

**ADMINISTRATIVE ORDER**

No. 20  
Series of 2019

**Subject: Guidelines on the DSWD Ease of Doing Business and Efficient Service Delivery**

**I. Rationale**

*Doing Business*<sup>1</sup> advocates for both regulatory quality and efficiency. It is important to have effective rules in place that are easy to follow and understand. To realize economic gains and reduce corruption, red tape should be eliminated. This will also support an environment that is more friendly and conducive to effective service delivery. However, specific safeguards must be put in place to ensure high-quality business regulatory processes.

Based from the World Bank 2020 Ease of Doing Business Report, the Philippines rose to 95<sup>th</sup> place from 124<sup>th</sup> place last CY 2019, signifying huge improvement in starting a business, dealing with construction permits, and protecting minority investors. As such, the Philippines is pushing for more regulatory reforms to improve on the World Bank's Ease of Doing Business rankings. In terms of improving government service, several laws/policies have already been enacted such as the Anti-Red Tape Act of 2007<sup>2</sup>, Code of Conduct for Public Officials<sup>3</sup>, and the Ease of Doing Business Act<sup>4</sup>, among others, to promote process enhancements in terms of government systems and procedures. These policy measures are promulgated to promote integrity and accountability in government service as well as the efficient turnaround in the delivery of government services.

The compliance of the Department of Social Welfare and Development (DSWD) to these policies is significant, particularly in performing regulatory functions such as registration, licensing, and accreditation of social welfare development agencies and service providers, exemption to duty-free dues of foreign donation and national fund raising campaign as well as implementing specialized (Sustainable Livelihood Program, KALAHI CIDSS NCDDP) and statutory programs (Assistance to Individual in Crisis Situation (AICS), Social Pension for Indigent Senior Citizens, Supplementary Feeding Program, Pantawid Pamilyang Pilipino Program, Alternative Family Care, Minors Travelling Abroad, Implementation of Programs for Children and Youth in Need of Special Protection (C/YNSP), Comprehensive Emergency Program for Children and Disaster Response and Management, among others).

With the promulgation of the *Ease of Doing Business and Efficient Government Service Delivery Act of 2018 and its Implementing Rules and Regulations (IRR)*, the DSWD shall ensure streamlined procedures and simplified requirements to guarantee the immediate delivery of services to its stakeholders. The same shall facilitate prompt actions on all government transactions with efficiency and promote integrity and accountability, thereby ensuring a citizen-centric delivery of services.

<sup>1</sup> <https://www.doingbusiness.org>, World Bank's project which provides objective measures of business regulations and their enforcement across 190 economies and selected cities at the subnational and regional level.

<sup>2</sup> Republic Act (RA) No. 9485 - Anti-Red Tape Act of 2007

<sup>3</sup> RA No. 6713 - Code of Conduct and Ethical Standards for Public Officials and Employees

<sup>4</sup> RA No. 11032 - Ease of Doing Business and Efficient Government Service Delivery Act of 2018

## II. Legal Bases

1. **Government Quality Management Committee (QMC) Memorandum Circular No. 2019-1**, dated October 23, 2019, entitled "**Guidelines in the validation OF ISO 9001:2015 Quality Management System (QMS) Certification/ recertification as a Support to Operations (STO) Requirement for the Grant of the FY 2019 Performance-Based Bonus (PBB)**," prescribes the criteria and conditions for the granting of Performance-Based Bonus for FY 2019 performance to be given in FY 2020.
2. **IATF Memorandum Circular No. 2019-01**, dated September 3, 2019, entitled "**Guidelines on the Grant of the Performance-Based Bonus (PBB) for Fiscal Year (FY) 2019**" and other earlier issuances require the streamlining of processes for the grant of incentives.
3. **ARTA Memorandum Circular No. 2019-002**, dated August 13, 2019, entitled "**Guidelines on the Implementation of the Citizen's Charter in Compliance to RA 11032**", provides pertinent information and instructions in developing and revising their Citizen's Charter.
4. **DSWD Special Order No. 535, s. 2019**, dated February 22, 2019, entitled "**Reconstitution of Ease of Doing Business Task Force (EODBTF)**," reconstitute the members of the EODBTF in pursuant to the Management Reorganization of the DSWD Central Office.
5. **Republic Act No. 11032**, dated July 24, 2017, entitled "**Ease of Doing Business and Efficient Government Service Delivery Act of 2018**," which repealed **Republic Act No. 9485, "Anti-Red Tape Act of 2007"**, promotes integrity, accountability, proper management of public affairs and public property as well as establishes effective practices aimed at the prevention of graft and corruption in the government as further detailed under **CSC-ARTA-DTI Joint Memorandum Circular No. 2019-001**, dated July 17, 2019, entitled "**The Implementing Rules and Regulations of Republic Act No. 11032, otherwise known as the Ease of Doing Business and Efficient Government Service Delivery Act of 2018**"
6. **Executive Order No. 176, s. 2015**, dated December 01, 2014, entitled "**Institutionalizing the Integrity Management Program as the National Corruption Prevention Program in all Government Agencies through Establishment of Integrity Management Systems**, direct all government agencies to establish an Integrity Management Program (IMP) and Integrity Management Committee (IMC) to oversee and ensure the effective implementation of the IMP and all integrity management initiatives within the Department.
7. **Executive Order No. 80**, dated July 20, 2012, entitled "**Directing the Adoption of a Performance-Based Incentive System for Government Employees**," provides the system for the Productivity Enhancement Incentive (PEI) and the Performance-Based Bonus (PBB).
8. **Administrative Order No. 25**, dated December 21, 2011, entitled "**Creating an Inter-Agency Task Force (IATF) on the Harmonization of National Government Performance Monitoring, Information and Reporting Systems**," create an IATF that shall harmonize, unify, streamline and simplify all existing monitoring and reporting requirements and processes consistent with the Results-based Performance Management System (RBPMS).

9. **Executive Order No. 605**, dated February 23, 2007, entitled *“Institutionalizing the Structure, Mechanisms and Standards to Implement the Government Quality Management Program, amending Administrative Order No. 161, s. 2007,”* directs all Departments and Agencies to adopt the ISO 9001 Quality Management Systems as part of the implementation of a government-wide quality management program.
10. **Republic Act No. 6713**, dated February 20, 1989, entitled *“Code of Conduct and Ethical Standards for Public Officials and Employees,”* promotes the highest standard of ethics in public service.

### III. Coverage and Applicability

This Order shall cover and apply to all Offices, Bureaus, Services (OBS) and Field Offices (FOs) of the Department, including DSWD Centers, Institutions, and Satellite Offices. Attached Agencies and Supervised Agencies may adhere to this policy for their internal application.

This shall cover all transactions serving both internal and external stakeholders, which include services enlisted in the DSWD Citizen's Charter including the current systems, processes and procedures, both manual and automated, among others, which shall later be classified in either of the three (3) categories (simple, complex, highly technical) or under exemptions.

### IV. Objectives

This Order shall provide guidance to the Department in compliance with relevant laws, rules, and regulations. Specifically, it aims to:

1. Review and enhance the existing policies relevant in streamlining the process of delivery of DSWD's services;
2. Identify and classify processes as well as transactions that fall under the categories of simple, complex, and highly-technical as well as determine those which are requiring exemptions;
3. Prioritize the Department's critical services for the streamlining and process improvement;
4. Provide implementing mechanisms to ensure compliance with relevant laws, rules, and regulations; and
5. Establish an organizational unit to monitor effective implementation of the requirements-set forth by relevant laws, rules, and regulations.

### V. Definition of Terms

1. **Citizen's Charter** – Refers to an official document, a service standard, or a pledge, that communicates, in simple terms, information on the services provided by the government to its citizens pursuant to Sec. 6 of RA 11032. It describes in detail the comprehensive and uniform checklist of requirements for each type of application or request, procedure to obtain a particular service, person/s responsible for each step, maximum-time to conclude the process, document/s to be presented by the applicant or requesting party, if necessary, amount of fees, if necessary, and procedure for filing complaints.

2. Citizens or Clients – Refer to persons or entities whose interests and values are addressed by a particular government service, and therefore includes not only the citizens of the Philippines, but also all the stakeholders, including but not limited to, users, beneficiaries, other government offices and agencies, and the transacting public.
3. Complete requirements – Refer to all the necessary or appropriate documents that are required to be submitted together with an application form by the applicant or requesting party, which fully satisfy the formal and substantive requirements of the relevant law. For processes that involve several stages with different requirements per stage, it is complete when the applicant or requesting party has fully satisfied or submitted all the requirements necessary for each stage, as enumerated in the Citizen's Charter of the agency.
4. Complex transactions — Refer to applications or requests submitted by applicants or requesting parties of a government office which necessitate evaluation in the resolution of complicated issues by an officer or employee of said government office, such transactions to be determined by the office concerned (7 Working Days).
5. Compliance Cost Analysis – Refers to the analysis of the costs that are incurred by businesses or other parties at whom regulation may be targeted in undertaking actions necessary to comply with the regulatory requirements, as well as the costs to government of regulatory administration and enforcement.
6. Electronic Signature – Refers to a distinctive mark, characteristic and/or sound in electronic form, representing the identity of the person and attached to or logically associated with the electronic data message or electronic document or any methodology or procedures employed or adopted by a person and executed or adopted by such person with the intention of authenticating or approving an electronic data message or electronic document.
7. Fixer – Refers to any individual or a group of individuals whether or not officially involved in the operation of a government office or agency who has/ have access to people working therein, whether or not in collusion with them, facilitates speedy completion of transactions for pecuniary gain or any other advantage or consideration.

Pecuniary gain or any other advantage or consideration shall include but not limited to the following:

- a) Receiving gifts or anything monetary value as payment for the services rendered;
  - b) Gaining advantage in employment or promotions;
  - c) Asking for sexual favors in exchange for any request; and
  - d) Securing a loan from the applicant or requesting party.
8. Fixing - Refer to the act that involves undue facilitation of transactions for pecuniary gain or any other advantage or consideration.
  9. Government Services – Refer to processes or transactions between applicants or requesting parties and government offices or agencies involving applications for any privilege, right, reward, license, clearance, permit or authorization, concession, or for any modification, renewal or extension of the enumerated applications or requests, which are acted upon in the ordinary course of business of the agency or office concerned. This includes frontline services enrolled in the existing Citizen's Charter (whether or not related to business), corresponding back-end/support services and

regulatory functions related to permitting, licensing and issuance of a privilege, right, reward, clearance, authorization or concession.

10. Highly technical application or transaction – a transaction that requires the use of technical knowledge, specialized skills and/or training in the processing and/or evaluation thereof (20 working days).
11. Processing Time – Refers to the time consumed by an LGU or national government agency (NGA) from the receipt of an application or request with complete requirements, accompanying documents and payment of fees to the issuance of certification or such similar documents approving or disapproving an application or requests. For processing that involve several stages, each stage shall have its own processing time. The processing time commences on the date/time that the applicant has satisfactorily completed the previous stages and all the requirements for the stage being applied for, and has paid the applicable fees, if any.
12. Prescribed processing time – Refers to the maximum period of the three (3) working days for simple, seven (7) working days for complex, and twenty (20) working days for highly technical transactions given to complete its process. It shall also include the period when a transaction has been extended for justifiable reasons.
13. Regulatory Impact Assessment – Refers to the tool to design and evaluate policies, laws and regulations that are targeted, proportionate, accountable, transparent and consistent. It involves systematic processes that examine the expected consequences of a range of alternative policy options that could be used to address a particular policy problem or issue. The policy options shall include evidence-based information to decision-makers, regulators and stakeholders. It aims to reduce unnecessary regulatory burdens and costs to enhance the quality of existing regulations and regulatory proposals.
14. Simple transactions – Refer to applications or requests submitted by applicants or requesting parties of a government office or agency which only require ministerial actions on the part of the public officer or employee, or that which present only inconsequential issues for the resolution by an officer or employee of said government office (3 Working Days).
15. Time and Motion Study – Refers to the tool to track the progress of customer interface, processing, queuing and waiting times, and linked processes that are within and beyond the control of the service office. It is an essential step in the process mapping of services for the formulation and/or updating of the Citizen's Charter.
16. Zero Contact Policy – Refers to the policy that government officers or employees shall have no contact, in any manner, unless strictly necessary with any applicant or requesting party concerning said application or request.

## **VI. General Policies**

1. All concerned Central Office – Offices, Bureaus, Services (CO-OBS) and Field Offices (FOs) shall commence with the reengineering of their systems and procedures in compliance with the provisions in the Ease of Doing Business and Efficient Government Service Delivery Act of 2018 (hereinafter referred to as "EODB") and its Implementing Rules and Regulations (hereinafter referred as the "IRR").

2. Each CO-OBS and FO shall aim to achieve the following improvements for each of their critical services/processes:
  - a. Reduction in the number of signatories to not more than three (3);
  - b. Simplification of application forms or documentary requirements;
  - c. Progressive reduction in the turn-around time in accordance to the set standards and completion of the transaction within standard timelines;
  - d. Automation or computerization of applicable services/ processes;
  - e. Reduction in costs, if any; and
  - f. Clear feedback mechanisms and client satisfaction measurement.
3. A Citizen's Charter shall be developed and updated in accordance to the rules and regulations issued by Anti-Red Tape Authority's (ARTA). The Citizen's Charter shall be in the form of a handbook, information billboards such as touchscreens, interactive information kiosks, electronic billboards, posters, tarpaulins, standees or any other readable materials that could be easily understood by the public. It shall be posted at the main entrance of offices or at the most conspicuous place, in the DSWD website, and through published materials written either in English, Filipino, or in local dialect. Updates shall be posted not later than March 31<sup>st</sup> of each year.
4. The Department shall adopt a zero-contact policy, thus concerned employees shall limit interactions with an applicant or requesting party unless such interaction is strictly necessary for the processing of the request or application. For the interactions that are necessary, the concerned OBS shall adhere to the provisions stipulated in Sec. 2(a) and Sec. 2(b) of the IRR.
5. For the acceptance of applications or requests and the action of offices, the concerned OBS shall adhere to the provisions stipulated in Sec. 9(a) and Sec. 9(b) of EODB, respectively, and as applicable.
6. Recognizing that streamlining is one of the requirements for the Performance-Based Bonus (PBB) entitlement, process improvement shall be considered as one of the performance indicators in the performance evaluation of OBS/FOs and its personnel.
7. A Quality Management System (QMS) shall be established in line with the Department's Quality Management Program (QMP) and in conformity with the ISO 9001 Standard as well as other applicable Government Quality Management Systems Standards (GQMSS).
8. All Heads of CO OBS and FOs shall be responsible in complying with the Good Governance Conditions set forth by Secretariat of the Inter-Agency Task Force on the Harmonization of National Government Performance Monitoring, Information and Reporting Systems (hereinafter referred to as "AO25 IATF") and ARTA's requirements.
9. The Integrity Management Program shall be strengthened through the establishment of Integrity Management Systems (IMS).
10. The Public Assistance and Complaints Desk (PACD) shall be strengthened to receive feedback where an officer or employee who is knowledgeable in government services shall be available for consultation and advice. The desk shall be attended to even during break time. There shall also be a hotline number, short message service, or other mechanisms by which the clients may adequately express their complaints, comments or suggestions.

11. To ensure prompt action on complaints and grievances, the Integrated Grievance Redress Monitoring System (IGRMS) being developed shall be used for efficient monitoring and systematic resolution of complaints. The IGRMS covers all grievance platforms of the Department (PACD, 8888 Citizens' Complaint Hotline and walk-in clients).
12. For complaints received by or referred to the Department, conduct of administrative hearing upon receipt of complaint shall be done subject to existing rules and procedures of CSC Rules on Administrative Cases.

## VII. Implementing Procedures

### A. Preparatory

1. All Central Office – Offices/Bureaus/Services (CO OBS) and Field Offices (FOs) shall come up with their list of critical services and/or transactions for EODB together with its relevant flowcharts containing detailed steps to complete these services and submit the same to the TFEODB for compilation into an inventory;
2. Criteria for simple, complex and highly technical transactions shall be issued by the TFEODB and thus, identified critical services and/or transactions with its flowcharts shall be reviewed, assessed and categorized based on said criteria;
3. Compliance cost analysis, conduct of time and motion studies and evaluation of improvement of all services shall be undertaken by all CO OBS and FOs;
4. The Citizen's Charter and a report on the process of the identified critical services and/or transactions using the standard template provided by ARTA shall be prepared by all OBS/FOs for submission to their respective Cluster Head/Regional Director for approval prior to submission to the TFEODB. Fill-up instructions shall be used in the filling-up of the form;
5. An appropriate system or mechanism for the legal use of electronic or digital signature shall be developed by the Information Communication and Technology Management Service (ICTMS) as provided under the IRR of the Electronic Commerce Act, within thirty (30) calendar days upon approval of this Order;
6. A standard feedback mechanism and client satisfaction measurement shall be developed by the TFEODB in collaboration with the concerned OBS for the process improvement of the identified service/transactions;
7. Each CO OBS/FO shall conduct their own Regulatory Impact Assessment (RIA) for purpose of reviewing, simplifying, modifying, modernizing regulations, laws, and issuances to reduce regulatory burden and cost. This applies to existing regulations or regulatory changes that are outdated, redundant, and adds undue regulatory burden to the transacting public; and
8. The location of offices providing these government services and feasibility of establishing one-stop shops shall be reviewed by all Heads of OBS/FOs;

### B. Implementation

1. Each OBS shall regularly conduct process reviews and process reengineering to determine what and how they will reduce their number of signatories to a maximum of three (3). In relation to documents, identify number of documents

necessary, e.g. two (2) certified copies of barangay certificate. The same shall also reduce their processing and waiting time; identify and automate their processes; and receive client's feedback for the services rendered;

2. The Citizen's Charter and shall be posted immediately in all OBS/FOs respective Offices (physical representation) and in the DSWD Website;
3. The implementation of the approved Citizen's Charter of the OBS/FOs, particularly on the procedure/steps, time, documentary requirements, and fees shall be monitored and reviewed regularly;
4. A Regulatory Impact Statement (RIS) shall be prepared before new regulations are introduced, or an existing regulation is modified or repealed. When necessary, a proposed regulation may undergo pilot implementation to assess regulatory burden and cost; and
5. Duties and responsibilities enumerated under the institutional mechanisms of this Order shall be carried out by concerned OBS/FOs and regularly monitored by the TFEODB.

#### C. Monitoring, Evaluation and Reporting

1. The OBS and FOs' Performance Report and Citizen/Client Satisfaction Report as prescribed by ARTA shall be prepared and submitted to the Cluster Head/Regional Director for approval prior to submission to the TFEODB;
2. An Agency Report which is the consolidated OBS and FOs' aforementioned reports together with the prescribed Certificate of Compliance shall be submitted to the Secretary for onward submission to AO25 IATF and ARTA;
3. The OBS and FOs Harmonized Performance indicators pertaining to EODB shall be regularly enhanced and compliance thereto shall be discussed and therefor form part of their respective Operations Planning and Review; and
4. For complaints and grievances, the Integrated Grievance Redress Monitoring System (IGRMS) shall be used for efficient monitoring and systematic resolution of complaints.

#### D. Approving Authority

1. The Cluster Heads and Regional Directors shall be responsible for approving all reports as stipulated in this policy prior to submission to the TFEODB Secretariat or the designated office/unit; and
2. The aforementioned Agency Report shall be submitted to the Secretary for his approval prior to submission to AO25 IATF and ARTA.

### **VIII. Institutional Mechanisms**

1. **Task Force on Ease of Doing Business (TFEODB).** Members of the TFEODB shall be all OBS catering frontline services. Hence, the members of the same are as follows:
  - a. Pantawid Pamilyang Pilipino Program National Program Management Office (NPMO)



- b. Sustainable Livelihood Program NPMO
- c. KC-NCDDP NPMO
- d. Programs Management Bureau (PMB)
- e. Standards Bureau (SB)
- f. Social Welfare Institutional Development Bureau (SWIDB)
- g. Social Technology Bureau (STB)
- h. Disaster Response Management Bureau (DRMB)
- i. National Resource Logistics and Management Bureau (NRLMB)
- j. Office of the Secretary (OSEC)
- k. Social Marketing Service (SMS)
- l. Human Resource Management and Development Service (HRMDS)
- m. Finance and Management Service (FMS)
- n. Policy Development and Planning Bureau (PDPB)
- o. Information and Communication Technology Management Service (ICTMS)
- p. Respective Cluster Heads' Office

The following are the primary roles and functions of the TFEODB:

- a. Take the lead role in the implementation of the EODB and its IRR as well as this guidelines within the Department;
- b. Identify management support needed by OBS and FOs as well as provide technical assistance to the same to comply with the provisions of the law;
- c. Provide advisory to the Secretary relevant to the implementation of the EODB;
- d. Facilitate the generation of inventory of the Department's critical services and/or transactions for EODB;
- e. Review and endorse the final critical services and/or transactions for the DSWD streamlining and process improvement to the Secretary for approval;
- f. Oversee and validate the implementation of EODB and other streamlining efforts to include FOs to further ensure the Department's compliance by 2020 and the succeeding years;
- g. Serve as the Arbiter for grievance;
- h. Other tasks that may be assigned to the TFEODB.

## **2. Cluster Head/ Head of OBS/ Regional Director**

- a. Establish an ARTA Unit to be composed of representatives of all Divisions under the OBS/FO. The ARTA Unit shall be responsible for the following:
  - i. Proactive review and standardization vis-à-vis established categories/classification of transactions;
  - ii. Provision of parameters for Citizen's Charter;
  - iii. Alignment with OPC and IPC indicators, particularly the timeline;
  - iv. Periodic determination of the percentage reduction in the processes;
  - v. Regular provision of recommendations for the enhancement that shall respond to the EODB requirements, ISO Certification, and other QMP requirements;
  - vi. Monitor and oversee the streamlining process/EODB implementation;
  - vii. Perform other tasks as may be assigned.
- b. Lead in identifying, facilitating and streamlining of its existing systems and processes as required under item (2) of VI. General Policies;
- c. Review and approve the performance report submitted by the OBs and FO Units;
- d. Consolidate and compile all OBS/FOs' reports prior to submission to the TFEODB Secretariat or the designated office/unit;

- e. Provide the needed management support and guidance to all OBS/FO units under their Cluster/FO;
- f. Recommend to the TFEODB for onward recommendation to the Secretary the appropriate working schedules to ensure that all stakeholders or clients who are within their premises prior to the end of official working hours are attended to and served even during lunch break and after regular working hours; and
- g. Provide other support and assistance to the Department's TFEODB as needs arise.

### **3. Policy Development and Planning Bureau (PDPB)**

- a. Develop performance indicators related to the Department's process improvement/EODB as well as consolidate suggestions from OBS/FOs if any, and recommend to the Department's Performance Management Team – Technical Working Group for its inclusion in the performance commitment and evaluation of OBS/FOs; and
- b. Perform other tasks inherent to its functions and mandate as may be deemed necessary in relation to the implementation of the EODB.

### **4. TFEODB Secretariat (FMS and PDPB)**

- a. Monitor and evaluate the streamlining and process improvement of the Department's services including the client satisfaction report using the reporting template provided by ARTA;
- b. Consolidate and prepare the agency report on the process improvement of the critical services; and
- c. Monitor Cluster, OBS and FO submission on the status of the identified critical services and/or transactions;
- d. Prepare and submit report, as approved by TFEODB, to OSEC on the status of the OBs critical services and/or transactions;
- e. Monitor and review the submitted Citizen's Charter by each OBS and the implementation of the same, particularly on the procedure/steps, time, documentary requirements, and fees; and
- f. Facilitate the submission of the following to AO25 IATF and ARTA:
  - i. Performance Report
  - ii. Citizen/Client Satisfaction Report
  - iii. Citizen's Charter Certificate of Compliance using the prescribed template provided by ARTA.

### **5. All Central Offices, Bureaus, and Services (OBS) and Field Offices (FOs) including FO Centers and Institutions**

- a. Adhere to the general policies of this Order and perform the tasks indicated in the implementing procedures of this Order.
- b. Regularly conduct regulatory impact assessment to review, simplify, modify, modernize regulations, issuances to reduce regulatory burden and cost;
- c. Periodically review and harmonize existing issuances and regulations and repeal unnecessary and redundant policies to lessen regulatory burdens to the transacting public;
- d. Regularly update the Citizen's Charter of their critical services and/or transactions and post the same immediately in their respective Offices (physical representation) and in the DSWD Website;
- e. Accept and assess the written applications, requests and/or documents submitted by requesting parties to ensure a more expeditious action on the request;

- f. Assign a unique identification number to a particular request and issue an acknowledgement receipt;
- g. Act on the request within the prescribed processing time stated in the Citizen's Charter;
- h. Implement the feedback mechanism and client satisfaction measurement for the process improvement of the identified service/transactions;
- i. Identify permanent and alternate focal persons for the implementation of this guideline to be part of the ARTA unit set to be established under Section VIII(2)(a) of this Order;
- j. Ensure that all personnel wear the ARTA Identification Card at all times;
- k. Ensure that contact numbers are updated and reachable at all times; and
- l. Perform other tasks inherent to its functions and mandate as may be deemed necessary in relation to the implementation of the EODB.

## **6. Human Resource Management and Development Service**

- a. Facilitate the internal capacity and capacity building of the Department in relation to the implementation of EODB;
- b. Provide agency orientation on the salient features of EODB to the Central Office and Human Resource Units (HRUs) of FOs for the latter's provision of orientation at the FO Level;
- c. Undertake preparations for the change of working schedules as may be recommended and subsequently inform the Civil Service Commission on the adoption of such working schedules;
- d. Ensure that all employees/staff/personnel and even regular/temporary external service providers of the Department are provided with Identification Cards bearing the full name, position title, name of office, and the Office seal or logo, if any, apart from DSWD's logo. This must be readable and available immediately on Day 1; and
- e. Perform other tasks inherent to its functions and mandate as may be deemed necessary in relation to the implementation of the EODB.

## **7. Information and Communication Technology Management Service**

- a. Maintain and update the posting of Citizen's Charter in the DSWD Website reflecting the Department's enhanced service standards for all government services to citizens and other government agencies;
- b. Ensure that contact numbers are posted and regularly updated in the website;
- c. Lead the development of automation systems of all transactions and processes of the OBS;
- d. Lead the conduct of capacity building on the business process maps and process reengineering;
- e. Develop and maintain information systems for the identified transactions/processes;
- f. Provide the required ICT equipment and other support needed to the implementation of automated transaction and dissemination of Citizen's Charter (information billboards such as touchscreens, interactive information kiosks, and electronic billboards);
- g. Formulate guidelines for the use of electronic or digital signature as provided under the IRR of the Electronic Commerce Act within thirty (30) calendar days upon approval of this Order; and
- h. Perform other tasks inherent to its functions and mandate as may be deemed necessary in relation to the implementation of the EODB.

## **8. Legal Service**

- a. Review the Manual of Delegation to ensure that the number of signatories will be reduced at the minimum to three (3) signatories as mandated;
- b. Determine whether the complaints are viable to undertake administrative proceedings;
- c. Conduct administrative hearing upon receipt of complaint from transacting public and/or internal clients, subject to existing rules and procedures stipulated in CSC Rules on Administrative Cases; and
- d. Perform other tasks inherent to its functions and mandate as may be deemed necessary in relation to the implementation of the EODB.

9. **Integrity Management Program (IMP) Secretariat** shall be responsible for institutionalizing the Integrity Management Program through the establishment of Integrity Management Systems (IMS).

10. **Attached Agencies and Supervised Agencies** may adhere or adopt this policy in compliance to Ease of Doing Business provisions.

#### IX. Monitoring and Reportorial Requirements

All concerned DSWD CO OBS/FOs shall submit reports following the schedule listed in the table below.

REQUIREMENTS/ FORMS	RECURRING [YES/ NO]	DEADLINE OF SUBMISSION	RESPONSIBLE OFFICE	SUBMITTED TO
List of DSWD Critical Services and/or Transactions	No <i>(Unless determined by the Task Force)</i>	Within 30 calendar days upon approval of the guidelines	All OBS/FOs TFEODB	TFEODB Secretariat
OBS/FO units performance report on streamlining and process improvement of identified critical services and/or transactions  OBS/FO units Client Satisfaction Report	Yes	Every 23 <sup>rd</sup> of July	All OBS/FO units	Cluster Heads/ Regional Directors
FO and Cluster consolidated report on streamlining and process improvement  OBS/FO Compilation of Client Satisfaction Report	Yes	Every 31 <sup>st</sup> of July	Cluster Heads/ Regional Directors	TFEODB Secretariat
Agency Report on streamlining and process improvement	Yes	Every 3 <sup>rd</sup> week of August	TFEODB Secretariat	Office of the Secretary
Approved Agency Reports for submission to AO 25 IATF	Yes	Every 31 <sup>st</sup> of August	HRMDS/ TFEODB Secretariat	AO 25 IATF
OBS/FOs' Citizen's Charter	Yes	Every 1 <sup>st</sup> week of November	All OBS/FO units	TFEODB Secretariat
Consolidated OBS/FOs Citizen's Charter	Yes	Every 3 <sup>rd</sup> week of November	TFEODB Secretariat	Office of the Secretary

DSWD Citizen's Charter and Certificate of Compliance – for submission to ARTA	Yes	Every 6 <sup>th</sup> day of December	TFEODB Secretariat	ARTA
Agency compilation of Citizen/ Client Satisfaction Measurement Report	Yes	Every 5 <sup>th</sup> of January	TFEODB Secretariat	ARTA

**X. Violations and Penalties**

1. The following shall constitute violations of this guideline:

- a. Refusal to accept applications or requests with complete requirements submitted by an applicant or requesting party without due cause;
- b. Imposition of additional cost and requirements other than those listed in the Citizen's Charter;
- c. Failure to give the applicant or requesting party a written notice on the disapproval of an application or request;
- d. Failure to render government services within the prescribed processing time on any application and/or request without due cause;
- e. Failure to attend to applicants or requesting parties who are within the premises of the office concerned prior to the end of official working hours and during lunch break;
- f. Failure or refusal to issue official receipts; and
- g. Fixing and/or collusion with fixers in consideration of economic and/or gain or advantage.

2. Penalties

- a. First offense shall be charged with administrative liability with six (6) months suspension; and
- b. Second offense shall be charged with administrative and criminal liabilities, dismissal from public service, perpetual disqualification from holding public office, and forfeiture of retirement benefits, and imprisonment from one (1) year to six (6) years with a fine of not less than Five Hundred Thousand Pesos (P500,000.00) but not more than Two Million Pesos (P2,000,000.00).

**XI. Source of Funds**

All Central Offices, Bureaus, Services, and Field Offices, including Centers and Institutions shall allot funds in their respective Work and Financial Plans (WFP) and budget proposals as well as provision of budgetary requirements needed to implement this policy.

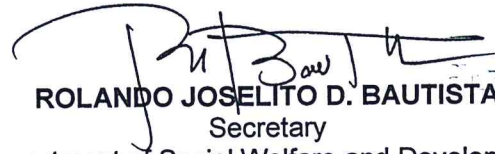
**XII. Repealing Clause**

All guidelines inconsistent with the provisions of this Administrative Order are hereby repealed, modified or amended accordingly.

**XIII. Effectivity**

This Administrative Order shall take effect immediately.

Issued in Quezon City, this 5th day of December 2019.

  
**ROLANDO JOSELITO D. BAUTISTA**  
Secretary

Department of Social Welfare and Development

Certified True Copy:

12/10/19

  
HORACIO S. SAMSON, JR.