



Kapit-Bisig Laban sa Kahirapan –
Comprehensive and Integrated Delivery of
Social Services National Community-Driven
Development Program
(KALAHI-CIDSS NCDDP)

CITIZEN'S CHARTER

2022 (1st Edition)



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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:

To empower communities in targeted municipalities to achieve improved access to services and to participate in more inclusive local planning, budgeting, and implementation.

III. Mission:

To enable poor Municipalities to transcend from their state of poverty, vulnerability, and marginalization towards empowerment and resiliency, the Kalahi- CIDSS program will support community participation in more inclusive local development planning. Specifically, through a more comprehensive, intensive, and harmonized social preparation process, the Kalahi-CIDSS program will support:

- The development of more strategic and integrated community action plans;
- Community participation in local development action; and
- Strategic local and national government response to community-identified development priorities.

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.

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Central Office

External Services

1. Eligibility Assessment for the Balik Probinsya, Bagong Pag Asa Program

The Balik Probinsya, Bagong Pag Asa Program conducts an eligibility assessment of the endorsed list of applicants. Eligible families are provided with the assistance package as part of their integration into their respective provinces.

Office or Division:	Balik Probinsya, Bagong Pag Asa			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	<p>Low-Income Families who will opt to move out of urban poor communities and return to or relocate to other provinces due to but not limited to the following circumstances:</p> <ul style="list-style-type: none"> • Affected by government projects and activities; • Eviction and demolitions allowed by the law; • Families living on the street and/or living in unsafe dwelling places; • Affected by human-induced and/or natural hazards or disasters, including health hazards; • Affected by loss of job and/or income opportunities; • Disadvantaged, vulnerable, and/or marginalized individuals or families; • Other situations are deemed acceptable and valid based on the assessment of the Social Worker. 			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) Copy of any valid identification of the client/person applying for the Balik Probinsya Program		Government Agencies issuing identification cards such as SSS, Philhealth, PAG-IBIG, LTO, DFA, PRC, COMELEC, NBI and others.		
One (1) Copy of the Birth Certificate of the Traveling Minors (<i>Authorization Letter from the minor's parents if the accompanying adult is not a biological parent/s, as applicable</i>)		Philippine Statistics Authority (PSA)		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Application to the Balik Probinsya Bagong Pag-asa Program: For this purpose, BP2 applicants are	1.1 Upon receipt of the endorsement(s) from NHA-BP2 Council Secretariat or referral from other agencies, stakeholders, etc., or upon accomplishment of the Log Book	None	5 Minutes	<i>Social Welfare Officer III</i> <i>Social Welfare Officer IV</i>

<p>categorized as follows: Category 1 – BP2 applicants duly endorsed by the NHA-BP2 Council Secretariat;</p> <p>Category 2 – BP2 applicant(s) duly referred by the different DSWD Offices, Bureaus and Services (OBS) and Field Offices (FOs), other agencies and stakeholders, among others, at the KALAHI CIDSS-NPMO; and</p> <p>Category 3 – BP2 walk-in applicant(s) at the KALAHI CIDSS-NPMO</p>	<p>through the KALAHI CIDSS-NPMO’s Official Visitor’s Log Book, for walk-in applicant(s).</p> <p>1.2. KALAHI CIDSS-NPMO through the BP2 Secretariat shall review the endorsed list(s) then acknowledge the receipt of the endorsement(s) or referral or notify the NHA or referring party/ies regarding clarification(s) on the endorsement if any.</p>			<p><i>KALAHI Records Staff</i></p> <p><i>Security Guard on Duty</i></p>
<p>2. The Applicant shall accomplish the Intake Sheet.</p>	<p>2.1. Applicant(s) shall accomplish the applicable parts of the Intake Sheet, i. e., basic information, highest educational attainment, family composition and “Pahintulot”. The Intake Sheet shall be provided by the Officer-of-the-Day (OD) at the designated BP2 Interview Room. Then proceed to Step 3.1.</p>	<p>None</p>	<p>10 Minutes</p>	<p><i>Social Welfare Officer II (Officer of the Week)</i></p>
<p>3. Client undergoes eligibility assessment and</p>	<p>3.1. Assigned Social Worker shall conduct the intake interview of the applicant(s), validation and eligibility</p>	<p>None</p>	<p>1 Hour (per applicant)</p>	<p><i>Social Welfare Officer II (Officer of the Week)</i></p>

<p>waits for the results.</p> <p>Note: <i>The endorsement of applicants is sent by the National Housing Authority (NHA) in batches and will take time to be consolidated before the actual eligibility assessment.</i></p>	<p>assessment through phone call or face-to-face depending on the category of applicant(s). 3.1.1 For Category 1, endorsed list(s) shall be distributed among the BP2 Social Workers by the Supervising Social Worker. 3.1.2. For Categories 2 & 3, applicants shall automatically be assigned to the OD. 3.2. Proceed to Step 4.1.</p>			
	<p>4.1. For Categories 1, 2 & 3, eligible applicants shall proceed to Step 5.1.</p> <p>4.2. For Categories 2 & 3, applicant/s who is/are eligible and is/are not yet registered online shall be assisted in registering online in the balikprobinsya.ph portal.</p> <p>4.3. If found ineligible, applicant(s) shall be informed of the result(s) of the assessment.</p> <p>4.4. If eligible for other programs and services of the DSWD and/or partners, e.g. Hatid Tulong, Livelihood Assistance Grants, etc., ineligible applicant(s) shall be referred to the concerned DSWD OBS or partner agencies once informed and with his/their consent.</p>	None	1 Hour (per applicant)	<p>Social Welfare Officer II; Applicant(s); Social Welfare Officer III; Social Welfare Officer IV</p> <p>Deputy National Program Manager; National Program Manager; Administrative Officer II; KALAHI CISS Records Staff</p>

	<p>4.5. Afterward, the applicant(s) shall be requested to accomplish the “Client Satisfaction Measurement Form (CSMF)”.</p> <p>4.6. For Category 1 applicants, the assigned Social Worker shall update the tagging of the assessed applicant based on the assessment result(s).</p> <p>4.7. For applicants under Categories 2 & 3, the assigned Social Worker shall keep the accomplished Intake Sheet in the designated storage cabinet for proper recording, safekeeping and/or disposal.</p> <p>4.8. For applicants under Category 2, an update report to the referring party/ies shall be provided.</p> <p>4.9. For ineligible applicant(s), eligibility assessment-related activities shall end. On the other hand, eligible applicant(s) shall proceed to Step 5.1.</p>			
	<p>5.1. The assigned Social Worker shall administer the Unified Livelihood Assessment Tool (ULAT) to further determine the appropriate livelihood intervention(s) and</p>	<p>None</p>	<p>1 Hour & 30 Minutes per eligible applicant</p>	<p>Social Welfare Officer II; Applicant(s); Social Welfare Officer III; Social</p>

	<p>agencies that can provide them livelihood interventions or support.</p> <p>5.2 Once the ULAT is completed, the applicant(s) shall be requested to accomplish the "CSMF". This ends the eligibility assessment-related activities for the applicant(s).</p> <p>5.3. The assigned Social Worker shall proceed to Step 6.1.</p>			<p>Welfare Officer IV; Deputy National Program Manager; National Program Manager; Administrative Officer II; KALAHI CIDSS Records Staff</p>
<p>4. Applicants to receive appropriate interventions or to be endorsed to other OBS and/or agencies depending on the outcome of the assessment and client's need.</p>	<p>6.1 Applicants shall be provided appropriate intervention(s) immediately. Eligible applicant(s) shall be referred to other programs and services of the Department and other partner agencies once consented by the applicant(s).</p> <p>6.2. Proceed to Step 7.1 if there are no other appropriate actions, or after providing immediate appropriate intervention(s) or referring to appropriate OBS and/or agencies.</p>	None	30 Minutes	<p>Social Welfare Officer II; Social Welfare Officer III; Social Welfare Officer IV; Deputy National Program Manager; National Program Manager; Administrative Officer II; KALAHI CIDSS Records Staff; Applicant(s)</p>
	<p>7.1 Assigned Social Worker shall update the tagging of the assessed applicant(s) on the shared Dashboard/Database with NHA.</p> <p>7.2 Supervising Social Worker shall review</p>	None	5 Minutes	<p>Social Welfare Officer II; Social Welfare Officer III</p>

	<p>and monitor the updating of the tagging by the Social Worker assigned per applicant.</p> <p>7.3. Proceed to Step 8.1</p>			
	<p>8.1. Assigned Social Worker prepares the SCSR following the prescribe timeline.</p> <p>8.2. Once prepared, the SCSR shall be routed to the Supervising Social Worker for review. Then proceed to Step 9.1.</p> <p>8.3. The assigned Social Worker shall revise the SCSR based on the input/ comment of the Supervising Social Worker/Division Head/DNPM then back to Step 9.1 or Step 10.1 or Step 11.1 depending on the concerned level.</p>	None	30 Minutes	Social Welfare Officer II
	<p>9.1. Supervising Social Worker reviews the prepared SCSR once transmitted following the prescribed timeline.</p> <p>9.2. If no further input/comment to comply, the SCSR shall be endorsed to the Division Head for further review or back to Step 10.1.</p> <p>9.3. If there are comments for compliance, the SCSR shall be returned to the assigned Social Worker or to Step 8.3.</p>	None	1 Hour per eligible applicant	<i>Social Welfare Officer III</i>

	<p>10.1. Division Head reviews the endorsed SCSR once transmitted following the prescribed timeline.</p> <p>10.2. If no further input/comment to comply, the SCSR shall be endorsed to the Deputy National Program Manager (DNPM) for approval or proceed to Step 11.1.</p> <p>10.3. If there is an item for compliance, the SCSR shall be returned to the assigned Social Worker or to Step 8.3.</p>	None	30 Minutes per eligible applicant	<i>Social Welfare Officer IV</i>
	<p>11.1. DNPM approves the endorsed SCSR once transmitted following the prescribed timeline.</p> <p>11.2. If no further input/comment to comply, the SCSR shall be approved by the DNPM then proceed to Step 12.1.</p> <p>11.3. If there is an item for compliance, the SCSR shall be returned to the assigned Social Worker or back to Step 8.3.</p>	None	1 Hour per eligible applicant	Social Welfare Officer III; Social Welfare Officer IV; Deputy National Program Manager
	<p>12.1. DSWD BP2 Secretariat updates the NHA on the result(s) of the eligibility assessment through a reply to their endorsement(s) for Category 1 or notifies the NHA regarding the additional applicants for Categories 2 & 3</p>	None	10 Minutes	Administrative Officer II

TOTAL		None	7 Hours and 30 Minutes	
Note: <i>Processing time does not include waiting time for batch consolidation and processing by the NHA and the scheduling of send-off activities.</i>				

Central Office
Internal Services

1. Request for Procurement Approval for KC - NCDDP

Review and evaluation of submitted procurement documents of KC-NCDDP sub-projects with a contract cost of 2 million Pesos and above to ensure compliance of requirements of the Community-Based Procurement Manual prior to the issuance of the Notice of Award.

Office or Division:	KC-NCDDP Procurement			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Barangay Development Council - Technical Working Group (BDC - TWG) through the Regional Program Management Office (RPMO)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Program of Works (POW) including detailed estimates - Scanned or Photocopy		Municipal Engineer's Office and/or Regional Program Management Office / Area Coordinating Team Office		
Technical Specifications / Scope of Works - Scanned or Photocopy		Municipal Engineer's Office and/or Regional Program Management Office / Area Coordinating Team Office		
Community Procurement Plan - Scanned or Photocopy		Municipal Engineer's Office and/or Regional Program Management Office / Area Coordinating Team Office		
Invitation to Bid / Request for Quotation and Bidding Documents - Scanned or Photocopy		Barangay Local Government Unit / Barangay Sub-Project Management Committee and/or Area Coordinating Team		
Minutes of Bids and Awards Committee meetings - Scanned or Photocopy		Barangay Local Government Unit / Barangay Sub-Project Management Committee and/or Area Coordinating Team		
Post-Qualification Report, when necessary - Scanned or Photocopy		Barangay Local Government Unit / Barangay Sub-Project Management Committee and/or Area Coordinating Team		
Bid and Awards Committee Resolution Recommending Award - Scanned or Photocopy		Barangay Local Government Unit / Barangay Sub-Project Management Committee and/or Area Coordinating Team		
Legal, Technical and Financial Proposal of the recommended bidder - Scanned or Photocopy		Barangay Local Government Unit / Barangay Sub-Project Management Committee and/or Area Coordinating Team		
Draft Contract Agreement or Purchase Order - Scanned or Photocopy		Barangay Local Government Unit / Barangay Sub-Project Management Committee and/or Area Coordinating Team		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Regional Program Management Office	1. NPMO Staff receives the request for printing and	None	15 Minutes	<i>Administrative Assistant II or</i>

(RPMO) submits a request for a Procurement Approval to the National Program Management Office (NPMO).	directives of the DNPM.			<i>Admin on Records</i>
2. RPMO waits for the review, preparation, and approval of the Procurement.	2.1 The DNPM reviews the document to identify what cluster is responsible for the request that will provide the response and actions needed to be routed by the Administrative Assistant II.	None	10 minutes	<i>Deputy National Program Manager and Administrative Assistant II</i>
	2.2 Encoding of the necessary information on the request in the Procurement Approval tracking database..	None	10 Minutes	<i>Project Development Officer IV – Community Procurement Officer</i>
	2.3 Documents are reviewed as to completeness, correctness, consistency, and compliance to the procurement guidelines.	None	2 Hours	<i>Project Development Officer IV – Community Procurement Officer</i>
	2.4a If the request is compliant and with complete requirements, the PDO IV will prepare the Procurement approval, affix his/her initials, and forward it to the Administrative Assistant for routing.	None	15 minutes	<i>Project Development Officer IV – Community Procurement Officer</i>
	2.4b If the request is non-compliant and/or incomplete requirements the			<i>Project Development Officer IV – Community</i>

	<p>PDO IV will prepare a response letter incorporating the findings of the review and request for compliance on the findings and/or missing documentary requirements for the issuance of Procurement Approval, affix his/her initials, and forward it to the Administrative Assistant for routing.</p>			<i>Procurement Officer</i>
	<p>2.5 Routing of the response to the request for Procurement Approval to DNPM for review</p>	None	10 Minutes	<i>Administrative Assistant II</i>
	<p>2.6 Review for Initial Approval / Disapproval of Procurement Approval</p>	None	15 Minutes	<i>Deputy National Program Manager</i>
	<p>2.7 Routing of the document to NPM Approval / Disapproval and Signature.</p>	None	15 Minutes	<i>Administrative Assistant II</i>
	<p>2.8 Review for Approval/ Disapproval and Signature of the Procurement Approval.</p>	None	2 Hours	<i>National Program Manager and Administrative Assistant II</i>
<p>3. The requesting RPMO receives the Issuance of Procurement Approval</p>	<p>3. The Administrative Assistant routes the final response to Kalahi Records and issues the Procurement Approval to the RPMO</p>	None	15 minutes	<i>Administrative Assistant II and KALAHI- CIDSS Records</i>

	4. Request the Field office to fill up and accomplish the Client Satisfaction Measurement Survey Form	None	3 minutes	<i>KALAHI- CIDSS Records</i>
TOTAL			5 hours and 48 minutes	

2. Request for Technical Approval for KC - NCDDP

Technical Review of the proposed sub-projects with a grant amount of 2 million and above to ensure compliance of requirements of the Community-Based Infrastructure Manual.

Office or Division:	KC-NCDDP Engineering, CD, and Procurement	
Classification:	Complex	
Type of Transaction:	G2G – Government to Government	
Who may avail:	<p>These are applicable to community infrastructures sub-project proposed under various modalities of the KALAHI CIDSS National Community Driven Development Program</p> <p>This process only applies to Field Offices with the KALAHI CIDSS unit</p>	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Program of Work (POW) including detailed estimates, bill of quantities/materials, work schedules in Gantt chart of Program Evaluation Review Technique (PERT) Critical Path Method (CPM) - Scanned or Photocopy		Municipal Engineer's Office and/or Regional Program Management Office / Area Coordinating Team Office
Technical plans and specifications - Scanned or Photocopy		Municipal Engineer's Office and/or Regional Program Management Office / Area Coordinating Team
Sub-Project Proposal		Regional Program Management Office / Area Coordinating Team
Applicable social and environmental safeguards clearance / Environmental and Social Management Plan - Scanned or Photocopy		Department of Environment and Natural Resources
Land Acquisition, Resettlement, and Rehabilitation Documents		Land Owner through the Municipal Assessor's Office
Community Procurement Plan - Scanned or Photocopy		Barangay Local Government Unit / Barangay Sub-Project Management Committee and/or Area Coordinating Team
Market and economic study (for enterprise development sub-projects) - Scanned or Photocopy		Regional Program Management Office / Area Coordinating Team
Operation and Management Plan clearly stating the O&M arrangements; appropriate organization, policy/by-laws, guidelines and user's fee (for Enterprise Development SPs) - Scanned or Photocopy		Regional Program Management Office / Area Coordinating Team

CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Regional Program Management Office submits a request for a Technical Approval to the National Program Management Office.	1. NPMO Staff receives the request for printing and the directives of the DNPM.	None	30 Minutes	<i>Administrative Assistant II or Admin on Records</i>
2. RPMO waits for the review, preparation, and approval of the Technical Approval.	2.1 The NPM / DNPM reviews the document to identify which cluster is responsible for the request that will provide the response and actions needed to be routed by the Administrative Assistant II.	None	1 hour	<i>Deputy National Program Manager and Administrative Assistant II</i>
	2.2a. Review for Initial Approval / Disapproval of Technical Approval. 2.2b If the request is compliant and with complete requirements, the MATA Team will prepare the Technical Approval, affix his/her initials and forward it to the Admin Assistant II for routing to the DNPM. 2.2c If the request is non-compliant and/or incomplete requirements the MATA Team will prepare a response letter incorporating the findings of the review and request	None	4 Days	<i>Project Development Officer IV – Engineering, Procurement and Community Development</i>

	for compliance on the findings and/or missing documentary requirements for the issuance of Technical Approval, affix his/her initials, and forward it to the Admin Assistant for routing.			
	2.3 Routing of the response to the request for approval to DNPM for review	None	30 Minutes	<i>Administrative Assistant II</i>
	2.4 Review for Initial Approval / Disapproval of Technical Approval. 2.4a. For approved proceed to item 2.6 2.4b. For disapproved return to item 2.2c	None	1 Hour	<i>Deputy National Program Manager</i>
	2.5 Routing of the Technical Approval to NPM Approval / Disapproval and Signature.	None	30 Minutes	<i>Administrative Assistant II</i>
	2.6 Review for Approval/ Disapproval and Signature of the Technical Approval. 2.6a. For approved proceed to item 2.7 2.6b. For a disapproved return to item 2.2c	None	30 minutes	<i>National Program Manager and Administrative Assistant II</i>
3. The Requesting RPMO receives the Issuance of Technical Approval.	3. The Administrative Assistant II routes the final response to Kalahi Records and issues the Technical Approval to the RPMO	None	30 Minutes	<i>Administrative Assistant II and Kalahi Records</i>

4. The RPMO Fill's up the Client Satisfaction Measurement Survey Form	4. Request the Field office to fill up and accomplish the Client Satisfaction Measurement Survey Form	None	15 minutes	<i>KALAHI-CIDSS Records</i>
TOTAL		None	4 Days, 4 hours and 15 minutes	

3. Concurrence of LGU Engagement

Municipal local government units must undergo the KC-NCDDP enrollment process that aims to brief the local government units about responsibilities in KC-NCDDP and provide them with opportunities for comments and inputs. As such, the enrollment process will include mapping out the various roles, responsibilities, and contributions that DSWD will expect from the local government units. Through the enrollment process, the local government unit's commitments for KC-NCDDP are better clarified at the early stage, and risks of the local government unit's failure to deliver said commitments can be anticipated and managed by DSWD.

Office or Division:	CD Division			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Targeted Communities of the Program			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Endorsement from Regional Director		DSWD Regional Office		
2. Letter of Intent from the Local Chief Executive to participate in KC-NCDDP & SB implementation and SB Resolution to Engage in the Program - Scanned or Photocopy		Municipal Local Government Unit		
3. Municipal Local Government Unit Enrollment Form - Scanned or Photocopy		Area Coordinating Team / Municipal Local Government Unit		
4. Local Government Unit -Led Implementation Eligibility Checklist - Scanned or Photocopy		Regional Program Management Office / Area Coordinating Team		
5. Local Government Unit Capacity Assessment Result - Scanned or Photocopy		Regional Program Management Office / Area Coordinating Team		
6. Potential Problem Analysis (PPA) - Scanned or Photocopy		Regional Program Management Office / Area Coordinating Team		
7. Municipal Program Implementation Proposal (MPIP - if LGU Led) and/or CEAC work plan (if regular CEAC) (if rating in the Local Government Unit Capacity Assessment Result falls under Moderately Strong or Strong) - Scanned or Photocopy		Municipal Local Government Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Regional Program Management Office	1. NPMO receives the request with supporting	None	15 Minutes	<i>Administrative Assistant II or Admin. on</i>

(RPMO) submits a request for Concurrence of LGU Engagement to the National Program Management Office (NPMO)	documents via email and prints the documents for review of the DNPM.			<i>KALAHI- CIDSS Records</i>
2. RPMO waits for the review, preparation, and approval of the Concurrence of LGU Engagement	2.1 The DNPM endorses the document to identify which cluster is responsible for the request that will provide the response and actions needed and to be routed by the Admin. Asst. II.	None	4 hours	<i>Deputy National Program Manager and Administrative Assistant II</i>
	2.2 Division Head Endorse and provide instruction to assigned PDO IV - CD to validate and assess the completeness of requirements in compliance to the requirements for LGU Engagement and for the drafting of concurrence/ acknowledgement.	None	4 Hours	<i>Project Development Officer V – CD</i>
	2.3 Review the content and completeness of documents and all the documentary requirements for the Concurrence of LGU Engagement	None	2 Days	<i>Project Development Officer IV – CD</i>
	2.3a If the request is compliant with the requirements, the PDO IV will prepare and draft the letter of concurrence, affix his/her initials, and forward it to the Admin Assistant for	None	2 Days and 2 Hours	<i>Project Development Officer IV – CD</i>

	<p>routing and approval of the Division Head.</p> <p>2.3b If the request is non-compliant with the requirements, the PDO IV will prepare a response letter incorporating the findings of the review and request for compliance on the findings and/or missing documentary requirements for the issuance of Concurrence, affix his/her initials, and forward it to the Admin Assistant for routing and approval of the Division Head.</p>			
	<p>2.4 Routing of the response to the request for Concurrence to DNPM for review</p>	None	15 Minutes	<i>Administrative Assistant II</i>
	<p>2.5 Review for Initial Approval/ Disapproval of the Concurrence</p> <p>2.5.a. for approved proceed to 2.6</p> <p>2.5.b. for disapproved return to item 2.3b</p>	None	2 Hours	<i>Deputy National Program Manager Administrative Assistant II</i>
	<p>2.6 Routing of the request for Concurrence to NPM for Approval / Disapproval and Signature.</p>	None	15 Minutes	<i>Administrative Assistant II</i>
	<p>2.7 Review for Approval/ Disapproval and Signature of the Concurrence.</p>	None	2 hours	<i>National Program Manager</i>

	<p>2.7.a. approved can proceed to item 3</p> <p>2.7.b. disapproved return to item 2.3b</p>			
3. The requesting RPMO receives the issuance of Concurrence of LGU Engagement.	3. The Administrative Assistant routes the final response to Kalahi Records and issues the Concurrence of LGU Engagement to the RPMO.	None	15 Minutes	<i>Administrative Assistant II and KALAHI-CIDSS Records.</i>
	4. Request the Field office to fill up and accomplish the Client Satisfaction Measurement Survey Form	None	3 Minutes	<i>KALAHI-CIDSS Records.</i>
TOTAL		None	3 Days, 7 Hours and 3 Minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>The use of Customer Feedback is a way to continuously improve the quality-of-service delivery to our Internal and External customers, especially the Regional Program Management Offices.</p> <p>First, the client should fill out the Client Satisfaction Measurement Survey Form after a transaction/Request or Consultation from the office and send it to kalahi.records@gmail.com or use the link via google forms https://forms.gle/ZCpaVUUJc1P8bD7b7</p> <p>Alternatively, clients' feedback may be channeled or initiated through:</p> <ul style="list-style-type: none"> ● Direct visits at Address: Kalahi CIDSS NPMO, DSWD Complex, Batasan Hills, Quezon City ● Text messages or phone calls via Tel: (02) 8952-0697 ● Online KALAHI-CIDSS social media accounts such as KC Official Facebook account either Regional or/and National Facebook.com/dswdkalahicidss and website ncddp.dswd.gov.ph <p>To ensure that the client's issues are addressed, both online and offline channels of getting feedback are active and in place.</p>
How feedbacks are processed	<p>All the client feedback is received and processed by the Grievance Monitor.</p> <p>Grievance Monitor records the feedback filed by the client in the database.</p> <p>Grievance Monitor accomplishes an Intake sheet if there is any contentious feedback that needs further action. The Grievance monitor will verify feedback/ information with clients as needed. The grievance monitor responds to the point of feedback intake at any level of the project and refers to an appropriate office/person who can address the inquiry or concern if there is any. Any further concerns related to feedback will be resolved in accordance with the Grievance Process and Handling of Kalahi-CIDSS NCDDP Grievance Redress System.</p>
How to file a complaint/grievance	<p>Clients may file/initiate complaints or grievances through the following means:</p> <ul style="list-style-type: none"> ● Letters and e-mails to kalahi.records@gmail.com ● Text messages/ Phone calls: KALAHI-CIDSS Grievance Hotline: +6394562925155 or Tel: (02) 8952-0697 ● Verbal narration from walk-in complainants ● Grievance Boxes installed in the project areas ● Reports of staff, consultants, NGOs, LGUs and journalists, partner stakeholders. ● Call-in questions, comments, or complaints from radio programs

	<ul style="list-style-type: none"> • Media newscasts, newspaper articles, and other publications. • Online official KALAHI-CIDSS Website: ncddp.dswd.gov.ph and Facebook: Facebook.com/dswdkalahicidss • Through channels/other complaint centers such as 8888 • Citizens' Complaints Hotline (President's Hotline) 8888 • Contact Center ng Bayan (CCB), SMS: 0908-881-6565 / Call: 165 56, Email: email@contactcenterbayan.gov.ph , Facebook: https://facebook.com/civilservicegovoh/ web: https://contactcenterbayan.gov.ph/
How complaints are processed	Please see attached Grievance/Complaint Handling and Monitoring (Annex A) for processing the complaints/ grievances received.
Contact Information of ARTA, PCC, CCB, and CSC	Anti-Red Tape Authority (ARTA): complaints@arta.gov.ph 8478-5091 / 8478- 5093 / 8478-5099 CSC: 8931-8092 / 8931-7939 / 8931-7935 Presidential Complaint Center (PCC): pcc@malacanang.gov.ph 8736-8645 / 8736- 8603 / 8736-8629 / 8736-8621 Contact Center ng Bayan (CCB): email@contactcenterngbayan.gov.ph 0908-881-6565 Civil Service Commission (CSC): 8931-8092 / 8931-7939 / 8931-7935

LIST OF OFFICE

Office	Address	Contact Information
Kalahi-CIDSS NPMO	DSWD Complex, Batasan Hills, Quezon City	(02) 8952-0697 kc@dswd.gov.ph