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

CITIZEN'S CHARTER

2023 (1st Edition)

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

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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 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.

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 from the National Housing Authority, referral from other government agencies, walk-in and online application through the DSWD BP2 official email address. Eligible families are provided with the assistance package as part of their integration into their respective provinces.

Office or Division:	Central Office - KALAHI-CIDSS Balik Probinsya, Bagong Pag Asa Division
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: ● 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 PhilSys, SSS, Philhealth, PAG-IBIG, LTO, DFA, PRC, COMELEC, NBI and others.
One (1) 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. Applicant(s) can apply to the Program by completing the application through the	1.1. Upon receipt of the endorsement(s) from NHA-BP2 Council Secretariat or referral from other agencies, stakeholders, etc., or	None	3 Minutes	Social Welfare Officer III/IV; KALAHI CIDSS Records Staff; KALAHI

				CIDSS Security Guard of the Day
balikprobinsya. ph registration portal, walk-in to the KALAHI-CIDSS Office, or email to the BP2 Official Email Address <u>balikprobinsya @dswd.gov.ph</u>.	upon accomplishment of the Log Book through the KALAHI-CIDSS NPMO's Official Visitor's Log Book, for walk-in applicant(s). 1.2. KALAHI-CIDSS NPMO through the BP2 Secretariat reviews the endorsed list(s) then acknowledges the receipt of the endorsement(s) or referral or notify the NHA or referring party/ies regarding clarification(s) on the endorsement if any. For this purpose, BP2 applicants are categorized as follows: **Category 1**–BP2 applicants duly endorsed by the NHA-BP2 Council Secretariat, thus endorsement of applicants are in batches per provinces; **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 **Category 3**–BP2 walk-in applicant(s) at			

	the KALAHI CIDSS-NPMO.			
2. Applicant(s) shall accomplish the applicable parts of the Intake Sheet, i.e., basic information, highest educational attainment, family composition and "Pahintulot".	2. The Intake Sheet shall be provided by the Officer-of-the-Day (OD) or any available BP2 Social Worker at the designated BP2 Interview Room. 2.2 Then proceed to Step 3.1..	None	5 Minutes	Walk-in Applicant(s); Officer-of-the-Day
3. Applicant(s) undergoes validation and eligibility assessment. 3.1 Applicant(s) shall be requested to accomplish the "Client Satisfaction Measurement Form (CSMF)".	3.1. Assigned Social Worker shall conduct the intake interview of the applicant(s), validation and eligibility 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 or any available Social Worker. 3.2 The applicant(s) shall be requested to accomplish the "Client Satisfaction Measurement Form (CSMF)".	None	40 Minutes	Social Welfare Officer II; Officer-of-the-Day; Social Welfare Officer III

	3.3 The SWO II will register the client to PIMS Database. 3.4. Proceed to Step 4.1.			
4. Applicant(s) shall be informed of the result(s) of the assessment and assistance to be provided.	4.1. For Categories 1, 2 & 3, eligible applicants shall proceed to Step 5. 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.nha.gov. ph* portal. 4.3. If found ineligible, applicant(s) shall be informed of the result(s) of the assessment. 4.4. For Category 1 applicants, the assigned Social Worker shall update the tagging of the assessed applicant based on the assessment result(s). 4.5. 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. 4.6. For applicants under Category 2, an update report to the	None	25 Minutes	Social Welfare Officer II; Applicant(s); Social Welfare Officer III; Social Welfare Officer IV; Deputy National Program Manager; National Program Manager; Administrative Officer II; KALAHI-CIDSS Records Staff

	referring party/ies shall be provided.			
	5. Provision of 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).	None	20 Minutes	Social Welfare Officer II; Social Welfare Officer III; Social Welfare Officer IV;
5. Eligible applicant(s) will wait for updates on the scheduling of dispatch via phone call or email while preparing the necessary documents needed.	6.1 Assigned Social Worker prepares the SCSR and the Unified Livelihood Assessment Tool (ULAT) following the prescribed timeline. 6.2 The assigned Social Worker shall revise the SCSR based on the input/ comment of the Supervisor/ Division Head/ NPM.	None	1 hour	Social Welfare Officer II
	7. Routing of the SCSR for review and approval of the assigned Supervising Social Workers.	None	5 Minutes	Administrative Officer II
	8. Supervising Social Worker reviews the prepared SCSR once transmitted following the prescribed timeline. 8.a If no further input/comment to comply, the SCSR shall be endorsed to the Division Head for further review or back to Step 9. 8.b If there are comments for	None	30 Minutes per eligible applicant	Social Welfare Officer III

	compliance, the SCSR shall be returned to the assigned social worker or to Step 6.2.			
	9. Routing of the SCSR for review and approval of the Division Head.	None	5 Minutes	Administrative Officer II
	10. Division Head reviews the endorsed SCSR once transmitted following the prescribed timeline. 10.1 If no further input/comment to comply, the SCSR shall be endorsed to the National Program Manager (NPM) for approval or proceed to Step 11. 10.2 If there are comments for compliance, the SCSR shall be returned to the assigned social worker or to Step 6.2.	None	20 Minutes per eligible applicant	Social Welfare Officer IV
	11. Routing of the SCSR for review and approval of the National Program Manager.	None	5 Minutes	Administrative Officer II
	12. NPM approves the endorsed SCSR once transmitted following the prescribed timeline. 12.1 If no further input/comment to comply, the SCSR shall be approved by the NPM then proceed to Step 13.	None	15 Minutes per eligible applicant	National Program Manager

	12.2 If there are comments for compliance, the SCSR shall be returned to the assigned social worker or to Step 6.2.			
	13. DSWD BP2 Secretariat updates the NHA and referring agencies on the result(s) of the eligibility assessment through a reply to their endorsement(s) and will be forwarded to National Housing Authority for the preparation of Certificate of Eligibility.	None	10 Minutes	Administrative Officer II
TOTAL		None	4 Hours and 3 Minutes	
Note: Processing time does not include waiting time for batch consolidation and processing by the NHA and the scheduling of send-off activities.				

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Central Office

Internal Services

1. Request for Technical Approval for KC - NCDDP

Technical Review of the proposed sub-projects with a grant amount of 5 million and above to ensure compliance of requirements of the Community-Based Infrastructure Manual.

Office or Division:	Central Office - KALAHI - CIDSS NCDDP Engineering, CD, and Procurement Division
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
Endorsement Letter signed by the Regional Director (RD) - Scanned or Photocopy	Regional Program Management Office / Area Coordinating Team
Sub-project Proposal - Scanned or Photocopy	Barangay Local Government Unit / BDC-TWG,Project Preparation Team (PPT)
Technical documents: a) Design Plans; b) Technical Specifications; c) Program of Works; d) Quantity and Cost Estimates; e) Construction Schedule; f) Equipment Schedule; g) Manpower Schedule. - Scanned or Photocopy	Municipal Engineer's Office and/or Regional Program Management Office / Area Coordinating Team Office
Safeguards Documents: a) Environmental and Social Screening Checklist; b) Environmental and Social Management Plan (ESMP); - Scanned or Photocopy	Department of Environment and Natural Resources (DENR)
Site Validation Report - Scanned or Photocopy	Area Coordinating Team,
Certification of Prevailing Labor Rate - Scanned or Photocopy	Municipal Engineering Office
PPMP/Emergency Community Procurement Plan - Scanned or Photocopy	Barangay Local Government Unit /, Procurement Team
Operation and Maintenance Plan - Scanned or Photocopy	Barangay Local Government Unit / Operations and Maintenance Group

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Regional Program Management Office submits a request for a Technical Approval	1. NPMO Staff receives the request for printing and attached checklist	None	30 Minutes	Administrative Assistant II or Admin on Records

to the National Program Management Office.	for directives of the NPM; 1.a For request Submitted directly to our Engineering the PDO IV will forward the document to our Admin Records for incoming documents and for proper tracking.			
2. RPMO waits for the review, preparation, and approval of the Technical Approval.	2. The Admin Assistant II reviews the completeness of the submitted documents based on the checklist. 2.a If the submitted endorsement is complete, the documents are then logged, printed and routed to the ONPM by the assigned Admin Assistant 2.b If the submitted endorsement is incomplete, the NPMO will provide a response through email that only a complete set of enrollment documents are accepted and advise the RPMO to comply with the missing requirements first prior to their request for Technical Approval.	None	30 Minutes	Admin Assistant II
	3.The ONPM endorses the document to the PDO IV for	None	10 Minutes	Project Development Officer IV –

	Engineering and Procurement on the assigned cluster responsible for the request that will review the submitted documents for the drafting of the Technical Approval			Eng'g and Procurement
	4. Review for compliance to standards, correctness, and consistency of documents, and drafting of technical approval or clarificatory memorandum. 4.a If the request is compliant, correct and consistent the MATA Team will prepare the draft Technical Approval, affix his/her initials and forward it to the Admin Assistant II for routing to the NPM. 4.b If the request is non-compliant 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	None	4 Days	Project Development Officer IV – Eng'g, CD, and Procurement

	Admin Assistant for routing.			
	5. Encoding to EDTMS and Routing of response for review and approval of Division Head	None	15 Minutes	Administrative Assistant II
	6. Review for Approval / Disapproval of Request Technical Approval 6.a If the request is approved proceed to Step 6 6 b If the request is disapproved, return to Step 4.b.	None	2 Hours	Project Development Officer V
	7. Encoding to EDTMS and Routing of response for review and approval of NPM	None	15 Minutes	Administrative Assistant II
	8. Review for Final Approval / Disapproval of Request Technical Approval 8.a If approved, proceed to Step 9 8 b If disapproved, return to Step 4.b.	None	30 Minutes	National Program Manager
3. The Requesting RPMO receives the Issuance of Technical Approval.	9. The Administrative Assistant routes the signed response to KALAHI-CIDSS Records and issues the Technical Approval to the RPMO. A request to	None	20 Minutes	Administrative Assistant II

	the RPMOs to fill up and accomplish the Client Satisfaction Measurement Survey Form must also be included in the email.			
TOTAL			4 Days, 4 Hours and 30 Minutes	

2. 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:	Central Office - KALAHI - CIDSS 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. 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		
2. Certificate of Availability of Funds		Municipal Local Government Unit		
3. Municipal Local Government Unit Enrollment Form - Scanned or Photocopy		Area Coordinating Team / 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. National Program Management Office (NPMO) receives the request for concurrence from the Regional Program Management Office (RPMO) and encodes it through the Enhance Document Tracking and Monitoring System (EDTMS)	None	30 Minutes	Administrative Assistant II
2. RPMO waits for the review, preparation, and approval of the Concurrence of LGU Engagement	2. The Admin Assistant II check the completeness of the documents submitted	None	30 Minutes	Administrative Assistant II

	2.a If the submitted endorsement is complete, the documents are then logged, printed and routed to the ONPM by the assigned Admin Assistant . 2.b If the submitted endorsement is incomplete, the NPMO will provide a response through email that only a complete set of enrollment documents are accepted and advise the RPMO to comply with the missing requirements first prior their request for concurrence to issue the Notice to Proceed.			
	3.The ONPM endorses the document to the assigned MaTA Leader of the cluster (PDO IV - CD) responsible for the request that will review the submitted documents for the drafting of the concurrence/ acknowledgement.	None	10 Minutes	National Program Manager and Administrative Assistant II
	4. The assigned MaTA leader will review the content of the documents ensuring all the documentary requirements for the Concurrence of LGU Engagement are consistent and correct as to	None	2 Days	Project Development Officer IV for Community Development

	program standards. 4.a 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. 4.b 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, affix his/her initials, and forward it to the Admin Assistant for routing and approval of the Division Head prior sending it to the concerned Regional Program Management Office.			
	5. Encoding to EDTMS and Routing of the response to the request for Concurrence to the Community Development Division Head for review.	None	15 Minutes	Administrative Assistant II
	6. For review and Initial Approval/ Disapproval of the Division Head. 6.a If approved, proceed to Step 7 6.b If disapproved,	None	2 Hours	Project Development Officer V

	return to Step 4.b			
	7. Encoding to EDTMS and Routing of response for review and approval of NPM	None	15 Minutes	Administrative Assistant II
	8. For review and Final Approval/ Disapproval of the National Program Manager 8.a If approved, proceed to step 9 8.b If disapproved, return to step 4.b	None	4 Hours	National Program Manager
3. The requesting RPMO receives the issuance of Concurrence of LGU Engagement.	9. The Administrative Assistant routes the signed response to KALAHI-CIDSS Records and issues the Concurrence of LGU Engagement to the RPMO. A request to the RPMOs to fill up and accomplish the Client Satisfaction Measurement Survey Form must also be included in the email.	None	20 Minutes	Administrative Assistant II
TOTAL			3 Days	

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 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.
How to file a complaint/grievance	Clients may file/initiate complaints or grievances through the following means: ● Letters and e-mails to kalahi.records@gmail.com ● Phone calls: KALAHI-CIDSS Grievance (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

LIST OF OFFICE

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