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

CITIZEN'S CHARTER

2020 (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, though 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 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.

LIST OF SERVICES

Central Office

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:	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: ● decided to go back to the provinces; ● lost job or other source of income; ● lives in unsafe dwelling places; and ● Exposed to health and safety risks and other environmental hazards.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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.		
Copy of the Birth Certificate of the Traveling Minors *(Authorization Letter from the minor's parents if the accompanying adult is not a biological parent/s, as applicable)*		Philippine Statistics Authority (PSA)		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. a. Applicant accomplishes the application thru the *balikprobinsya.ph* registration portal.	*N/A*	N/A	N/A	*N/A*
1. b. Walk in applicant proceeds to the KALAHI CIDSS office to accomplish the application.	1. b.1 Provide forms to be filled up by the applicant.	None	15 Minutes	*Social Welfare Officer II*
	1. b.2 Facilitate the registration in the *balikprobinsya.ph* registration portal.	None	15 Minutes	*Social Welfare Officer II*
2. Client undergoes eligibility assessment and waits for the results.	2.1 Receive and acknowledge the endorsed list of applicants from the NHA.	None	3 Minutes	*Administrative Officer II*

Note: Endorsement of applicants is sent by the National Housing Authority (NHA) in batches and will take time to be consolidated prior to the actual eligibility assessment.	2.2 Review and consolidate the list of applicants from the NHA.	None	2 Hours per batch	*Social Welfare Officer III*
	2.3 Assign applicants to designated Social Workers.	None	10 Minutes	*Social Welfare Officer III*
	2.4 Conduct of eligibility assessment thru phone call.	None	1 Hour and 30 minutes	*Social Welfare Officer II*
	2.5 Preparation of Social Case Study Report.	None	2 Hours per eligible family	*Social Welfare Officer II*
	2.6 Conduct of assessment using the Unified Livelihood Assessment Tool.	None	1 Hour per eligible family	*Social Welfare Officer II*
	2.7 Finalization of the Assessment Result of NHA Endorsed List of Applicants.	None	1 Hour per batch	*Social Welfare Officer II*
	2.8 Review and consolidation of assessment result.	None	1 Hour per batch	*Administrative Officer II and Social Welfare Officer III*
	2.9 Review and approval of the Assessment results.	None	1 Hour per batch	*Deputy National Program Manager*
	2.10 Routing of approved assessment results to NHA for processing.	None	3 Minutes	*Administrative Officer II*
	2.11 Receive final validated list of BP2 eligible families from NHA and Receiving LGUs.	None	3 Minutes	*Administrative Officer II*
	2.12 Assigned Social Worker informs the client of results and possible send-off schedule.	None	15 Minutes	*Social Welfare Officer II*
TOTAL		None	1 Day, 2 hours, and 34 Minutes	
Note: *Processing time does not include waiting time for batch consolidation and processing by the NHA and the scheduling of send-off activities.*				

2. Send-off for the Balik Probinsya, Bagong Pag Asa Program

The Balik Probinsya, Bagong Pag Asa Program sends-off approved eligible families for travel back to their respective provinces. Eligible families are also provided with the assistance package as part of their re-integration.

Office or Division:	Balik Probinsya, Bagong Pag Asa				
Classification:	Simple				
Type of Transaction:	G2C – Government to Citizen				
Who may avail:	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: ● decided to go back to the provinces; ● lost job or other source of income; ● lives in unsafe dwelling places; and ● Exposed to health and safety risks and other environmental hazards.				
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**		
Copy of the valid identification card of the BP2 Household Head *(to be certified by the Social Worker)*			Government Agencies issuing identification cards such as SSS, Philhealth, PAG-IBIG, LTO, DFA, PRC, COMELEC, NBI and others.		
Copy of the Birth Certificate of the Traveling Minors *(Authorization Letter from the minor's parents if the accompanying adult is not a biological parent/s, as applicable)*			Philippine Statistics Authority (PSA)		
Clearance from the BP2 Secretariat			NHA Booth during scheduled Send-Off		
Health Clearance from the DOH			DOH Booth during scheduled Send-Off		
Documentary Requirements			To be prepared by the DSWD BP2 Team		
CLIENTS STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**RESPONSIBLE PERSON**	
1. Eligible families' proceeds to the designated area of dispatch at the scheduled send-off date. (**Note**: Send-off schedules is subject to sudden changes based on the situation in the NCR and the acceptance of the receiving province)	1.1 Attendance Check	None	10 Minutes	*Administrative Officer II*	
	1.2 Identity validation and verification of the required documents for compliance	None	15 Minutes per eligible family head	*Social Welfare Officer II and Social Welfare Officer III*	
	1.3 Signing and securing the copy of the disbursement requirements	None	3 Minutes per eligible family head	*Social Welfare Officer II and Administrative Officer II*	
	1.4 Disbursement of Transportation, Travel and/or Relocation Grants	None	2 Minutes per eligible family head	*Finance Staff Special Disbursing Officer*	
TOTAL		None	30 Minutes		

Central Office

Internal Services

1. Request for Procurement No Objection Letter (NOL)

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	Municipal Engineer's Office and/or Regional Program Management Office / Area Coordinating Team Office
Technical Specifications / Scope of Works	Municipal Engineer's Office and/or Regional Program Management Office / Area Coordinating Team Office
Community Procurement Plan	Municipal Engineer's Office and/or Regional Program Management Office / Area Coordinating Team Office
Invitation to Bid / Request for Quotation and Bidding Documents	Barangay Local Government Unit / Barangay Sub-Project Management Committee and/or Area Coordinating Team
Minutes of Bids and Awards Committee meetings	Barangay Local Government Unit / Barangay Sub-Project Management Committee and/or Area Coordinating Team
Post-Qualification Report, when necessary	Barangay Local Government Unit / Barangay Sub-Project Management Committee and/or Area Coordinating Team
Bid and Awards Committee Resolution Recommending Award	Barangay Local Government Unit / Barangay Sub-Project Management Committee and/or Area Coordinating Team
Legal, Technical and Financial Proposal of the recommended bidder	Barangay Local Government Unit / Barangay Sub-Project Management Committee and/or Area Coordinating Team
Draft Contract Agreement or Purchase Order	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 (RPMO) submits a request for Procurement No Objection Letter to the	1. NPMO Staff receives the request for printing and directives of the DNPM.	None	15 Minutes	*Administrative Assistant II or Admin on Records*

National Program Management Office (NPMO).				
2. RPMO waits for the review, preparation, and approval of the Procurement NOL.	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 Admin. Asst. II.	None	1 Hour	*Deputy National Program Manager and Administrative Assistant II*
	2.2 Encoding of necessary information on the NOL request in the Procurement NOL tracking database.	None	30 Minutes	*Project Development Officer IV – Community Procurement Officer*
	2.3 Documents are reviewed as to completeness, correctness, consistency and compliance to the procurement guidelines.	None	6 Hours	*Project Development Officer IV – Community Procurement Officer*
	2.4a If the request is compliant and with complete requirements the PDO IV will prepare the Procurement NOL for approval, affix his/her initials, and forward it to the Admin Assistant for routing.	None	3 Hours	*Project Development Officer IV – Community Procurement Officer*
	2.4b If the request is non-compliant and/or incomplete 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 Procurement NOL, affix his/her initials, and forward it to the			*Project Development Officer IV – Community Procurement Officer*

	Admin Assistant for routing.			
	2.5 Routing of the response to the request for Procurement NOL to DNPM for review	None	15 Minutes	*Administrative Assistant II*
	2.6 Review for Initial Approval / Disapproval of Procurement NOL	None	2 Hours	*Deputy National Program Manager*
	2.7 Routing of the NOL to NPM Approval / Disapproval and Signature.	None	15 Minutes	*Administrative Assistant II*
	2.8 Review for Approval/ Disapproval and Signature of the Procurement NOL.	None	2 Hours	*National Program Manager and Administrative Assistant II*
3. The requesting RPMO receives the Issuance of Procurement No Objection Letter (NOL).	3. The Administrative Assistant routes the final response to Kalahi Records and issues the Procurement NOL to the RPMO	None	15 Minutes	*Administrative Assistant II and Kalahi Records*
TOTAL		None	1 Day and 7 Hours and 15 Minutes	

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2. Request for Technical No Objection Letter

Technical Review of the proposed sub-projects with cost 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:	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 Work (POW) including detailed estimates, bill of quantities / materials, work schedules in Gantt chart of Program Evaluation Review Technique (PERT) Critical Path Method (CPM)	Municipal Engineer's Office and/or Regional Program Management Office / Area Coordinating Team Office
Technical plans and specifications	Municipal Engineer's Office and/or Regional Program Management Office / Area Coordinating Team
Applicable social and environmental safeguards clearance	Department of Environment and Natural Resources
Community Procurement Plan	Barangay Local Government Unit / Barangay Sub-Project Management Committee and/or Area Coordinating Team
Market and economic study (for enterprise development sub-projects)	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)	Regional Program Management Office / Area Coordinating Team

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Regional Program Management Office submits a request for a Technical No Objection Letter to the National Program Management Office.	1. NPMO Staff receives the request for printing and the directives of the DNPM.	None	15 Minutes	*Administrative Assistant II or Admin on Records*
2. RPMO waits for the review, preparation, and approval of the Technical NOL.	2.1 The 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 Admin Assistant II.	None	2 Hours	*Deputy National Program Manager and Administrative Assistant II*

	2.2 Procurement Unit reviews the Community Procurement Plan as to its correctness and consistency with the POW, and proper contract packaging.	None	6 Hours	*Project Development Officer IV –Procurement*
	2.3a If the request is compliant and with complete requirements the MATA Team will prepare the Technical NOL for approval, affix his/her initials and forward it to the Admin Assistant II for routing to the DNPM.	None	3 Hours	*Project Development Officer IV – Eng'g, CD, and Procurement*
	2.3b If the request is non-compliant and and/or incomplete requirements the MATA Team 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 Technical NOL, affix his/her initials, and forward it to the Admin Assistant for routing.			*Project Development Officer IV – Eng'g, CD, and Procurement*
	2.4 Routing of the response to the request for NOL to DNPM for review	None	15 Minutes	*Administrative Assistant II*
	2.5 Review for Initial Approval / Disapproval of Technical NOL	None	2 Hours	*Deputy National Program Manager*
	2.6 Routing of the Technical NOL to NPM Approval / Disapproval and Signature.	None	15 Minutes	*Administrative Assistant II*
	2.7 Review for Approval/ Disapproval and Signature of the Technical NOL.	None	2 Hours	*National Program Manager and Administrative Assistant II*

3. The Requesting RPMO receives the Issuance of Technical NOL.	3. The Administrative Assistant routes the final response to Kalahi Records and issues the Technical NOL to the RPMO	None	15 Minutes	*Administrative Assistant II and Kalahi Records*
TOTAL		None	2 Days	

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 opportunity for comments and inputs. As such, the enrollment process will include mapping out of the various roles, responsibilities and contributions that DSWD will expect from the local government units. Through the enrollment process, local government unit's commitments for KC-NCDDP are better clarified at the early stage, and risks of 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	Municipal Local Government Unit
3. Municipal Local Government Unit Enrollment Form	Area Coordinating Team / Municipal Local Government Unit
4. Local Government Unit -Led Implementation Eligibility Checklist	Regional Program Management Office / Area Coordinating Team
5. Local Government Unit Capacity Assessment Result	Regional Program Management Office / Area Coordinating Team
6. Potential Problem Analysis (PPA)	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)	Municipal Local Government Unit

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Regional Program Management Office (RPMO) submits a request for Concurrence of LGU Engagement to the National Program Management Office (NPMO)	1. NPMO Staff receives the request for printing and directives of the DNPM.	None	15 Minutes	*Administrative Assistant II or Admin. on Kalahi Records*
2. RPMO waits for the review, preparation	2.1 The DNPM reviews the document	None	4 hours	*Deputy National Program Manager*

and approval of the Concurrence of LGU Engagement	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.			*and Administrative Assistant II*
	2.2 Division Head Review and provide instruction to assigned PDO IV - CD to validate and assess completeness of requirements and for drafting of concurrence/ acknowledgement.	None	4 Hours	*Project Development Officer V – CD*
	2.3 Review the content and completeness of documents and all the documentary requirements for the Concurrence of LGU Engagement	None	2 Days and 30 minutes	*Project Development Officer IV – CD*
	2.4a 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 routing and approval of the Division Head.	None	2 Hours	*Project Development Officer IV – CD*
	2.4b 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.			
	2.5 Routing of the response to the request for Concurrence to DNPM for review	None	15 Minutes	*Administrative Assistant II*
	2.6 Review for Initial Approval/ Disapproval of the Concurrence	None	2 Hours	*Deputy National Program Manager and Administrative Assistant II*
	2.7 Routing of the request for Concurrence to NPM for Approval / Disapproval and Signature.	None	15 Minutes	*Administrative Assistant II*
	2.8 Review for Approval/ Disapproval and Signature of the Concurrence.	None	2 hours	*National Program Manager*
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	30 Minutes	*Administrative Assistant II and Kalahi Records*
TOTAL		None	3 Days, 7 Hours and 45 Minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	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. 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 Alternatively, clients' feedback may be channeled or initiated through: ● Direct visits at Address: Kalahi CIDSS NPMO, DSWD Complex, Batasan Hills, Quezon City ● Text messages or phone calls via Tel: (02) 8952-0697 and KALAHI-CIDSS National Grievance Hotline: +6394562925155 ● 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 To ensure that the client's issues are addressed, both online and offline channels of getting feedback are active and in place.
How feedbacks are processed	All the client feedback is received and processed by the Grievance Monitor. Grievance Monitor records the feedback filed by the client in the database. Grievance Monitor accomplishes Intake sheet if there is any contentious feedback that needs further actions. The Grievance monitor will verify feedback/ information with clients as needed. 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 concern related to feedback will be resolved in accordance with the Grievance Process and Handling of Kalahi-CIDSS NCDDP Grievance Redress System.
How to file a complaint/gri evance	Clients may file/initiate complaint or grievance through the following means: ● 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 ● 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

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