

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

SUBJECT : TRANSLATION OF CITIZENS CHARTER TO LOCAL DIALECT (BISAYA)

DATE : August 18, 2021

Respectfully submitting herewith, the Field Office Caraga's translated Citizens' Charter to local dialect (BISAYA).

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)

BISAYA VERSION



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FIELD OFFICE CARAGA**

CITIZEN'S CHARTER

2021 (4th Edition)

BISAYA VERSION

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.

VI. Quality Policy

We, at the Department of Social Welfare and Development (DSWD), commit to:

- ✦ Deliver coordinate, and monitor social protection programs and services to the poor, vulnerable, and disadvantaged population towards a fair, just, and peaceful society;
- ✦ Sustain a culture of excellence through continual improvement of systems, mechanisms, and procedure in the delivery of programs and services.
- ✦ Work with integrity and adhere to ethical standards for customer satisfaction and quality service by complying with the DSWD mandates, and other pertinent laws; and
- ✦ Demonstrate genuine concern for the poor, prompt compassionate service, and free from any form of corruption.