



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

CITIZEN'S CHARTER

2021 (5th 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:	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: <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. a. Applicant accomplishes the application through the <i>balikprobinsya.ph</i> registration portal.	1. a. The National Housing Authority (NHA) is the agency in charge of the processing of all online application through the Balik Probinsya portal	None	N/A	<i>National Housing Authority</i>

1. b. Walk-in applicants proceed to the KALAHI CIDSS office to accomplish the application.	1.b.1 Provide forms to be filled up by the applicant and/or facilitate the online registration in the <i>balikprobinsya.ph</i> portal	None	30 Minutes	<i>Social Welfare Officer II</i>
2. Client undergoes eligibility assessment and waits for the results. 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>	2.1 Receive and acknowledge the endorsed list of applicants from the NHA.	None	3 Minutes	<i>Administrative Officer II</i>
	2.2 Assign applicants to designated Social Workers.	None	10 Minutes	<i>Social Welfare Officer III</i>
	2.3 Conduct of eligibility assessment thru phone call.	None	1 Hour and 30 minutes	<i>Social Welfare Officer II</i>
	2.4 Preparation of Social Case Study Report.	None	2 Hours per eligible family	<i>Social Welfare Officer II</i>
	2.5 Conduct of assessment using the Unified Livelihood Assessment Tool.	None	1 Hour per eligible family	<i>Social Welfare Officer II</i>
	2.6 Review and approval of Social Case Study Report	None	2 hours per eligible family	<i>Social Welfare Officer III</i> <i>Division Chief/Deputy National Program Manager</i>
	2.7 Consolidate List of Applicants who are not eligible to the BP2 Program for Referral to other OBSUs and Agencies	None	20 minutes	<i>Social Welfare Officer II</i>
	2.8 Preparation of Endorsement Letter	None	20 minutes	<i>Social Welfare Officer III</i>
	2.9 Review, Approval and Endorsement of Letter to other OBSUs and Partner Agencies	None	20 minutes	<i>Division Chief/Deputy National Program Manager</i> <i>Administrative Officer II</i>

	2.10 Consolidate Assessment Result of Endorsed List of Applicants	None	1 hour and 30 minutes	Social Welfare Officer III
	2.11 Review and Approval of DSWD Assessment Results 2.11 a. If Approved proceed to Endorsement to NHA at Step 2,12 2.11 b. If Disapproved return to Step 2.6 for review of Social Welfare Officer III	None	20 minutes	Division Chief / Deputy National Program Manager
	3. Endorsement of approved assessment results to NHA for processing	None	2 hours	<i>Administrative Officer II</i>
TOTAL		None	10 hours and 13 minutes	
Note: Processing time does not include waiting time for batch consolidation and processing by the NHA and the scheduling of send-off activities.				

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>

	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.			<i>Procurement Officer</i>
	2.5 Routing of the response to the request for Procurement Approval to DNPM for review	None	10 Minutes	<i>Administrative Assistant II</i>
	2.6 Review for Initial Approval / Disapproval of Procurement Approval	None	15 Minutes	<i>Deputy National Program Manager</i>
	2.7 Routing of the document to NPM Approval / Disapproval and Signature.	None	15 Minutes	<i>Administrative Assistant II</i>
	2.8 Review for Approval/ Disapproval and Signature of the Procurement Approval.	None	2 Hours	<i>National Program Manager and Administrative Assistant II</i>
3. The requesting RPMO receives the Issuance of Procurement Approval	3. The Administrative Assistant routes the final response to Kalahi Records and issues the Procurement Approval to the RPMO	None	15 minutes	<i>Administrative Assistant II and KALAHl- 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:	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) - 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		
Applicable social and environmental safeguards clearance - Scanned or Photocopy		Department of Environment and Natural Resources		
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	FEES 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	15 Minutes	<i>Administrative Assistant II or Admin on Records</i>
2. RPMO waits for the review,	2.1 The DNPM reviews the	None	30 minutes	<i>Deputy National Program</i>

preparation, and approval of the Technical Approval.	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.			<i>Manager and Administrative Assistant II</i>
	2.2 Procurement Unit reviews the Community Procurement Plan as to its correctness and consistency with the POW, and proper contract packaging.	None	2 hours	<i>Project Development Officer IV – Procurement</i>
	2.3a 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.	None	2 hours	<i>Project Development Officer IV – Eng'g, CD, and Procurement</i>
	2.3b 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 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			<i>Project Development Officer IV – Eng'g, CD, and Procurement</i>

	Admin Assistant for routing.			
	2.4 Routing of the response to the request for approval to DNPM for review	None	15 Minutes	<i>Administrative Assistant II</i>
	2.5 Review for Initial Approval / Disapproval of Technical Approval 2.5a. For approved proceed to item 2.6 2.5b. For a disapproved return to item 2.2	None	15 minutes	<i>Deputy National Program Manager</i>
	2.6 Routing of the Technical Approval to NPM Approval / Disapproval and Signature.	None	15 Minutes	<i>Administrative Assistant II</i>
	2.7 Review for Approval/ Disapproval and Signature of the Technical Approval. 2.7a. For approved proceed to item 2.7 2.7b. For a disapproved return to item 2.2	None	15 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	15 Minutes	<i>Administrative Assistant II and Kalahi Records</i>
	4. Request the Field office to fill up and accomplish the Client Satisfaction Measurement Survey Form	None	5 minutes	<i>KALAHI-CIDSS Records</i>
TOTAL			6 hours and 3 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 (RPMO) submits a request for Concurrence of LGU Engagement to the National Program	1. NPMO Staff receives the request for printing and directives of the DNPM.	None	15 Minutes	<i>Administrative Assistant II or Admin. on KALAHÍ- CIDSS Records</i>

Management Office (NPMO)				
2. RPMO waits for the review, preparation, and approval of the Concurrence of LGU Engagement	2.1 The DNPM reviews 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 Review 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>
	2.4a 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	<i>Project Development Officer IV – CD</i>
	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	<i>Administrative Assistant II</i>
	2.6 Review for Initial Approval/ Disapproval of the Concurrence 2.6.a. for approved proceed to 2.6 2.6.b. for disapproved return to item 2.2	None	2 Hours	<i>Deputy National Program Manager Administrative Assistant II</i>
	2.7 Routing of the request for Concurrence to NPM for Approval / Disapproval and Signature.	None	15 Minutes	<i>Administrative Assistant II</i>
	2.8 Review for Approval/ Disapproval and Signature of the Concurrence. 2.8.a. approved can proceed to item 3 2.8.b. disapproved return to item 2.2	None	2 hours	<i>National Program Manager</i>
3. The requesting RPMO receives the issuance of	3. The Administrative Assistant routes the final response to	None	15 Minutes	<i>Administrative Assistant II and KALAH-I-CIDSS Records.</i>

Concurrence of LGU Engagement.	Kalahi Records and issues the Concurrence of LGU Engagement to the RPMO.			
	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			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 and KALAHICIDSS National Grievance Hotline: +6394562925155 • Online KALAHICIDSS 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: KALAHICIDSS 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 KALAHIDSS Website: ncddp.dswd.gov.ph and Facebook: Facebook.com/dswdkalahidss • 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	<p>Anti-Red Tape Authority (ARTA): complaints@arta.gov.ph 8478-5091 / 8478- 5093 / 8478-5099 CSC: 8931-8092 / 8931-7939 / 8931-7935</p> <p>Presidential Complaint Center (PCC): pcc@malacanang.gov.ph 8736-8645 / 8736- 8603 / 8736-8629 / 8736-8621</p> <p>Contact Center ng Bayan (CCB): email@contactcenterngbayan.gov.ph 0908-881-6565</p> <p>Civil Service Commission (CSC): 8931-8092 / 8931-7939 / 8931-7935</p>

LIST OF OFFICE

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