



DSWD FIELD OFFICE VI

CITIZEN'S CHARTER – INTERNAL SERVICES

2021 (3rd Edition)



DSWD Field Office VI

CITIZEN'S CHARTER – INTERNAL SERVICES

2020 (1st Edition)

CITIZEN'S CHARTER – INTERNAL SERVICES 2020 (1st Edition)

I. Mandate:

(Organizational Outcomes)

1. Well-being of poor families improved
2. Rights of poor and vulnerable sectors promoted and protected
3. Immediate relief and early recovery of disaster victims/survivors ensured
4. Continuing compliance of social welfare and development (SWD) agencies to standards in the delivery of social welfare services ensured
5. Delivery of social welfare and development (SWD) programs by local government units (LGUs), through local social welfare and development offices (LSWDOs), improved

II. Vision:

The Department of Social Welfare and Development envisions all Filipinos free from hunger and poverty, have equal access to opportunities, enabled by a fair, just, and peaceful society.

III. Mission:

To lead in the formulation, implementation, and coordination of social welfare and development policies and programs for and with the poor, vulnerable, and disadvantaged.

IV. Core Values and DSWD Brand

- Maagap at Mapagkalingang Serbisyo
- Serbisyong Walang Puwang sa Katiwalian
- Patas na Pagtrato sa Komunidad

V. Service Pledge:

We are committed to provide you quality, prompt, and courteous service from Mondays to Fridays, 8:00 A.M. to 5:00 P.M., without noon breaks;

We shall endeavour to complete your transactions with us within the day. We will inform you promptly of our actions taken so far and clearly explain to you the reason/s should we not be able to complete within the day the delivery of the service you need. We shall ensure availability of staff to attend to your concern/s even during lunch break.

We shall appreciate any positive or negative feedback regarding our services, facilities and personnel.

The Officers-in-Charge of our frontline services shall be available at all times for consultation and advice.

All these we pledge for the best interest of the clients/customers we serve.

LIST OF SERVICES (FOR INTERNAL STAFF)**DSWD Field Office VI**

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**HUMAN RESOURCE MANAGEMENT
DEVELOPMENT- DIVISION**

**Personnel Services Section – Payment of Salary
for Regular/Plantilla positions and Contractual
Staff**

HUMAN RESOURCE MANAGEMENT DEVELOPMENT- DIVISION

Personnel Services Section – Payment of Salary for Regular/Plantilla positions and Contractual Staff

Office or Division:	HRMDD - PERSONNEL ADMINISTRATION SECTION			
Classification:	COMPLEX – 7 DAYS			
Type of Transaction:	Regular/Plantilla positions and Contractual Staff			
Request of Requirements		Where to Secure		
A. DTR				
1. Printed DTR		- Personnel Section		
2. Special Order / Travel Order		- Client / Staff		
B. Payroll Preparation		All Staff - Regular, Casual and Contractual and MOA Staff)		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Submit DTR - completely filled up and with complete signatures.	1.Received DTR's – recorded to Log Book or DTR Tracking	None	5 minutes	Personnel Staff assigned for payroll / program.
	2.Assessed completeness of details and compute: a. lates and absences b. or any other necessary adjustments.	None	10 minutes	Personnel Staff assigned for payroll / program.
	3. Preparation and entry of: a. Remittances and other Deductions b. Taxes	None	2 days	Personnel Staff assigned for payroll / program.
	4.Payroll Preparation a. Encoding b. Proof Listing c. Printing	None	1 day	Personnel Staff assigned for payroll / program.
	5.Approval of Payroll	None	10 minutes	Section Head

				Division Chief
	6. Recorded and log-out to Accounting Office for assessments	None	5 minutes	Division Chief's Administrative Assistant (as per agreement)
	7. Obligation (Budget Unit)	None	10 minutes	AO II (Julie Pudadera)
	8. Approval of DV (Accounting Unit)	None	10 minutes	Accountant (Shiela Java)
	9. Approval by ARDA (Office of ARDA)	None	10 minutes	ARDA Evangeline B. Felecio
	10. Tagging/Advice/uploading (Cash Unit)	None	3 days	Cash Unit (Ma. Lourdes Geganzo)
	TOTAL		7 DAYS	

(Payment of Salary for staff qualified for multi-stage processing)

FINANCIAL MANAGEMENT DIVISION
Accounting Section – Reimbursement of
Traveling Expenses

FINANCIAL MANAGEMENT DIVISION

Accounting Section – Reimbursement of Traveling Expenses

Office or Division:	ACCOUNTING SECTION	
Classification:	Highly Technical (8 days, 7 hours, 5 minutes)	
Type of Transaction:	TRAVEL EXPENSES VOUCHER	
Who may avail:	DSWD STAFF	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	<ul style="list-style-type: none"> • Approved Itinerary of travel; 	End User
	<ul style="list-style-type: none"> • Certificate Of Travel Completed; 	End User
	<ul style="list-style-type: none"> • Certification by the Head of the Agency as to the absolute necessity of the expenses incurred for the official travel exceeded the prescribed rate per day (certification or affidavit of loss shall not be considered as an appropriate replacement of the required hotel/lodging bills and receipts); 	End User
	<ul style="list-style-type: none"> • Reimbursement Expenses receipt (RER); 	End User
	<ul style="list-style-type: none"> • Paper/electronic plane, bus, taxi or boat tickets/receipts; 	End User
	<ul style="list-style-type: none"> • Parking and toll fee tickets 	End User
	<ul style="list-style-type: none"> • Boarding pass and terminal fee ticket; 	End User
	<ul style="list-style-type: none"> • Certificate of Appearance /Attendance; 	End User
	<ul style="list-style-type: none"> • Certificate of Provision/Non-Provision of food and accommodation; 	End User
	<ul style="list-style-type: none"> • Office Order/ Travel order/ Authority to Travel; 	End User
	<ul style="list-style-type: none"> • Copy of previously approved Itinerary of Travel used in cash advance (if applicable); 	End User
	<ul style="list-style-type: none"> • Liquidation report (if applicable); 	End User
	<ul style="list-style-type: none"> • Official Receipt (OR) in case of refund of excess cash advance (if applicable); 	End User
	<ul style="list-style-type: none"> • Justification for the use of extra ordinary means of transportation. (if Applicable) 	End User

EMPLOYEE STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Itinerary of travel and supporting documents with complete signatories	Receive monthly TE Claims for assessment.	NONE	5 minutes	Accounting Staff in charge per program
2.	Assessment as to completeness of supporting documents and correctness of claims.	NONE	45 minutes	Accounting Staff in charge per program
3.	Record and forward the assessed TE claims to Budget Section for Obligation	NONE	10 minutes	Accounting Staff in charge per program
4.	Certification as to Allotment and Obligation	NONE	15 minutes	Budget Section
5.	Receive Obligated TE claims from Budget	NONE	10 minutes	Accounting Staff in charge per program
6.	Consolidate TE claims per program for prooflist.	NONE	3 hours	Accounting Staff in charge per program
7.	Forward TE claims to Admin in charge for prooflist (per division/per program)	NONE	10 minutes	Accounting Staff in charge per program
8.	Prooflisting	NONE	5 days	Accounting Staff in charge per program
9.	Receive prooflist with 3 copies of Disbursement vouchers	NONE	5 minutes	Accounting Staff in charge per program
10.	Review amount of DV and compare to amount in prooflist	NONE	1 hour	Accounting Staff in charge per program
11.	If correct, Assign DV number and record on logbook the DV number, Date, Payee,	NONE	30 minutes	Accounting Staff in charge per program

	Particulars, amount and other details.			
12.	Forward documents to authorized representative for sign of Box C	NONE	10 minutes	Accounting Staff in charge per program
13.	Review DVs and supporting documents. Sign Box C of DV	NONE	1 day	Head of Accounting/Authorized Representative
14.	Secure accounting copy of OR/DV and forward to Division Head for approval of payment.	NONE	30 minutes	Accounting Staff in charge per program
15.	Forward the approved voucher to cash unit.	NONE	10 minutes	Accounting Staff in charge per program
16.	Tagging/Advise and Uploading	NONE	2 days and 5 min	Cash Section
Total			8 days, 7 hours, 5 minutes	

(Payment of Salary for staff qualified for multi-stage processing)

**HUMAN RESOURCE MANAGEMENT
DEVELOPMENT- DIVISION**

Personnel Services Section – Leave Application

HUMAN RESOURCE MANAGEMENT DEVELOPMENT- DIVISION

Personnel Services Section – Leave Application

Leave Application				
Office or Division:	Personnel Services Section			
Classification	Simple (2 Days, 40 minutes)			
Type of Transaction:	Leave Application			
Who may avail:	DSWD staff			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Leave Application Form			Personnel	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare and Submit Leave Application	Review and endorsement	-	10 min	Section Head
	Recommendation for Approval	-	10 minutes	DC
	Crediting of Leave credits	-	1 day	Personnel Services Section head
	Endorsement for approval	-	10 minutes	A0 5 - Julieta O. Calamba
	Approval of ARDA	-	10 minutes	ARDA Felecio
	Filling of approved leave request	-	1 day	Personnel Services Section
total			2 days. 40 minutes	

Leave Application qualified for multi-stage processing.

**HUMAN RESOURCE MANAGEMENT
DEVELOPMENT- DIVISION**

**Personnel Services Section – Application for
Terminal Leave**

HUMAN RESOURCE MANAGEMENT DEVELOPMENT- DIVISION

Personnel Services Section – Application for Terminal Leave

Office or Division:	Personnel Services Section – Application for Terminal Leave			
Classification	Simple (2 days, 4 hours, 50 minutes)			
Type of Transaction:	Application for Terminal Leave			
Who may avail:	All DSWD Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certification of				
Application for Terminal Leave - 4 copies		Personnel		
SALN (A Year prior the application)- 4 copies		Personal Copy		
Declaration of Pendency - 1 copy		Personnel		
Photocopy of UMID ID - 1 copy		Personal Copy		
Acceptance Letter from HRDU - 1 copy		Personal Copy		
Authorization Letter - 1 copy		Personal Copy		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Terminal Leave Application Documents	Assessment of application	None	5 min	Personnel Services Section
	Preparation of certification of leave credits	None	4 hours	Personnel Services Section
	Preparation of service record report and acceptance record	None	1 day	Personnel Services Section
	Preparation of Transmittal for CO	None	15 min	Personnel Services Section
	Endorsement of transmittal	None	15 min	AO V (Ms. Juliet O. Calamba)/HRMDD Chief (Ms. Fredilyn Saclote)/ARDA (Ms. Evangeline Felecio)

	Approval of Regional Director	None	1 day	RD
	Endorsement of transmittal to records section	None	15 min	Personnel Services Section
TOTAL			2 days, 4 hours, 50 minutes	

Terminal Leave Application qualified for multi-stage processing.

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Email: fo6@dswd.gov.ph or drop a feedback form at any of suggestion boxes located in various offices of DSWD Region VI
How feedbacks are processed	Your feedback is treated with confidentiality. The feedback is opened only by the Officer assigned, submitted to the Head of Office, routed to the concerned office for appropriate action, if needed.
How to file a complaint	<p>You may file a complaint through any of the following:</p> <p>a. By writing a letter to:</p> <p>MS. MA. EVELYN B. MACAPOBRE, CESO III Regional Director DSWD Field Office VI MH Del Pilar, Molo, Iloilo City 5000</p> <p>The letter maybe submitted to the Records Section or emailed to fo6@dswd.gov.ph</p>
How complaints are processed	Your complaint is treated with confidentiality. complaints is opened only by the Officer assigned, submitted to the Head of Office, routed to the concerned office for appropriate action,
Contact Information of CCB, PCC, ARTA	<p>May Rago-Castillo Designated Focal Person-Ease of Doing Business/Exigent Concerns Regional Information Officer 09560661962 Email: mrcastillo@dswd.gov.ph</p> <p>Contact Center ng Bayan 09088816565 Email: email@contactcenterngbayan.gov.ph Facebook: https://facebook.com/civilservicegovph Web: https://contactcenterngbayan.gov.ph/</p> <p>PCC 736-8645 736-8603</p>

	<p><u>pcc@malacanang.gov.ph</u></p> <p>ARTA <u>complaints@arta.gov.ph</u></p>
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LIST OF OFFICES

Office	Address	Contact Information
Office of the Regional Director	DSWD Field Office VI, MH Del Pilar, Molo, Iloilo City 5000	(033)-330-7860 loc 16001
Office of the Assistant Regional Director for Administration	DSWD Field Office VI, MH Del Pilar, Molo, Iloilo City 5000	(033)-330-7860 loc 16024
Office of the Assistant Regional Director for Operations	DSWD Field Office VI, MH Del Pilar, Molo, Iloilo City 5000	(033)-330-7860 loc 16025
Policy and Plans Division	DSWD Field Office VI, MH Del Pilar, Molo, Iloilo City 5000	(033)-330-7860 loc 16005
Administrative Division	DSWD Field Office VI, MH Del Pilar, Molo, Iloilo City 5000	(033)-330-7860 loc 16030
Financial Management Division	DSWD Field Office VI, MH Del Pilar, Molo, Iloilo City 5000	(033)-330-7860 loc 16030
Human Resource Management and Development Division	DSWD Field Office VI, MH Del Pilar, Molo, Iloilo City 5000	(033)-330-7860 loc 16008
Disaster Response and Management Division	DSWD Field Office VI, MH Del Pilar, Molo, Iloilo City 5000	(033)-330-7860 loc 16006
Promotive Services Division	DSWD Field Office VI, MH Del Pilar, Molo, Iloilo City 5000	(033)-330-7860 loc 16003
Protective Services Division	DSWD Field Office VI, MH Del Pilar, Molo, Iloilo City 5000	(033)-330-7860 loc 16007