



CITIZEN'S CHARTER

Council for the Welfare of Children

Vision:

The focal government inter-agency body providing dynamic leadership in ensuring a child-friendly and child sensitive society where every child fully enjoys his/her rights

Mission

- **Formulation and advocacy for the implementation of policies, programs and measures**
- **Monitoring and evaluation of policies, programs and measures**
- **Advocacy for child rights and mobilization of resources**
- **Building strong networks, partnerships and coordination mechanisms**
- **Institution building of partners and stakeholders**

Services

INTERNAL CLIENTS (CWC staffers)

Service	Person Responsible	Processing Time	Documentary Requirement/s
Request for service record	HRMO	5 working days	Letter of request, noted by Head of Agency
Follow-up results of job application	HRMO	5 minutes	-none-
Request for certification of payments (PAG-IBIG, GSIS, PhiHealth, others)	Cashier	Within 2 working days	Letter of Request
Request to use CWC	ED/DED, Coordinator	Within 5 working days	Approved Request for

conference room/s			Use of Conference Room
Request for payment	Cashier	3 days	Billing statement Accomplishment Report
Issuance of Certificate of Appearance	Coordinators	1 day	Attendance sheet
Issuance/Release IEC materials/documents	PAIO, Coordinators	2 working days – from day of receipt	Filled-up form
Issuance/Release of accomplishment reports – technical or financial	Coordinators	Within five (5) working days	Memo
Request changes in personnel records/clarification of personnel data, others	HRMO	Within 2 days upon receipt	Memo with a Letter of Request to concerned agency

EXTERNAL CLIENTS (Partners, former CWC staffers, public)

Service	Person Responsible	Processing Time	Documentary Requirement/s
Request to conduct research work	PAIO, Coordinators	Within 1 hour	Letter of request
Request for interview	ED, DED, Coordinator	2 working days	Letter of request
Request for payment	Cashier	5 working days	Billing statement Accomplishment Report
Request for report	ED, DED, Concerned staffer	2 days	Letter of request
Request for information (filling-up of survey forms, other required information sheets)	ED, DED, Coordinators	Within three (3) working days	Letter of request
Request for IEC materials/documents -for walk-in	PAIO, Coordinators	2 working days – from day of receipt -within the day	Letter of request

Invitation to a training, seminar, conference, or similar undertaking	ED, DED, Coordinator	Within two (2) working days	Invitation letter
Request for endorsement	ED/DED, Coordinator	1 working day	Letter of request
Invitation to participate in agency activities	ED, DED, Coordinator	2 working days	Invitation letter
Request for an Agency Visit	ED, DED, Coordinator	Within 2 working days	Letter of request

Feedback and Redress Mechanism:

Please let us know how we have served you by doing any of the following:

Send your feedback through e-mail (cwc@cwc.gov.ph) or call us at any of these numbers:

**781-10-39 loc. 2009
781-10-40
740-54-90**

**HR
Office of the Deputy Executive Director
Office of the Executive Director**

Talk to our HRMO

If you are not satisfied with our service, your written / verbal complaints shall immediately be attended to by the HRMO.

THANK YOU for helping us continuously improve our services.