

FOR : **ASEC. RODOLFO M. SANTOS, CESO II**
Chairperson, Committee on Anti-Red Tape
DSWD Central Office, Batasan, Pambansa Complex
Constitution Hills, Quezon City

FROM : **THE OIC-REGIONAL DIRECTOR**
DSWD Field Office Caraga
Butuan City

DATE : **June 17, 2021**


SUBJECT : **FO CARAGA REVISED CITIZENS CHARTER BASED ON
AUDIT RESULTS FINDINGS/RECOMMENDATIONS**

Respectfully submitting herewith the FO Caraga revised Citizens Charter, incorporating the recommendations based on the Audit results findings.

For your information and ready reference.

Kindly acknowledge upon receipt.

Thank you.


RAMEL F. JAMEN



**DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT
FIELD OFFICE CARAGA**

CITIZEN'S CHARTER

2021 (4th Edition)



**DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT
FIELD OFFICE CARAGA**

CITIZEN'S CHARTER

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I. Mandate:

The Department of Social Welfare and Development (Filipino: Kagawaran ng Kagalingan at Pagpapaunlad Panlipunan, abbreviated as 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 disadvantage.

II. Vision:

The Department of Social Welfare and Development envisions all Filipinos free from hunger and poverty, have equal access to opportunities, enabled by a fair, just and peaceful society

III. Mission:

The Department of Social Welfare and Development shall lead in the formulation, implementation, and coordination of social welfare and development policies and programs for and with the poor, vulnerable and disadvantaged.

IV. DSWD Core Values:

- Maagap at Mapagkalingang Serbisyo
- Serbisyong walang puwang sa katiwalian
- Patas na Pagtrato sa Komunidad

V. Service Pledge:

We are committed to provide you quality, prompt, and courteous service from Mondays to Fridays, 8:00 A.M. to 5:00 P.M., without noon breaks.

We shall endeavor to complete your transactions with us within the day. We will inform you promptly of our actions taken so far and clearly explain to you the reason/s should we not be able to complete within the day the delivery of the service you need.

We shall ensure availability of staff to attend to your concern/s even during lunch break.

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

The Officers-in-Charge of our frontline services shall be available at all times for consultation and advice. All these we pledge for the best interest of the clients/customers we serve.