

## **OFFICE OF THE SECRETARY (OSEC) GROUP**

The Secretary has the authority and responsibility for the exercise of the mandate of the Department and the discharge of its powers and functions, and thus exercises supervision and control of the Department.

The OSEC Proper is composed of the Secretary and her direct staff while the OSEC Group will be composed of the OSEC Proper, the Internal Audit Service (IAS) and the Social Marketing Service (SMS),

The Secretary will also directly supervise and monitor the performance of 16 Regional Offices, through a Field Program Manager, to ensure the delivery of strategic outputs, including timely, efficient, and effective program implementation. As such, all Regional Offices report directly to the Secretary.

## **INTERNAL AUDIT SERVICE (IAS)**

### **General Function**

The Internal Audit Service (IAS) assists management in all matters relating to operations and management control through the independent appraisal of the adequacy and effectiveness of internal controls, and the conduct of management and operations audits.

### **Specific Functions**

1. Ensure the adequacy of internal control systems for safeguarding the assets and resources of the Department;
2. Provide the management with advice and suggest options/alternatives in making sound programmatic, operational and financial decisions, particularly on the management of assets, liabilities and risks;
3. Ascertain the reliability and integrity of programmatic, operational and financial information, and the means used to identify, measure, classify and report such information;
4. Review the extent of compliance with laws, government regulations, management policies and guidelines, as well as the statutory and regulatory requirements of the COA, the Department of Budget and Management (DBM) and other offices;
5. Ascertain the extent to which the assets and other resources of the Department are accounted for and safeguarded from losses of all kinds;

6. Review and evaluate the soundness, adequacy and application of accounting, financial, and other operating controls, and promote the most effective control at reasonable cost;
7. Review operations or programs to ascertain whether the results are consistent with established objectives and goals and whether the operations or programs are being carried out as planned;
8. Study the management of current and fixed assets to promote efficiency and economy, as well as to ensure that Department assets are sufficiently covered with security against losses and that contingent liabilities are pro-actively considered;
9. Assist management in the review/development/updating of administrative arrangements, structures, operational and management systems;
10. Undertake studies/audit on special concerns and perform related tasks/special assignments as may be assigned by the Secretary; and
11. Perform such other functions as may be provided by law.

#### **Key Result Areas**

1. Internal Control System
2. Risk Management
3. Good Governance

The two (2) divisions of IAS are

#### **Management Audit Division**

Responsible for conducting a separate evaluation of the effectiveness of the internal controls of management systems such as the human resource management system, financial management system, quality management system, risk management system and their sub-systems.

#### **Operations Audit Division**

Evaluates the effectiveness, efficiency and economy of operations, including the appraisal of the operating systems and their sub-systems.

## **SOCIAL MARKETING SERVICE (SMS)**

### **General Functions**

The Social Marketing Service is responsible for undertaking advocacy, social marketing and networking activities to promote social change and to nurture the Department's relationships with its publics and stakeholders. SMS shall institutionalize a feedback mechanism to ensure that the development policies and messages embodied in the vision, mission and goal of the Department are effectively communicated.

### **Specific Functions**

1. Formulate and implement the DSWD's communication and advocacy plans and policies to promote social change;
2. Design and implement a feedback mechanism to enable the Department to effectively communicate its key messages to its publics;
3. Develop, produce, and disseminate IEC materials to communicate the DSWD's key messages to its publics;
4. Provide technical assistance to DSWD units and Field Offices in their media relations, advocacy, social marketing and networking activities.

### **Key Result Areas**

1. Public Relations, Advocacy and Social Marketing
2. Information, Education, and Communication (IEC) Materials Development and Production
3. Communication Development and Research

The three (3) divisions under SMS are

### **Public Affairs and Advocacy Division (PAAD)**

1. Implement the Department's communication, publicity and advocacy plans in coordination with the DSWD Central Office units, Field Offices and other stakeholders;
2. Provide technical assistance to concerned units along media relations, advocacy, social marketing and networking activities;
3. Promote linkages with public information, public relations and media offices and organizations; and
4. Develop and maintain effective and favorable public relations.

### **Media Production Division (MPD)**

1. Conceptualize, develop, package and produce IEC materials using popular language to include

- a. a system of pre-testing information materials for effectiveness and impact prior to mass production; and
  - b. of an efficient distribution system for IEC materials produced.
2. Provide technical assistance to DSWD Central Office units and Field Offices along IEC materials development and production.

**Communication Development and Research Division (CDRD)**

1. Undertake study and assessment of the knowledge, attitude and practice of DSWD publics relative to social welfare and development;
2. Formulate and develop a communication and advocacy plan including a feedback mechanism suited to the needs of the DSWD publics;
3. Determine and develop core messages based on the vision, mission and goal of the Department; and
4. Recommend policies to enhance and strengthen DSWD communication and advocacy programs.



## OPERATIONS AND PROGRAMS GROUP (OPG)

The Operations and Programs Group (OPG) shall operationalize a strategy and an approach in the development, implementation and management of social welfare and development programs and services taking into consideration the poverty situation effects of climate change and its impact to the vulnerable and disadvantaged Filipino individuals, families, and communities. The OPG shall also mainstream the national-initiated and the core poverty reduction programs such as the Pantawid Pamilyang Pilipino Program (Pantawid Pamilya), Sustainable Livelihood Program (SLP), and KALAHI-CIDSS.

The OPG shall also coordinate and monitor the implementation of social protection and social welfare and development program policies of the Attached Agencies and DSWD international social services for Filipino nationals

The programs under OPG shall be grouped under three major categories:

**a. Promotive Programs** are the strategic grouping of the flagship social protection programs that provide investment to human capital through conditional cash transfer, community-driven development, and sustainable livelihood. These shall include the National Project Management Offices of Pantawid Pamilyang Pilipino Program (Pantawid Pamilya), Sustainable Livelihood Program (SLP), and KALAHI-CIDSS. These programs are directly supervised by the Assistant Secretary for Promotive Programs.

As an additional functional reinforcement under the Promotive Programs, a Bottom-up Budgeting (BUB)/Convergence Secretariat, in place of the Convergence Management Office is lodged in the office of the Assistant Secretary for Promotive Programs to ensure that the strategy of convergence shall be implemented.

**b. Protective Programs** are the strategic grouping of sector focused social welfare programs and services and the disaster response office. These programs serve the Department's primary clients—the poor and vulnerable groups and communities so that they are provided the necessary safety nets and safeguards against social exclusion and further impoverishment and are provided with opportunities to improve their resiliency and improve their welfare. The increased frequency, ferocity, and reach of disasters greatly affecting the vulnerable sectors are addressed through the disaster response functions and role of the Department. Under the Protective Programs are the Protective Services Bureau (PSB), Assistance to Individuals in Crisis Situations (AICS), Disaster Risk Reduction and Response Operations Office (DRRROO); and Disaster Response Operations Monitoring and Information Office (DROMIC). These bureaus and offices are directly supervised by the Assistant Secretary for Protective Programs.

**c. Support Programs** are the grouping of programs that involve oversight on adoption, foster care, the overall agenda on Social Welfare Attaches as well as the development of

pilot social technologies within and between the promotive and protective interventions of the Department.

The Special Operations on Adoption and SWATO is directly supervised by the Assistant Secretary for Support Programs while the Social Technology Bureau (STB) is directly supervised by the Undersecretary for Operations and Programs Group so as to ensure that the agenda for piloting social technologies for both the promotive and protective programs is advanced.

### **General Functions**

1. Provide leadership in the development and management of social protection programs and services and in operationalizing the convergence strategy of the Department in coordination and collaboration with other DSWD cluster groups, Attached Agencies, and other concerned offices/organizations.
2. Responsible in facilitating the convergence effort of the Department in coordination and collaboration with other DSWD clusters, line agencies and other concerned offices/organizations.

### **Specific Functions**

1. Manage, monitor and evaluate the effective implementation of social protection and poverty reduction programs thru convergence, team approach and other appropriate strategies;
2. Oversee and supervise the operations of the NPMOs, Bureaus and Office through the installation and maintenance of effective systems and work processes within the cluster;
3. Adopt and operationalize the Department's convergence strategy in coordination and collaboration with other DSWD cluster groups, Attached Agencies, and other concerned offices/organizations;
4. Monitor and provide technical assistance to Field Offices, international social services offices and Attached Agencies;
5. Provide technical assistance and resource augmentation to local government units, attached agencies, government agencies and partner non-government organizations;
6. Integrate disaster risk reduction in social protection programs and manage disaster response in collaboration with other DSWD clusters, Attached Agencies, partners, and stakeholders;
7. Lead in the development and pilot-testing of SWD social technology programs and strategies;
8. Undertake planning, budgeting and monitoring processes for OPG;
9. Institutionalize a standard performance system of the bureaus/offices under the OPG in coordination with the appropriate offices for the Department's performance management;

10. Monitor and provide technical assistance to intermediaries on child placement programs; and
11. Manage the implementation of tasks assigned to DSWD in the adoption process.

### **Key Result Areas**

1. Management, monitoring and evaluation of programs implementation
2. Development and enhancement of social welfare and development technologies
3. Provision of technical assistance and resource augmentation assistance
4. Disaster risk reduction and response management
5. Convergence strategy management
6. Child Placement and CDCLAA Facilitation and Issuance

## **SOCIAL TECHNOLOGY BUREAU (STB)**

### **General Function**

The Social Technology Bureau is responsible for the development and enhancement of customer-driven social protection technologies addressing the current and emerging needs/issues of the poor, vulnerable and disadvantaged individuals, groups or families.

### **Specific Functions**

1. Conduct and utilize research studies based on the emerging needs of the sector towards the development/enhancement of responsive and innovative programs, projects strategies, approaches or interventions;
2. Develop program design, guidelines & manuals on the implementation of social protection technologies;
3. Pilot test social protection technologies and conducts assessment to determine its effectiveness and responsiveness to the target sector served;
4. Ensure the adoption/institutionalization of social protection technologies;
5. Conduct social marketing and promotion for replication of social protection technologies,
6. Provide technical assistance and resource augmentation to DSWD Field Offices and other stakeholders in the development of social protection technologies and documentation of best practices;
7. Establish, mobilize and maintain resource network with local, regional, national and international organizations/groups for technical cooperation and partnership in social technology/program development and/or enrichment;

8. Maintain database of social protection technologies developed and contributes to the Department's Knowledge Exchange Center (KEC);
9. Develop and implement foreign-assisted social protection projects;
10. Deploy and supervise Social Welfare Attaches, Social Work Interns and Technical and Administrative Assistants in foreign posts;
11. Ensure transparency and accountability in all transactions.

#### **Key Result Areas**

1. Development of new SWD technologies
2. Enrichment of existing programs and services

The three (3) divisions in STB are

#### **Family and Women Welfare Technology Development Division**

##### **General Function**

The Family and Women Welfare Technology Development Division is responsible for the development and management of the pilot implementation of customer-driven social protection technology for family and women welfare.

##### **Specific Functions**

1. Conduct research, situational analysis, rapid assessment, review of related literature' towards the development/enhancement of responsive innovative strategies, approaches or interventions;
2. Formulate concept papers based on research or studies;
3. Conduct inter-divisior./bureau meetings along social protection technology development;
4. Conduct consultation meetings, dialogues, FGDs with partners and stakeholders in the development of social protection technologies;
5. Develop program design, M&E tool, logical framework, guidelines, and manuals on the implementation of social protection technologies;
6. Conduct capability building activities in relation to the pilot implementation of social protection technologies;
7. Manage the pilot implementation of STB-initiated project;

8. Monitor and provide technical assistance in the implementation of the FO-initiated social protection technologies;
9. Conduct mid-term and terminal project evaluation;
10. Prepare periodic and final pilot project documentation reports;
11. Package and prepare marketing plan of completed pilot projects for replication;
12. Ensure the adoption/institutionalization of social protection technologies in the pilot areas;
13. Endorse completed social protection technology projects to the Department's Knowledge Exchange Center (KEC);
14. Ensure full utilization of budget allocation;
15. Formulate and monitor implementation of WFP;
16. Represent the Department in the Inter-Agency Committee Membership such as IACVAWC – GAD, HIV – PNAC TWG, National Committee on the Filipino Family, Inter-Agency Council Against Trafficking in Persons, Dangerous Drugs Board, ASEAN Training Center on Prevention and Drug Education and PCW Board Meeting.

### **Children and Youth Welfare Technology Development Division**

#### **General Function**

The Children and Youth Welfare Technology Development Division is responsible for the development and management of the pilot implementation of customer-driven social protection technology for children and youth welfare.

#### **Specific Functions**

1. Conduct research, situational analysis, rapid assessment, review of related literature towards the development/enhancement of responsive innovative strategies, approaches or interventions;
2. Formulate concept papers based on research or studies;
3. Conduct inter-division/bureau meetings along social protection technology development;
4. Conduct consultation meetings, dialogues, FGDs with partners and stakeholders in the development of social protection technologies;
5. Develop program design, M&E tool, logical framework, guidelines, and manuals on the implementation of social protection technologies;
6. Conduct capability building activities in relation to the pilot implementation of social protection technologies;
7. Manage the pilot implementation of STB-initiated project;

8. Monitor and provide technical assistance in the implementation of the FO-initiated social protection technologies;
9. Conduct mid-term and terminal project evaluation;
10. Prepare periodic and final pilot project documentation reports;
11. Package and prepare marketing plan of completed pilot projects for replication;
12. Ensure the adoption/institutionalization of social protection technologies in the pilot areas
13. Endorse completed social protection technology projects to the Department's Knowledge Exchange Center (KEC);
14. Ensure full utilization of budget allocation;
15. Formulate and monitor implementation of WFP;
16. Represent the Department in the Inter-Agency Committee Membership such as Juvenile Justice and Welfare Council, NYC Advisory Council/TWG, CNSP Committee, CWC Technical Management Committee, Special Committee on Child Protection, National ECCD TWG, BCPC Advisory Committee, Committee on Family and Alternative Parental Care, Sub-committee on sexual abuse and commercial exploitation, Sub-committee on Children affected by armed conflict, Sub-committee on street children, CWC committee on HIV/AIDS, Sub-committee on children with Disabilities and the Committee on the Special Protection of Children.

**Older Persons/Persons with Disabilities/Indigenous Peoples/Internally Displaced Persons Welfare Technology Development Division**

**General Function**

The Older Persons/Persons with Disabilities/Indigenous People/Internally Displaced Persons Welfare Technology Development Division is responsible for the development and management of the pilot implementation of customer-driven social protection technology for Older Persons/Persons with Disabilities/Indigenous Peoples/Internally Displaced Persons.

**Specific Functions**

1. Conduct research, situational analysis, rapid assessment, review of related literature towards the development/enhancement of responsive innovative strategies, approaches \*or interventions;
2. Formulate concept papers based on research or studies;
3. Conduct inter-division/bureau meetings along social protection technology development;
4. Conduct consultation meetings, dialogues, FGDs with partners and stakeholders in the development of social protection technologies;

5. Develop program designs, M&E tool, logical framework, guidelines, and manualson the implementation of social protection technologies;
6. Conduct capability building activities in relation to the pilot implementation of social protection technologies;
7. Manage the pilot implementation of STB-initiated project;
8. Monitor and provide technical assistance in the implementation of the FO-initiated social protection technologies;
9. Conduct mid-term and terminal project evaluation;
10. Prepare periodic and final pilot project documentation reports;
11. Package and prepare marketing plan of completed pilot projects for replication;
12. Ensure the adoption/institutionalization of social protection technologies in the pilot areas;
13. Endorse completed social protection technology projects to the Department's Knowledge Exchange Center (KEC);
14. Ensure full utilization of budget allocation;
15. Formulate and monitor implementation of WFP;
16. Represent the Department in the Coalition of Support for the Elderly (COSE) – Project Advisory Committee.

### **Special Projects Unit**

This unit is under the Office of the Bureau Director/Assistant Bureau Director where projects are being carried out by the Bureau with funding from different agencies whether local or international. Projects in these units do not necessarily follow the social technology development phases except for the conduct of pilot testing, guidelines and manual preparation

### **Special Project Unit Functions**

1. Conduct consultation meetings, dialogues, FGDs with partners and stakeholders in the development of social protection technologies;
2. Develop M&E tool, logical framework, guidelines, and manuals on the implementation of social protection technologies;
3. Conduct capability building activities in relation to the pilot implementation of social protection technologies;
4. Manage the pilot implementation of the project;
5. Conduct mid-term and terminal project evaluation;
6. Prepares periodic and final pilot project documentation reports;

7. Package and prepare marketing plan of completed pilot projects for replication;
8. Ensure the adoption/institutionalization of social protection technologies in the pilot areas;
9. Endorse completed social protection technology projects to the KEC;
10. Formulate and monitor implementation of WFP;



## **PROTECTIVE SERVICES BUREAU (PSB)**

### **General Function**

The Protective Services Bureau (PSB) shall supervise, monitor and provide technical assistance and resource augmentation for responsive and efficient implementation of social welfare and development (SWD) programs and projects to ensure the protection of the vulnerable sectors.

### **Specific Functions**

1. Supervise and monitor the operations and implementation of programs/projects and provide technical assistance related to disadvantaged children, youth, women, persons with disabilities, older persons and family and community;
2. Develop and implement a program/project operations review and evaluation system utilizing the program supervision model to ensure effective and efficient programs and projects implementation;
3. Develop institutional mechanism to establish and maintain networks/alliances at the national level to support the implementation of SWD programs and projects;

### **Key Result Areas**

1. Technical assistance and resource augmentation
2. Protective services monitoring and evaluation

The two (2) divisions in PSB are

### **Community-Based Welfare and Development Program Division**

#### **General Function**

The Community-Based Welfare and Development Program Division is responsible for the provision of technical assistance and resource augmentation for the devolved and retained community based program/services for the vulnerable sectors such as, children in need of special protection, youth with special needs, women in especially difficult circumstances, persons with disability, older persons, disadvantaged families and communities at risk, to empower and move them to a situation where they are active participants in their development.

#### **Specific Functions**

1. Monitor and provide technical assistance to Field Offices and intermediaries relative to the implementation of retained and devolved programs/services especially those which receive resource augmentation from the Department;
2. Review and formulate with policy recommendations as bases for the STB's enhancement of existing community based programs/services;

3. Study and assess the need of the Field Offices and recommend allocation of program funds and augmentation support for LGUs and other intermediaries;
4. Serve as secretariat to inter-agency committee on the sector where the DSWD is the chair;
5. Maintain database on the different sectors and provided technical inputs to field offices in the documentation of best practices along community based programs and services.

### **Center/Residential Care Services Division**

#### **General Function**

The Center/Residential Care Services Division monitors and provides technical assistance to DSWD facilities rendering residential care and center-based services, particularly in terms of the case management of the residents and clients.

#### **Specific Functions**

1. Supervise, monitor and provide technical assistance to residential and non-residential care services and facilities;
2. Review and evaluate programs or service implementation and endorse recommendations to STB for the enhancement of existing residential and non-residential care programs/services and facilities;
3. Assess the need of the Field Offices and recommend allocation of program funds and augmentation support;
4. Assess the centers/residential care facilities along areas of Administration and Organization, Program Management, Case Management, Helping Strategies/Services/Interventions and Physical Structure and Safety through the National Inspectorate Committee as basis for action of duty bearers and stakeholders towards achieving "centers of excellence";
5. Coordinate and collaborate with government and non-government entities in planning and organizing programs, projects and activities towards improving and sustaining internal capacities of centers and residential care facilities;
6. Manage database on residential and non-residential care services and facilities and provide technical assistance to Field Offices in the documentation of good practices.

## **PROTECTIVE SERVICES FUND MANAGEMENT OFFICE**

### **General Function**

The Office shall supervise the implementation of the Assistance to Individuals in Crisis Situation (AICS), Cash-for-work, food packs assistance, repair/upgrading and construction of Day-care Centers and Senior Citizens Centers which are part of DSWD's protective services for the poor, marginalized, and vulnerable/disadvantaged individuals. These are implemented by the DSWD for decades as part of its technical assistance and resource augmentation support to LGUs and other partners.

### **Specific Function**

1. Technical Assistance and Resource Augmentation to LGUs and partners
2. Protective service assistance to individuals and families

### **Key Result Areas**

1. Protective services for individual, families and communities in difficult circumstances needing assistance
2. Intervene and reduce helplessness and vulnerability

## **Assistance to Individuals in Crisis Situation (AICS) Division**

### **General Function**

To provide integrated services such as immediate rescue and protection, provision of direct financial and material assistance, and referrals for medical, legal, psychosocial, temporary shelter, and other services to walk-in and referred clients in crisis situation, through the respective Field offices' Crisis Intervention Units.

### **Specific Functions**

Provision of

1. Transportation Assistance
2. Medical Assistance
3. Burial Assistance
4. Food and non-food assistance
5. Educational Assistance

## **Assistance to Communities in Need Division**

### **General Function**

The Assistance to Communities in Need Division shall implement Food Packs and Cash for Work interventions or transition support to provide temporary employment to distressed/displaced individuals by participating in or undertaking community projects/activities. This Division shall also oversee the infrastructure component of protective services through repairs/constructions of Day Care Centers and Senior Citizen Centers.

### **Specific Functions**

1. Facilitate and provide technical assistance for the Food Packs and Cash for Work Program and monitor its implementation;
2. Facilitate and monitor construction and upgrading of learning facilities for children ages 3-5 years old;
3. Facilitate and monitor construction and upgrading of recreational, educational, health, and social facilities for the benefit of senior citizens.

## DISASTER RESPONSE ASSISTANCE AND MANAGEMENT BUREAU

### General Function

The Disaster Response Assistance and Management Bureau (DREAMB) under the Operations and Programs Group shall be mandated to recommend policies and programs for disaster mitigation and management. The DRRROO shall lead in the planning, coordination and monitoring of all disaster related/response efforts in accordance with Republic Act 10121, also known as the "National Disaster Risk Reduction and Management Act of 2010," including disaster preparedness, mitigation, recovery and rehabilitation.

### Specific Functions

1. Develop and enhance operational guideline along disaster risk reduction and management and special concerns to ensure smooth implementation in the Field Offices/LGUs and intermediaries;
3. Translate and adopt international/global standards to local disaster management situations.
4. Plan and coordinate international, national and local assistance efforts in relation to the DSWD function as lead agency of Food and Non-Food Cluster, Camp Coordination and Management Cluster, Protection, Shelter and Livelihood Cluster;
5. Provide technical assistance and resource augmentation to DSWD Field Offices and other intermediaries for the implementation or management of disaster operations;
6. Adhere to and adopt universal norms, principles and standards of humanitarian assistance;
7. Enhance existing procedures, structures and mechanisms on disaster data management and information dissemination;
8. Study and assess the need of the Field Offices and recommend allocation of program funds and augmentation support for LGUs and other intermediaries;
9. Act as the Secretariat for focal point for the inter-agency, inter-cluster, inter-country coordination efforts along disaster management and special concerns; and
10. Coordinate and liaise with the DROMIC Office for information related to disaster, response operations.

### Key Result Areas

1. Technical Assistance for the executive/management groups and regional field offices of the Department, members of the National Disaster Response Pillar and the various clusters under it along disaster response preparedness planning and delivery of response services.
2. Operational policy development and/or enhancement in the implementation of DRRM programs and projects.
1. Disaster Information Management on disaster data and information management cross-cutting along disaster preparedness, response and recovery/rehabilitation e.g. list of hazard prone areas, logistics/resource capacity, evacuations centers, etc.).
2. Response Pillar/Thematic Area Coordination among members of the Response Clusters/actors in the government, private and international/UN agencies and humanitarian organizations, as well as from foreign governments in the resource generation, prioritization and delivery of essential aid to the affected areas.

## **Disaster Preparedness for Response Division**

### **General Function**

The Disaster Preparedness for Response Division leads in planning, coordinating and monitoring of all disaster preparedness efforts and the prepositioning of relief goods to disaster affected regions. It shall also conduct capacity building for the DSWD and LGU staff. The Division is composed of: (1) Relief Commodity Prepositioning and Stockpiling; and (2) Capacity Building on Disaster Preparedness.

### **Specific Functions**

1. DRRM policies and Development of the National Disaster Response Plan and guidelines;
2. Vulnerability Assessment/Analysis & Mapping (VAM);
3. Policy development/enhancement on DRP plan, program and project standard setting;
4. Annual Work and Financial Planning;
5. Coordination with NDRRMC's Mitigation and Preparedness Pillars and its clusters;
6. DRRM capacity building of DSWD CO & FOs, LGUs and partners;
7. Pre-disaster damage risk assessment (PDRA);
8. Monitor the status of the Quick Response Fund (QRF)/standby funds in the regions and ensure food and non-food items will be procured in advance;
9. DRRM Capacity building of DSWD Co and FOs, LGUs and partners.

## **Disaster Response Assistance Management Division**

### **General Function**

The Disaster Response Assistance Management Division shall lead in coordinating and monitoring of all disaster response efforts in accordance with RA 10121 and shall be responsible for the effective and efficient provision of technical assistance, monitoring, and resource augmentation to the different FOs, LGUs, and NGOs involved in disaster response management. It shall be composed of three (3) sections namely: (1) Food and Non- Food Section; (2) Camp Coordination and Camp Management Section; and (3) IDP Protection.

### **Specific Functions**

1. Coordinate the operationalization of a scheme for personnel rapid deployment / QRT deployment management and monitoring;
2. Rapid Damage and Needs Assessment;
3. Coordination with NDRRMC's response Pillar and its cluster;
4. Disaster Data analysis on affected areas;
5. Work and Financial Plan for the response requirements;
6. NDRRRMC Disaster Response Pillar Secretariat;
7. Provide adequate food and non-food assistance to the affected population during the emergency response phase in short and long terms;
8. Assess the need for continuing relief assistance during disaster;

9. Ensure well-coordinated and effective humanitarian response, and coordinate with different stakeholders for support and assistance;
10. Preparation of tools, equipment, and facilities in the evacuation centers;
11. Assess the need for construction of recovery shelter for the IDPs;
12. Opening and closing of evacuation centers/assignment of evacuation center/camp managers in every evacuation center;
13. Identify potential protection issues in the evacuation centers and to develop strategy to lessen if not to eradicate the incidence of abuse and sexual harassment;
14. Organize/orient/deploy stress de briefers or psycho-social processing staff to disaster affected regions.

## **Disaster Recovery and Rehabilitation Division**

### **General Function**

Provide technical assistance and resource augmentation to Field Offices and other intermediaries for effective implementation of early recovery and rehabilitation projects. The Division is composed of two units: (1) Cash/Food for Work; and (2) Shelter Assistance.

### **Specific Function**

1. Participation in Post Disaster Damage and Needs Assessment (PDNA);
2. Policy development/ enhancement on ER and Rehabilitation program and project standard setting;
3. Coordination with NDRRMC's ER and Rehabilitation Pillar and its cluster on ERR concerns;
4. TA on ER and Rehabilitation plan, programs and project implementation;
5. Reporting and database management on ER and rehabilitation programs and projects;
6. Assess and evaluate the need for Cash/Food For Work of the affected families, and monitor regularly its implementation;
7. Facilitate activities regarding the provision of shelter assistance and identifying qualified beneficiaries, and monitor the status of the implementation.

## **Disaster Response Operations Monitoring and Information Center (DROMIC)**

### **General Function**

The DROMIC is an integral component of DREAMB specifically to manage disaster information management and database of the DSWD. It leads in the gathering, curating, consolidation, presentation and dissemination of information related to all phases of disaster operations (pre-disaster, disaster implementation, and post-disaster), including any humanitarian response/s, that is undertaken by the Department.

### **Specific Functions**

1. Develop and deploy an information management system (data capture, data processing, data analysis, and data reporting) that generates reliable and accurate pre-disaster, during disaster, and post-disaster data;
2. Generation and updating of disaster-related information database, e.g. NSO, NHTS-PR, list of evacuation centers, hazard maps, etc.
3. Exercise technical supervision over and provide capacity building interventions to Field Office counterparts responsible for the regional information management system;
4. Coordinate and collaborate with other officials and units of the Department, other national government agencies and local government units, and with external partners and stakeholders engaged in disaster operations/humanitarian response activities;
5. Share the processed DRRM-related information with internal units and external partners and stakeholders;
6. Analyze and prepare reports, infographics, and other briefing or presentation materials;
7. Utilize ICT and social media for greater efficiency and effectivity
8. Perform other tasks and activities that may be assigned by the Secretary or the Assistant Secretary for OPG Protective Programs



## **SUSTAINABLE LIVELIHOOD PROGRAM**

### **General Function**

The Sustainable Livelihood Division is responsible in managing the implementation of sustainable livelihood programs and projects and shall lead the Department's efforts in establishing linkages and networks for potential partners.

### **Specific Functions**

1. Manage, monitor and evaluate the implementation of sustainable livelihood programs and projects;
2. Identify issues and gaps in the program implementation and makes the necessary policy recommendations to PPG based on results of program monitoring and evaluation;
3. Initiate and lead the efforts to network and link with other potential partners for sustainable livelihood program;
4. Develop the Sustainable Livelihood Plan, including budgeting and programming of the sustainable livelihood program implementation;
5. Coordinate with the DSWD Finance Service and other concerned offices regarding the financial aspect of sustainable livelihood programs;
6. Review and enhance operational guidelines/policy of sustainable livelihood programs and projects;
7. Manage livelihood-related concerns and special activities such as trade fairs and exhibits;
8. Attend inter-bureau and inter-agency meetings related to livelihood programs;
9. Provide technical assistance to FOs relative to the sustainable livelihood program implementation;
10. Act on livelihood referrals from other offices/agencies and walk-in clients;
11. Maintain database on sustainable livelihood programs.

## **KALAHI-CIDSS**

### **General Function**

The office is responsible for the overall management of the KALAHI-CIDSS project and other projects implemented using the community driven development approach.

### **Specific Functions**

1. Act as the Secretariat to the National Steering Committee and the National Inter-Agency Committee;

2. Plan, direct, and coordinate project implementation across all regions and agencies, including LGUs;
3. Recommend to the Project Director, the framework of strategies and procedures – service delivery, training and social marketing/communications systems – within which the units 'responsible for managing different project sub components will operate;
4. Coordinate with the DSWD Finance Service, DBM and COA regarding financial matters of the project;
5. Prepare progress reports to the Project Director, National Steering Committee, national oversight agencies, and donor agencies of the project;
6. Coordinate the efforts of LGUs, NGOs, media and other partner agencies to monitor barangay sub-projects, in accordance with the procedures instituted by the Project Director and the Project Steering Committee: and
7. Recommend to the Project Director any administrative and management issues for resolution.

## **PANTAWID PAMILYANG PILIPINO PROGRAM**

### **General Function**

The Pantawid Pamilyang Pilipino Program Division executes all plans, policies, tasks and activities in the implementation of the CCT program. This division is responsible for the operation of the program systems and procedures through its five major units and five support units.

### **Specific Functions**

1. Manage and monitor the operations of the Pantawid Pamilya Program;
2. Oversee and supervise operations at the NPMO and RPMO levels;
3. Provide technical assistance and monitors field operations and implementation;
4. Oversee and monitor overall program budget and disbursement and ensures efficient, effective and economical use of resources;
5. Formulate, implement and monitor implementation of program policies, guidelines and regulations;
6. Evaluate program accomplishments and provides recommendations in changes in program plans, policies and guidelines;
7. Ensure the proper coordination and timely information about the program for all agents involved including other central government agencies, province and regional governments service providers, beneficiaries, social control groups among others.

## **SPECIAL OPERATIONS: SWATO and Adoption, Foster Care**

### **Adoption, Foster Care**

Monitors and provides technical assistance to the DSWD Field Offices Adoption Resource and Referral Unit (ARRU) on the requirements and process of issuance of certification declaring a child as legally available for adoption, local adoption and foster care program in accordance with the existing laws and issuances.

### **Specific Functions**

1. Supervise, monitor and provide technical assistance to ARRU focal persons at the regional level on adoption, certification and foster care;
2. Monitor DSWD and other stakeholder's compliance to turn around period in the issuance of DSWD certification declaring child as legally available for adoption and local adoption;
3. Review dossiers of children for issuance of certification to declare child as legally available for adoption and for local matching/issuance of inter-country clearance;
4. Review and evaluate certification, adoption and foster care program/service implementation and endorse recommendations as basis for development of new strategies/technologies/enhancement of existing policies;
5. Coordinate and collaborate with government and non-government agencies in planning and organizing programs, projects and activities towards improving and sustaining internal capacities of staff handling adoption, foster care and certification;
6. Serve as Secretariat to the DSWD National Child Welfare Specialist Group (NCWSG) relative to adoption and other alternative parental care programs/services;
7. Manage database on cases of children issued with certification declaring child as legally available for adoption, child placed out to local families, and children placed under foster care.

### **SWATO Functions**

1. Supervise and provide direction/technical assistance in the implementation of SWD policies to address the needs of the target clientele of social welfare attachés.
2. Develop operational guidelines and other technical materials for the use of the social welfare attachés
3. Consolidate, analyze and provide technical inputs and recommendations on the reports submitted by the social welfare attachés.
4. Monitor the implementation of WFP of Social Welfare Attaches;
6. Maintain database of cases of Overseas Filipinos in distressed situations;
7. Liaise with partner agencies.

## **POLICY AND PLANS GROUP (PPG)**

The Policy and Plans Group serves as a venue for communicating, advocating, coordinating and collaborating on matters relating to policy development and planning at the national, regional, and international levels, research and M&E, strategy management, information communication technology (ICT) service management, national poverty targeting at family level and liaising with the legislative branch and partners for priority social safety nets, social welfare and development policies.

Under the Policy and Plans Group, the previous National Household Targeting Office (NHTO) and the Information and Communications Technology Management Service (ICTMS) are now consolidated to become a single Information Management Bureau (IMB). This provides a strategic approach to support the Department's social protection and poverty alleviation strategies and various information management systems. The IMB is composed of our (4) divisions namely: a) Business Solutions and Services Development Competency Center, b) Enterprise Resource Management, c) Data Management Competency Center, and d) Infrastructure, Operations, Security and Support.

The Policy Development and Planning Bureau is reconnected with the Research, Monitoring and Evaluation Office, and Department Legislative Liaison Office (DLLO) so as to link all the Planning, Research, Policy, and M&E agenda in a single Bureau. The re-engineered PDPB is now composed of four divisions namely: a) Planning Division, b) Policy and Research Division, c) Monitoring and Evaluation (M&E) Division, and d) External Affairs Division.

The Office of Strategy Management that is previously lodged within the Office of the Secretary Group is now returned to the PPG Cluster, which shall be supervised by the Undersecretary for PPG. The Office of Strategy Management shall be responsible in devising, integrating and coordinating the development, enhancement and execution of organizational strategies to ensure achievement of DSWD's vision, mission and goal.

### **Key Result Areas**

1. Policy and Plans Development
2. Research, Monitoring and Evaluation
3. Social Protection Information Management
4. Regional and International Coordination
5. Legislative Liaising
6. Strategy Management

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

### **General Functions**

The PDPB is primarily responsible for providing leadership in the formulation, monitoring and evaluation of policies and plans of the Department and of the social protection. It is also responsible in coordinating and facilitating all concerns related to ASEAN, APEC, UN, and other bilateral agreements relative to the monitoring of compliance to regional and international commitments/instruments in line with social welfare and development. The bureau provides leadership in the development and promotion of the Department's policy reform and legislative agenda and in conducting basic and policy researches. It also provides leadership and/or secretariat support to various technical working groups (TWGs) and inter-office bodies within and outside the Department.

### **Key Result Areas**

1. Policy Development
2. Plan Formulation
3. Strategic Research
4. Management of National, Regional and International Commitments
5. Legislative Liaison

The four (4) divisions in PDPB are:

### **Planning Division**

#### **Definition**

The Planning Division is responsible in the formulation/updating of the strategic plans i.e. annual thrusts and directions, annual work and financial plan, sectoral plan, corporate plan, etc. of the Department and ensure their alignment to the national and international plans and commitments.

#### **Functions**

1. Lead in the formulation/updating of the strategic plans i.e. annual thrusts and directions, annual work and financial plan, sectoral plan, corporate plan, etc. of the Department and ensure their alignment to the national and international plans and commitments;
2. Conduct monitoring and reporting of plan implementation;
3. Establish/update and implement planning and reporting system of the Department;

4. Provide technical assistance on planning and reporting.

#### **Key Results Areas (for Planning Division)**

1. **Plan Formulation and Development**
2. **Plan Monitoring and Reporting**

#### **Policy and Research Division**

##### **Definition**

The Policy and Research Division mandates the Department to formulate and advocate a just and responsive social welfare and development legislative agenda, policies and plans, as well as ensuring their effective implementation.

##### **Functions**

1. Lead in the development of SWD policies;
2. Monitor the implementation of the Department's policies as mandated by various laws, as well as the Department's and SWD Sectors' compliance to existing laws and policy issuances.
3. Develop and monitor the Department's strategic medium term research agenda;
4. Develop and review research proposals, and initiate their conduct for decision and policy making;
5. Provide secretariat support to inter-agency committees (e.g. NCMB, SRC-SP, SDC-SCSP);
6. Provide technical assistance along policy and research;
7. Advocate for the passage of legislative agenda through sustained day-to-day collaboration with the two Chambers of Congress, as well as with other interest groups to generate maximum support;
8. Provide technical and administrative support to the Department Legislative Liaison Officer in the performance of his/her functions.

##### **Key Result Areas**

1. Research development and implementation
2. Research monitoring, dissemination and utilization
3. SWD laws development and monitoring
4. Legislative Liaising

## **M&E Division**

### **Definition**

The M&E Division is the Department's M&E arm that spearheads the implementation of the Unified Results-based M&E (URBME) system and the arbitrator of the entire URBME process.

### **Functions**

1. Lead in the development of the Overall Results Framework (ORF), M&E Plan and Assessment Report;
2. Assist the Management in managing performance for results;
3. Conduct evaluation and M&E studies on various DSWD social protection programs, projects, and services;
4. Provide appropriate technical assistance along the operationalization of the URBME system; and
5. Serve as the secretariat of the technical working group responsible for technical support, coordination and information sharing on M&E of the Department.

### **Key Result Areas**

1. Results-based Planning
2. Results-based M&E
3. Results-based Management of Performance

## **External Affairs Division**

### **Definition**

The External Affairs Division facilitates regional, bilateral and multi-lateral cooperation, specifically its involvement on international bodies and regional organizations, such as the Asia-Pacific Economic Cooperation (APEC) and the Association of Southeast Asian Nations (ASEAN) to name a few.

### **Functions**

1. Initiate, coordinate and facilitate all initiatives on ASEAN, APEC, UN and other bilateral/multilateral agreements in monitoring of compliance to regional and international commitments/instruments along social welfare and development/social protection.

2. Participate in the formulation of social protection policies at ASEAN, APEC, UN and within the bounds of other bilateral/multilateral agreements.
3. Lead in developing social protection initiatives for the support of the relevant ASEAN and APEC bodies.
4. Facilitate the crafting of the Department/Philippine position on emerging regional and international issues/concerns for bilateral/multilateral cooperation relevant to the social protection sector.
5. Provide secretariat support to the Philippine ASCC.
6. Provide technical support to SOMSWD and SOCA Focal Persons.

### **Key Results Areas (for External Affairs Division)**

1. External Relations Development and Management of National, Regional and International Commitments

## **INFORMATION MANAGEMENT BUREAU**

### **General Functions**

Provide information management services and solutions to the DSWD enterprise users to strategically support the Department's social protection and poverty alleviation strategies for improved quality of life.

The Information Management Bureau (IMB) aligns its organization to an internationally recognized best practice framework following a service-oriented information technology organizational structure model and is composed of four (4) functional competency centers.

### **Business Solutions and Services Development Competency Division**

#### **Definition**

The Business Solutions and Services Development Competency Division is the organizational unit responsible for end-to-end business solution design, development and implementation. It is responsible for the development and facilitation of information systems to include Systems Analysis, Design and Development/Enhancement and IT Project management.

#### **Functions**

1. Establish coordinative relationship with all DSWD business units
2. Conduct the definition, assessment and analysis of business domains and its information requirements
3. Facilitate and deliver the necessary information management services and solutions
4. Conduct related capacity building and change management interventions



## **Key Result Areas**

1. Business Process Architecture Development for all business units
2. Relationship Management – liaise between the business units and ICT which is key in developing and communicating the ICT strategy to the business units and the business strategy to ICT
3. Service Design and Development – Conducts business requirement analysis, systems analysis and design, and development and enhancement of business solutions.
4. Service Testing and Implementation – Conducts Service Quality Assurance (SQA) testing and debugging of information systems
5. Service Library- maintains a library of solutions that may be reused for different business units
6. User empowerment- Managing the changes brought by introduction of new solutions and services

## **Enterprise Resource Management Division**

### **Definition**

The Enterprise Resource Management Division (ERMD) shall be responsible for managing enterprise ICT resources that cover ICT planning, programming, budgeting and procurement of information management requirements and managing information workers. The ERM develops related policies and standards and monitors its implementation and compliance to ensure business continuity, quality standards and service level agreements are met. Further, the supervision and monitoring of the conduct of household assessments and social marketing will be housed herein.

### **Functions**

1. Manage the implementation and operations of the household reassessment for beneficiary targeting
2. Conduct social marketing activities related to IMB activities
3. Lead the Department-wide participatory planning activities as basis for ICT strategic plans and projects;
4. Develop and maintain Business Continuity Plan for ICT;
5. Set ICT Standards for implementation and policy formulation;
6. Ensure the acquisition, maintenance, performance monitoring, and assessment of human resources;
7. Develop, implement, and maintain a financial management process ensuring effective budgeting, procurement, accounting, and reporting system;
8. Support results-oriented plans, projects and activities by focusing on measuring progress towards and the achievement of development goals and objectives;

9. Ensure management of assets and supplies including its inventory, distribution, maintenance and disposal; and,
10. Administer document management system including maintenance of files (both printed and electronic copies), archiving and disposal.

#### **Key Result Areas**

1. Reassessment Operations Management- supervision of conduct of the 2<sup>nd</sup> round reassessment
2. Social Marketing
3. Enterprise Architecture and Information System Strategic Plan (ISSP) – responsible for enterprise architecture, strategy, and end-to-end technical business process designs.
4. Standards and Governance
5. Business Continuity
6. Finance and Procurement
7. Asset Management
8. Human Talent Management

#### **Data Management Competency Division**

##### **Definition**

The Data Management Competency Division (DMCD) performs methodical data processing, integration, system integration or enterprise application integration. It must be organized as a shared service of DSWD and an inherent entity within IMB.

##### **Functions**

1. Lead and support enterprise integration (data, system and process) projects with the cooperation/coordination of subject matter experts in all DSWD business units
2. Implement data integration using data warehousing, data migration, data quality management, data integration for service oriented architecture deployments, and data synchronization.
3. Manage integration pilots and projects across the organization.
4. Develop systems for data validation, analysis, reporting and visualization in coordination with DSWD Business Users

##### **Key Result Areas**

1. Data Architecture- composed of models, policies, rules or standards that govern which data is collected, and how it is stored, arranged, integrated, and put to use in data systems and in organizations
2. Data Integration Services- involves combining data residing in different sources and providing users with a unified view of these data

3. Data Quality Assurance- The processes and technologies involved in ensuring the conformance of data values to business requirements and acceptance criteria
4. Business Intelligence Services- set of techniques and tools for the transformation of raw data into meaningful and useful information for business analysis purposes. BI technologies are capable of handling large amounts of unstructured data to help identify, develop and otherwise create new strategic business opportunities
5. Data Processing-the collection and manipulation of items of data to produce meaningful information.

## **Infrastructure, Operations, Security and Support**

### **Definition**

Infrastructure, Operations, Security and Support is the ICT core service that lays the foundation of information management services. It manages and secures the network, computing and datacenter infrastructure and the ancillary services that support its operation.

### **Functions**

1. Responsible for planning and managing the development and operation of ICT infrastructures. This includes desktop and mobile computing, IP telephony, wired and wireless networks (LAN/WAN), datacenter facilities management, data storage and disaster recovery management.
2. Directs the development, installation and maintenance of information systems security controls confidentiality, integrity and availability of information. Monitors compliance to ISMS certifiable to ISO 27001.
3. Provide support desk services and other ICT Value added services such as emergency telecommunications services.

### **Key Result Areas**

1. Infrastructure Planning
2. Infrastructure Operations Management
3. Service Support
4. Cybersecurity Architecture and Implementation
5. Network Operations

## OFFICE OF STRATEGY MANAGEMENT

### **General Functions:**

The Office of Strategy Management shall devise, integrate and coordinate the development, enhancement and execution of organizational strategies to ensure achievement of DSWD's vision, mission and goals.

### **Specific Functions:**

1. Integration and clearing-house of existing and any proposals for strategic frameworks and initiatives of the Department
2. Monitor the DSWD's strategic performance
3. Ensure that key initiatives are undertaken at all levels of the organization to support the strategy
4. Organize strategy reviews and learning meetings

Also, part of its coordinating and integrating functions are to:

1. Recommend initiatives, formulate and update the strategy as needed
2. In coordination with the Social Marketing Service, develop a comprehensive communication and education process to promote the strategy
3. Facilitate planning & budgeting link to the strategy
4. Oversee the management of strategic initiatives
5. Ensure alignment of key initiatives as well as initiatives of each individual with the strategy
6. Facilitate process to identify and share best practices

### **Key Result Areas:**

1. Strategy Development
2. Coordinate Strategy Communication
3. Alignment of Core Processes to Strategy (e.g. budget, HR, KM, etc)
4. Monitoring of Strategy Execution
5. Strategy Review and Enhancement
6. Oversee Operations Review

## **INSTITUTIONAL DEVELOPMENT GROUP**

The Institutional Development Group shall initiate and sustain the development, coordination and synergy among and in-between DSWD intermediaries and stakeholders to enable them to become empowered, pro-active and highly supportive partners in the delivery of coordinated social services.

### **General Functions**

1. Build capacities of its institutional partners through training/capability building, knowledge management, technical assistance, standards development and enforcement.
2. Build organizational capabilities towards fostering a culture of excellence and professionalism thru a re-engineered organization that is responsive to institutional and organizational requirements.

### **Specific Functions**

1. Lead in the formulation and periodic review/updating of the institutional and organizational development strategies, policies and plans of the department;
2. Conduct regular monitoring and periodic evaluation of the department's ID and OD strategy implementation.
3. Assist the Executive Committee in developing the Department's Institutional Development Agenda in support of the Medium-Long Term Strategic Plan.

### **Key Result Areas**

1. Knowledge Products Development and Utilization
2. Responsive Capability Building Program
3. Standards Development & Enforcement
4. Timely and Harmonized Resource and Technical Assistance Accessing
5. Responsive HR Management and Development Policies, Plans & Programs

## **CAPACITY BUILDING BUREAU (CBB)**

### **General Function**

Capacity Building Bureau (formerly SWIDB) is responsible for enhancing the competencies of staff and partners (intermediaries and stakeholders) of DSWD in performing and achieving its goals as lead in the social welfare and social protection sector.

### **Specific Functions**

1. Conducts CBB needs assessment and develop appropriate interventions based on competency requirements of the DSWD staff and stakeholders (intermediaries and partners);
2. Update and maintain database for qualified service providers, learning networks, pool of resource persons and training venues for CBB requirements;
3. Maintain core groups of specialists to respond to the CBB requirements relative to major 'sectoral program concerns of the Department;
4. Manage and maintain the Knowledge Exchange Center (KEC) as a facility for knowledge exchange and Interaction; and
5. Provide technical assistance relative to capability building and knowledge management to DSWD staff and partners (intermediaries and stakeholders)

### **Key Result Areas**

1. Responsive capability building program for DSWD staff and partners (intermediaries and stakeholders)
2. Functional Knowledge Management System
3. Management of the Knowledge Exchange Center (KEC)
4. Technical Assistance relative to capability building and knowledge management.

There are two (2) divisions in CBB

### **Capacity Building Division**

1. Conduct needs assessment for the development and implementation of capability building interventions for DSWD staff and partners
2. Update and maintain the database for qualified service providers, pool of resource persons and training venues for the procurement of outsourced capability building service providers.
3. Provide technical assistance relative to capability building of DSWD staff and partners.

### **Knowledge Management Division**

1. Develop the DSWD knowledge management strategies, policies, and framework. -
2. Establish systems, mechanisms, and procedures for the packaging of knowledge products
3. Operate and maintain the Knowledge Exchange Center as the virtual facility of the DSWD Knowledge Management System
4. Create linkages and networks with other related knowledge management initiatives in the country, the ASEAN and the Asia-Pacific region

### **HUMAN RESOURCE DEVELOPMENT BUREAU (HRDB)**

#### **General Function**

Human Resource Development Bureau (HRDB) is responsible for services related to addressing the Department's manpower requirements and ensuring the well-being of personnel towards greater employee productivity and overall organizational effectiveness. It shall lead the development of policies and systems relative to manpower planning, recruitment and selection, performance management, human resource needs assessment, career development and employee welfare and labor relations.

#### **Specific Functions**

1. Advise management on the development of human resource development (HRD) policies programs, and standards;
2. Implement, review and develop HRD policies and programs for the attainment of organizational goals;
3. Conduct research and development studies relative to manpower planning; human resource needs assessment; recruitment, selection and placement; performance management, career management and development; and employee welfare and labor relations;
4. Maintain pertinent database relative to human resource development, performance management, career development, and other organizational development concerns;
5. Provide technical assistance to support the implementation and enhancement of HRD policies, programs and systems in the Field Offices and other operating units in the Central Office and;
6. Maintain effective liaison with other offices relative to its key result areas.

## **Key Result Areas**

1. Workforce Planning
2. Human Resource Needs Assessment
3. Recruitment, Selection and Placement
4. Performance Management
5. Career Management and Development
6. Employee Welfare and Labor Relations

There are two (2) divisions in HRDB

### **Human Resource Planning and Performance Management Division**

This Division is responsible for staffing policies and activities which involve manpower planning, recruitment, selection and performance appraisal/management. Its specific functions include

1. Development and implementation of the merit promotion plan for personnel;
2. Implementation, management, review and enhancement of the personnel recruitment, selection, and placement policies and systems;
3. Conduct of job analyses and manpower needs assessments of offices, bureaus, services, units, and projects;
4. Review and enhancement of staffing structures along competency-based organizational and systems analyses; and
5. Implementation, review and enhancement of the Department's performance management system and performance appraisal system.

### **Career Development and Employee Relations Division**

This division is responsible for the strengthening of the Department's career management and development systems, as well as the implementation of activities geared towards the promotion of employees' welfare and the improvement of employee relations. Its specific functions include

1. Preparation, review and updating of the HR development plans;
2. Development and implementation of career management and development programs;
3. Development and implementation of a health and wellness program for personnel;
4. Management of the medical and dental clinic for workplace health and safety;



5. Implementation and monitoring of local and foreign scholarship programs, as well as specialized trainings for personnel;
6. Implementation of alternative capability building interventions appropriate to the needs of the Department's human resources, such as job rotation, reshuffling, teambuilding, work improvement teams, job coaching, career counseling, mentoring, among others;
7. Conduct of capability building needs assessments at the individual level and organizational level;
8. Coordination with the CBB and other units in the planning and development of capability building programs for offices, bureaus, services and units; and
9. Provision of assistance to officials and employees relative to their participation in trainings, scholarships, and other personnel development programs.

### **STANDARDS BUREAU (SB)**

#### **General Function**

The Standards Bureau is responsible for fulfilling the regulatory and quality assurance roles of the Department along development of quality assurance measures in the management of social welfare and development agencies (SWDAs) and in the implementation of programs and services for the poor, vulnerable, and marginalized. It shall set standards along registration, licensing of NGOs and accreditation of service providers and SWDAs implementing social welfare and development programs and services.

#### **Specific Functions**

1. Formulate, develop, and/or revise policies and guidelines pertaining to SWD standards implementation along registration and licensing of SWDAs; accreditation of service providers and the programs and services of SWDAs; and regulation of regional and national fund campaign and duty free entry of foreign donations and handling of complaints.
2. Register auxiliary agencies engaged in social welfare and development programs and services operating in more than one region.
3. License social welfare agencies (SWAs) operating in more than one region
4. Accredite social welfare programs and services and service providers
5. Accredite CSO that would be engaged by Government Agencies (Gas) to implement or co-implement projects and programs using government or public funds.
6. Facilitate duty-free entry of foreign donations of qualified SWDAs
7. Manage complaints and information on cases of violations against registered/licensed SWDAs; accredited service providers and SWDAs' programs and services.
8. Monitor and provide technical assistance and resource augmentation to Field Offices and intermediaries to ensure sustainability of quality service delivery.

9. Manage information and maintain data bank of registered, licensed SWDAs, accredited service providers, CSOs and SWDAs programs and services and other relevant information to standards development, compliance, and monitoring.

### **Key Result Areas**

1. Registration, Licensing and Accreditation of Social Welfare and Development Agencies (SWDAs)
2. Accreditation of Service Providers (SPs)
3. Accreditation of CSOs that would engage with Gas to implement or co-implement projects and programs using government or public funds.
4. Standards development, compliance monitoring and enforcement.
5. Monitoring and evaluation of Field Offices' implementation of regulatory services
6. Regulation of National Fund Drives
7. Facilitation of Duty-Free Entry of Foreign Donations to SWDAs with valid RLAs.

There are four (4) divisions in SB

### **Standards Development Division**

SDD shall be responsible for setting standards on the implementation of social welfare and development (SWD) programs and services for the poor, vulnerable and marginalized individuals, families, and communities as well as formulating guidelines and strategies along registration, licensing, and accreditation of service providers and SWDAs engaged in social welfare and development.

### **Functions**

1. Formulate and enhance policies, guidelines, tools, and instruments for registration, licensing and accreditation of service providers, SWD agencies and organizations.
2. Review and formulate policies and guidelines relative to public solicitations, fund drives, and duty-free entry of foreign donations.
3. Provides technical assistance to promote compliance with SWD standards.
4. Develop and pilot-test strategies relative to standards development and enrichment for quality service delivery of social protection programs and services
5. Develop IEC materials and other forms of advocacy strategies to promote the approved standards, tools, and protocols.

6. Advocate legislative agenda relative to the regulation of SWDAs and SWD service providers
7. Manage information and maintain data bank relative to standards development including documentation of good practices/strategies in promoting standards compliance.

### **Standards Compliance Division**

SCD shall be responsible for processing and assessing application of organizations along registration, licensing, and accreditation of service providers and SWD agencies implementing SWD programs and services and accessing benefits accruing to licenses and accredited service providers and SWD agencies.

#### **Functions**

1. Conduct assessment and recommend issuance of corresponding certificates for the registration and licensing of SWDAs and accreditation of service providers
2. Act on referrals from various agencies, organizations relative to registration, licensing, accreditation, and other related concerns.
3. Recommend policy measures in addressing gaps in the implementation of policies concerning registration, licensing, and accreditation of service providers and SWDAs programs and services.
4. Manage and address complaints and information on appealed cases on violations allegedly committed by SWDAs.
5. Execution of the set procedures, systems and processes in accordance to the approved ISO Quality Procedures and Quality Management System Manual.
6. Manage information and maintain an updated data bank of registered, licensed, and accredited SWDAs and service providers, as well as those issued with public solicitation permit both regional, national level and those regularly posted at the DSWD website.

### **Standards Monitoring Division**

SMD is responsible for monitoring sustained compliance of those registered, licensed, and accredited SWDAs and service providers as well as to ensure that the set regulatory policy are fully enforced to those unregistered and unlicensed NGOs and unauthorized public campaign.

#### **Functions**

1. Monitor the regulatory services of the region for check and balance and technical assistance purposes.

2. Conduct spot checks to registered, licensed, and registered SWDAs with issued registration, license, and accreditation
3. Conduct surveillance of unregistered and unlicensed SWDAs and unauthorized public solicitation fund drives.
4. Monitor agencies and organizations issued with public solicitation permit
5. Monitor the issued duty-free endorsement and distribution of the items to its intended beneficiaries
6. Manage and monitor ABSNET and their contributions to the regulatory services of the Department and identify and provide technical assistance needed.

### **CSO Accreditation Division**

The CSO Accreditation Division primarily will serve as the secretariat for the Inter-office accreditation Committee to be organized as stipulated in the Joint Memorandum Circular on CSO accreditation.

#### **Functions**

1. Conduct document review of all applications received for CSO accreditation and provide completed staff work for these applications
2. Conduct validation to ascertain the legitimacy, background and track record of the CSO applying for accreditation.
3. Prepare recommendation to the Inter-office Accreditation Committee based from the document review and validation of application.
4. Maintain a database of accredited CSOs as well as those non-performing and black-listed based from the reports received from NGAs.
5. Enhance as needed the CSO accreditation guidelines in close coordination with the SDD and inter-office accreditation committee

## TECHNICAL ASSISTANCE UNIT (TAU)

### General Function

TAU is responsible for providing support to the OBSUs in the accessing of grants and technical assistance from the development partners.

### Specific Functions

1. Review and analyze project proposals based on identified strategic priorities and monitor implementation of all approved TA activities with the proponent OBSUs and NPMOs.
2. Establish and maintain strategic alliances with different Development Partners (DPs) and proponent organizations to ensure timely provision of resources to stakeholders.
3. Evaluate completed TA activities and provide policy recommendations to the Department in order to promote mutual accountability for results between DPs and the Government.

### Key Result Areas

1. Timely and efficient accessing of resources and TAs
2. Coordinated and harmonized donor funds
3. Activity monitoring and evaluation

**GENERAL ADMINISTRATION AND SUPPORT SERVICES GROUP  
(GASSG)**

**General Function**

Provides leadership, staff expertise and support in the management/administration of financial resources, facilities/warehouses and the physical infrastructure, personnel administration, legal management and assistance, supplies and other logistical management of procurement activities, including the production of Family Food Packs (FFPs) and donation facilitation in a manner that is transparent, accountable, proactive, results oriented, and value adding to the stewardship of the DSWD's resources.

**ADMINISTRATIVE SERVICE**

**General Function**

Administrative Service is primarily responsible for the provision, maintenance and management of logistical requirements to support the Department in the attainment of its vision and mission. It develops policies and formulates plans and programs related to the provision of logistical services and personnel administration. It is also responsible for the provision of services related to property management, record management, maintenance of properties/facilities, operation of transportation, communication, utility services and supervision of janitorial and security services. It ensures that appropriate management systems and procedures are in place for economical, efficient and effective administrative services.

**Specific Functions**

1. Develop and recommend policies, programs, and procedures relative to efficient and effective property management, provision of transportation/communication/security/janitorial services, maintenance of assets/properties and personnel transactions;
2. Provide logistical support, strategic services and technical assistance to the Department on administration concerns;
3. Responsible for the custodianship of all properties of the Department;
4. Ensure policies, programs, systems and procedures on the efficient and effective record management, provision of transportation/communication/security/janitorial services, maintenance of facilities and assets of the Department are in place and implemented;
5. Implement, monitor, and enhance policies and systems regarding personnel transactions, benefits and other personnel administration concerns of the Department.

**Key Result Areas**

1. Property Management
2. Asset Management

3. Record Management
4. Facility Improvement and Maintenance
5. Transportation, Communication, Utility, Janitorial and Security Services Supervision and Operation
6. Personnel Administration

There are three (3) divisions in AS

**Property and Asset Management Division**

1. Recommend policies, programs and procedures on management and disposition of real properties, equipment, semi-expendable properties and waste materials;
2. Maintain an inventory and updated records of all fixed assets and semi-expendable properties of the Central Office;
3. Ensure the completeness of the documentation, registration and security of all fixed assets acquired through purchase, donations, or other modes of acquisition;
4. Responsible for the safekeeping and updating of records, documentation of ownership, and insurance of all real properties and fixed assets, as well as movable properties such as motor vehicles and equipment;
5. Advise the management on applicable laws, rules and regulations on assets occupied by informal settlers, and on how to prevent encroachment on DSWD properties;
6. Ensure the documentation and updating of policies, management decisions and agreements regarding the issue of informal settlers on DSWD properties;
7. Advise the management on the acquisition and disposition of donated property;
8. Responsible for the custodianship of all properties of the Department;
9. Responsible for the issuance, safeguarding and updating of Memorandum Receipts for equipment, semi-expendable, and non-expendable properties, including Invoice-Receipts of Property;
10. Responsible for the inventory and disposition of unserviceable or obsolete properties through sale or transfer to other government agencies;
11. Provide technical assistance to other operating units on its areas of expertise.

**General Services Division**

1. Develop and recommend policies, programs and procedures for the efficient and effective record management, provision of

- transportation/communication/security/janitorial services, maintenance of vehicle, equipment, building and ground, as well as other assets of the Department;
2. Ensure that the policies, programs, system and procedures on the efficient and effective record management, provision of transportation/communication/security/janitorial services, maintenance of vehicles, equipment, building and ground, as well as other assets of the Department are in place and implemented;
  3. Responsible for the provision of efficient and effective record management; including retrieval and disposition, as well as messengerial services.
  4. Ensure the preservation and safekeeping of historical and important documents of the Department;
  5. Ensure the maintenance and upkeep of the building, equipment and other physical property of the Department;
  6. Ensure compliance to safety standards of the work place, roadworthiness of the vehicles, availability of water and power supply, clean and healthy work environment;
  7. Implement infrastructure projects;
  8. Provide technical assistance on record management maintenance of equipment, building, facilities and other physical property, as well as engineering and construction works of the Department.

#### **Personnel Administration Division**

1. Advise and update management on personnel policy and administration;
2. Establish and implement an integrated personnel program that shall ensure periodic/regular review of classification and remuneration of positions in the Department;
3. Administer policies/rules, monitor and act on all personnel matters relating to attendance, tardiness, leave of absence, retirement, and other personnel records transactions;
4. Administer the classification and compensation plan of DSWD positions and personnel;
5. Prepare payroll of personnel for salaries and other compensation and benefits;
6. Manage personnel records and files (e.g. keep records of appointments and contracts of service of personnel);
7. Generate/maintain, and submit personnel statistics/information and reports needed by the management and oversight agencies;
8. Manage plantilla of personnel of the Department and;
9. Determine and recommend expenditure level of personnel services;



10. Implement administrative and disciplinary sanctions imposed on erring personnel of the Department.

## PROCUREMENT SERVICE

### General Function

The Procurement Service (PS) shall ensure the efficient, effective, and timely provision of supplies and other logistical requirements to support the Department in the attainment of its vision and mission. It shall direct all activities of the agency pertaining to procurement planning, purchasing, and contract management and monitoring.

### Specific Functions

1. Manage and monitor all phases of the procurement process to ensure the provision of the logistical requirements of all OBSUs;
2. Ensure compliance to applicable laws and regulations of procurement policies, procedures and systems;
3. Manage the receipt and issuance of procured supplies, materials and equipment to requesting units;
4. Manage the contracting process for suppliers of goods, civil works and services, including contract preparation, contract review by concerned units, signing of concerned parties and completion of documents relative to fund releases pursuant to contract provisions;
5. Coordinate with concerned units to monitor compliance with the terms and conditions of the procurement contract, the release of payment to suppliers of goods, civil works, consultancy and other services, and explore options for non-performance, including contract termination and imposition of sanctions against erring parties;
6. Create and maintain the price monitoring list and the registry of suppliers, contractors and consultants;
7. Conduct research and market studies on frequently procured goods and services; and
8. Provide technical assistance to OBSUs on its areas of expertise.

### Key Result Areas

1. Procurement Management and Monitoring
2. Supply Management
3. Contract Management and Monitoring
4. Market Research and Product Standards Development
5. Capacity Building on Procurement and Contract Management

There are three (3) Divisions in PS:

### **Procurement Planning and Management Division**

#### **General Function**

The Procurement Planning and Management Division shall be responsible for all planning and procurement activities.

#### **Specific Functions**

1. Coordinate and monitor all procurement activities of the agency;
2. Manage and monitor procurement phases, activities, and milestones for proper reporting to relevant agencies when required;
3. Create and maintain the price monitoring system; and
4. Create and maintain a registry of suppliers, contractors, and consultants.

### **Bids and Awards Committee (BAC) Secretariat Division**

#### **General Function**

The Bids and Awards Committee (BAC) Secretariat Division shall be the main administrative support of the Bids and Awards Committees (BACs) of the Department.

#### **Specific Functions**

1. Organize and make all necessary arrangements for BAC meetings and conferences;
2. Prepare minutes of meetings and resolutions of the BAC;
3. Take custody of procurement documents and other records;
4. Manage the sale and distribution of Bidding Documents to interested bidders;
5. Advertise and/or post bidding opportunities, including Bidding Documents, Notices of Awards, Contracts and Purchase Orders, and Notices to Proceed;
6. Assist in management the procurement process;
7. Assist in the management and monitoring of procurement activities undertaken by the BAC ;
8. Consolidate Project Procurement Management Plans (PPMPs) from various offices, bureaus, services, and units (OBSUs) of the procuring entity; and
9. Act as central channel of communications for the BAC with end users, project management offices (PMOs), other units of the agency, other government agencies, providers of goods, infrastructure projects, and consulting services, observers, and the general public.

## **Contract Monitoring Division**

### **General function**

The Contract Monitoring Division shall be responsible for post-award contract management activities.

### **Specific functions**

1. Monitor compliance with the terms and conditions of the procurement contract;
2. Coordinate with the Financial Management Service (FMS) for payment of contracts;
3. Initiate sanctions against erring suppliers, contractors and consultants, including the forfeiture of performance security and blacklisting;
4. Oversee contract management activities, in coordination with concerned units of the Department, and provide technical support when necessary;
5. Coordinate with the end-users for the acceptance of goods and services; and
6. Manage a warehouse for common-use office supplies and as staging area prior to issuance of procured goods to requesting units.

## FINANCIAL MANAGEMENT SERVICE

### General Function

The Financial Management Service is responsible for the preparation and implementation of an effective financial plan to support the Department's program/activities/projects aimed at achieving its desired outcome and mandate; development and implementation of policies and guidelines for the effective, efficient and economical management of financial resources of the department; management of financial and related non-financial information system to ensure timely compliance with reporting requirements of oversight agencies and statutes, and to support or provide management with relevant information and advice/options in decision-making process; and the evaluation and analysis of the operating performance of various responsibility centers of the Department. It is composed of four Divisions: Budget Division, Accounting Division, Cash Division and Management Division.

### Specific Functions

1. Formulate and implement fiscal policies and guidelines of the agency;
2. Review and consolidate the Department budget proposal;
3. Prepare annual financial plans of the Department;
4. Ensure propriety, legality and completeness of claims,/financial transactions of the Department;
5. Provide management and oversight agencies with timely, relevant and accurate financial and management reports;
6. Provide efficient and effective management of cash of the Department to ensure optimal utilization;
7. Provide financial advice and options to enable management to make sound financial decisions on matters relating to management of assets, liabilities and risks; and
8. Provide various units of the Department with staff advice and assistance on budgetary, financial and cash management matters;

### Key Result Areas

1. Fiscal Policy Formulation
2. Fiscal Management
3. Technical Assistance on Financial Concerns

There are three (3) divisions in FMS

### Budget Division

1. In coordination with the Planning Bureau, formulate key performance indicators (KPI) of bureaus/offices/units of the Department;

2. Recommend policies and guidelines in the preparation of annual budget estimates and in ' the execution of the budget;
3. Develop and improve budgetary methods and procedures;
4. Provide fund estimates in support of the Department's operations, plans, and programs/projects/activities;
5. Assist management in the presentation of the Department's budget estimates before the Department of Budget and Management, legislative bodies and other oversight and administrative agencies;
6. Prepare annual work and financial plans;
7. Certify to the availability of allotments;
8. In coordination with concerned units, allocate available funds to priority programs and projects;
9. Issue allotment advice in support of the fund requirements of programs/projects/activities of various offices; \*
10. In coordination with concerned bureaus/offices/units, prepare Operation Performance Analyses (OPA) report indicating variances between actual performance and the set KPIs of said bureaus/offices/units;
11. Provide technical assistance to other units in the application and utilization of budgetary methods and the budget system, and other related financial concerns;
12. Prepare financial reports for management guidance and as required by higher authorities;
13. Perform such other functions as may be provided by law.

#### **Accounting Division**

1. Advise management on financial matters;
2. Prepare and submit financial reports to management, oversight agencies, legislative and other administrative bodies, and financial institutions;
3. Maintain basic and subsidiary accounting records and books of accounts to reflect accurate and current financial information required by existing auditing rules and regulations and by management;
4. Ensure propriety, legality and completeness of all claims/financial transactions;
5. Certify to the availability of funds; obligate funds;
6. Prepare billings to debtors or notice of liquidation to officials and employees with cash advances, suspensions and disallowance;
7. Provide technical assistance to FOs accounting units and various units of the Department on accounting matters; and

8. Perform such other functions as may be provided by law.

### **Cash Division**

1. Prepare monthly cash program;
2. Monitor cash position of the Department to ensure maintenance of optimal cash balance;
3. Collect, receive and deposit cash and checks;
4. Ensure timely payment of accounts;
5. Prepare and submit cash reports to management and oversight agencies;
6. Perform such other functions as may be provided by law.

## **LEGAL SERVICE**

### **General Function**

The Legal Service is primarily responsible for providing technical assistance and legal support to the Department's various offices, bureaus, services, units and personnel. It assists the Department by handling administrative cases involving Department personnel and certain litigated cases, by providing the Department legal opinions and advice on matters involving its formal mandate and the exercise of its official powers and functions, and by rendering similar and related services.

### **Specific Functions**

1. Handle, and provide technical assistance regarding, administrative and litigated cases.
2. Provide legal opinions, advice and services on matters involving the Department's official mandate and the performance of its authorized powers and functions.

### **Legal Management Division**

1. Assist in fact-finding investigations regarding possible administrative offenses involving Department personnel.
2. Prosecute and hear administrative cases involving Department employees.
3. Coordinate with and assist the Solicitor General or the State Prosecutor in cases involving the Department and Department personnel in their official capacities.
4. In certain instances and with the proper deputation, represent the Department, and Department personnel in their official capacities, in litigated cases.
5. Provide technical assistance to retained and volunteer lawyers handling litigated cases.

6. Render other legal services the Department Secretary may request.

#### **Legal Assistance Division**

1. Render legal opinions and advice on proposed policies, guidelines, internal rules, personnel matters, and other matters relating to the official functions of Department offices, bureaus, services, units and personnel.
2. Draft and review contracts, agreements and other legal documents and instruments involving the Department.
3. Comment on relevant draft treaties and bills pending in Congress.
4. Help draft Implementing Rules and Regulations (IRRs) for relevant laws, and other executive issuances.
5. Respond to legal queries from Department clients and other offices.
6. Render other legal services the Department Secretary may request.

#### **Key Result Areas**

1. Legal Assistance
2. Legal Management



## NATIONAL RESOURCE OPERATIONS OFFICE

### General Function

The National Resource Operations Office shall be responsible in facilitating, receiving, warehousing, processing, production/packing/repacking and releasing donated and procured food and non-food items as allocated by DRRROO; and supervision of volunteers assisting in the National Resource Operations Center and other production hubs that may be established during disaster relief operations.

### Specific functions

1. Review and implement policies, guidelines, systems and processes in facilitating, receiving, warehousing, processing, production/packing/repacking and releasing procured and donated goods received by the Department from public and private parties situated locally or abroad;
2. Institute mechanisms to ensure transparency and efficiency of procedures in the receipt, inventory, valuation, utilization, and reporting of procured and donated items;
3. Manage the facilitation, receipt, warehousing, processing, production/packing/repacking and releasing of procured and donated goods as allocated by DRRROO; and
4. In coordination with concerned units, implement and ensure the proper documentation, inventory, valuation, utilization, and reporting of procured and donated goods to the Department.
5. Monitor/supervise the deployment of volunteers during disaster relief operations
6. Explore partnerships with different government and non-government organizations for the betterment of resource and relief operations of the Department.

### Key Result Areas

1. Logistics and Warehouse Management
2. Production Management
3. Donation Facilitation, Monitoring and Management
4. Volunteers Deployment

There are two (2) divisions under NROO:

### **Warehouse Management and Donation Facilitation Division**

1. Implement, review and continually improve policies, guidelines, systems and processes relative to the maintenance, operations, and management of the DSWD warehouses;
2. Review and implement policies, guidelines, systems and processes in facilitating, receiving, warehousing, processing and releasing procured and donated goods received by the Department from public and private parties situated locally or abroad;
3. Establish and continually improve Standard Operating Procedures (SOPs) for the management of procured and donated goods applicable for: regular season, new normal scenario and both. These SOPs shall encompass facilitating, receiving, warehousing, processing and releasing goods as allocated by DRRROO.
4. Institute mechanisms to ensure transparency and efficiency of procedures in the receipt, inventory, valuation, utilization, and reporting of procured and donated items; whenever necessary, assign competent personnel that shall assist in the donation facilitation in the “one-stop-shop” that shall be established by the government in times of disasters/calamities;
5. Manage the receipt, warehousing, processing and releasing of procured and donated goods as allocated by DRRROO.
6. In coordination with concerned units, ensure the proper documentation, inventory, valuation, utilization, and reporting of procured and donated goods to the Department;
7. Submit a weekly report on the inventory of stockpile of relief commodities to the Operations and Programs Group (OPG);
8. Analyze all reports and documentations pertaining to inventory and movement of goods, and recommend appropriate actions and policy improvements thereof;
9. Implement the relief allocation plan submitted by OPG on a timely manner;
10. Provide and/or explore logistics support from other government agencies and partners in the transport of relief resources to disaster-affected areas or designated delivery sites consistent with the relief allocation plan; and
11. Other related functions.

## **Production Management and Volunteers Deployment Division**

1. Establish and continually improve Standard Operating Procedures (SOPs) for the management of production/packing/repacking of Family Food Packs (FFPs) applicable for: regular season, new normal scenario and both.
2. Manage/monitor the production/packing/repacking of relief goods and ensure set quality and quantity targets of FFPs are met at all times, and ensure proper reporting and documentation of produced FFPs, raw materials and wastages/damaged items;
3. Assist the Standards Bureau (SB) in the deployment and supervision of volunteers during the production/packing/repacking of relief items in the NROO and other production/repacking hubs that may be established/identified as extension of NROO;
4. Monitor the compliance of the DSWD Field Offices on the required number and type of relief items for stockpiling and prepositioning at any given time;
5. Institute and implement mechanisms to ensure transparency and efficiency of procedures relating to the production/packing/repacking of goods;
6. Monitor, generate, consolidate and submit reports relating to the production/packing/repacking of goods for transparency and accountability;
7. Inspect and monitor conditions and expiration of FFPs housed at NROO, in coordination with WMDFD to ensure quality of stockpiled FFPs at all times;
8. Analyze all reports and documentations pertaining to inventory and movement of FFPs, and recommend appropriate actions and policy improvements thereof;
9. Provide and/or explore logistics and manpower support from different government and non-government organizations for the betterment of resource and relief operations of the Department, in coordination with the concerned offices of the Department;
10. Provide technical assistance to Field Offices on processing and production/packing/repacking of FFPs; and
11. Other related functions.

**ATTACHED AGENCIES**

COUNCIL FOR THE WELFARE OF CHILDREN  
 INTER-COUNTRY ADOPTION BOARD (ICAB)  
 NATIONAL COUNCIL FOR DISABILITY AFFAIRS (NCDA)  
 NATIONAL YOUTH COMMISSION (NYC)  
 JUVENILE JUSTICE AND WELFARE COUNCIL (JJWC)

**OFFICE of the SECRETARY**

**OSEC Proper**

Office of the Undersecretary for  
 INSTITUTIONAL  
 DEVELOPMENT GROUP (IDG)

Office of the Undersecretary for  
 OPERATIONS & PROGRAMS  
 GROUP (OPG)

Office of the Undersecretary for  
 GENERAL ADMINISTRATION and  
 SUPPORT SERVICES GROUP  
 (GASSG)

Office of the Undersecretary  
 for POLICY and PLANS  
 GROUP (PPG)

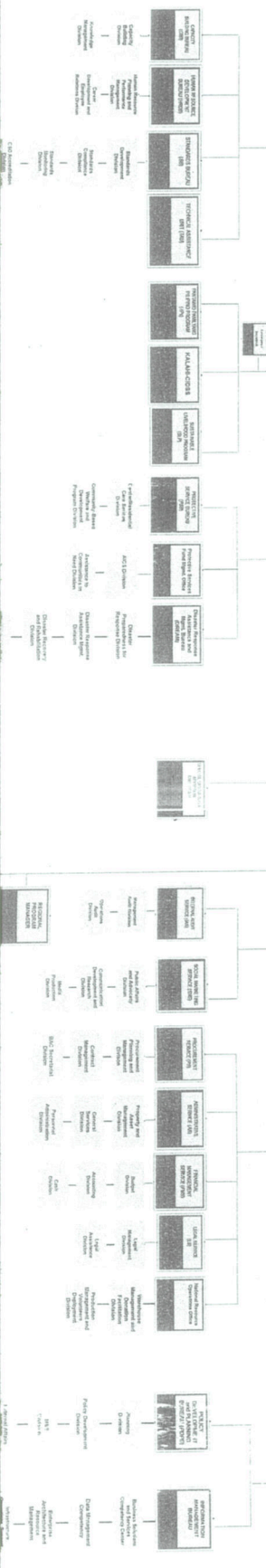
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Office of the Assistant  
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 GROUP (OSG)

Office of the Assistant Secretary for  
 GENERAL ADMINISTRATION and  
 SUPPORT SERVICES GROUP  
 (GASSG)

Office of the ASSISTANT  
 SECRETARY for  
 PERSONNEL MANAGEMENT



- REGIONAL OFFICE I
- REGIONAL OFFICE II
- REGIONAL OFFICE III
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