



Department of Social Welfare and Development

DSWD-GF-010 | REV 00 / 12 OCT 2021

ADMINISTRATIVE ORDER

No. 21

Series of 2022

SUBJECT: AMENDMENT OF ADMINISTRATIVE ORDER NO. 1, SERIES OF 2019 EFFECTIVELY CREATING THE OFFICE OF THE ASSISTANT SECRETARY FOR SOCIAL WELFARE AND DEVELOPMENT UNDER THE OFFICE OF THE SECRETARY GROUP

To provide support to the Secretary of Social Welfare and Development (SSWD) in the development, implementation, and enhancement of programs and policies towards the effective delivery of programs and services aligned with the priorities of the new administration, the Office of the Assistant Secretary for Social Welfare and Development (OASSWD) is hereby created under the Office of the Secretary Group.

The OASSWD shall be under the direct supervision of the Undersecretary for Social Welfare and Development (USSWD), and shall have the following description, functions and key result areas:

Name	Office of the Assistant Secretary for Social Welfare and Development
Description	<p>The Office of the Assistant Secretary for Social Welfare and Development is responsible for providing advice and assistance to the SSWD and USSWD in the discharge of the SSWD's powers and functions and overall operations and management of the Department including its Field Offices, Attached Agencies, and Supervised Agencies.</p> <p>Primarily, the Assistant Secretary shall be designated as the DSWD Quality Management Representative (QMR), and Chairperson of the Committee on Anti-Red Tape (CART) who shall lead the institutionalization and implementation of the DSWD's Total Quality Management (TQM) in line with the Government Quality Management Program (GQMP) and ensure the Department's compliance to Republic Act (RA) No. 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018 and other relevant laws, issuances, and regulations.</p>

Functions	<ol style="list-style-type: none"> 1. Assist in directing and coordinating the formulation and implementation of policies and systems in addressing timely and emerging social welfare and development concerns; 2. Provide advice and direction/leadership in the development, institutionalization, implementation, and continual improvement of the DSWD's TQM Program towards Department-wide process excellence, operational efficiency, and overall client satisfaction; 3. Lead the compliance and enforcement of provisions of RA No. 11032, its implementing rules and regulations, and related issuances; 4. Coordinate and monitor field office's operations to ensure the delivery of strategic outputs and other Secretary's Directives; 5. Act as Representative/Alternate/Coordinator of the Secretary to the Attached and Supervised Agencies; and 6. Perform other functions the SSWD and USSWD may assign.
Key Result Areas	<ol style="list-style-type: none"> 1. Advisory to the Secretary and the Undersecretary, and other concerned parties 2. Policy Direction and Development 3. Total Quality Management 4. Compliance Monitoring and Evaluation
Focals	<ol style="list-style-type: none"> 1. TQM Focals 2. Field Office Concerns Focals 3. Attached / Supervised Agencies Focals

The Assistant Secretary for Social Welfare and Development is directed and authorized to reorganize the OASSWD¹ to ensure that the functions of the office, and all directives of the SSWD will be successfully carried out.

Moreover, the CART Secretariat shall remain at the Finance and Management Service - Management Division and shall continuously provide the necessary support to the CART Chairperson.

Likewise, the Quality Management System (QMS) Secretariat² shall be placed under the office of the QMR with the following description, functions, and key result areas:

Name	Quality Management System Secretariat
Description	The QMS Secretariat shall ensure DSWD's compliance to the GQMP and DSWD TQM.

¹ Additional positions may be created on top of the regular staffing of the office of an Assistant Secretary

² Also known as the Quality Management Technical Team



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	Specifically, the team shall act as a coordinating and monitoring body to ensure QMS implementation, continual improvement, and certification efforts.
Functions	<ol style="list-style-type: none"> 1. Act as the DSWD QMS Secretariat and perform all functions related thereto; 2. Coordinate and monitor compliance of implementing offices on DSWD TQM requirements; 3. Collaborate and assist concerned offices for continual improvement of their processes and forms (through harmonization and streamlining, among others); 4. Provide technical and administrative support for TQM-related activities and transactions not only in DSWD, but also to its attached and supervised agencies, if necessary; 5. Assist the QMR in all TQM-related activities/transactions, and in raising awareness, and communicating QMS-related matters to internal and external stakeholders; 6. Propose and coordinate effective use of resources to support TQM-related activities of the Department; 7. Recommend TQM-related policy enhancement/issuance and process improvement; and 8. Perform other functions the SSWD and the QMR may assign.
Key Result Areas	<ol style="list-style-type: none"> 1. Policy Development 2. Total Quality Management 3. Compliance Monitoring
Units	<ol style="list-style-type: none"> 1. Quality Assurance and Coordinating Unit 2. Compliance Monitoring Unit 3. Knowledge Management Unit

All provisions of the Administrative Order (AO) No. 1, series of 2019 inconsistent herewith are hereby deemed amended.

This AO shall take effect immediately upon its approval.

Issued this 22nd of August 2022 in Quezon City, Philippines.

ERWIN T. TULFO

Secretary

Date: 22 AUG 2022

Certified True Copy

25 AUG 2022

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OIC-Division Chief

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