

SERVICE 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 staff)

Service	Person Responsible	Processing Time	Documentary Requirement/s
Request for posting	BAC Secretariat	1 month before the activity	Approved Proposal PR, RIS
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, PhilHealth, others)	AO III/Cashier AO III/HR-Designate	Within 3 working days	Letter of Request

	Personnel		
Request to use CWC conference room/s; vehicle	Division Head, AFD	Within 5 working days	Use of Conference Request Form Request Vehicle Form
Request to bring equipment out of the office for official function	Division Head, AFD	Within the day	Pass Out
Request for endorsement to open bank account	AO III, SAO	Within 1 hour	Letter of Request
Request for travel payment /reimbursement	Cashier	3 days	Itinerary of Travel Accomplishment Report Certificate of Appearance, other supporting documents
Issuance of Certificate of Appearance	Coordinators ED, DED or SAO (for visitors)	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	HR -designate	Within 2 days upon receipt	Memo with a Letter of Request to concerned agency
Request for loan application and assistance	AO III, SAO ED, DED	Within 3 days	Letter of Request Filled-up application form
Request for repair of vehicle	AA III, SAO, DED, ED	Within 3 days	Memo accompanied with a Report on the status of vehicle Pre-Inspection Report
Request for issuance of supplies	AO III, AA III	Within the day Within 3 days ff supplies will still be purchased	Approved proposal, RIS, PR

Request for repair (of any damage in the office facilities/building)	Employees AFD	Within 7 working days	Memo or through email
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EXTERNAL CLIENTS (Partners, former CWC staffers, public)

Service	Person Responsible	Processing Time	Documentary Requirement/s
Request to attend meetings, and similar activities	ED, DED, Coordinator, AO III,	1 week	Letter of Invitation
Request as Resource Person, inputs/technical advice to documents, partnership	ED, DED, Coordinator	1 week	Letter of request
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 Agency report	ED, DED, Concerned staffer	5 days	Letter of request with the prescribed template if necessary
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 an Agency Visit	ED, DED, Coordinator	Within 2 working days	Letter of request
Request for IEC materials/documents -for walk-in	PAIO, Coordinators DED, ED	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 with ED's written approval/directive PDC recommendation Special Order
Request for endorsement	ED/DED,	1 working day	Letter of request

	Coordinator		
Invitation to participate in agency activities	ED, DED, Coordinator	2 working days	Invitation letter
Invitation to conduct interview	ED, DED Coordinator	2 working days	Letter of request
Request for payment	AO III, Coordinators	5 working days	Billing statement Accomplishment Report Certificate of Acceptance
Request for the return of Performance Bond	AOV, AO III	2 weeks	Letter of Request Original Receipt
Request for proof of payment (deposit slip, LDDAP)	AO III	Within 2 days	Letter of Request
Request for Certification of Availability of Funds	Accountant	Within the day	Request (letter, email or call)
Request for the use of Conference Room	ED, DED, Coordinator	Within 2 working days	Letter of request/email ED's written directive

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); written feedback or report which can be dropped at the designated box found at the entrance of the building. You may also call us at any of these numbers:

781-10-39 loc. 2009 - 2011

HR

**781-10-39 loc. 2001
414-0641**

Office of the Deputy Executive Director

**781-10-39 loc. 1002
415-7985**

Office of the Executive Director

Talk to our HRMO-designated staff, Officer of the Day, or any of our personnel.

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

**OUR SINCERE APPRECIATION for helping us improve
our services.**

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