



# **DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT**

## **CITIZEN'S CHARTER**

2019 (1<sup>st</sup> Edition)



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## **I. Mandate:**

The Department of Social Welfare and Development (DSWD) is mandated by law to develop, administer and implement comprehensive social welfare programs designed to uplift the living conditions and empower the disadvantaged children, youth, women, older persons, person with disabilities, families in crisis or at-risk and communities needing assistance.

The DSWD has relied in the past on program-specific targeting mechanisms, which employed varied and often inconsistent methods—an approach which was short on uniformity and objectivity, and often relied on self-declared data from potential beneficiaries. This lack of standardization meant inefficiency and high costs, as each new program would have to bring its own targeting approach to bear. Results were also unsatisfactory, with cases of leakage (the inclusion of non-poor beneficiaries) and deprivation (the exclusion of poor beneficiaries) in the delivery of services to the poor. This, coupled with limited resources, means that ensuring the equitable distribution of services to the poor through a standardized, accurate, and reliable targeting system is essential in addressing poverty.

In 2010, Executive Order No. 867 entitled, “Providing for the Adoption of the National Targeting System for Poverty Reduction as the Mechanism for Identifying Poor Households Who Shall Be Recipients of Social Protection Programs Nationwide” was issued. This mandated government agencies to use the NHTS-PR data as basis for selecting beneficiaries of their social protection programs. The National Household Targeting Office was the implementing office of the said project under the DSWD.

## **II. Vision:**

We envision a society where the poor identified by the Listahanan shall be the utmost priority in the delivery of social protection programs and projects of the government and all other interested stakeholders.

## **III. Mission:**

NHTO aims to provide a standardized, accurate, and reliable targeting system through developing, maintaining, and sharing a quality database of poor households with complete, certain, and accurate data of poor to the government and stakeholders to reduce poverty and vulnerability.

## **IV. Service Pledge:**

Integrity, Reliability, Accuracy

## LIST OF SERVICES

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# **NATIONAL HOUSEHOLD TARGETING OFFICE**

## **External Services**

## 1. Walk-in Name Matching Process

Provision of data corresponding to the individual/s name matching request – to determine if a household is in the Listahanan database and its corresponding poverty status.

<b>Office or Division:</b>	National Household Targeting Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All walk-in clients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Walk-in Name Matching Form 2. Valid Identification Card/Proof of Identity		National Household Targeting Office – Administrative Unit		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
The Requesting Party will fill out the Walk-in Name Matching Form.	The Administrative Unit receives and records the request in the DocuTrack ( <i>DSWD Document Tracking System</i> ). The request is forwarded to the Project Development Officer (PDO) of the Advocacy and Capacity Building Section (ACBS) for remarks.	None	5 minutes	Administrative Assistant III
	The PDO of the ACBS will interview the client to assess if the request is valid or necessary.	None	10 minutes	Project Development Officer III – Advocacy and Capacity Building Section
	The Data Processing Section will process the request .	None	5 minutes	Data Processing Section
	The CSV results file from the Manual Verification will be forwarded to The IT-DPS Section Head for review, archiving, and endorsement to the PDO of the ACBS.	None	5 minutes	Data Processing Section Head

Receive Name Matching Result	The result of name matching will be presented by the PDO of the ACBS.	None	5 minutes	Project Development Officer III – Advocacy and Capacity Building Section
<b>TOTAL:</b>		<b>None</b>	<b>30 minutes</b>	

## 2. Data Sharing - Name Matching Process

Provision of data corresponding to the individual/s name matching request – to determine if a household is in the Listahanan database and its corresponding poverty status.

<b>Office or Division:</b>	National Household Targeting Office			
<b>Classification:</b>	Technical			
<b>Type of Transaction:</b>	Government to Government (G2G), Government to Business (G2B), Government to Citizen			
<b>Who may avail:</b>	All NGAs, GOCCs, NGOs, CSOs, and Private Foundations for the purpose of utilizing the data for social protection programs.			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>- Letter of Request (indicating reasons for name-matching)</li> <li>- Original Copy of the Resolution of Governing Board authorizing head of agency to enter into data sharing MOA with DSWD (for NGOs, CSOs, Private Foundations)</li> <li>- Electronic copy of the names to be matched</li> <li>- Memorandum of Agreement</li> <li>- Physical Setup Certification and Organizational, Technical, and Security Setup Certification</li> <li>- Designated Data Protection Officer (DPO)</li> <li>- Valid Proof of Identities of the agency head and DPO</li> </ul>			NHTO Advocacy and Capacity Building Section and IT Division	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
The Requesting Party will endorse their letter of request with attached e-copy of names for name matching to NHTO.	<p>The Administrative Division receives and records the request in the DocuTrack (<i>DSWD Document Tracking System</i>). The request is forwarded to the Director for approval.</p> <p>The Administrative Unit will advise the requesting party that they will receive an email or call after 1 working day on the approval of their request and the expected schedule of release of the results.</p>	None	5 minutes	Administrative Unit



	The Director will decide if the request is for processing or not. The request is forwarded to the Operations Division Chief.	None	2 hours	Office of the Director
	Operations Division Chief will endorse the request to the Advocacy and Capacity Building Section.	None	10 minutes	Operations Division Chief
	Advocacy and Capacity Building Section will inform the requesting party on the approval/disapproval of the data request. They shall contact the requesting party on the schedule of the orientation.	None	10 minutes	Project Development Officer III - ACBS
Requesting Party will attend the scheduled orientation with the ACBS.	Advocacy and Capacity Building Section will orient the requesting party on Listahanan, Data Privacy Act, data sharing policy and requirements.	None	2 hours	Advocacy and Capacity Building Section
Submission of signed Memorandum of Agreement and documentary requirements to the Advocacy and Capacity Building Section	Scheduling of Inspection Meeting	None	4 hours	IT Division Chief
Requesting party will present their IT facilities to the NHTO Inspection Team.	Inspection of IT facilities of the requesting party and issuance of Certifications (Physical Setup Certification and Organizational, Technical and Security Setup Certification)	None	1 day	IT Inspection Team
	Certifications will be attached to the MOA and endorsed to the Department's Data Protection Officer.	None	35 minutes	Director
	Data Protection Officer will assess the MOA, its purpose, and	None	1 day	DSWD Data Protection Officer

	<p>attachments. The MOA will be endorsed for the Department Secretary's signature.</p>			
	<p>Office of the Secretary will review and sign the MOA. The MOA will be endorsed to the NHTO for data processing.</p>		3 days	DSWD Office of the Secretary
	<p>The approved request is endorsed to the Data Processing Section Head to assess if the attached electronic copy of names is in accordance with the template required.</p> <p>The Data Processing Head shall inform the Administrative Unit of the schedule of release of the results.</p>	None	1 hour	Data Processing Section Head
	<p>Depending on the volume or number of names to be matched, the Data Processing Section will process the request on set deadline.</p>	None	30 days (maximum 500,000 names)	Data Processing Section
	<p>The result of name matching is forwarded to Quality Management Section (QMS) for review.</p>	None	3 days	Quality Management Section
	<p>The DPS head will secure the data by adding password protection to the file. After securing the data, the DPS Head will prepare Data Release Form (DRF), draft memo reply and burn results in a compact disc(CD). The DPS head and the QMS Head will counter sign in the DRF, then forward the documents to the IT Division Chief. The IT Division Chief will finalize the memo attached with the DRF and</p>	None	1 hour	Data Processing Section Head

	secured data (CD), then forward it to the Administrative Section.			
	The Director will sign the endorsement.	None	1 hour	Office of the Director
	The Administrative Section will track and scan the document before releasing the result to the requesting Party.	None	5 minutes	Administrative Unit
Call NHTO Office	Upon receiving the result from NHTO, the requesting party will contact (thru phone) Data Processing Section for the password of the file.	None	5 minutes	Data Processing Section
Total:		None	<b>40 days</b> <i>(with justification and possible extension on the actual data processing - depends on the volume of data and names required)</i>	

### 3. Data Sharing - List of Data Subjects

Generation of data sets with Personal Information (PI) and Sensitive Personal Information (SPI) with a Memorandum of Agreement (MOA).

<b>Office or Division</b>	National Household Targeting Office			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	Government to Government (G2G), Government to Citizen (G2C),			
<b>Who may avail:</b>	All NGAs, GOCCs, NGOs, CSOs, and Private Foundations for the purpose of utilizing the data for social protection programs.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>- Letter of Request (indicating reasons for name-matching)</li> <li>- Original Copy of the Resolution of Governing Board authorizing head of agency to enter into data sharing MOA with DSWD (for NGOs, CSOs, Private Foundations)</li> <li>- Electronic copy of the names to be matched</li> <li>- Memorandum of Agreement</li> <li>- Physical Setup Certification and Organizational, Technical, and Security Setup Certification</li> <li>- Designated Data Protection Officer (DPO)</li> <li>- Valid Proof of Identities of the agency head and DPO</li> </ul>		NHTO Advocacy and Capacity Building Section and IT Division Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Endorse the letter of request with attached e-copy of names for name matching to NHTO.	Administrative Division receives and records the request in the DocuTrack ( <i>DSWD Document Tracking System</i> ). The request is forwarded to the Director for approval.	None	5 minutes	Administrative Unit

	Administrative Unit will advise the requesting party that they will receive an email or call after 1 working day on the approval of their request and the expected schedule of release of the results.			
	Director will decide if the request is for processing or not. The request is forwarded to the Operations Division Chief.	None	4 hours	Office of the Director
	The Operations Division Chief will endorse the request to the Advocacy and Capacity Building Section.	None	10 minutes	Operations Division Chief
	Inform the client on the approval or disapproval of the data request. If approved, the orientation will be scheduled.	None	30 minutes	PDO III - Advocacy and Capacity Building Section
Requesting Party will attend the scheduled orientation with the ACBS.	Advocacy and Capacity Building Section will orient the requesting party on Listahanan, Data Privacy Act, data sharing policy and requirements.	None	2 hours	Advocacy and Capacity Building Section
Submission of signed Memorandum of Agreement and	Scheduling of Inspection Meeting	None	4 hours	IT Division Chief

documentary requirements to the Advocacy and Capacity Building Section				
Requesting party will present their IT facilities to the NHTO Inspection Team.	Inspection of IT facilities of the requesting party and issuance of Certifications (Physical Setup Certification and Organizational, Technical and Security Setup Certification)	None	1 day	IT Inspection Team
	Certifications will be attached to the MOA and endorsed by the NHTO Director to the Department's Data Protection Officer.	None	2 hours	Director
	Data Protection Officer will assess the MOA, its purpose, and attachments. Once approved, the DPO will endorse the MOA for the Department Secretary's signature.	None	1 day	DSWD DPO
	Office of the Secretary will review the MOA. Once signed, the MOA will be endorsed to the NHTO for data processing.		3 days	Office of the Secretary

	Data Processing Section will process the request.	None	3 days	Data Processing Section
	The result of data generation is forwarded to Quality Management Section (QMS) for review.	None	2 days	Quality Management Section
	The DPS head will secure the data by adding password protection to the file. After securing the data, the DPS Head will prepare data release form, draft memo reply and burn results in a compact disc (CD). The DPS head and the QMS Head will counter sign in the DRF, then forward the documents to the IT Division Chief.	None	1 day	Data Processing Section Head
	The Administrative Section will track and scan the document before releasing the result to the requesting Party.	None	5 minutes	Administrative Unit
Call NHTO for retrieval of password.	Upon receiving the result from NHTO, the requesting party will contact (thru phone) DPS for the password of the file.	None	5 minutes	Data Processing Section

	<b>Total:</b>	<b>None</b>	<b>11 days, 5hrs, 5 minutes</b>
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#### 4. Data Sharing - Statistics/Raw Data Request

Generation of source data, unprocessed anonymized data or numerical processed data for the as requested by the client.

<b>Office or Division:</b>	NHTO – Operations Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Government to Government (G2G), Government to Citizen (G2C), Government to Business (G2B)			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter of Request (specify purpose and data requested)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
The requesting party (NGAs, CSOs / NGOs, LGUs, academe etc.) sends a communication letter addressed to the NHTO Director for request of statistical data/ raw data generated from <i>Listahanan</i> .	The Administrative Division receives and records the request in the DocuTrack ( <i>DSWD Document Tracking System</i> ). The request is forwarded to the Office of the Director.	None	10 minutes	Administrative Unit
	The Office of the Director receives the letter of request and shall endorse the letter to the Statistics section.	None	4 hours	Office of the Director
	The Head Statistician shall review the request, if the request is: a. <i>Not clear</i> – In case of vague data request, the Head Statistician will coordinate with the data users to clarify	None	4 hours	Head Statistician

	<p>the data requirements. He/She shall provide recommendations on other possible data that can be requested if the requested data is not available in the <i>Listahanan</i> database.</p> <p>b. <i>Clear</i> – Endorse to the Associates Statisticians for data generation.</p>			
	<p>The Associate Statisticians shall generate the requested data from the <i>Listahanan</i> database. The generated statistical/ raw data can be in <i>excel</i> or in any format available.</p>	None	1 day	Associate Statisticians
	<p>he generated statistical/ raw data shall be submitted to the Head Statistician for review. If the statistical/ raw data is:</p> <p>a. <i>Not accurate</i> – The generated statistical/ raw data will be submitted back to the Associate Statisticians for revisions.</p> <p>b. <i>Accurate</i> – The generated data statistical/ raw will be</p>	None	4 hours	Head Statistician

	submitted to the Division Chief.			
	The Division Chief shall endorse the facilitated data request to the NHTO Director for approval and release.	None	4 hours	Operations Division Chief
	The NHTO Director shall further review the facilitated data request for approval to release. If the generated statistics/ raw data is: <i>a. Not accurate and acceptable</i> – The facilitated data request will be submitted back to the Statistics section for revisions. <i>b. Accurate and acceptable</i> – The facilitated data request will be approved for release.	None	4 hours	Office of the Director
Receive the data requested	Administrative Unit will facilitate the release of the <i>approved</i> data request to the requesting party.	None	10 minutes	Administrative Unit
<b>Total:</b>		<b>None</b>	<b>3 days, 4 hours, 20 minutes</b>	

# **NATIONAL HOUSEHOLD TARGETING OFFICE**

## **Internal Services**

## 1. Data Sharing with DSWD OBSUs - Name Matching

Processing of data to determine if a household is in the Listahanan database and what its corresponding poverty status.

<b>Office or Division:</b>	National Household Targeting Office			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	Government to Government (G2G), Government to Business (G2B), Government to Citizen			
<b>Who may avail:</b>	All DSWD OBSUs			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Letter of Request (indicating reasons for name-matching)  Electronic copy of the names to be matched.				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEE TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
The Requesting Party will endorse their letter of request with attached e-copy of names for name matching to NHTO.	The Administrative Division receives and records the request in the DocuTrack ( <i>DSWD Document Tracking System</i> ). The request is forwarded to the Director for approval.  The Administrative Unit will advise the requesting party that they will receive an email or call after 1 working day on the approval of their requested schedule of release and the expected results.	None	5 minutes	Administrative Unit
	The Director will decide if the request is for	None	4 hours	Office of the Director

	processing or not. The request is forwarded to IT Division Chief.			
	If the Director approves the processing of the request, then the IT Division Chief will endorse the request to Data Processing Section.	None	10 minutes	IT Division Chief
	<p>The approved request is endorsed to the Data Processing Section Head to assess if the attached electronic copy of names is in accordance with the template required.</p> <p>The Data Processing Head shall inform the Administrative Unit of the schedule of release of the results.</p>	None	1 hour	Data Processing Section Head
	Depending on the volume or number of names to be matched, the Data Processing Staff will process the request on set deadline.	None	30 days	Data Processing Section
	The result of name matching is forwarded to Quality Management Section (QMS) for review.	None	3 days	Quality Management Section
	The DPS head will secure the data by adding password protection to the file. After securing the data,	None	2 days	Data Processing Section Head

	the DPS Head will prepare Data Release Form (DRF), draft memo reply and burn results in a compact disc(CD). The DPS head and the QMS Head will counter sign in the DRF, then forward the documents to the IT Division Chief. The IT Division Chief will finalize the memo attached with the DRF and secured data (CD), then forward it to the Administrative Section.			
	The Director will sign the memorandum.	None	4 hours	Office of the Director
	The Administrative Section will track and scan the document before releasing the result to the requesting Party.	None	5 minutes	Administrative Unit
Call NHTO Office	Upon receiving the result from NHTO, the requesting party will contact (thru phone) Data Processing Section for the password of the file.	None		Data Processing Section
<b>Total:</b>		<b>None</b>	<b>35 days, 9 hours, 20 minutes</b> <i>(with justification and possible extension on the actual data processing - depends on the volume of data)</i>	

		<i>and names required)</i>	
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## 2. Data Sharing with DSWD OBSUs - List of Data Subjects

Generation of data sets with Personal Information (PI) and Sensitive Personal Information (SPI) for social protection purposes.

<b>Office or Division:</b>	National Household Targeting Office			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	Government to Government (G2G), Government to Business (G2B), Government to Citizen			
<b>Who may avail:</b>	All DSWD OBSUs			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter of Request (indicating purpose and list of data sets)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
The Requesting Party will endorse their letter of request with attached e-copy of names for name matching to NHTO.	The Administrative Division receives and records the request in the DocuTrack ( <i>DSWD Document Tracking System</i> ). The request is forwarded to the Director for approval.  The Administrative Unit will advise the requesting party that they will receive an email or call after 1 working day on the approval of their request and the expected schedule of release of the results.	None	5 minutes	Administrative Unit
	The Director will decide if the request is for processing or not. The	None	4 hours	Office of the Director

	request is forwarded to IT Division Chief.			
	If the Director approves the processing of the request, then the IT Division Chief will endorse the request to Data Processing Section.	None	10 minutes	IT Division Chief
	Data Processing Section will process the request.	None	3 days	Data Processing Section
	The result of data generation is forwarded to Quality Management Section (QMS) for review.	None	2 days	Quality Management Section
	The DPS head will secure the data by adding password protection to the file. After securing the data, the DPS Head will prepare data release form, draft memo reply and burn results in a compact disc (CD). The DPS head and the QMS Head will counter sign in the DRF, then forward the documents to the IT Division Chief.	None	1 day	Data Processing Section Head
	The IT Division Chief will finalize the memo attached with the DRF and secured data (CD),		4 hours	

	then forward it to the Administrative Section.			
	The Director will sign the memorandum.	None	4 hours	Office of the Director
	The Administrative Section will track and scan the document before releasing the result to the requesting Party.	None	5 minutes	Administrative Unit
Call NHTO Office	Upon receiving the result from NHTO, the requesting party will contact (thru phone) Data Processing Section for the password of the file.	None		Data Processing Section
<b>Total:</b>		<b>None</b>	<b>7 days, 4 hours, 20 minutes</b>	

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	<p>Fill out the feedback form to be provided by the Administrative Officer and drop it in the designated drop box or email to <a href="mailto:nhtspr.npmo@dswd.gov.ph">nhtspr.npmo@dswd.gov.ph</a></p>
How feedbacks are processed	<p>Every end of the week, all forms are compiled and recorded in the feedback log book by the Administrative Officer.</p> <p>Feedback requiring answers shall be forwarded to the concerned staff or sections and response shall be forwarded to the client within 3 days upon receipt of feedback.</p> <p>For concerns and inquiries, the clients may send an email to <a href="mailto:nhtspr.npmo@dswd.gov.ph">nhtspr.npmo@dswd.gov.ph</a></p>
How to file a complaint	<p>Fill out the complaint form to be provided by the Administrative Officer and shall be forwarded to the designated Complaints Officer.</p> <p>Complaints may also be filed via electronic mail at <a href="mailto:nhtspr.npmo@dswd.gov.ph">nhtspr.npmo@dswd.gov.ph</a> specifying the staff being complained, incident, and evidence if available.</p>
How complaints are processed	<p>The Complaints Officer shall evaluate and discuss the complaint with the immediate supervisor of the concerned staff.</p> <p>The Complaints Officer shall investigate and create an incident report specifying the facts and results of investigation. The report shall be forwarded to the NHTO Director for appropriate action.</p> <p>Complaints officer shall provide feedback to the client.</p>
Contact Information	<p><a href="mailto:nhtspr.npmo@dswd.gov.ph">nhtspr.npmo@dswd.gov.ph</a>            VOIP No.: 88872            WiServ: Listahanan&lt;space&gt;complaint/message            send to 0918 912 2813</p>

Office/Division/Unit	Address	Contact Information
National Household Targeting Office – Office of the Director	DSWD Central Office, New Building, Batasan Complex, Quezon City	<a href="mailto:nhtspr.npmo@dswd.gov.ph">nhtspr.npmo@dswd.gov.ph</a> VOIP No.: 88872 WiServ: Listahanan<space>complaint/message send to 0918 912 2813
National Household Targeting Office – Operations Division	DSWD Central Office, New Building, Batasan Complex, Quezon City	
National Household Targeting Office – IT Division	DSWD Central Office, New Building, Batasan Complex, Quezon City	

