



DSWD

Department of Social Welfare and Development

DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT

DSWD ACADEMY

CITIZEN'S CHARTER
2026 (1st Edition)

I. Mandate:

The Department of Social Welfare and Development (DSWD) is the primary government agency mandated to develop, implement, and coordinate social protection and poverty-reduction solutions for and with the poor, vulnerable, and disadvantaged.

II. Vision:

An empowered society where the poor, vulnerable, and disadvantaged sectors have immediate and equitable access to opportunities for an improved quality of life.

III. Mission:

As the authority in the Social Welfare and Development sector, the DSWD develops, implements, enables, and coordinates SWD policies and programs for and with the poor, vulnerable, and disadvantaged.

IV. Service Pledge:

We are committed to provide quality, prompt, and courteous service from Mondays to Fridays, 8:00 A.M. to 5:00 P.M., without noon breaks and thereby ensure that all applicants or requesting parties who are within the DSWD premises prior to the end of the official working hours and during lunch break shall be attended to. In view of this, we shall ensure the availability of Officers-in-Charge of our frontline services at all times for consultation and advice.

Furthermore, we shall endeavor to complete transactions within the day, and in the event that we are unable to do so, we shall inform you promptly of our actions taken so far and clearly explain the reason/s for such delay.

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

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

Quality Policy

DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT

Deliver, coordinate, and monitor social protection programs and services to the poor, vulnerable, and disadvantaged population towards a fair, just and peaceful society;

Sustain a culture of excellence through continual improvement of systems, mechanisms, and procedures in the delivery of programs and services;

Work with integrity and adhere to ethical standards for customer satisfaction and quality service by complying with the DSWD mandates, and other pertinent laws; and

Demonstrate genuine concern for the poor, prompt compassionate service, and free from any form of corruption.

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DSWD Academy

EXTERNAL SERVICES

1. Borrowing and Returning of KEC or RLRC Materials and Collections

This process ensures that all DSWD officials and staff who may avail of the KEC/RLRC borrowing and returning of materials/collections shall be efficiently and effectively attended by the KEC/RLRC Librarian/Staff at all times and in a timely manner during business hours from Monday to Friday.

Office or Division:	DSWD Academy (DA) - Knowledge Management Division (KMD) All DSWD Field Offices	
Classification:	Simple	
Type of Transaction:	Government to Government (G2G) Government to Citizen (G2C) Government to Business (G2B)	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Borrowing for Internal Clients		
For Physical and book delivery:		
1. One (1) Original Employee ID		1. Requesting Party
2. One (1) Online Registration Form/Logbook		2. Knowledge Exchange Center
3. One (1) Book Card per book		3. Knowledge Exchange Center
For Online resources:		
1. One (1) Online Registration Form/Logbook		
Borrowing for External Clients		
For Physical borrowing - Room use only:		
1. One (1) Original Employee ID		1. Requesting Party
2. One (1) Online Registration Form		2. Knowledge Exchange Center
3. One (1) Book Card per book		3. Knowledge Exchange Center
For Online resources:		
1. One (1) Online Registration Form/Logbook		
Renewal (for Internal Clients and Physical borrowing and Book delivery Only)		
1. One (1) Book Card per book		1. Knowledge Exchange Center
2. One (1) Online Registration Form/Logbook		2. Knowledge Exchange Center
Returning for Internal Clients		
For Physical and book delivery:		
1. One (1) Online Registration Form/Logbook		1. Knowledge Exchange Center
2. One (1) Book Card per book		2. Knowledge Exchange Center

3. One (1) Online Client Satisfaction Measurement Survey Form Returning for External Clients For Room Use Only: 1. One (1) Book Card per book 2. One (1) Online Client Satisfaction Measurement Survey Form	3. Knowledge Exchange Center 1. Knowledge Exchange Center 2. Knowledge Exchange Center
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Borrowing for Internal Clients (Physical, Book Deliver, Online)				
1. Inquire about the availability of book/material and present ID	1.1 Receive the client's inquiry and request the client to present the employee ID and register or log. 1.1.1 For book delivery, ask the client to fill out Registration Form 1.1.2 For online resources, ask the client to fill out Registration/Request Form	None	10 minutes	<i>Librarian II DSWD Academy - Knowledge Management Division (DSWD Academy-KMD)</i>
2. Log in to the Registration Desktop	2.1 Check the availability of the book/material.	None	20 minutes	<i>Librarian II, DA-KMD</i>
	2.2 If available , check if it is a circulating or non-circulating book/material. If not available , inform its non-availability and/or refer to other RLRCs/libraries.	None	5 minutes	<i>Librarian II, DA-KMD</i>
	2.3 If circulating material , inform the	None	3 minutes	<i>Librarian II, DA-KMD</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	client it may be borrowed or delivered (for home reading), downloaded (for online resource) or for "Room Use" If not circulating material, inform for "Room Use" only and photocopy part of the material needed as a reference.			
	2.4 Request the client to fill out the Book Card (Date Borrowed/ Name and OBS). If book delivery, the librarian fills out the book card.	None	5 minutes	<i>Librarian II, DA-KMD</i>
3. Fill out the Book Card	3.1 Update Borrower's Matrix by entering the borrowing transaction details and write the date the materials are due on the Date Due Slip and on the Book Card based on: The prescribed borrowing period of seven (7) work days (for home reading)	None	10 minutes	<i>Librarian II, DA-KMD</i>
	3.2 Release the book/material to the client and remind proper handling and to always cite references used. 3.2.1 For online resources: send the	None	2 minutes	<i>Librarian II, DA-KMD</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	resource link to the client's email.			
	3.3 If borrowed for home reading (physical borrowing or delivery) compose a scheduled email of the book due reminder to be sent to the client at least 2 days before the exact date the material is due. For book delivery, inform the client to return the material prior to the exact due date to ensure that the book is returned not after the due date.	None	2 minutes	<i>Librarian II, DA-KMD</i>
	3.4 If for book delivery, ask the client about the preferred delivery mode 3.4.1 If personal courier, ask the client to book their own courier service 3.4.2 If DSWD courier, inform the client that the delivery depends on the availability of service to and from DA Taguig to Central Office vice versa	Courier Service None	3 hours 2 days	<i>Librarian II, DA-KMD</i>
Returning for Internal Clients (For physical borrowing and book delivery)				
4. Log in to the Registration Desktop	4.1 Receive the client and the returned KEC or RLRC material	None	3 minutes	<i>Librarian II, DA-KMD</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	4.2 Evaluate the book/ material to be returned. If not overdue, request the client to fill out the Book Card and return to its pocket. If via delivery, librarian will be the one to fill out Book Card and return to its pocket Update <i>Borrowers' Matrix</i> and <i>Date Due Slip</i>. If overdue, enforce the following penalty: <i>1st Offense: Verbal warning</i> <i>2nd Offense: Written warning</i> <i>3rd Offense: Memo informing suspension of borrowing privileges for three (3) months.</i>	None	15 minutes	<i>Librarian II, DA-KMD</i>
5. Accomplish the Book Card and CSMS Survey	5. Accomplished CSMS shall be collected and included in the CSM Report (CSMR). For online resource request: Accomplish CSMS Survey after sending resource link to the client.	None	2 minutes	<i>Librarian II, DA-KMD</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Return the book/ material to its shelf			
TOTAL (Physical borrowing)		NONE	1 Hour and 17 minutes	
TOTAL (Book Delivery via personal courier)		Courier Service	4 Hours and 15 minutes	
TOTAL (Book Delivery via DSWD courier)		NONE	2-3 days	
Borrowing for External Clients (Physical, Online)				
1. Inquire about the availability of book/ material and present ID	1.1 Receive the client's inquiry and request the client to present the Visitor's ID and register or log. 1.1.1 For online resources, ask the client to fill out Registration Form	None	10 minutes	Librarian II, DA-KMD
2. Log in to the Registration Desktop	2.1 Check the availability of the book/material.	None	20 minutes	Librarian II, DA-KMD
	2.2 If available , inform for "Room Use" only and/or may photocopy part of the material needed as a reference. 2.2.1 If online, inform that the resource should not be reproduced and that some resources are for browsing and not for downloading If not available , inform its non-availability and/or refer to other RLRCs/libraries.	None	10 minutes	Librarian II, DA-KMD
	2.3 For Physical: Request the client to fill out the Book Card	None	3 minutes	Librarian II, DA-KMD

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	(Date Borrowed/ Name and OBS).			
3. Fill out the Book Card	3.1 Update Borrower's Matrix by entering the borrowing transaction details and date borrowed on the Book Card and Date Due Slip .	None	10 minutes	<i>Librarian II, DA-KMD</i>
	3.2 Release the book/material to the client and remind proper handling and to always cite references used.	None	2 minutes	<i>Librarian II, DA-KMD</i>
Returning for External Clients				
4. Log in to the Registration Desktop	4.1 Receive the client and the returned KEC or RLRC material 4.2 Evaluate the book/ material to be returned. 4.3 Send CSMS to the client.	None	3 minutes	<i>Librarian II, DA-KMD</i>
5. Accomplish the Book Card and CSMS Survey	5.1 Return the book/ material to its shelf 5.2 Accomplished CSMS shall be collected and included in the CSM Report (CSMR).	None	17 minutes	<i>Librarian II, DA-KMD</i>
	TOTAL	NONE	1 Hour and 15 minutes	
Renewal - Via Email (For Internal Clients Only)				
1. Request for renewal of the borrowed KEC or RLRC material	1.1 Acknowledge the client's request.	None	5 minutes	<i>Librarian II, DA-KMD</i>
	1.2 Update Book Card and Borrower's Matrix by entering the	None	10 minutes	<i>Librarian II, DA-KMD</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	renewal transaction details and write the date the material is due on based on five (5) work days borrowing period for renewal.			
	1.3 Compose a scheduled email of book due reminder to be sent to the client (at least 2 days before the exact date the material is due.)	None	5 minutes	<i>Librarian II, DA-KMD</i>
	TOTAL	NONE	20 minutes	
Renewal - Walk-in (For Internal Clients Only)				
1. Request for renewal of the borrowed KEC or RLRC material	1.1 Request client to register.	None	3 minutes	<i>Librarian II, DA-KMD</i>
	1.2 Request client to fill out the Book Card (Date Borrowed/ Name and OBS).	None	5 minutes	<i>Librarian II, DA-KMD</i>
2. Fill out the Book Card	2.1 Update Borrower's Matrix by entering the renewal transaction details and write the date the material is due on the Date Due Slip and on the Book Card based on the prescribed renewal period of five (5) work days for home reading.	None	10 minutes	<i>Librarian II, DA-KMD</i>
	2.2 Release the book/material to the client and remind proper handling and to always cite references used.	None	2 minutes	<i>Librarian II, DA-KMD</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.3 Compose a scheduled email of book due reminder to be sent to the client at least 2 (two) days before the exact date the material is due.	None	5 minutes	<i>Librarian II, DA-KMD</i>
	TOTAL	NONE	25 minutes	

2. DSWD Academy Function Room Reservation and Use

This process facilitates the reservation and use of function rooms at the Social Welfare and Development Center for Asia and the Pacific (DSWD Academy)

Office or Division:	DSWD Academy - Knowledge Management Division (KMD)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government G2C - Government to Citizen G2B - Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Reservation				
1. One (1) Inquiry via email, chat, or call 2. One (1) Scanned Copy of Reservation Form 3. One (1) Notification of Cancellation sent via email to DSWD Academy - applicable for canceling the reservation		1. Requesting Party 2. DSWD Academy Admin Staff (via email) 3. Requesting Party		
Ingress				
1. One (1) printed copy of Function Room Use Monitoring Sheet		DSWD Academy Front Desk		
Egress				
1. If applicable, one (1) printed Incident Report form for Damaged or Lost Item 2. One (1) Online Client Satisfaction Measurement Survey Form 3. One (1) printed copy of Function Room Use Monitoring Sheet		1. DSWD Academy Front Desk 2. DSWD Academy Front Desk 3. DSWD Academy Front Desk		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Reservation				
1. Inquire if the function room is available	1.1 Receive and acknowledge inquiry of the client and check the availability of function rooms through the DSWD Academy Google Calendar. If rooms are available, inform the client through email with the link to the Reservation Form (in Google Form). If rooms are not available, share the DSWD Academy calendar link (KM Portal/DSWD Academy TA Portal) and request the client to identify other dates that the DSWD Academy is available. If DSWD Academy is fully booked on the dates that the client has identified, issue a Certificate of Non-Availability applicable to DSWD OBS/FO clients only. <i>Note:</i> For the prepared Certification of Non-Availability, print and endorse to the head of DSWD Academy for signature.	None	90 minutes	<i>Training Specialist IV (OIC-DC) - DA-KMD</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2 Review and sign the Certification and forward it to DSWD Academy admin staff for outgoing. 1.3 Send the client the signed Certification through email. Endorse the hard copy to the concerned OBS client. A hard copy is issued to the client as required by the Finance and Management Service.			
2. Submit the reservation form through email of DSWD Academy (If Applicable) Submit the email of cancellation to the DSWD Academy Admin Staff	2.1 Receive and confirm the reservation through email. <i>Note:</i> Send a scheduled email notification seven (7) working days before the activity to remind the client of the reservation. In case of cancellation, the DSWD Academy should be informed at least seven (7) working days before the activity. In case of late notification of cancellation of activity per timeline, the organizer will provide	None	90 minutes	<i>Training Specialist IV (OIC-DC) - DA-KMD</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	a memo with the reason of cancellation signed by OBSU head			
Ingress				
3. Accomplish the Function Room Use Monitoring Sheet	3.1 Receive the accomplished Function Room Use Monitoring Sheet and accompany the organizer and direct the clients to their assigned function room	None	5 minutes	<i>Training Specialist IV (OIC-DC) - DA-KMD</i>
Egress				
4. Submit the accomplished Function Room Use Monitoring Sheet and accomplish the CSM Survey	4.1 Receive the accomplished Function Room Use Monitoring Sheet and inspect the client's vacated room vis-à-vis the Function Room Amenities Checklist to determine if nothing is missing or damaged in the function room. <i>Note:</i> Request the activity organizer to scan the CSMS QR code to access and accomplish the CSMS.	None	5 minutes	<i>Training Specialist IV (OIC-DC) - DA-KMD</i>
	4.2 Check if the Function Room Use Monitoring Matrix is completely filled out	None	10 minutes	<i>Training Specialist IV (OIC-DC) - DA-KMD</i>
	4.3 Report the result of the inspection of the vacated function room to the front desk. <i>Note:</i> If there are missing/damaged items, fill out	None	5 minutes	<i>Training Specialist IV (OIC-DC) - DA-KMD</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	the Facility Damaged and Lost Items Incident Report form.			
	4.4 Inform the client (organizer) about the inspection result. <i>Note:</i> If there are damaged/missing item/s, discuss the penalty with the client.	None	5 minutes	<i>Training Specialist IV (OIC-DC) - DA-KMD</i>
5. Pay the billed amount	5.1 Facilitate the mode of payment per classification of clients with the organizer once the result of the inspection is concurred a. If the organizer is from DSWD/NGA and availed of function room only, prepare a Statement of Account and send it to the concerned office for processing of payment thru Authority to Debit Account. b. If the organizer is from DSWD/NGA and with check-in participants, prepare a Statement of Account and other supporting documents such as ID and send them to the concerned office for processing of payment through Authority to Debit Account. c. If the organizer is from an external	Rates per base rate (8 hours), with additional charge of 12.5% per base rate for every succeeding hour Plenary Hall - Php 10,000.00 Kamagong Function Room - Php 7,000.00 Rosal Function Room - Php 5,000.00 Sampaguita Function Room - Php 5,000.00	5 minutes	<i>Training Specialist IV (OIC-DC) - DA-KMD</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	organization and provides payment, issue a provisional receipt.	Ylang-Ylang Function Room - Php 5,000.00 Other fees: if applicable (amount of damaged or lost items)		
	5.2 Encode the transaction in the payment database and/or the Account Receivable Database.	None	5 minutes	<i>Training Specialist IV (OIC-DC) - DA-KMD</i>
	TOTAL	Depends on the type of function room and days of utilization	3 Hours and 40 minutes	

3. DSWD Academy Guest Room Reservation and Use

This service provides guidance on how to accommodate availing individuals of guest room service at the DSWD Academy facilitated through online reservations or walk-ins.

Office or Division:	DSWD Academy - Knowledge Management Division (KMD)	
Classification:	Simple	
Type of Transaction:	G2G - Government to Government G2C - Government to Citizen G2B - Government to Business	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Reservation 1. One (1) Inquiry via email, chat, or call 2. One (1) scanned copy of DSWD Academy Reservation Form		1. Requesting party 2. DSWD Academy Admin Staff (via email)

3. One (1) scanned copy of Requester's ID, preferably office or corporate ID 4. One (1) Notification of Cancellation sent via email to DSWD Academy - applicable for canceling the reservation	3. Requesting party 4. Requesting party
Check-in 1. One (1) Google Form or Printed Copy of Billet Form 2. One (1) Scanned or physical copy of Valid ID, preferably corporate ID 3. One (1) printed copy of Activity Attendance Sheet	1. DSWD Academy Front Desk 2. Requesting party 3. DSWD Academy Front Desk
Check-out 1. If applicable, one (1) printed Incident Report form for Damaged or Lost Item 2. One (1) Online Client Satisfaction Measurement Survey Form 3. One (1) printed copy of Activity Attendance Sheet	1. DSWD Academy Front Desk 2. DSWD Academy Front Desk 3. DSWD Academy Front Desk

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Reservation				
1. Inquire if the guest room is available	1.1 Receive and acknowledge the inquiry of the client and check the availability of guest rooms through the DSWD Academy Google Calendar. <i>Note:</i> If rooms are available, inform the client through email with the link to the Reservation Form (in Google Form). For queries received via phone call or chat, request the client to provide an email address.	None	90 minutes	<i>Training Specialist IV (OIC-DC) - DA-KMD)</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Inform the client that all rooms are for triple-sharing and may be shared with another co-guest. If the client prefers to avail the whole room, he/she will pay the amount for three guests. If there are no available rooms, inform the client about the unavailability of rooms through email/chat/call.			
2. Submit reservation form through email of DSWD Academy (If Applicable) Submit the email of cancellation to the DSWD Academy Admin Staff	2.1 Receive, confirm, and acknowledge the reservation through email. Once confirmed, book the requested schedule to the DSWD Academy Google calendar. <i>Note:</i> In case of rebooking, it should be communicated through email and should be made at least three days before the original reserved date. In case of cancellation, it should be communicated	None	90 minutes	<i>Training Specialist IV (OIC-DC) - DA-KMD</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	through email and should be made at least three days before the reserved date.			
Check-in				
3. Accomplish the Billet Form	3.1 Receive the client and ask if he/she has a reservation. If yes, check if the client has a previous record of check-in in the Billet Database and validate if existing records are still updated. If there is no reservation, check the availability of guest rooms and request the client to scan the posted QR code to access and fill out the Billet Form through Google Form and upload a scanned copy of ID. If internet access is not available, request a client to fill up a hard copy of the Billet Form. <i>Note:</i> If there are no available rooms, inform the walk-in client.	None	5 minutes	<i>Training Specialist IV (OIC-DC) - DA-KMD</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	For group billeting, an activity attendance sheet will be accomplished by the participants/clients.			
	3.2 Accompany the client to the assigned room. <i>Note:</i> Inform the client to surrender the room key, and a CSMS form will be accomplished upon his/her check-out.	None	10 minutes	<i>Training Specialist IV (OIC-DC) - DA-KMD</i>
Check-out				
4. Surrender the room key and accomplish the CSM Survey	4.1 Receive the surrendered room key and request the client to scan the CSMS QR code to access and accomplish the CSMS. <i>Note:</i> Instruct the DSWD Academy admin staff to inspect the vacated room.	None	3 minutes	<i>Training Specialist IV (OIC-DC) - DA-KMD</i>
	4.2 Inspect the client's vacated room vis-à-vis the Room Amenities Inventory posted in the room to determine if nothing is missing or	None	10 minutes	<i>Training Specialist IV (OIC-DC) - DA-KMD</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	damaged. <i>Note:</i> If there are missing/ damaged items, fill out the Damaged or Lost Item Incident Report form.			
	4.3 Report the inspection result of the vacated room to the front desk officer. <i>Note:</i> Inform the client about the inspection result including penalty if there are damaged or lost items.	None	5 minutes	<i>Training Specialist IV (OIC-DC) - DA-KMD</i>
5. Pay the billed amount	5.1 Receive payment and issue a provisional receipt. <i>Note:</i> Thank the client for staying at DSWD Academy. If the client is an activity participant, request the client to indicate the check-out time and affix his/her signature to the Activity Attendance Sheet.	P300.00 for DSWD staff and its Affiliate and Supervised Agencies and DSWD Program beneficiaries P500.00 for other government agencies P700.00 for private individuals (if applicable) amount of damaged or	3 minutes	<i>Training Specialist IV (OIC-DC) - DA-KMD</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		lost items		
	5.2 Encode the payment details in the Payment Database.	None	3 minutes	<i>Training Specialist IV (OIC-DC) - DA-KMD</i>
	TOTAL	Depends on the guest category and days of utilization	3 Hours and 39 minutes	
<i>Note: The facility provides a 20% discount for senior citizens, PWD, students and solo parents upon presentation of the corresponding valid ID.</i>				

4. Provision of Resource Person to DSWD Intermediaries and Stakeholders

This process responds to the request for a resource person to capacitate the external intermediaries and stakeholders with the needed knowledge and skills to effectively implement social welfare and development and social protection programs and services that are responsive to the needs of different sectoral groups in the community.

Office or Division:	DSWD Academy - Field Office Counterparts		
Classification:	Complex		
Type of Transaction:	Government to Government (G2G) Government to Business (G2B)		
Who may avail:	All external intermediaries and stakeholders such as other National Government Agencies (NGAs), Non-Government Organizations (NGOs), Local Government Units (LGUs), and Academe and Civil Society Organizations (CSOs)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. One (1) Scanned or printed copy of Request Letter		1. Requesting party	
2. If applicable, one (1) scanned copy of Request Form		2. Field Office (FO) Capacity Building Section (CBS) or Social Welfare Institutional Development Section (SWIDS)	
3. Client Satisfaction Measurement Survey		3. Field Office (FO) Capacity Building Section (CBS) or Social Welfare	

	Institutional Development Section (SWIDS)
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter	1.1 Receive, check, and log the request letter. After recording, forward the request letter to the CBS/SWIDS Note: Generate copies of the request and copy furnish the ORD, ARD, and Assigned DCs for information.	None	4 Hours	<i>Administrative Officer II Field Office Records and Archives Management Section (FO RAMS)</i>
	1.2 Receive and record the request letter, and forward it to the Section Head/OIC/ for review of the request.	None	2 Hours	<i>Training Specialist III Protective Services Division (PSD)</i>
	1.3. Receive and review the request letter, and forward it to the assigned staff for processing.	None	4 Hours	<i>Social Welfare Officer V (SWO V) PSD</i>
(If applicable) Submit accomplished Request Form to CBS or SWIDS assigned staff	1.4. Review the completeness of the request. 1.4.1 If the details of the request are complete, identify a resource person by checking the directory of Core Group of Specialists 1.4.2 If not complete, coordinate with the requestor to complete the details.	None	4 Hours	<i>Training Specialist III PSD</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<i>Note:</i> <i>a. If the request indicates preference in RP for the activity, the assigned CBS/ SWIDS staff shall check the available list and offer to change the RP if there shall be an available RP on top of the preferred one.</i> <i>b. If the request letter provides unclear information, send the Request Form to the requester</i>			
	1. 5. Once the senior specialist is identified per database/list, coordinate with the supervisor of the CGS member (Specialist)/ to inform and check on their availability. <i>Note: If the supervisor of the CGS member will not be able to respond within an hour, assigned CBS/SWIDS staff shall e-mail the CGS member with the details of the request.</i> 1.5.1. If the senior specialist is not available, coordinate with the prospective	None	18 Hours	Training Specialist III PSD

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	RPs in the following order: 1. Junior Specialist (JS) 2. Program Focal (PF) 3. SWDL-Net Member 4. Other DSWD Experts 1.5.2. If no RP is available, coordinate with the requestor and negotiate the date of the activity to suit the availability of the prospective RP and the requester. 1.5.2.1. If the requester is amenable to changing the date, the same process of coordination, following the sequence, shall be done. Note: If an RP is available, send a confirmation slip for approval of the immediate supervisor of the RP			
(If regret) Accomplish CSM Survey	1.6. Prepare and forward the Confirmation Letter/ Regret Letter, and RSO/ Referral Letter to the CB/SWID Section Head for review and initials.	None	8 Hours	<i>Training Specialist III PSD</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.6.1. If no RP is available and the requester is not amenable to changing the date, prepare a letter of regret.			
	1.7. Review and forward the confirmation Letter/ Regret Letter, and RSO/ Referral Letter to the Office of the Regional Director. <i>1.7.1. with corrections:</i> Return the Confirmation Letter/ Regret Letter and draft RSO to the assigned CBS/ SWIDS staff. <i>1.7.2. with no correction:</i> Forward the Confirmation Letter/ Regret Letter, and RSO to the Regional Director. Note: Forward the RSO to the DC of the RP for countersigning before submission for approval of the RD	None	4 Hours	SWO V PSD
	1.8. Review and approve the Confirmation Letter/ Regret Letter, and RSO/ Referral Letter.	None	8 Hours	Regional Director Field Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<i>1.8.1. if with corrections:</i> Return the Confirmation Letter/ Regret Letter, and RSO/ Referral Letter to CBS/SWIDS Head. <i>1.8.2. If with no corrections:</i> Approve the Confirmation Letter/ Regret Letter, and RSO/ Referral Letter then forward to CBS/SWIDS Administrative Staff.			
	1.9. Send the Confirmation Letter/ Regret Letter, and CSMS Form (google form) to the Requester. Then provide the RP supervisor with an RSO/ Referral Letter to SWD L-Net Member. Encode the rest of the details of the request to the Database.	None	4 Hours	<i>Training Specialist III PSD</i>
	TOTAL	NONE	7 Days	

DSWD Academy

INTERNAL SERVICES

1. Endorsement of Continuing Professional Development Application and Completion Report

The application for accreditation of Continuing Professional Development (CPD) Program by the DSWD Central Office and Field Offices is endorsed to the Professional Regulation Commission (PRC) for the approval of credit units. The CPD application is uploaded to the Continuing Professional Development Accreditation System (CPDAS). After the conduct of the applied and accredited Continuing Professional Development (CPD) Program, the completion report from the proponent office – DSWD Central Office or Field Offices – is endorsed to the Professional Regulation Commission (PRC). The CPD application and completion reports are submitted to DSWD Academy via its CPD Portal.

Office or Division:	DSWD Academy - Learning Network and Development Division Field Office X and CARAGA	
Classification:	Highly Technical	
Type of Transaction:	Government to Government (G2G)	
Who may avail:	All offices in DSWD Central Office and Field Offices	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
CPD Application		
1. One (1) electronic copy of CPD Application Form 2. One (1) electronic copy of Instructional Design 3. One (1) electronic copy of Evaluation Tool 4. One (1) electronic copy of Program of Activities 5. One (1) electronic copy of Resume of Speaker/s 6. One (1) electronic copy of Current Professional ID of Speaker/s 7. One (1) electronic copy of Breakdown of Expenses for the Conduct of Program 8. One (1) electronic copy of Certificate of Participation 9. One (1) electronic or scanned copy of Letter of Undertaking <i>Additional Requirements (Online Learning):</i> 10. One (1) electronic copy of Declaration of Minimum Technical Requirements 11. One (1) electronic copy of Privacy Policy		Requirements #1 - #11: CPD Portal < http://tinyurl.com/DSWDAcademyCPDPortal > or DSWD Academy GDrive folder: < https://tinyurl.com/PRC-DSWDAcademy-CPDForms >

CPD Completion Report - One (1) electronic copy of CPD Completion Report Form - One (1) electronic copy of CPD Attendance Sheet - One (1) electronic copy of Actual Program of Activities with List of Resource Speakers - One (1) electronic copy of Lecture Materials - One (1) electronic copy of Summary of Evaluation of Speakers - One (1) electronic copy of Summary of Evaluation of Learning of Participants - One (1) electronic copy of Financial Report - One (1) electronic copy of Relevant Photographs - One (1) Online Client Satisfaction Measurement Survey	Requirements #1 - #8 CPD Portal < http://tinyurl.com/DSWDAcademyCPDPortal > or DSWD Academy GDrive folder: < https://tinyurl.com/PRC-DSWDAcademy-CPDForms > 9. DSWD Academy (DA)
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
CPD Application				
1. Submit the CPD Application requirements through CPD Portal < http://tinyurl.com/DSWDAcademyCPDPortal >	1.1 Receive and track the submitted CPD application via CPD Portal	None	30 minutes	<i>Training Specialist IV (OIC-DC) - DA-LNDD</i>
	1.2. Review the submitted CPD application and coordinate with PO if there are concerns or for revision	None	5 days	<i>Training Specialist IV (OIC-DC) - DA-LNDD</i>
2. PO submits revised files based on DSWD Academy's Initial Review	2.1. After the proponent's revision, review and finalize the application If complete and compliant , proceed to the next step.	None	3 days	<i>Training Specialist IV (OIC-DC) - DA-LNDD</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	If not, return to the proponent until complete.			
	2.2. Forward the CPD Application Requirements to the OIC-Division Chief or Section Chief for review and initials	None	1 hour	<i>Training Specialist IV (OIC-DC) - DA-LNDD</i>
	2.3. Review and affix initials on the Application documents. If there are concerns/comments from the LNDD DC or CBS SC, relay to the proponent (if needed). Forward the signed file to the DSWD CPD Focal Person (Assistant Bureau Director)	None	1 day	<i>Training Specialist IV (OIC-DC) - DA-LNDD</i>
	2.4 Review and sign the Application documents <i>Note: If the CPD Focal is on leave/absent, the alternate CPD Focal will sign the CPD Application form.</i> If there are concerns/comments from the DSWD CPD Focal Person that can be addressed by the proponent only, relay to the proponent.	None	1 day	<i>Director III DSWD Academy</i>
	2.5. Merge the files and upload the	None	4 Hours	<i>Training Specialist IV</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	final PDF application attachments to DSWD Academy/CBS Google Drive – CPD Folder			(OIC-DC) - DA-LNDD
	2.6. Upload and encode the requirements online via CPDAS	None	1 Day	Training Specialist IV (OIC-DC) - DA-LNDD
	2.7. Email PO on the status of their CPD Application (uploaded in CPDAS)	None	30 minutes	Training Specialist IV (OIC-DC) - DA-LNDD
	2.8. Track the submitted application in CPDAS . If PRC has comments on the submitted application, CPD Technical Staff shall immediately inform the Proponent to comply within 2 working days. FOs that are accredited CPD providers must submit to their corresponding PRC Regional Office.	None	1 Hour	Training Specialist IV (OIC-DC) - DA-LNDD
3. Submit required documents per PRC-NCR's or PRC Council's evaluation	3.1. Review and receive required documents from the Proponent per PRC's evaluation and submit to PRC by uploading in CPDAS	None	2 Days	Training Specialist IV (OIC-DC) - DA-LNDD
	3.2. Update the monitoring sheet in Google Drive	None	1 Hour	Training Specialist IV (OIC-DC) - DA-LNDD

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.3. Upon PRC accreditation, e-mail the proponent office on the status of their submitted application.	None	1 Day	<i>Training Specialist IV (OIC-DC) - DA-LNDD</i>
CPD Completion Report				
4. Submit Attendance Sheet (Excel file/GSheet) through CPD Portal < http://tinyurl.com/DSWDAcademyCPDPortal >	4.1. Receive and upload the Attendance Sheet in CPDAS	None	1 Day	<i>Training Specialist IV (OIC-DC) - DA-LNDD</i>
5. Submit the CPD Completion requirements through CPD Portal < http://tinyurl.com/DSWDAcademyCPDPortal >	5.1. Track the Completion Report via CPD Portal	None	1 Hour	<i>Training Specialist IV (OIC-DC) - DA-LNDD</i>
	5.2. Review the Completion documents per PRC and DSWD standards	None	1 Day	<i>Training Specialist IV (OIC-DC) - DA-LNDD</i>
6. PO submits revised files based on DSWD Academy's Initial Review	6.1. After the proponent's revision, review and finalize the completion report requirements If complete and compliant, proceed to the next step If not, return to the proponent until complete.	None	1 Day	<i>Training Specialist IV (OIC-DC) - DA-LNDD</i>
	6.2. Forward the merged CPD Completion Requirements to the Capability Building	None	1 Hour	<i>Training Specialist IV (OIC-DC) - DA-LNDD</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	(CBD/CBS) Division Chief for review and initials			
	6.3. Review and affix initials on the Completion documents If there are concerns/comments from the CBD-DC, relay them to the proponent (if needed) and respond. Forward the signed file to the DSWD CPD Focal Person	None	4 Hours	<i>Training Specialist IV (OIC-DC) - DA-LNDD</i>
	6.4. Review and sign the Completion documents If there are concerns/comments from the DSWD CPD focal person, relay to the proponent (if needed), then respond.	None	3 Hours	<i>Director III DSWD Academy</i>
	6.5. Merge and upload the final PDF completion attachments to DSWD Academy/CBS Google Drive – CPD Folder	None	3 Hours	<i>Training Specialist IV (OIC-DC) - DA-LNDD</i>
	6.6. Upload the requirements online via CPDAS	None	1 Hour	<i>Training Specialist IV (OIC-DC) - DA-LNDD</i>
	6.7. Update the monitoring sheet in Google Drive	None	1 Hour	<i>Training Specialist IV (OIC-DC) - DA-LNDD</i>
	6.8. Upon submission of the completion report, email the	None	2 Hours	<i>Training Specialist IV (OIC-DC) - DA-LNDD</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	proponent on the status and include the Client Satisfaction Measurement Survey (CSMS)			
	TOTAL	NONE	20 days	

FEEDBACK AND COMPLAINTS MECHANISM

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback and/or complaints	Accomplish the CSMS form administered. You may also send your concerns to <swidb_cpd@dswd.gov.ph> for CPD, <kec@dswd.gov.ph> for KEC, and <academy@dswd.gov.ph> for DSWD Academy Contact info: (02) 8 951 2805, VOIP:10010 - DSWD Academy VOIP: 10011 - KEC (02) 8 843 6191 / (02) 8 843 6370 - DSWD Academy
How feedbacks are processed	The service focal persons collate the feedback they received and relay it to the responsible office/staff or discuss through meetings. The responsible office/staff answers the cited concerns within 3 days upon receipt of the feedback if necessary. The reply is sent to the client staff. For queries and follow-ups, the client may contact: (02) 8 951 2805, VOIP:10010 - DSWD Academy VOIP: 10011 - KEC (02) 8 843 6191 / (02) 8 843 6370 - DSWD Academy
How to file a complaint	Feedback and complaints undergo the same process. Complaints can also be filed via telephone. Please include the following information: -Name of person/office being complained -Incident (STAR Model – Situation, Task, Action, Result or 5Ws (who, what, where, when, why) and 1H (how) -Evidence <i>Same contact numbers</i>
How complaints are processed	Feedback and complaints undergo the same process.
Contact Information of CCB, PACE, ARTA	CCB: 0908 881 6565 (SMS) Presidential Action Center (PACE): 8888 ARTA: < complaints@arta.gov.ph > 1-ARTA (2782)

LIST OF OFFICES

Office	Address	Contact Information
DSWD Academy Central Office (<i>formerly SWIDB</i>)	4th Floor, Magiliw Building, DSWD Central Office	(02) 8 951 2805 (02) 8 9318101 local 403-405 VOIP:10010,10009
Knowledge Exchange Center	PONUSWA Compound, Don Chino Roces Extension, Brgy. Fort Bonifacio, Taguig City	(02) 8 843 6191 (02) 8 843 6370
DSWD Academy (<i>formerly SWADCAP</i>)	PONUSWA Compound, Don Chino Roces Extension, Brgy. Fort Bonifacio, Taguig City	(02) 8 843 6191 (02) 8 843 6370
Field Office I	Quezon Avenue, City of San Fernando, La Union	Tel/Fax: (072) 687-8000 Local 11225/11223 Website: https://fo1.dswd.gov.ph
Field Office II	# 3 Dalan na Pagayaya, Regional Government Center, Carig, Tuguegarao City, Philippines 3500	Tel/Fax: (078) 375-2640 / 304-1004 Local 12888 Website: https://fo2.dswd.gov.ph
Field Office CAR	2600 North Dr, Baguio, Benguet	Tel/Fax: (074) 661-0430 Local 25017 Website: https://car.dswd.gov.ph
Field Office III	Diosdado Macapagal Government Center, Maimpis, City of San Fernando, Pampanga	Tel. No.: (045) 961-2143/(045) 861-2413 Local 13012 Website: https://fo3.dswd.gov.ph
Field Office NCR	Legarda St, 389 San Rafael St, Quiapo, Manila, 1001 Metro Manila	Tel. Nos.: (02) 8733-0010 to 14 / 8733-00-16 to 18 Local 202/203 Website: https://ncr.dswd.gov.ph
Field Office CALABARZON	1770 Alabang–Zapote Rd, Ayala Alabang, Muntinlupa, Metro Manila	Tel/Fax: (02) 8807-1518 Website: https://fo4a.dswd.gov.ph
Field Office MIMAROPA	1680 Benitez St, cor, 1004 Gen. Malvar St, Malate, Manila, Metro Manila	Tel. No.: (02) 5-336-8107 Local 24011

Office	Address	Contact Information
		Website: https://fo4b.dswd.gov.ph
Field Office VI	M.H del Pilar St, Molo, Iloilo City, 5000 Iloilo	Direct Line: (033) 8-337-6221 Website: https://fo6.dswd.gov.ph
Field Office VII	M.J. Cuenco Ave. corner Gen. Maxilom Ave., Carreta, Cebu City	Tel. No.: (032) 232-9509 / (032)233-87-98 Website: https://fo7.dswd.gov.ph
Field Office VIII	Government Center, Baras, Palo, Leyte, 6501	Tel/Fax: (053) 552-3698 Local 18001 Website: https://fo8.dswd.gov.ph
Field Office X	Masterson Avenue, Upper Carmen, Cagayan de Oro City, 9000, Misamis Oriental	Trunkline: (088) 8-858-8134; 8- 858-8959 Website: https://fo10.dswd.gov.ph
Field Office XI	R. Magsaysay Avenue corner D. Suazo Street, Davao City	Tel/Fax: (082) 8-227-1964 Local 1109 Website: https://fo11.dswd.gov.ph
Field Office XII	FVQ2+GM2, Koronadal City, South Cotabato	Tel. No.: (083) 8-228-2086 Website: https://fo12.dswd.gov.ph
Field Office CARAGA	8600 R. Palma St, Butuan City, 8600 Agusan Del Norte	Tel. No.: (085) 303-8620 Local 248 Website: https://caraga.dswd.gov.ph