



ADMINISTRATIVE ORDER

No. 01
Series of 2019

Management Reorganization of the DSWD Central Office

DSWD Administrative Order No. 2, series of 2018, dated 8 January 2018, entitled *Strengthening the DSWD Central Office*, restructured the DSWD Central Office to address the expanded operations, dramatically increased budget, increasingly significant role in disaster management and complex social protection concerns of the DSWD.

Since then, issues have arisen with the organizational structure described therein. This issuance is intended to address these issues.

OBJECTIVES

- (1) To make the DSWD more responsive to the needs of its clients,
- (2) To further strengthen the DSWD's operations and support offices,
- (3) To increase the efficiency, effectiveness, and synchronicity of the different Offices, Bureaus, Services, and Units (OBSUs) in achieving the DSWD vision, mission, and reform agenda,
- (4) To clarify lines of accountability among OBSUs and Officials, and
- (5) To serve as an interim setup while the DSWD completes its proposed Rationalization Plan.

LEGAL BASES

- **Executive Order No. 396** (3 June 1951), which created the Social Welfare Administration (SWA)
- **Republic Act No. 5416** (15 May 1968), the Social Welfare Act, which upgraded the SWA into the Department of Social Welfare (DSW), a department-level agency
- **Presidential Decree No. 994** (18 September 1976), which renamed the DSW as the Department of Social Services and Development (DSSD)
- **Presidential Decree No. 1397** (2 June 1978), which converted the DSSD to the Ministry of Social Services and Development (MSSD)

- **Executive Order No. 123** (30 January 1987), which renamed and reorganized the MSSD to the Department of Social Welfare and Development (DSWD)
- **Executive Order No. 292** (25 July 1987), the Administrative Code, which restructured the DSWD
- **Republic Act No. 7160** (10 October 1991), the Local Government Code, which devolved the delivery of basic social services – except the maintenance and operations of centers and institutions – from the DSWD to local government units (LGUs)
- **Executive Order No. 15** (20 August 1998), which redirected the functions and operations of the DSWD from a direct service deliverer to a Technical Assistance provider as a result of the devolution of basic social services
- **Executive Order No. 221** (30 June 2003), which amended EO 15, s.1998, adding the implementation of statutory and specialized programs to the DSWD mandate

THE NEW STRUCTURE

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

1. Office of the Secretary Group (OSG)
2. Operations Group
3. Disaster Response Management Group (DRMG)
4. Support to Operations Group (SOG)
5. General Administrative and Support Services Group (GASSG)
6. Special Concerns Group (SCG)

Details of the new structure of the DSWD Central Office are attached as follows:

- ANNEX A** Organizational Chart of the DSWD Central Office (Overview)
- ANNEX B** The Secretary and the Office of the Secretary Group (OSG)
- ANNEX C** Operations Group
- ANNEX D** Disaster Response Management Group (DRMG)
- ANNEX E** Support to Operations Group (SOG)
- ANNEX F** General Administrative and Support Services Group (GASSG)
- ANNEX G** Special Concerns Group (SCG)

TRANSITORY PROVISIONS

1. **Effectivity.** The new organizational structure described herein shall take effect immediately, and all actions necessary to effect the transition from the previous organizational structure to the new organizational structure shall also commence immediately; *provided*, that no personnel shall be displaced as a result of such transition.
2. **Functions of Divisions.** Within thirty (30) days from the effectivity of this issuance, each Cluster shall submit to the Secretary for approval the Descriptions, General and Specific Functions, and Key Result Areas of the Divisions and other organizational sub-units of the OBSUs under that Cluster.

3. **Designation of Officials.** Shortly after the date of this issuance, the Secretary shall, after due consultation, issue the necessary Special Order designating the heads of the OBSUs listed herein.
4. **Reorganization of the Field Offices.** A separate subsequent issuance shall address any needed adjustment to the structures and systems of the Field Offices to ensure harmonization with the new Central Office organizational structure described herein. Until such time, the Field Offices shall make appropriate adjustments to their structures and systems to ensure alignment with the Central Office organizational structure.
5. **Repealing Clause.** This issuance shall supersede all previous issuances inconsistent herewith, including but not limited to M.C. Nos. 1, 6, 20 and 25, series of 2012; M.C. Nos. 2, 8, 10, 15 and 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; S.O. No. 3904 series of 2014; A.O. Nos. 2 and 16, series of 2015, and A.O. No. 2, series of 2018.

Quezon City, Metro Manila.



ROLANDO JOSELITO D. BAUTISTA

Secretary

Date: 1/10/2019

Certify True Copy:


MYRNA H. REYES
DIC-Division Chief
Records and Archives Mat. Division

CONTENTS

ANNEX A	
Organizational Chart of the DSWD Central Office	7
ANNEX B	
The Secretary	8
Office of the Secretary Proper (OSEC Proper)	8
▪ Protocol Desk	8
▪ Administration Desk	8
▪ Communications Desk	8
Office of the Secretary Group (OSG)	9
Office of the Undersecretary for Social Welfare and Development	9
Operations Center	9
Office of the Assistant Secretary for OSEC Concerns	10
Internal Audit Service (IAS)	10
▪ Management Audit Division	11
▪ Operations Audit Division	11
▪ Special Audit Division	11
Social Marketing Service (SMS)	11
▪ Public Affairs and Advocacy Division (PAAD)	11
▪ Media Production Division (MPD)	11
▪ Communication Development and Research Division (CDRD)	11
▪ Complaints and Assistance Division (CAD)	11
Information and Communications Technology Management Service (ICTMS)	11
▪ Business Solutions and Services Development Division	12
▪ Data Management Division	12
▪ Infrastructure Management Division	12
▪ Network and Technical Support Division	12
▪ *Cyber Security Group	12
Administration Office	12
▪ Internal Communications Desk	12
▪ External Communications Desk	12
▪ Field Office Concerns Desk	12
▪ Cluster Concerns Desk	12
ANNEX C	
Operations Group	13
Office of the Undersecretary for Operations	13
Statutory Programs Sub-Cluster	14
Office of the Assistant Secretary for Statutory Programs	14
Program Management Bureau (PMB)	15
▪ Sectoral Programs Division	15
▪ Crisis Intervention Division	15
▪ Center Development Division	15
▪ Adoption and Resource Referral Division	15
▪ National Inspectorate	15
International Social Services Office (ISSO)	15
Unconditional Cash Transfer National Program Management Office (UCT NPMO)	16
Specialized Programs Sub-Cluster	17
Office of the Assistant Secretary for Specialized Programs	17
Pantawid Pamilyang Pilipino Program National Program Management Office (4Ps NPMO)	17
▪ Beneficiary Data Management Division (BDMD)	18
▪ Compliance Verification Division (CVD)	18
▪ Grievance Redress Division (GRD)	18
▪ Modified CCT Division (MCCTD)	18
▪ Institutional Partnership Division (IPD)	18
▪ Social Marketing Division (SMD)	18
▪ Gender and Development Division (GADD)	18

▪ Planning, Monitoring and Evaluation Division (PMED).....	18
▪ Capacity-Building Division (CBD).....	18
▪ Family Development Division (FDD)	18
▪ Administrative Support Division (ASD)	18
▪ Risk Management and Quality Assurance Division (RMQAD)	18
Kalahi-CIDSS National Program Management Office (KC NPMO)	19
▪ Operations Division.....	19
▪ Technical Support Division.....	19
Sustainable Livelihood Program National Program Management Office (SLP NPMO).....	20
▪ Operations Division.....	20
▪ Technical Support Division.....	20

ANNEX D

Disaster Response Management Group (DRMG)	21
Office of the Undersecretary for Disaster Response Management (OUSDRM)	21
Office of the Assistant Secretary for Disaster Response Management (OASDRM)	21
Disaster Response Management Bureau (DRMB).....	22
▪ Preparedness for Response Division.....	22
▪ Disaster Response Operations Management Division.....	22
▪ Early Recovery Services Division.....	22
▪ Disaster Response Operations Monitoring and Information Center Division	22
▪ Disaster Operations Support Division.....	22
National Resource and Logistics Management Bureau (NRLMB).....	22
▪ Resource Management Division	22
▪ Logistics Management Division	22
▪ Administrative Division	22

ANNEX E

Support to Operations Group (SOG)	23
Department Legislative Liaison Office (DLLO)	23
▪ Legislative Coordination Division.....	23
Standards and Capacity Building Sub-Cluster.....	24
Office of the Undersecretary for Standards and Capacity Building (OUSSCB)	24
Office of the Assistant Secretary for Standards and Capacity Building (OASSCB)	24
Standards Bureau (SB).....	25
▪ Standards Compliance Monitoring Division.....	25
▪ Standards Enforcement and Advocacy Division	25
▪ Standards Development Division.....	25
Social Welfare Institutional Development Bureau (SWIDB)	26
▪ Capability Building Division.....	26
▪ Knowledge Management Division	26
▪ Learning Network Development Division	26
Social Technology Bureau (STB)	26
▪ Research and Design Division	26
▪ Pilot Implementation Division	26
▪ Promotion and Institutionalization Division	26
Policy and Plans Sub-Cluster	27
Office of the Undersecretary for Policy and Plans (OUSPP)	27
Office of the Assistant Secretary for Policy and Plans (OASPP).....	27
Policy Development and Planning Bureau (PDPB)	28
▪ Research and Evaluation Division	28
▪ Planning and Monitoring Division.....	28
▪ Policy and External Affairs Division.....	28
▪ Governance and Roadmap Division.....	28
National Household Targeting Office (NHTO)	28
▪ Operations Division.....	28
▪ Information Technology Division.....	28
Resource Generation and Management Office (RGMO).....	28
▪ Technical Assistance Division.....	28

ANNEX F

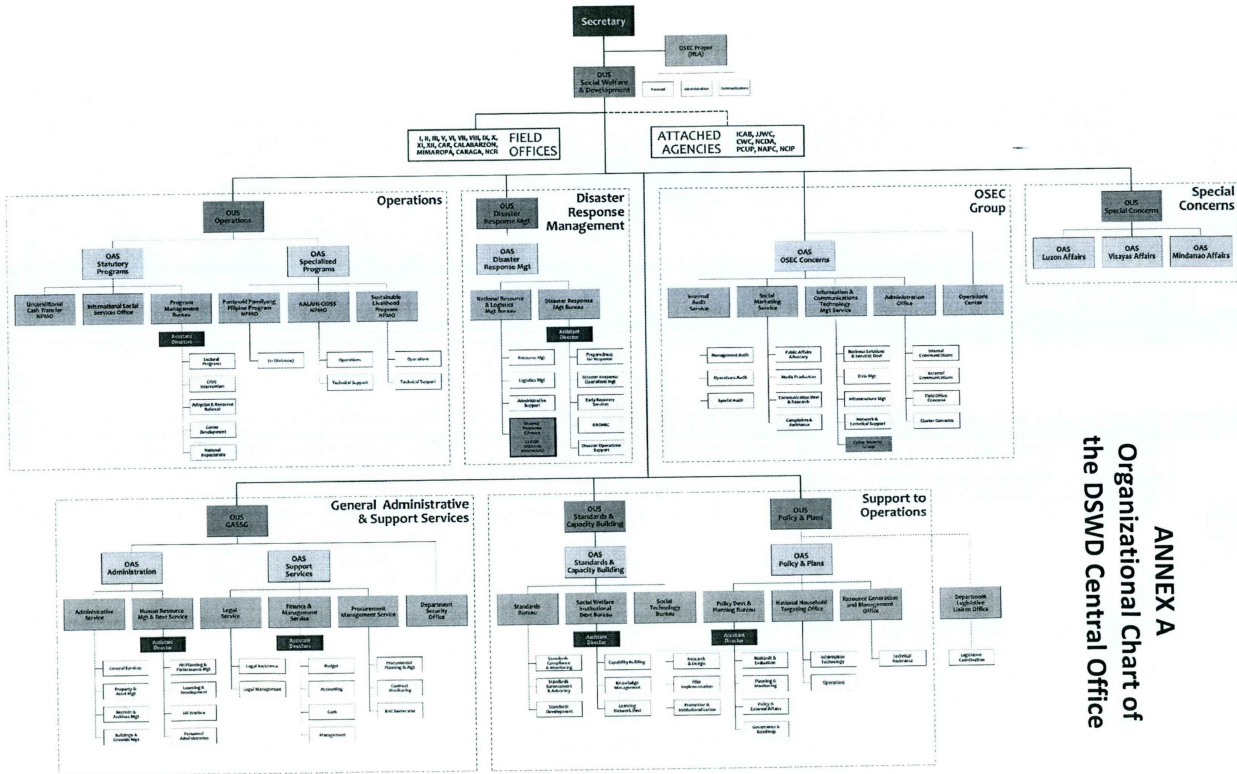
General Administrative and Support Services Group (GASSG)29

- Office of the Undersecretary for General Administrative and Support Services (OUSGASS)29
- Department Security Office (DSO)29
- Administration Sub-Cluster30
 - Office of the Assistant Secretary for Administration (OASA)30
 - Administrative Service (AS)30
 - General Services Division (GSD) 31
 - Property and Asset Management Division (PAMD) 31
 - Records and Archives Management Division (RAMD) 31
 - Buildings and Grounds Management Division (BGMD) 31
 - Human Resource Management and Development Service (HRMDS)31
 - Human Resource Planning and Performance Management Division (HRPPMD) 31
 - Learning and Development Division (LDD) 31
 - Human Resource Welfare Division (HRWD) 31
 - Personnel Administration Division (PAD) 31
- Support Services Sub-Cluster32
 - Office of the Assistant Secretary for Support Services (OASSS)32
 - Finance and Management Service (FMS)32
 - Budget Division – Regular Programs and Special Projects 33
 - Accounting Division – Regular Programs and Special Projects 33
 - Cash Division – Regular Programs and Special Projects (Grants) 33
 - Management Division 33
 - Procurement Management Service (PMS)33
 - Procurement Planning and Management Division (PPMD) 33
 - Contract Monitoring Division (CMD) 33
 - Bids and Awards Committee (BAC) Secretariat Division 33
 - Legal Service (LS)33
 - Legal Assistance Division 33
 - Legal Management Division 33

ANNEX G

Special Concerns Group (SCG).....34

- Office of the Undersecretary for Special Concerns (OUSCC)34
- Office of the Assistant Secretary for Luzon Affairs34
- Office of the Assistant Secretary for Visayas Affairs35
- Office of the Assistant Secretary for Mindanao Affairs35



ANNEX A
Organizational Chart of the DSWD Central Office

ANNEX B

The Secretary

The Secretary has the authority and responsibility to exercise the mandate of the Department and discharge its powers and functions, and thus exercises supervision and control over the entire Department. The Secretary shall also directly supervise and monitor the performance of all Field Offices (FOs) to ensure the delivery of strategic outputs, including timely, efficient, and effective program implementation. As such, all FOs shall report directly to the Secretary.

Office of the Secretary Proper (OSEC Proper)

Description	<p>The OSEC Proper provides administrative and technical support as well as field programs management to the Secretary. The Head Executive assistant (HEA) shall be in charge of the OSEC Proper.</p> <p>The administrative staff takes care of the Secretary's appointments, the OSEC Proper's incoming and outgoing communications, office supplies and equipment, transportation, and finance. It also provides administrative support to the OSEC technical staff. The technical staff, on the other hand, are assigned distinct portfolios to which they are expected to conduct complete staff work for the Secretary's action, decision, and information. Further, the technical staff prepare all relevant researches and information to assist the Secretary with meetings and appointments.</p>
Specific Functions	<ol style="list-style-type: none"> 1. Undertake complete staff work for every meeting and activity to be attended by the Secretary including documents for action or approval of the Secretary. 2. Manage the daily schedule of the Secretary. 3. Provide secretariat support to the Executive Committee. 4. Ensure action on referrals to OSEC from within the Department, the public, and other government agencies. 5. Participate in various committees organized internal and external to DSWD.
Key Result Areas	<ol style="list-style-type: none"> 1. Provision of support toward engaged collaboration between the Secretary and the Department's officials and partners 2. Timely communication of the Secretary's instructions 3. Proper management of the Secretary's schedule 4. Quality service delivery through increased efficiency and continuing improvement
Desks	<ul style="list-style-type: none"> ▪ Protocol Desk ▪ Administration Desk ▪ Communications Desk

Office of the Secretary Group (OSG)

The OSG shall be headed by the Undersecretary for social Welfare and Development, assisted by the Assistant Secretary for OSEC Concerns, and includes the Internal Audit Service (IAS), the Social Marketing Service (SMS), the Information and Communications Technology Management Service (ICTMS), the Administration Office, and the Operations Center.

Office of the Undersecretary for Social Welfare and Development

Description	The Undersecretary for Social Welfare and Development (USSWD) shall directly assist the Secretary in the discharge of the Secretary's powers and functions. Additionally, the USSWD shall be responsible for screening, checking, vetting, and organizing all the Department documents before they reach the Secretary. The USSWD shall also directly supervise the Operations Center. Finally, the USSWD shall also exercise supervision and control over the entire DSWD in the absence of the Secretary.
Specific Functions	<ol style="list-style-type: none"> 1. Exercise supervision and control over the DSWD in the absence of the Secretary. 2. Assist the Secretary in the discharge of his powers and functions, especially in managing the Field Offices. 3. Ensure the timely, efficient and effective vetting and screening of, and complete staff work (CSW) for, all Department documents before they are brought to the attention of the Secretary. 4. Perform other functions the Secretary may assign.
Key Result Areas	<ol style="list-style-type: none"> 1. Provision of relevant and timely information and data to the Department 2. Provision of support toward effective communication of DSWD's programs and services to various stakeholders 3. Oversight of the audit engagements and special audit requirements from the Secretary 4. Championing integrity within the DSWD's internal control systems

Operations Center

Description	The Operations Center is responsible for establishing and operating the required systems to allow the Department to have easy access to information and data regarding the Department's personnel, stocks, funds, warehouses, events, beneficiaries, and any other system that the Secretary may require. While part of the OSG, it shall be overseen directly by the Secretary and the USSWD.
Specific Functions	<ol style="list-style-type: none"> 1. Administer the systems of the Operations Center. 2. Ensure that the required infrastructures are functioning to support the Operations Center. 3. Implement cybersecurity on all systems maintained by the Operations Center. 4. Develop more relevant systems to help the decision-making of the Secretary. 5. Collate online feedback from the public and forward them to the appropriate offices for action.
Key Result Areas	<ol style="list-style-type: none"> 1. Functional systems and databases 2. Accessibility of relevant data 3. Timely capture and processing of public feedbacks 4. Regular consultations on the preferred data or report formats

Office of the Assistant Secretary for OSEC Concerns

Description	The Assistant Secretary for OSEC Concerns assists the USSWD oversee the OSG, and serves as the Coach Monitor of the IAS, the SMS, the ICTMS, and the Administration Office. The Assistant Secretary for OSEC Concerns shall also perform other tasks the Secretary may assign.
Specific Functions	<ol style="list-style-type: none"> 1. Supervise and monitor the performance of the IAS, the SMS, the ICTMS, and the Administration Office to ensure the delivery of strategic outputs, including timely, efficient, and effective discharge of the respective functions of each of these offices. 2. Act as Coach Monitor of the IAS, the SMS, the ICTMS, and the Administration Office, steering them to contribute effectively to the realization of the strategic goals of DSWD. 3. Design and implement short-term projects as a response to directives from the Secretary. 4. Perform other functions the Secretary may assign.
Key Result Areas	<ol style="list-style-type: none"> 1. Monitoring and evaluation of the offices under the OSG 2. Oversight of the audit engagements and special audit requirements from the Secretary 3. Effective communication of DSWD's programs and services to various stakeholders 4. Information and Communications Technology (ICT) Management 5. Championing integrity within the DSWD's internal control systems

Internal Audit Service (IAS)

Description	The IAS assists DSWD Management in all matters relating to operations and management control by independently appraising the adequacy and effectiveness of internal controls, and conducting management and operations audits.
Specific Functions	<ol style="list-style-type: none"> 1. Ensure the adequacy of internal control systems for safeguarding the assets and resources of the DSWD. 2. Provide DSWD Management with advice, and suggest options and 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 Commission on Audit (COA), the DSWD of Budget and Management (DBM), and other offices. 5. Ascertain the extent to which DSWD assets and other resources are accounted for and safeguarded from losses. 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 and programs to ascertain if the results are consistent with established objectives and goals, and if the operations or programs are being carried out as planned. 8. Study the management of current and fixed assets to promote efficiency and economy, and to ensure that DSWD assets are sufficiently covered with security against losses, and that contingent liabilities are proactively considered. 9. Assist management in reviewing, developing, and updating administrative arrangements, structures, and operational and management systems 10. Undertake studies and audits on special concerns and perform related tasks and special assignments as the Secretary may assign 11. Perform such other functions as may be provided by law

Key Result Areas	<ol style="list-style-type: none"> 1. Internal Control System 2. Risk Management 3. Good Governance
Divisions	<ul style="list-style-type: none"> ▪ Management Audit Division ▪ Operations Audit Division ▪ Special Audit Division

Social Marketing Service (SMS)

Description	The SMS is responsible for undertaking advocacy, social marketing, and networking activities to promote social change and to nurture the DSWD's relationships with its publics and stakeholders. The SMS shall institutionalize feedback mechanisms to ensure that the development policies and messages embodied in the DSWD vision, mission, and goal are effectively communicated.
Specific Functions	<ol style="list-style-type: none"> 1. Formulate and implement the DSWD's communication and advocacy plans and policies to promote social change. 2. Design and implement feedback mechanisms to enable the DSWD to effectively communicate its key messages to its publics. 3. Develop, produce, and disseminate Information, Education, and Communication (IEC) materials to communicate the DSWD's key messages to its publics. 4. Provide Technical Assistance to DSWD OBSUs and FOs in their media relations, advocacy, social marketing, and networking activities.
Key Result Areas	<ol style="list-style-type: none"> 1. Public Relations, Advocacy and Social Marketing 2. IEC Materials Development and Production 3. Communication Development and Research
Divisions	<ul style="list-style-type: none"> ▪ Public Affairs and Advocacy Division (PAAD) ▪ Media Production Division (MPD) ▪ Communication Development and Research Division (CDRD) ▪ Complaints and Assistance Division (CAD)

Information and Communications Technology Management Service (ICTMS)

Descriptions	The ICTMS is the DSWD's primary provider of information management, communication services, and technology solutions, to support the DSWD's social welfare and development strategies. It is responsible for determining and recommending necessary and cost-effective infrastructures and systems that enhance the DSWD's competency in information and communications technology (ICT) governance. The ICTMS serves as the service manager for Department-wide ICT systems and infrastructure through a mainstreamed approach. It fosters the efficient and effective use of ICT in the DSWD. It provides advice, tools, information, and services to help OBSUs and FOs use ICT to improve administration and service delivery. Finally, it aligns its organization to an internationally recognized best practice framework, following a service-oriented information technology organizational structure model.
---------------------	--

Specific Functions	<ol style="list-style-type: none"> 1. Responsible for end-to-end business solution design, development, and implementation, and for the development and facilitation of information systems, including Systems Analysis, Design and Development/Enhancement, and IT Project Management. 2. Perform methodological data processing, integration, system integration, or enterprise application integration, organized as a shared service of the DSWD and an inherent entity within the ICTMS. 3. Provide Infrastructure Management, the ICT core service that lays the foundation of information management services, and manages and secures the network, computing, and datacenter infrastructure and the ancillary services that support its operation. 4. Responsible for managing the enterprise-wide network connectivity, providing computing support, and maintaining applications in the production environment. 5. Direct the development, installation, and maintenance of information systems, security controls, confidentiality, integrity and availability of information, and monitors compliance with ISMS certifiable to ISO 27001.
Key Result Areas	<ol style="list-style-type: none"> 1. ICT Business Solutions and Services Development 2. Data Management 3. Infrastructure Management 4. Network and Technical Service Support 5. ICT Security Management
Divisions	<ul style="list-style-type: none"> ▪ Business Solutions and Services Development Division ▪ Data Management Division ▪ Infrastructure Management Division ▪ Network and Technical Support Division ▪ *Cyber Security Group

Administration Office

Description	The Administration Office provides the Secretary administrative and technical support as well as field programs management. It serves as the link between the Secretary on one hand, and the different Clusters within the Central Office as well as the FOs on the other, to ensure the delivery of strategic outputs, including timely, efficient, and effective implementation of programs.
Specific Functions	<ol style="list-style-type: none"> 1. Facilitate regular link between the Secretary and the Regional Directors of FOs. 2. Maintain efficient communication between the Secretary and the Clusters. 3. Provide the Secretary with efficient channels for internal and external communications. 4. Ensure that action is taken on referrals to OSEC from within the Department, the public, and other government agencies.
Key Result Areas	<ol style="list-style-type: none"> 1. Effective communication of the Secretary's directives to the Clusters and FOs 2. Timely communication to the Secretary of concerns of the Clusters and FOs 3. Management of documents addressed to or coming from the Secretary
Desks	<ul style="list-style-type: none"> ▪ Internal Communications Desk ▪ External Communications Desk ▪ Field Office Concerns Desk ▪ Cluster Concerns Desk

ANNEX C

Operations Group

The Operations Group shall be responsible for formulating, developing, and executing social welfare and development programs and policies which specifically crafted to address particular clienteles in varying incidents.

The Operations Group shall be headed by the Undersecretary for Operations, and shall have two (2) Sub-Clusters: the Statutory Programs Sub-Cluster and the Specialized Programs Sub-Cluster.

Office of the Undersecretary for Operations

Description	The Office of the Undersecretary for Operations shall be responsible for leading the implementation of the Department’s programs for social welfare and development, as mandated by laws, as well as directives of the President and of the Secretary. Particularly, the Undersecretary for Operations is concerned with the effective implementation of DSWD’s statutory programs, flagship social protection programs, disaster response projects, as well as other timely and relevant social welfare concerns as they emerge. Finally, the Undersecretary for Operations oversees three (3) Sub-Clusters: the Statutory Programs Sub-Cluster, the Specialized Programs Sub-Cluster, and the Disaster Response Management Sub-Cluster.
Specific Functions	<ol style="list-style-type: none"> 1. Provide advice on policies and programs relevant to the Department’s mandates, as found in laws and as directed by the President, relative to current social welfare concerns. 2. Oversee the operational activities of the Cluster for which the Undersecretary shall be responsible to the Secretary, such as formulation and implementation of the programs under each Sub-Cluster. 3. Advise the Secretary in formulating relevant policies and programs under each Sub-Cluster. 4. Perform other functions the Secretary may assign.
Key Result Areas	<ol style="list-style-type: none"> 1. Advisory to the Secretary 2. Policy Development 3. Overseeing and Monitoring of Program Implementation 4. Office Performance Management

Statutory Programs Sub-Cluster

The Statutory Programs Sub-Cluster is the strategic grouping sector aimed primarily on social welfare programs and services, which is in furtherance of the Department’s statutory mandate. In attending to the Department’s clients, these programs provide essential safeguards against social segregation and further disadvantage due to rapid social changes and other unforeseen circumstances.

The Statutory Programs Sub-Cluster shall be headed by the Assistant Secretary for Statutory Programs, and shall include the Program Management Bureau (PMB), the International Social Service Office (ISSO), and the Unconditional Cash Transfer National Program Management Office (UCT NPMO).

Office of the Assistant Secretary for Statutory Programs

Description	The Office of the Assistant Secretary for Statutory Programs is responsible for providing advice and assistance to the Secretary and the Undersecretary for Operations relevant to the effective implementation of programs and policies for social welfare and development which, in furtherance of the DSWD’s statutory mandate, caters to the Department’s primary clients. It shall have direct supervision of the PMB, the ISSO, and the UCT NPMO.
Specific Functions	<ol style="list-style-type: none"> 1. Assist the Undersecretary for Statutory Programs to oversee the operations and coordination of the programs and projects under the Cluster. 2. Disseminate operational and management directives and monitor compliance therewith by offices under the Sub-Cluster. 3. Advise the Secretary and the Undersecretary for Statutory Programs in formulating policies relevant to the programs under the Sub-Cluster. 4. Form networks in support of the programs under the Sub-Cluster. 5. Perform other functions the Secretary may assign.
Key Result Areas	<ol style="list-style-type: none"> 1. Advisory to the Secretary and Undersecretary 2. Policy Direction 3. Partnership Promotion 4. Office Performance Management

Program Management Bureau (PMB)

Description	The PMB shall ensure the responsive and efficient implementation of social welfare and development (SWD) programs, projects, and services for the vulnerable and marginalized sectors of society. It shall implement programs prescribed by laws, particularly those concerning SWD sectors, <i>e.g.</i> , children, youth, women, senior citizens, and persons with disabilities. The PMB shall be headed by a Director, who shall be assisted by two Assistant Bureau Directors.
Specific Functions	<ol style="list-style-type: none"> 1. Supervise and monitor the operations and implementation of programs and projects, and provide Technical Assistance related to disadvantaged children, youth, women, persons with disabilities, older persons, and families and communities. 2. Develop and implement an operations review and evaluation system for programs and projects, using the program supervision model to ensure effective and efficient implementation of programs and projects. 3. Develop institutional mechanisms to establish and maintain networks and alliances at the national level to support the implementation of SWD programs and projects.
Key Result Areas	<ol style="list-style-type: none"> 1. Supervision and monitoring of protective programs and projects 2. Technical Assistance and Resource Augmentation 3. Fast movement of placement of children for adoption or foster care 4. Centers of Excellence
Divisions	<ul style="list-style-type: none"> ▪ Sectoral Programs Division ▪ Crisis Intervention Division ▪ Center Development Division ▪ Adoption and Resource Referral Division ▪ National Inspectorate

International Social Services Office (ISSO)

Description	The ISSO shall be the central authority on matters related to international social services for Overseas Filipinos. The ISSO shall have technical supervision over International Social Services Offices (ISSOs) at foreign posts, shall coordinate and address concerns and requirements of ISSOs at foreign posts which are elevated to the ISSO and the CO, and shall ensure that ISSOs at foreign posts deliver and provide appropriate, effective, and efficient programs and services for distressed and undocumented Overseas Filipinos and their families.
Specific Functions	<ol style="list-style-type: none"> 1. Provide timely and appropriate social welfare services to distressed, trafficked, and undocumented Overseas Filipinos. 2. Manage and sustain the deployment of Social Welfare Attachés in countries where there are Overseas Filipinos in crisis and vulnerable sectors. 3. Establish ISSOs at foreign posts. 4. Supervise, monitor, and provide direction and Technical Assistance to Social Welfare Attachés to ensure the effective and efficient implementation of social welfare and development programs and services in addressing the needs of target clientele. 5. Prepare and monitor the annual Work and Financial Plan to support the implementation of the International Social Welfare Services for Filipino Nationals (ISWSFN). 6. Develop or enhance operational guidelines and other technical materials for the use of Social Welfare Attachés. 7. Formulate policies and programs to support the implementation of ISSOs at foreign posts. 8. Build, and continuously coordinate with, an inter-agency network.
Key Result Areas	<ol style="list-style-type: none"> 1. Provision of Social Welfare Services to Overseas Filipinos 2. Establishment of ISSOs at foreign posts 3. Supervision over Social Welfare Attachés

Unconditional Cash Transfer National Program Management Office (UCT NPMO)

Description	The UCT NPMO shall manage the day-to-day operations of the Unconditional Cash Transfer Program (UCT). It shall implement the UCT, which seeks to provide cash grants to poor households and individuals who may not benefit from the lower income tax rates but may be adversely affected by rising prices.
Specific Functions	<ol style="list-style-type: none"> 1. Coordinate with 4Ps NPMO, the PSB, and the NHTS to generate the List of UCT Beneficiaries. 2. Manage the registration of the NHTS Households that are not 4Ps Beneficiaries. 3. Coordinate with local social welfare and development offices (LSWDOs) to update the List of UCT Beneficiaries. 4. Coordinate with the Land Bank of the Philippines (LBP), and other concerned offices, on matters related to the issuance of Cash Cards and distribution and payment of UCT Cash Grants. 5. Formulate policies and procedures to address grievances relating to the implementation of the UCT, and resolve grievances in accordance with the same.
Key Result Areas	<ol style="list-style-type: none"> 1. Technical Assistance Provision 2. Program Development 3. Partnership Building 4. Monitoring and Evaluation 5. Funds Administration 6. Beneficiary Data Management

Specialized Programs Sub-Cluster

The Specialized Programs Sub-Cluster is the strategic grouping of the flagship social protection programs of the Department that provide investment to human capital through sustainable livelihood, community-driven development, and assistance to individuals in crisis situations.

The Specialized Programs Sub-Cluster shall be headed by the Assistant Secretary for Specialized Programs, and shall include the Pantawid Pamilyang Pilipino Program National Program Management Office (4Ps NPMO), the Kalahi-CIDSS National Program Management Office (KC NPMO), and the Sustainable Livelihood Program National Program Management Office (SLP NPMO).

Office of the Assistant Secretary for Specialized Programs

Description	The Office of the Assistant Secretary for Specialized Programs assists the Undersecretary for Operations in the overall management and implementation of the programs and services under the Sub-Cluster.
Specific Functions	<ol style="list-style-type: none"> 1. Assist the Undersecretary for Operations to oversee the operations and coordination of the programs and projects under the Sub-Cluster. 2. Cascade management directives, and ensure and monitor compliance therewith by the offices under the Sub-Cluster. 3. Advise the Secretary and the Undersecretary for Operations in formulating Department policies. 4. Promote and establish linkages and networks in support of SWD programs. 5. Perform other functions the Secretary may assign.
Key Result Areas	<ol style="list-style-type: none"> 1. Provision of strategic direction and technical advice 2. Coaching and mentoring 3. Management, administration, and facilitation of work processes 4. Partnership building, promotion, advocacy, and networking

Pantawid Pamilyang Pilipino Program National Program Management Office (4Ps NPMO)

Description	<p>The 4Ps NPMO executes all plans, policies, tasks and activities in the implementation of the Pantawid Pamilyang Pilipino Program (4Ps).</p> <p>The 4Ps NPMO is headed by the Secretary as the National Project Director, assisted by the Assistant Secretary for Specialized Programs as Deputy Project Director for Operations, and by the Undersecretary for GASSG as Deputy Project Director for Finance.</p> <p>The Deputy Project Director for Operations is assisted by a National Program Manager and two Deputy Program Managers who coordinate the day-to-day operations of the 4Ps, primarily data generation and processing the payment of conditional cash grants and provision of Technical Assistance to Regional Program Management Offices (RPMOs), which are in turn in charge of program implementation</p> <p>The Deputy Project Director for Finance is assisted by the Assistant Service Director for Special Projects of the Finance and Management Service (FMS). The FMS Special Projects group shall be in charge of the financial aspect of the 4Ps, including budgeting, payroll generation and processing, downloading of funds to Authorized Government Depository Banks (AGDBs), liquidation, and preparation and submission of financial-related reports.</p>
--------------------	---

	<p>In each of the seventeen (17) regions, there shall be an RPMO, which shall supervise the day-to-day operations and implementation of the 4Ps. The RPMO shall be headed by the Regional Director as Regional Program Manager, assisted by the Assistant Regional Director for Operations as Deputy Regional Program Manager. Regional Program Managers shall be assisted by the Regional Program Coordinator, who shall in turn coordinate the activities of the Provincial Operations Offices, which shall in turn provide Technical Assistance and supervision to field implementers, mainly Municipal Links, City Links, and Social Welfare Assistants.</p>
Specific Functions	<ol style="list-style-type: none"> 1. Register eligible households under the 4Ps, from the list generated by the National Household Targeting Office (NHTO). 2. Facilitate regular updating of 4Ps household data through the City Links and Municipal Links. 3. Verify compliance of 4Ps households with program conditions. 4. Prepare the Notice of Approved Payroll Action (NAPA), the final list of households to be paid their CCT grants, to be submitted to the FMS for payroll processing. 5. In coordination with the RPMOs, provide Technical Assistance to 4Ps field implementers. 6. Prepare narrative and accomplishment reports, and submit these to appropriate national government offices and other stakeholders. 7. Facilitate requests for information and data on 4Ps, subject to existing data sharing protocol. 8. Perform other functions as may the National Project Director may assign.
Key Result Areas	<ol style="list-style-type: none"> 1. Monitoring and Evaluation 2. Partnership Development 3. Risk Management and Quality Assurance 4. Beneficiary Data Management 5. Compliance Verification 6. Grievance Resolution 7. Advocacy and Social Marketing 8. Management of Family Development Sessions 9. Administrative Support 10. Capability Building 11. Modified Conditional Cash Transfer (MCCT) Implementation 12. Gender and Development
Divisions	<ul style="list-style-type: none"> ▪ Beneficiary Data Management Division (BDMD) ▪ Compliance Verification Division (CVD) ▪ Grievance Redress Division (GRD) ▪ Modified CCT Division (MCCTD) ▪ Institutional Partnership Division (IPD) ▪ Social Marketing Division (SMD) ▪ Gender and Development Division (GADD) ▪ Planning, Monitoring and Evaluation Division (PMED) ▪ Capacity-Building Division (CBD) ▪ Family Development Division (FDD) ▪ Administrative Support Division (ASD) ▪ Risk Management and Quality Assurance Division (RMQAD)

Kalahi-CIDSS National Program Management Office (KC NPMO)

Description	The KC NPMO is responsible for the overall management of the KALAHI-CIDSS Program and other projects implemented using the community-driven development approach.
Specific Functions	<ol style="list-style-type: none"> 1. Oversee the preparation of annual strategic thrusts and directions for implementation. 2. Prepare the operations manual and sub-manuals and field guides that define implementation procedures and standards. 3. Oversee the preparation of annual Work and Financial Plan at the national and regional levels. 4. Provide RPMOs Technical Assistance to ensure that sub-national implementation is consistent with national policies. 5. Analyze policy and operational issues, and provide options for resolutions that require national-level decisions. 6. Monitor the implementation of the program in accordance with the approved annual Work and Financial Plan and the Operations Manual and sub-manuals. 7. Prepare national progress reports and other monitoring reports for submission to the National Program Director, the Human Development and Poverty Reduction Cluster, the National Steering Committee, oversight agencies, and donor agencies of the program as defined in the monitoring and evaluation sub-manual. 8. Oversee the preparation and implementation of national-level social marketing, knowledge management, and training plans. 9. Provide technical and administrative secretariat support to the NSC and TWG. 10. Undertake and coordinate analytical work. 11. Participate in convergence work internally and externally. 12. Coordinate with external stakeholders including development partners.
Key Result Areas	<ol style="list-style-type: none"> 1. Improved financial, organizational, and program management systems 2. Ensured participation, transparency, accountability, and inclusiveness in the conduct of CEAC Activities 3. Improved barangay-level access to Basic Social Services in implementing municipalities 4. Assistance to 1,000 disaster-vulnerable KALAHI-CIDSS-NCDDP communities in developing disaster risk-informed Barangay Action Plans (BAP) and lobbying for their integration in local development plans and budget 5. Restoration of livelihood areas affected by disasters by supporting priority livelihood-related CDD projects 6. Number of implementing municipalities making progress in institutionalizing elements of community-driven development in local development planning and management
Divisions	<ul style="list-style-type: none"> ▪ Operations Division ▪ Technical Support Division

Sustainable Livelihood Program National Program Management Office (SLP NPMO)

Description	The SLP NPMO is responsible for managing the implementation of the Sustainable Livelihood Program (SLP), and shall lead the DSWD's efforts in establishing linkages and networks for potential partners.
Specific Functions	<ol style="list-style-type: none"> 1. Manage, monitor, and evaluate the implementation of the SLP. 2. Identify issues and gaps in program implementation and make the necessary policy recommendations based on the results of program monitoring and evaluation. 3. Initiate and lead efforts to network and link with other potential partners for sustainable livelihood programs and projects. 4. Develop the Sustainable Livelihood Plan, including budgeting and programming of the sustainable livelihood program implementation. 5. Coordinate with the FMS and other concerned offices regarding the financial aspect of SLP projects. 6. Review and enhance operational guidelines and policies 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 on sustainable livelihood programs and projects. 9. Provide FOs Technical Assistance on the implementation of the SLP. 10. Act on livelihood referrals from other offices and agencies and walk-in clients. 11. Maintain a database on sustainable livelihood programs and projects.
Key Result Areas	<ol style="list-style-type: none"> 1. Technical Assistance Provision 2. Program Development 3. Partnership Building 4. Monitoring and Evaluation 5. Funds Administration 6. Advocacy and Promotion
Divisions	<ul style="list-style-type: none"> ▪ Operations Division ▪ Technical Support Division

ANNEX D

Disaster Response Management Group (DRMG)

The Disaster Response Management Group provides leadership, staff expertise and support in managing and administering financial resources, facilities, warehouses, physical infrastructure, personnel, legal management and assistance, supplies, and other logistical and 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 DSWD resources.

It shall be headed by the Undersecretary Secretary for Disaster Response Management, assisted by the Assistant Secretary for Disaster Response Management, and shall include the Disaster Response Management Bureau (DRMB) and the National Resource and Logistics Management Bureau (NRLMB).

Office of the Undersecretary for Disaster Response Management (OUSDRM)

Description	The OUSDRM shall assist the Secretary in leading the implementation of the disaster response programs, activities, and projects of the DSWD and of the National Response Clusters of NDRRMC.
Specific Functions	<ol style="list-style-type: none"> 1. Execute and implement executive policy standards, regulations, and work plans established by the DSWD. 2. Resolve issues and address gaps affecting the overall implementation of programs and services, and recommend strategies to address such gaps and issues. 3. Ensure that Emergency Response Preparedness resources, services, and facilities are available in all agencies of the Response Clusters. 4. Chair the clusters on FNIs, CCCM, and IDP Protection. 5. Provide technical assistance in CCCM, FNIs and IDP Protection to FOs and LGUs affected by disasters. 6. Supervise the DRMB and the NRLMB.
Key Result Areas	<ol style="list-style-type: none"> 1. Policy Development and Planning 2. Operations Oversight and Management 3. Fund Management

Office of the Assistant Secretary for Disaster Response Management (OASDRM)

Description	The OASDRM shall be responsible for providing advice and assistance to the Secretary and the USDRM. It shall focus on preparedness planning and response and counter measures research.
Specific Functions	<ol style="list-style-type: none"> 1. Conduct research development and monitoring. 2. Recommend policies and programs for disaster response management. 3. Study and assess the need of FOs and recommend allocation of program funds. 4. Study and assess the need for support of LGUs and other intermediaries.
Key Result Areas	<ol style="list-style-type: none"> 1. Advisory to the Secretary and Undersecretary 2. Policy Development 3. Technical Assistance to FOs

Disaster Response Management Bureau (DRMB)

Description	The DRMB leads in developing, implementing, and coordinating the DSWD's disaster response management programs, projects, and services for victims of disasters.
Specific Functions	<ol style="list-style-type: none"> 1. Develop policies and plans to support the implementation of all programs that assist victims of disaster and calamities. 2. Provide Technical Assistance and Resource Augmentation to all DSWD Offices in the implementation of all related disaster response programs, projects, and services. 3. Implement a disaster response information management system that provides information for decision support to disaster response operations. 4. Provide leadership in the coordination and collaboration of all clusters in the NDRRMC Response Pillar. 5. Implement support systems to sustain and continually improve the Departmental disaster response.
Key Result Areas	<ol style="list-style-type: none"> 1. Technical Assistance and Resource Augmentation 2. Disaster Response Policy Development 3. Disaster Response Information Management 4. Response Pillar Coordination 5. Disaster Response Operations Support Funds Management
Divisions	<ul style="list-style-type: none"> ▪ Preparedness for Response Division ▪ Disaster Response Operations Management Division ▪ Early Recovery Services Division ▪ Disaster Response Operations Monitoring and Information Center Division ▪ Disaster Operations Support Division

National Resource and Logistics Management Bureau (NRLMB)

Description	The NRLMB shall be responsible for managing relief goods (food and non-food items) and volunteers assisting the NRLMB and other production hubs.
Specific Functions	<ol style="list-style-type: none"> 1. Conduct procurement planning and manages the receipt, warehousing, processing, allocation, and releasing of relief goods to the Disaster Resource Centers (DRCs) and FOs. 2. Manage funds for the procurement, storage, processing, and delivery of relief goods. 3. Review, recommend, formulate, and implement policies, guidelines, systems, and processes compliant with regulatory bodies and ISO standards in managing relief goods. 4. Institute internal control systems to ensure transparency and efficiency of procedures in the receipt, inventory, valuation, utilization, and reporting of procured and donated items. 5. Develop partnerships with various public and private entities to strengthen logistics capacity. 6. Supervise and monitor the deployment of volunteers assisting NRLMB operations. 7. Provide DRCs and FOs with Technical Assistance and Resource Augmentation on the management of relief goods. 8. Manages the DRCs.
Key Result Areas	<ol style="list-style-type: none"> 1. Logistics Management 2. Resource Management (Donations Facilitation, Volunteers Management, and Partnership Development) 3. Quality Management 4. Procurement and Fund Management
Divisions	<ul style="list-style-type: none"> ▪ Resource Management Division ▪ Logistics Management Division ▪ Administrative Division

ANNEX E

Support to Operations Group (SOG)

The SOG is responsible for fulfilling the Department's roles on policy and plans development, regulation of Social Welfare and Development Agencies (SWDAs), national poverty targeting at the family level, and liaising with Congress and partners for priority social safety nets, social welfare and development policies. It also provides leadership in various inter-office and inter-agency committees, councils, technical working groups at the national, regional (ASEAN) and international levels in communicating, advocating, coordinating and collaborating matters along the areas of social protection and social welfare.

The SOG shall be composed of two (2) Sub-Clusters: the Standards and Capacity-Building Sub-Cluster and the Policy and Plans Sub-Cluster. Each Sub-Cluster shall be headed by an Undersecretary, assisted by an Assistant Secretary.

There shall also be a Department Legislative Liaison Office (DLLO), which shall be attached to the office of the designated Department Legislative Liaison Officer.

Department Legislative Liaison Office (DLLO)

Description	The DLLO provides Department Legislative Liaison Officer needed technical and administrative support. It also promotes the DSWD Legislative Agenda and other proposed legislative measures identified as urgent by the Executive Department through sustained day-to-day collaboration with both Houses of Congress, as well as with other interest groups to generate maximum support for the DSWD Legislative Agenda.
Specific Functions	<ol style="list-style-type: none"> 1. Prepare and submit DSWD priority legislations and official position papers on social welfare and development (SWD) bills. 2. Ensure attendance of concerned officials in Committee Hearings, Technical Working Group (TWG) Meetings, and Legislative Briefings convened by both Houses of Congress. 3. Respond to, refer, record, and monitor requests and queries of legislators and concerned Committees concerning social welfare and development (SWD), including those emanating from budget deliberations. 4. Monitor the enactment of relevant SWD laws, and notify DSWD Management of the formulation of the corresponding Implementing Rules and Regulations, if necessary.
Key Result Area	<ol style="list-style-type: none"> 1. Legislative Liaising
Division	<ul style="list-style-type: none"> ▪ Legislative Coordination Division

Standards and Capacity Building Sub-Cluster

The Standards and Capacity-Building Sub-Cluster shall be responsible for regulating and managing SWDAs, to ensure the competence of DSWD partners in implementing social welfare and development programs and services.

The Standards and Capacity-Building Sub-Cluster shall be headed by Undersecretary for Standards and Capacity-Building, assisted by the Assistant Secretary for Standards and Capacity-Building, and shall include the Standards Bureau (SB), the Social Welfare Institutional Development Bureau (SWIDB), and the Social Technology Bureau (STB).

Office of the Undersecretary for Standards and Capacity Building (OUSSCB)

Description	The OUSSCB shall provide overall supervision, policy direction, and input in the management and operations of the key offices under its Sub-Cluster, including standards setting and quality assurance.
Specific Functions	<ol style="list-style-type: none"> 1. Oversee the operational activities of the Sub-Cluster for which the Undersecretary shall be responsible to the Secretary. 2. Perform the functions of the Department Legislative Liaison Officer. 3. Perform other functions the Secretary may assign.
Key Result Areas	<ol style="list-style-type: none"> 1. Advisory to the Secretary 2. Formation of Links and Networks 3. Regulation of SWDAs 4. Strengthening of Social Welfare Stakeholders 5. Development and Enhancement of Social Technologies

Office of the Assistant Secretary for Standards and Capacity Building (OASSCB)

Description	The OASSCB shall be responsible for providing overall support and assistance to the Secretary and the USSCB, including the regulation and management of SWDAs, to ensure the competence of DSWD partners in implementing social welfare and development programs and services.
Specific Functions	<ol style="list-style-type: none"> 1. Assist the USSCB in matters relating to the management and regulation of SWDAs. 2. Form networks in support of its regulatory functions. 3. Perform other functions the Secretary may assign.
Key Result Areas	<ol style="list-style-type: none"> 1. Advisory to the Secretary and Undersecretary 2. Formation of Links and Networks 3. Regulation of SWDAs 4. Strengthening of Social Welfare Stakeholders 5. Development and Enhancement of Social Technologies

Standards Bureau (SB)

Description	The SB is responsible for fulfilling the regulatory and quality assurance roles of the DSWD along the development of quality assurance measures in the management of SWDAs and in the implementation of programs and services for the poor, vulnerable, and marginalized sectors of society. It shall set standards for the registration and licensing of SWDAs, and accreditation of programs and services of SWDAs and service providers implementing social welfare and development programs and services.
Specific Functions	<ol style="list-style-type: none"> 1. Formulate, develop, and revise policies and guidelines pertaining to SWD standards implementation along registration and licensing of SWDAs, and regulate regional and national fund campaign. 2. Register auxiliary agencies engaged in SWD 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 of SWDAs and service providers. 5. Accredite Civil Society Organizations (CSOs) that would implement projects and programs using public funds. 6. Facilitate the duty-free entry of foreign donations of qualified SWDAs. 7. Manage complaints against SWDAs and accredited service providers. 8. Monitor and provide Technical Assistance and resource augmentation to FOs and intermediaries to ensure sustainability of quality service delivery. 9. Manage information and maintain a databank of registered and licensed SWDAs, accredited service providers, programs and services of CSOs and SWDAs, and other relevant information to standards development, compliance, and monitoring.
Key Result Areas	<ol style="list-style-type: none"> 1. Registration, Licensing and Accreditation of SWDAs 2. Accreditation of Service Providers 3. Accreditation of CSOs that would implement projects and programs using 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
Divisions	<ul style="list-style-type: none"> ▪ Standards Compliance Monitoring Division ▪ Standards Enforcement and Advocacy Division ▪ Standards Development Division

Social Welfare Institutional Development Bureau (SWIDB)

Description	The SWIDB is responsible for enhancing the competencies of DSWD staff and partners (intermediaries and stakeholders) in performing and achieving its goals as the lead in the social welfare and social protection sector.
Specific Functions	<ol style="list-style-type: none"> 1. Conduct capability-building needs assessment and develop appropriate interventions based on competency requirements of DSWD staff and stakeholders (intermediaries and partners). 2. Update and maintain databases of qualified service providers, learning networks, resource persons, and training venues for capability-building requirements. 3. Maintain core groups of specialists to respond to the capability-building requirements on major sectoral program concerns of the DSWD. 4. Manage and maintain the Knowledge Exchange Center (KEC) as a facility for knowledge exchange and Interaction. 5. Provide DSWD staff and partners (intermediaries and stakeholders) Technical Assistance on capability-building and knowledge management.
Key Result Areas	<ol style="list-style-type: none"> 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 on capability-building and knowledge management
Divisions	<ul style="list-style-type: none"> ▪ Capability Building Division ▪ Knowledge Management Division ▪ Learning Network Development Division

Social Technology Bureau (STB)

Description	The STB is responsible for developing and enhancing customer-driven social protection technologies addressing current and emerging needs and issues of poor, vulnerable, and disadvantaged individuals, groups, and families.
Specific Functions	<ol style="list-style-type: none"> 1. Conduct and utilize research studies based on the emerging needs of SWD sectors toward developing and enhancing responsive and innovative programs, projects strategies, approaches, and interventions. 2. Develop program design, guidelines, and manuals on the implementation of social protection technologies. 3. Pilot test social protection technologies and conduct assessments to determine their effectiveness and responsiveness to the target sectors served. 4. Ensure the adoption or institutionalization of social protection technologies. 5. Conduct social marketing and promotion for replication of social protection technologies. 6. Provide FOs and other stakeholders Technical Assistance and resource augmentation for the development of social protection technologies and documentation of best practices. 7. Establish, mobilize, and maintain a resource network with local, regional, national, and international organizations and groups for technical cooperation and partnership in social technology and program development or enrichment. 8. Maintain a database of social protection technologies developed, and contribute to the DSWD Knowledge Exchange Center (KEC). 9. Develop and implement foreign-assisted social protection projects. 10. Ensure transparency and accountability in all transactions.
Key Result Areas	<ol style="list-style-type: none"> 1. Development of new social welfare and development technologies 2. Enrichment of existing programs and services
Divisions	<ul style="list-style-type: none"> ▪ Research and Design Division ▪ Pilot Implementation Division ▪ Promotion and Institutionalization Division

Policy and Plans Sub-Cluster

The Policy and Plans Sub-Cluster shall be responsible for fulfilling the DSWD's roles on policy and plans development, implementation of programs and services for the poor, vulnerable, and marginalized sectors of society.

The Policy and Plans Sub-Cluster shall be headed by the Undersecretary for Policy and Plans, assisted by the Assistant Secretary for Policy and Plans, and shall include the Policy Development and Planning Bureau (PDPB), the National Household Targeting Office (NHTO), and the Resource Generation and Management Office (RGMO).

Office of the Undersecretary for Policy and Plans (OUSPP)

Description	The OUSPP shall provide overall supervision, policy direction, and input in the management and operations of the key offices under its Sub-Cluster.
Specific Functions	<ol style="list-style-type: none"> 1. Oversee the operational activities of the Sub-Cluster for which the Undersecretary shall be responsible to the Secretary, such as policy formulation and development, planning, research, monitoring and evaluation, sustaining cooperation at the regional (<i>e.g.</i>, ASEAN) and international level, national poverty targeting at the family level. 2. Establish and promote the adoption of a unified targeting system to identify poor households who shall be prioritized by social protection and welfare programs nationwide. 3. Serve as the clearing house for regional and international coordination and cooperation at the ASEAN, APEC, and the UN levels, including those bilateral and multilateral in nature. 4. Perform other functions the Secretary may assign.
Key Result Areas	<ol style="list-style-type: none"> 1. Policy and Plans Development 2. Mainstreaming of Social Protection 3. Research Development and Monitoring 4. Management of National, Regional, and International Commitments 5. Management of the <i>Listahanan</i>

Office of the Assistant Secretary for Policy and Plans (OASPP)

Description	The primary responsibility of the OASPP to assist the OUSPP in the overall formulation, communication, implementation, and evaluation of the DSWD's policies and plans.
Specific Functions	<ol style="list-style-type: none"> 1. Oversee and maintain the overall alignment to the thrusts and priorities of the DSWD of the day-to-day operations of the PDPB, the NHTO, and the RGMO. 2. Ensure that the instructions of the OUSPP are immediately implemented. 3. Perform other functions the Secretary may assign.
Key Result Areas	<ol style="list-style-type: none"> 1. Policy and Plans Development 2. Mainstreaming of Social Protection 3. Research Development and Monitoring 4. Management of National, Regional, and International Commitments 5. Management of the <i>Listahanan</i>

Policy Development and Planning Bureau (PDPB)

Description	The PDPB provides leadership in developing policies and plans of the DSWD and of the social welfare and development sector. To ensure that plans and policies are evidence-based, the PDPB shall also lead in conducting researches, and monitoring and evaluating plans and policies to influence decisions of DSWD Management. At the regional and international levels, the PDPB shall support the leadership role of the DSWD in ASEAN, APEC, and the UN in matters concerning social welfare and development.
Specific Functions	<ol style="list-style-type: none"> 1. Lead in formulating and updating the DSWD's plans and policies. 2. Monitor, evaluate and report plan and policy implementation. 3. Undertake researches and evaluation studies for evidence-based decision-making. 4. Monitor compliance with regional and international commitments.
Key Result Areas	<ol style="list-style-type: none"> 1. Plan and Policy Development 2. Results-based Monitoring, Evaluation, and Reporting 3. Technical Support and Technical Assistance to OBSUs, LGUs, and other stakeholders 4. Leadership on ASEAN, APEC, and UN along social welfare and development
Divisions	<ul style="list-style-type: none"> ▪ Research and Evaluation Division ▪ Planning and Monitoring Division ▪ Policy and External Affairs Division ▪ Governance and Roadmap Division

National Household Targeting Office (NHTO)

Description	The NHTO ensures the development and adoption of relevant unified criteria to identify poor households who would be beneficiaries of social protection programs. It aims to improve access to, and utility of, the national database of poor households of and to various social protection stakeholders.
Specific Functions	<ol style="list-style-type: none"> 1. Promote the adoption of the National Household Targeting System for Poverty Reduction (NHTS-PR) as the sole source of beneficiaries for social protection programs. 2. Maintain the database of poor household or <i>Listahanan</i>. 3. Conduct household assessments every four (4) years to update the <i>Listahanan</i>. 4. Undertake special validation to update the <i>Listahanan</i> as a result of disasters or special circumstances as instructed.
Key Result Areas	<ol style="list-style-type: none"> 1. Management of Database of Poor Households 2. Household Targeting System Management 3. Data Sharing
Divisions	<ul style="list-style-type: none"> ▪ Operations Division ▪ Information Technology Division

Resource Generation and Management Office (RGMO)

Description	The RGMO is responsible for providing support to OBSUs in accessing grants and Technical Assistance (TA) from the DSWD's development partners.
Specific Functions	<ol style="list-style-type: none"> 1. Review and analyze project proposals based on identified strategic priorities. 2. Together with the proponent OBSUs and NPMOs, monitor implementation of approved TA activities. 3. Establish and maintain strategic alliances with different Development Partners and proponent organizations to ensure timely provision of resources to stakeholders. 4. Evaluate completed TA activities and provide policy recommendations to promote mutual accountability for results between Development Partners and government.
Key Result Areas	<ol style="list-style-type: none"> 1. Timely and efficient accessing of resources and TA 2. Coordinated and harmonized donor funds 3. Activity monitoring and evaluation
Division	<ul style="list-style-type: none"> ▪ Technical Assistance Division

ANNEX F

General Administrative and Support Services Group (GASSG)

GASSG provides leadership, staff expertise, and strategic support in managing physical infrastructures, assets, financial resources, human resources, procurement activities, and other logistical requirements in a manner that is transparent, accountable, proactive, results-oriented, and value-adding to the stewardship of DSWD resources.

GASSG shall have two (2) Sub-Clusters: the Administration Sub-Cluster and the Support Services Sub-Cluster. There shall also be a Department Security Office (DSO), which shall be under the direct supervision of the Undersecretary for GASS.

Office of the Undersecretary for General Administrative and Support Services (OUSGASS)

Description	The OUSGASS is responsible for providing the Secretary advice and assistance relevant to the operations of the Department, specifically on asset management, infrastructure development, financial management, human resource management, procurement management, and other strategic support services. The OUSGASS takes charge of overall supervision of the offices under the Cluster.
Specific Functions	<ol style="list-style-type: none"> 1. Provide advice on fiscal policy formulation, financial management, procurement management, asset management, infrastructure improvement and maintenance, personnel administration, performance management and career development, and other logistic support. 2. Direct and coordinate the formulation and implementation of policies and systems to ensure values- and strategy-based allocation and utilization of resources. 3. Supervise the preparation of agency budget proposal and work and financial plan, utilization of agency budget, and execution of agency work and financial plan. 4. Monitor undertakings and partnerships to provide strategic support services. 5. Lead in initiating change and innovation to achieve process excellence and client-friendliness. 6. Manage the work performance of offices under the Cluster. 7. Perform other functions the Secretary may assign.
Key Result Areas	<ol style="list-style-type: none"> 1. Advisory to the Secretary 2. Policy Direction 3. Strategic Support Supervision 4. Office Performance Management

Department Security Office (DSO)

Description	The DSO shall oversee the overall security of the DSWD Central Office and the FOs, including warehouses and other facilities. All FO security officers shall coordinate with and report to the DSO.
Key Result Areas	<ol style="list-style-type: none"> 1. Central Office Security 2. Field Offices Security 3. Warehouses and Facilities Security

Administration Sub-Cluster

The Administration Sub-Cluster shall be headed by the Assistant Secretary for Administration, and shall include the Administrative Service (AS) and the Human Resource Management and Development Service (HRMDS).

Office of the Assistant Secretary for Administration (OASA)

Description	The OASA is responsible for providing the Secretary and the OUSGASS advice and assistance relevant to the operations of the Department, specifically on human resource management, asset management, infrastructure development, and related strategic support services. The OASA directly supervises the AS and the HRMDS.
Specific Functions	<ol style="list-style-type: none"> 1. Provide advice on property and asset management, records management, infrastructure improvement and maintenance, personnel administration, recruitment, performance management, career development, and other logistic support. 2. Help direct and coordinate the formulation and implementation of policies and systems relevant to administrative services and human resource management. 3. Provide inputs in preparing the agency budget proposal and work and financial plan, utilizing the agency budget, and executing the agency work and financial plan. 4. Help monitor undertakings and partnerships to provide related strategic support services. 5. Help initiate change and innovation to achieve process excellence and client-friendliness. 6. Manage the work performance of the AS and the HRMDS. 7. Perform other functions the Secretary may assign.
Key Result Areas	<ol style="list-style-type: none"> 1. Advisory to the Secretary and the Undersecretary 2. Policy Direction 3. Strategic Support Supervision 4. Office Performance Management

Administrative Service (AS)

Description	The AS is primarily responsible for providing, maintaining, and managing logistical requirements to support the DSWD in attaining its vision and mission. It develops policies, and formulates plans and programs, related to the provision of logistical services. It is also responsible for providing services related to property management, records management, property and infrastructure maintenance, transportation, communication, utilities, and janitorial and security services. It ensures that appropriate management systems and procedures are in place for efficient and effective administrative services.
Specific Functions	<ol style="list-style-type: none"> 1. Develop and recommend policies, programs, and procedures on efficient and effective property and asset management, provision of transportation, communication, security and janitorial services, and maintenance of properties and assets. 2. Provide logistical support, strategic services, and Technical Assistance to the DSWD on administrative concerns 3. Be responsible for the custodianship of all properties of the DSWD. 4. Ensure that policies, programs, systems, and procedures on the efficient and effective records management, provision of transportation, communication, security and janitorial services, maintenance of facilities and assets of the DSWD are in place and implemented.

Key Result Areas	<ol style="list-style-type: none"> 1. Property Management 2. Asset Management 3. Records and Archives Management 4. Facility Improvement and Maintenance 5. Transportation, Communication, Utility, Janitorial, and Security Services Supervision and Operation
Divisions	<ul style="list-style-type: none"> ▪ General Services Division (GSD) ▪ Property and Asset Management Division (PAMD) ▪ Records and Archives Management Division (RAMD) ▪ Buildings and Grounds Management Division (BGMD)

Human Resource Management and Development Service (HRMDS)

Description	The HRMDS is responsible for services related to analyzing the DSWD's staffing patterns, and recruiting, capacitating, and ensuring the wellbeing of DSWD personnel toward greater employee productivity and overall organizational effectiveness. It leads the development of policies and systems on workforce planning, recruitment, selection and placement, performance management, learning and development, leadership development, employee relations, personnel administration, and competency-based human resources.
Specific Functions	<ol style="list-style-type: none"> 1. Advise DSWD Management on the development of policies programs, and standards on human resource development (HRD). 2. Implement, review, and develop HRD policies and programs to attain organizational goals. 3. Conduct research and development studies on human resource planning, human resource needs assessment, recruitment, selection and placement, performance management, talent development, and employee welfare and relations. 4. Maintain pertinent databases on HRD, performance management, talent development, and other human resources concerns. 5. Provide Technical Assistance to support the implementation and enhancement of HRD policies, programs, and systems in the OBSUs and FOs. 6. Implement, monitor, and enhance policies and systems regarding personnel transactions, benefits, and other personnel administration concerns. 7. Provide secretariat support to human resources-related committees and technical working groups.
Key Result Areas	<ol style="list-style-type: none"> 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 Relations 7. Personnel Administration
Divisions	<ul style="list-style-type: none"> ▪ Human Resource Planning and Performance Management Division (HRPPMD) ▪ Learning and Development Division (LDD) ▪ Human Resource Welfare Division (HRWD) ▪ Personnel Administration Division (PAD)

Support Services Sub-Cluster

The Support Services Sub-Cluster shall be headed by the Assistant Secretary for Support Services, and shall include the Finance and Management Service (FMS), the Procurement Management Service (PMS), and the Legal Service (LS).

Office of the Assistant Secretary for Support Services (OASSS)

Description	The OASSS is responsible for providing the Secretary and the OUSGASS advice and assistance relevant to the operations of the Department, specifically on financial management, procurement management, legal management, and related strategic support services. The OASSS directly supervises the FMS, the PMS, and the LS.
Specific Functions	<ol style="list-style-type: none"> 1. Provide advice on fiscal policy formulation, financial management, procurement planning and monitoring, supply management, contract monitoring, and legal management and assistance. 2. Help direct and coordinate the formulation and implementation of policies and systems relevant to financial management, procurement management, and legal management. 3. Provide inputs in preparing the agency budget proposal and work and financial plan, utilizing the agency budget, and executing the agency work and financial plan. 4. Help monitor undertakings and partnerships to provide related strategic support services. 5. Help initiate change and innovation to achieve process excellence and client-friendliness. 6. Manage the work performance of the FMS, the PMS, and the LS. 7. Perform other functions the Secretary may assign.
Key Result Areas	<ol style="list-style-type: none"> 1. Advisory to the Secretary and Undersecretary 2. Policy Direction 3. Strategic Support Supervision 4. Office Performance Management

Finance and Management Service (FMS)

Description	The FMS is responsible for preparing and implementing an effective financial plan to support the DSWD's programs, projects, and activities aimed at achieving its desired organizational outcomes and agency mandate; developing and implementing policies and guidelines for the effective, efficient, and economical management of financial resources of the DSWD; managing financial and related non-financial information systems to ensure timely compliance with reportorial requirements of oversight agencies and statutes, and to support or provide DSWD Management with relevant information, advice, and options in the decision-making process; and evaluating and analyzing the operating performance of OBSUs.
Specific Functions	<ol style="list-style-type: none"> 1. Formulate and implement fiscal policies and guidelines of the DSWD. 2. Review and consolidate the Budget Proposal of the DSWD. 3. Prepare annual financial plans of the DSWD. 4. Ensure the propriety, legality, and completeness of claims and financial transactions of the DSWD. 5. Provide DSWD Management and oversight agencies with timely, relevant, and accurate financial management reports. 6. Efficiently and effectively manage the cash of the DSWD to ensure optimal utilization. 7. Provide financial advice and options to enable DSWD Management to make sound financial decisions on matters relating to the management of assets, liabilities, and risks. 8. Provide OBSUs advice and assistance on financial management-related matters.

Key Result Areas	<ol style="list-style-type: none"> 1. Fiscal Policy Formulation 2. Fiscal Management 3. Technical Assistance on Financial Concerns
Divisions	<ul style="list-style-type: none"> ▪ Budget Division – Regular Programs and Special Projects ▪ Accounting Division – Regular Programs and Special Projects ▪ Cash Division – Regular Programs and Special Projects (Grants) ▪ Management Division

Procurement Management Service (PMS)

Description	The PMS is responsible for ensuring the efficient, effective, and timely provision of goods and non-consulting services, contracting for infrastructure projects, and consulting services to support the DSWD in attaining its vision and mission. It shall lead all activities of the DSWD pertaining to procurement planning, purchasing, and contract management and monitoring.
Specific Functions	<ol style="list-style-type: none"> 1. Manage and monitor all phases of the procurement process to ensure the provision of goods and non-consulting services, contracting of infrastructure projects, and consulting services to all OBSUs. 2. Ensure compliance with applicable laws, rules and regulations, and other issuances pertaining to procurement policies, procedures, and systems. 3. Manage the receipt, and issuance to requesting units, of procured supplies, materials, and equipment. 4. Manage the contracting process, including contract preparation, contract review by concerned OBSUs, contract execution, and completion of documents for fund releases pursuant to contract provisions. 5. Coordinate with concerned OBSUs to monitor compliance with the terms and conditions of procurement contracts and release of payments, and explore options for non-performance, including the termination of contracts and the imposition of sanctions. 6. Create and maintain a price monitoring system and registries of suppliers, contractors, and consultants. 7. Conduct research and market studies on frequently procured goods and services. 8. Provide Technical Assistance to OBSUs on procurement-related matters. 9. Provide administrative and technical support to the Bids and Awards Committee (BAC).
Key Result Areas	<ol style="list-style-type: none"> 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
Divisions	<ul style="list-style-type: none"> ▪ Procurement Planning and Management Division (PPMD) ▪ Contract Monitoring Division (CMD) ▪ Bids and Awards Committee (BAC) Secretariat Division

Legal Service (LS)

Description	The LS provides legal assistance and support to the DSWD's various OBSUs and personnel by handling administrative and litigated cases involving the DSWD or DSWD personnel, providing legal opinions and advice on matters involving the DSWD mandate and the exercise of its official powers and functions, and rendering related services.
Specific Functions	<ol style="list-style-type: none"> 1. Handle, and provide Technical Assistance regarding administrative and litigated cases 2. Provide legal opinions, advice, and services on matters involving the DSWD mandate and the performance of its authorized powers and functions
Key Result Areas	<ol style="list-style-type: none"> 1. Legal Management 2. Legal Assistance
Divisions	<ul style="list-style-type: none"> ▪ Legal Assistance Division ▪ Legal Management Division

ANNEX G

Special Concerns Group (SCG)

The SCG shall be the strategic group to address other social welfare and development concerns not covered by the other operations groups and units, monitoring and improvement of center-based programs, and other special concerns. The SCG shall be headed by the Undersecretary for Special Concerns, assisted by three (3) Assistant Secretaries, one for each Island cluster.

Office of the Undersecretary for Special Concerns (OUSSC)

Description	The OUSSC shall assist the Secretary in addressing timely and emerging social welfare and development concerns.
Specific Functions	<ol style="list-style-type: none"> 1. Identify timely and emerging social welfare and development concerns, and formulate plans of action to address the same. 2. Establish and maintain linkages with concerned LGUs, NGAs, and CSOs. 3. Coordinate actions and responses of concerned OBSUs and FOs. 4. Perform other functions as the Secretary may assign.
Key Result Areas	<ol style="list-style-type: none"> 1. Advisory to the Secretary 2. Networking, Linkages, and Coordination

Office of the Assistant Secretary for Luzon Affairs

Description	The Office of the Assistant Secretary for Luzon Affairs shall assist the Secretary and the OUSSC address timely and emerging concerns common to all the Regions located within the Luzon island cluster, <i>i.e.</i> , Regions I, II, III, V, the Cordillera Administrative Region (CAR), and the National Capital Region (NCR), CALABARZON, and MIMAROPA. The Assistant Secretary for Luzon Affairs shall also implement and/or oversee any Special Project the Secretary may assign.
Specific Functions	<ol style="list-style-type: none"> 1. Identify timely and emerging concerns common to all the Regions located within the Luzon island cluster, and formulate plans of action to address the same. 2. Establish and maintain linkages with concerned LGUs, NGAs, and CSOs. 3. Coordinate actions and responses of concerned OBSUs and FOs. 4. Perform other functions the Secretary may assign.
Key Result Areas	<ol style="list-style-type: none"> 1. Advisory to the Secretary 2. Planning and Policy Formulation 3. Partnership Promotion 4. Research 5. Program Implementation 6. Special Projects as may be assigned by the Secretary

Office of the Assistant Secretary for Visayas Affairs

Description	The Office of the Assistant Secretary for Visayas Affairs shall assist the Secretary and the OUSSC address timely and emerging concerns common to all the Regions located within the Visayas island cluster, <i>i.e.</i> , Regions VI, VII, and VIII. The Assistant Secretary for Visayas Affairs shall also implement and/or oversee any Special Project the Secretary may assign.
Specific Functions	<ol style="list-style-type: none"> 1. Identify timely and emerging concerns common to all the Regions located within the Visayas island cluster, and formulate plans of action to address the same. 2. Establish and maintain linkages with concerned LGUs, NGAs, and CSOs. 3. Coordinate actions and responses of concerned OBSUs and FOs. 4. Perform other functions the Secretary may assign.
Key Result Areas	<ol style="list-style-type: none"> 1. Advisory to the Secretary 2. Planning and Policy Formulation 3. Partnership Promotion 4. Research 5. Program Implementation 6. Special Projects as may be assigned by the Secretary

Office of the Assistant Secretary for Mindanao Affairs

Description	The Office of the Assistant Secretary for Mindanao Affairs shall assist the Secretary and the OUSSC address timely and emerging concerns common to all the Regions located within the Mindanao island cluster, <i>i.e.</i> , Regions IX, X, XI, XII, and CARAGA, as well as coordinate and liaise with the DSWD-Autonomous Region in Muslim Mindanao (DSWD-ARMM). The Assistant Secretary for Mindanao Affairs shall also implement and/or oversee any Special Project the Secretary may assign.
Specific Functions	<ol style="list-style-type: none"> 1. Identify timely and emerging concerns common to all the Regions located within the Mindanao island cluster, and formulate plans of action to address the same. 2. Establish and maintain linkages with concerned LGUs, NGAs, and CSOs. 3. Coordinate actions and responses of concerned OBSUs and FOs. 4. Perform other functions the Secretary may assign.
Key Result Areas	<ol style="list-style-type: none"> 1. Advisory to the Secretary 2. Planning and Policy Formulation 3. Partnership Promotion 4. Research 5. Program Implementation 6. Special Projects as may be assigned by the Secretary