

# Philippine Commission on Women

## Citizen's Charter 2014

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# The Philippine Commission on Women

The Philippine Commission on Women (PCW) is the primary policy-making and coordinating body on women and gender equality concerns. As the oversight body on women's concerns, PCW acts as a catalyst for gender mainstreaming, an authority on women's concerns, and the lead advocate on gender equality, women's empowerment, and women's human rights in the country.

The PCW, formerly known as the National Commission on the Role of Filipino Women (NCRFW), was founded on 7 January 1975. It was renamed the Philippine Commission on Women and its mandate was expanded under Republic Act 9710, otherwise known as the Magna Carta of Women (MCW), signed on August 14, 2009.

## Functions

Major functions:

- Institute the gender-responsiveness of national development plans and coordinate the preparation, assessment, and updating of the National Plan for Women (NPW), ensure its implementation, and monitor the performance of government agencies in the implementation of the NPW at all levels;
- Undertake continuing advocacy to promote economic, social, and political empowerment of women and provide technical assistance in the setting-up and strengthening of mechanisms on gender mainstreaming; and
- Ensure that the gains achieved by the Filipino women due to the existing Philippine culture and traditions shall be preserved and enhanced in the process of modernization.

More specifically, the PCW shall:

- Coordinate the preparation of Philippine development plans for women, as well as their monitoring, assessment, and updating, in cooperation with the national planning body and line agencies;
- Act as a clearing house and database for information relating to women;
- Conduct gender consciousness-raising programs;
- Conduct policy studies and review existing legislation to integrate women's concerns and to infuse these with a gender perspective;
- Provide technical services and ensure the development of institutional capabilities for gender and development (GAD) mainstreaming in government agencies and selected partners;
- Monitor and assess the implementation of laws and policies on women, including the implementation of international conventions, such as the UN Convention on the Elimination of All Forms of Discrimination against Women (CEDAW); and
- Implement pilot projects for the delivery of services for women to serve as bases for policy formulation and program recommendations.

## Vision and Mission

### *Vision Statement*

PCW is recognized as the government authority that champions women's empowerment and gender equality.

### *Mission Statement*

As an oversight agency, we shall make government work for the promotion, protection, and fulfillment of women's human rights to enable women and men to contribute to and benefit equally from development.

We shall pursue this through policy advocacy, provision of technical assistance, and monitoring and evaluation of the gender-responsiveness of government policies, plans, programs, and services.

### *Core Values*

- Passion for Excellence;
- Professionalism;
- Integrity;
- Teamwork, and
- Accountability.

## Service Pledge and Quality Policy Statement

"We, the officials and staff members of the Philippine Commission on Women, are committed to:

**P**rovide appropriate, strategic, and effective technical assistance on gender mainstreaming to develop the institutional capabilities of the bureaucracy and its partners;

**C**ontinue to advocate and develop gender-responsive policies and plans; and

**W**ork towards the full realization of the Magna Carta of Women and gender-related laws through effective, timely, and accurate monitoring and evaluation of their implementation.

To achieve these commitments, we shall endeavor to continuously improve our services to the satisfaction of our clients and partners and in adherence to our core values of passion for excellence, professionalism, integrity, teamwork, and accountability."

## Feedback and Redress Mechanisms

For our Clients and Partners:

We value your opinion and feedback on the services we provide. Please help us improve our services by giving us your feedback using any of the following means:

1. Fill out both the Client Request Form (CRF) and the Client Feedback Form (CFF). Give the completed CRF to the PCW Staffer who shall be assisting you and then drop the CFF in the suggestion box located at the PCW lobby;
2. Send us an email at [edo@pcw.gov.ph](mailto:edo@pcw.gov.ph);
3. Leave a message on our Facebook account: [www.facebook.com/philippine.commission.on.women](https://www.facebook.com/philippine.commission.on.women) or on the PCW website: [www.pcw.gov.ph](http://www.pcw.gov.ph).

## Frontline Services

PCW is committed to provide the following frontline services to help the government and the general public:

- I. Response to the Queries/Requests for Information on GAD matters (including requests for IEC materials);***
- II. Referral to the Service Providers regarding concerns on women’s human rights [including referrals for Violence Against Women (VAW)-related cases]; and***
- III. Response to the Requests for Technical Assistance on Gender Mainstreaming for Government Instrumentalities.***

Type of Frontline Services	Fees	Forms	Processing Time	Officer-In-Charge
<i>I. Response to the Queries/Requests for Information on GAD matters (including requests for IEC materials)</i>	None	Client Request Form (CRF )and Client Feedback Form (CFF)	Walk-in: 15-120 minutes Phone: 15-30 minutes Email/Website/Facebook: 3 working days	Information Desk Officer/Information Officer II, Information Resource Management Division (IRMD)

<p><i>II. Referral to the Service Providers regarding concerns on women's human rights (including referrals for VAW-related cases)</i></p>	None	CRF and CFF	<p>Walk-in: 15-120 minutes</p> <p>Phone: 15-30 minutes</p> <p>Email/Website/Facebook: 3 working days</p>	<p>Information Desk Officer/Information Officer II, Information Resource Management Division (IRMD)</p>
<p><i>III. Response to Requests for Technical Assistance on Gender Mainstreaming for Government Instrumentalities</i></p>	None	TA Evaluation Form (TAEF) and Logbook	<p>Walk-in: 30-120 minutes</p> <p>Phone: 15-30 minutes</p> <p>Letter/Email/: 2 working days for a simple request;</p> <p>7 working days for a complex request</p>	<p>Assigned Technical Officers from Technical Services Division (TSD), Monitoring and Evaluation Division (MED), and Policy Development and Advocacy Division (PDAD)</p>

***I. Response to the Queries/Requests for information on GAD matters (including requests for IEC materials)***

Schedule of Availability of Service	Who May Avail of the Service	What are the requirements	Processing Time	Officer In-Charge
<p>Monday to Friday 8:00 a.m. - 5:00 p.m. without noon break</p>	<p>General Public</p> <p>Government Instrumentalities</p>	<p>None</p> <p>Letter (if requesting for copies of GAD materials)</p>	<p>a) For walk-in clients: 15-120 minutes</p> <p>b) For phone queries: 15-30 minutes</p> <p>c) For email/website/Facebook queries: 3 working days</p>	<p>Information Desk Officer/Information Officer II, Information Resource Management Division</p>

**How to Avail of the Service: a) FOR WALK IN CLIENTS**

Step	Client	Service Provider	Duration of Activity	Officer-in-Charge	Fees	Form
1	Fill out the Client Request Form (CRF) and give it to the PCW Staff member providing the assistance.	Provide the information/referral assistance needed.	15-120 minutes	Information Desk Officer/ Information Officer II, IRMD	None	Client Request Form (CRF)
2	Drop the accomplished Client Feedback Form (CFF) in the Suggestion Box located at the PCW lobby.					Client Feedback Form (CFF)
End of transaction						

**How to Avail of the Service: b) FOR TELEPHONE INQUIRIES**

Step	Client	Service Provider	Duration of Activity	Officer-in-Charge	Fees	Form
1	Call the PCW Trunk lines: 736-5249 and 736-7712, local 122, and provide the necessary details.	Provide the information/referral assistance needed.	15-30 minutes	Information Desk Officer/ Information Officer II, IRMD	None	Logbook
End of transaction						

**How to Avail of the Service: c) INQUIRIES FROM THE EMAIL, WEBSITE, AND FACEBOOK**

Step	Client	Service Provider	Duration of Activity	Officer-in-Charge	Fees	Form
1	Provide the necessary details about the client and the inquiry.	Forward the request to the Records Section for recording in the Document Tracking System (DTS).	30 minutes upon receipt	Information Desk Officer/ Information Officer II, IRMD	None	Document Tracking System (DTS)

2		Acknowledge and/or reply to the queries and/or provide the requested referral assistance to the client.	3 working days	Information Desk Officer/ Information Officer II, IRMD		Reply-letter
End of transaction						

**II. Referral to the Service Providers regarding concerns on women's human rights (including referrals for VAW-related cases)**

Schedule of Availability of Service	Who May Avail of the Service	What are the requirements	Processing Time	Officer-In-Charge
Monday to Friday 8:00 a.m. - 5:00 p.m. without noon break	General Public	None	a) For walk-in clients: 15-120 minutes	Information Desk Officer/Information Officer II, Information Resource Management Division
			b) For phone queries: 15-30 minutes	
			c) For email/website/Facebook queries: 3 working days	

**How to Avail of the Service: a) FOR WALK IN CLIENTS**

Step	Client	Service Provider	Duration of Activity	Officer-in-Charge	Fees	Form
1	Fill out the Client Request Form (CRF) and give it to the PCW Staff member providing the assistance.	Provide the information/referral assistance needed.	15-120 minutes	Information Desk Officer/ Information Officer II, IRMD	None	Client Request Form (CRF)
2	Drop the accomplished Client Feedback Form (CFF) in the Suggestion Box located at the PCW lobby.					Client Feedback Form (CFF)
End of transaction						



**How to Avail of the Service: b) FOR TELEPHONE INQUIRIES**

Step	Client	Service Provider	Duration of Activity	Officer-in-Charge	Fees	Form
1	Call the PCW Trunk lines: 736-5249 and 736-7712, local 122, and provide the necessary details.	Provide the information/referral assistance needed.	15-30 minutes	Information Desk Officer/ Information Officer II, IRMD	None	Logbook
End of transaction						

**How to Avail of the Service: c) INQUIRIES FROM THE EMAIL, WEBSITE, AND FACEBOOK**

Step	Client	Service Provider	Duration of Activity	Officer-in-Charge	Fees	Form
1	Provide the necessary details about the client and the inquiry.	Forward the request to the Records Section for recording in the Document Tracking System (DTS).	30 minutes upon receipt	Information Desk Officer/ Information Officer II, IRMD	None	Document Tracking System (DTS)
2		Acknowledge and/or reply to the queries and/or provide the requested referral assistance to the client.	3 working days	Information Desk Officer/ Information Officer II, IRMD		Reply-letter
End of transaction						

**III. Response to the Requests for Technical Assistance on Gender Mainstreaming for Government Instrumentalities**

Schedule of Availability of Service	Who May Avail of the Service	What are the requirements	Processing Time	Officer In-Charge
Monday to Friday 8:00 a.m. - 5:00 p.m.	<ul style="list-style-type: none"> <li>• National and Sub-national Government Agencies</li> <li>• State Universities and Colleges</li> <li>• Government-Owned and Controlled Corporations</li> <li>• Judiciary</li> <li>• Congress</li> <li>• Constitutional Bodies</li> <li>• Local Government Units</li> </ul>	For Walk-in: None	30 minutes	Assigned Technical Officers from TSD, MED, and PDAD
		For Phone: None	15-30 minutes	
		For email/website/ Facebook queries: Official Letter of Request for Technical Assistance	1-3 working days for simple requests and 1-7 working days for complex requests	

**How to Avail of the Service: a) FOR WALK IN CLIENTS**

Step	Client	Service Provider	Duration of Activity	Officer-in-Charge	Fees	Form
1	Proceed to the Information Desk Officer/Information Officer II, IRMD	Inquire on the nature of the request to determine the appropriate PCW division to refer to.	1-5 minutes	Information Desk Officer/Information Officer II, IRMD	None	Client Request Form (CRF)
2	Proceed to the office of the responding PCW Division  TSD –4 <sup>th</sup> floor, Annex Building MED –3 <sup>rd</sup> floor, Annex Building PDAD –2 <sup>nd</sup> floor, Main Building	Review the nature of the request and provide the necessary information and/or technical assistance.	30 minutes or beyond (depending on the clients' needs)	Assigned Technical Officers from TSD, MED, and PDAD	None	CRF

3	Accomplish and drop the Technical Assistance Evaluation Form in the Suggestion Box located at the PCW Lobby.	Provide the client with a printed copy of the Technical Assistance Evaluation Form.	1-2 minutes	Assigned Technical Officers from TSD, MED, and PDAD	None	Technical Assistance Evaluation Form (TAEF)
<b>END OF TRANSACTION</b>						


**How to Avail of the Service: b) FOR TELEPHONE INQUIRIES**


Step	Client	Service Provider	Duration of Activity	Officer-in-Charge	Fees	Form
1	Contact the PCW Technical Services Division at 735-8917 or the PCW Trunk lines: 736-5249 and 736-7712, local 119	Accept the call and record the nature of the request or inquiry.  Refer to the concerned Technical Officer to respond to the inquiry on GAD-related TA.	1-5 minutes	Administrative Officer of the concerned division	None	Logbook
2		Provide the necessary information and/or referral for needed assistance from other service providers.  Record action taken in the TA logbook.	10-30 minutes	Assigned Technical Officer of the concerned division	None	Logbook
<b>END OF TRANSACTION</b>						

**How to Avail of the Service: c) INQUIRIES FROM EMAIL, FACEBOOK AND WEBSITE**


Step	Client	Service Provider	Duration of Activity	Officer-in-Charge	Fees	Form
1	<p>Send the query or request to PCW via:</p> <p>Email: <a href="mailto:edo@pcw.gov.ph">edo@pcw.gov.ph</a></p> <p>Facebook: <a href="http://www.facebook.com/philippine.commission.on.women">www.facebook.com/philippine.commission.on.women</a></p> <p>Website: <a href="http://www.pcw.gov.ph">www.pcw.gov.ph</a></p>	<p>Check the nature of the request and input it in the Document Tracking System (DTS).</p>	<p>5-10 minutes</p>	<p>Email/Fax: Executive Support Group with the Records Officer</p> <p>Facebook: Information Desk Officer/Information Officer II, IRMD</p> <p>Website: Webmaster</p>	None	DTS
2		<p>Provide the necessary information and/or referral for needed assistance from other service providers.</p> <p>Update the DTS for the action taken.</p>	<p>1-3 working days for a simple request</p> <p>1-7 working days for a complex request</p>	<p>Assigned Technical Officer of the concerned division</p>	None	DTS
<b>END OF TRANSACTION</b>						

# Client Request Form

	<b>PHILIPPINE COMMISSION ON WOMEN (PCW)</b> <b>Client Request Form</b> <i>(Kahilingan)</i>	Form no.: _____ Series: <u>January 2015</u>
		Date <i>(Petsa)</i> _____
Name of Requesting Party: _____ <i>(Pangalan ng Humihingi ng Tulong)</i>	Tel./Fax/Cellphone No. _____ <i>(Telepono)</i>	
Office/Address: _____ <i>(Tanggapan/Lugar)</i>		
Residence Address: _____ <i>(Tahanan)</i>	E-mail Address (if any) _____	
Assistance Requested <i>(Hihihingi ng Tulong)</i> : _____ _____ _____ _____		
<small>*You may use the back page for additional information. <i>(Maaaring gamitin ang likuran ng papel para sa karagdagang impormasyon.)</i></small>		
Signature: _____ <i>(Lagda)</i>		

	<b>PHILIPPINE COMMISSION ON WOMEN (PCW)</b> <b>Client Request Form</b> <i>(Kahilingan)</i>	Form no.: _____ Series: <u>January 2015</u>
		Date <i>(Petsa)</i> _____
Name of Requesting Party: _____ <i>(Pangalan ng Humihingi ng Tulong)</i>	Tel./Fax/Cellphone No. _____ <i>(Telepono)</i>	
Office/Address: _____ <i>(Tanggapan/Lugar)</i>		
Residence Address: _____ <i>(Tahanan)</i>	E-mail Address (if any) _____	
Assistance Requested <i>(Hihihingi ng Tulong)</i> : _____ _____ _____ _____		
<small>*You may use the back page for additional information. <i>(Maaaring gamitin ang likuran ng papel para sa karagdagang impormasyon.)</i></small>		
Signature: _____ <i>(Lagda)</i>		

# Client Feedback Form

	<b>PHILIPPINE COMMISSION ON WOMEN (PCW)</b> Client Feedback Form <i>(Pananaw o Puna)</i>	Form no.: _____ Series: <u>January 2015</u>
<p>Please let us know how we have served you. You may use this form for compliments, complaints, or suggestions for improvement of services. Simply check the corresponding box.  <i>(paalam po ninyo sa amin kung paano namin kayo napaglingkuran. Maaaring gamitin ito para sa papuri, reklamo, o mungkahi upang mapabuti pa ang serbisyo. Mangyaring I-tsek lamang ang kahong naayon.)</i></p>		
<input type="checkbox"/> Suggestion <i>(Mungkahi)</i>	<input type="checkbox"/> Compliments <i>(Papuri)</i>	<input type="checkbox"/> Complaints <i>(Reklamo)</i>
Person(s) Unit/Office Concerned or Involved: _____ <i>(Mga tao/pangkat/tanggapan na may kinalaman sa serbisyo, papuri, reklamo o mungkahi)</i>		
Facts of Details Surrounding the Incident: <i>(Kaganapan o detalyeng bumabalot sa pangyayari)</i>		
<i>(Please use additional sheet/s if necessary)</i> <i>(Mangyaring gumamit ng karagdagang papel kung kinakailangan)</i>		
Recommendation(s)/Suggestion(s)/Desired Action from our Office <i>(Rekomendasyon/Mungkahi/Nais na aksyon mula sa aming tanggapan)</i>		
<i>(Please use additional sheet/s if necessary)</i> <i>(Mangyaring gumamit ng karagdagang papel kung kinakailangan)</i>		
Name [optional]: _____ <i>(Pangalan)</i>		Office/Agency: _____ <i>(Tanggapan/Ahensya)</i>
Address: _____ <i>(Tirahan)</i>		
Contact Number(s) (if any): _____ <i>(Telepono)</i>		E-mail Address (if any) _____
Signature: _____ <i>(Lagda)</i>		Date: _____ <i>(Petsa)</i>

## Directory of Board Members and Officials

### Board Members 2014-2016

<b>REMEDIOS I. RIKKEN</b> Chairperson	
A. From the Government	
<b>National Economic and Development Authority</b> Director General Arsenio M. Balisacan Permanent Rep: Director Erlinda M. Capones	<b>Department of Budget and Management</b> Secretary Florencio B. Abad Permanent Rep: Director Teresita M. Salud
<b>Department of Foreign Affairs</b> Secretary Alberto D. Del Rosario Permanent Rep: Ambassador Jesus R.S. Domingo	<b>Department of the Interior and Local Government</b> Secretary Mar Roxas II Permanent Rep: Assistant Secretary Bai Nariman Ambuludto
<b>Department of Trade and Industry</b> Secretary Gregorio L. Domingo Permanent Rep: Undersecretary Nora Terrado	<b>Department of Labor and Employment</b> Secretary Rosalinda D. Baldoz Permanent Rep: Undersecretary Ciriaco A. Lagunsad
<b>Department of Social Welfare and Development</b> Secretary Corazon Juliano-Soliman Permanent Rep: Undersecretary Florita R. Villar	<b>Department of Education</b> Secretary Bro. Armin A. Luistro Permanent Rep: Undersecretary Dina S. Ocampo
<b>Department of Agriculture</b> Secretary Proceso J. Alcala Permanent Rep: Undersecretary Bernadette Fatima Romulo-Puyat	<b>Department of Health</b> Secretary Janette L. Garin Permanent Rep: Assistant Secretary Paulyn Jean R. Ubial
B. From Non-Government Organizations (NGOs)	
<b>RHODORA M. BUCOY</b> Representing the Academe Sector	<b>Dr. Ma. PALOMA B. PAPA</b> Representing Business and Industry
<b>Atty. ADORACION P. CRUZ AVISADO</b> Representing Elderly and Disabled Sector	<b>NENA D. UNDAG-LUMANDONG</b> Representing the Indigenous People
<b>HAZELYN CRUZ DIMACALE</b> Representing the Labor Sector	<b>Dr. MARITA V.T. REYES</b> Representing the Health Sector
<b>ISABELITA J. ESCOVILLA</b> Representing Peasants and Fisherfolk	<b>MARIA LOURDES L. JACOB</b> Representing Culture

<b>JOSEPHINE B. CASTILLO</b> Representing the Urban Poor Sector	<b>ALEXANDRA SCHULZE BERENGUER-TESTA</b> Representing Media and Arts
<b>MARIA MAY I-FABROS</b> Representing Youth	<b>LEONIDA B. ORTIZ</b> NCWP Representative

<b>PCW BOARD</b> <b>REMEDIOS I. RIKKEN</b> Chairperson Tel: (632) 736-7712; 735-1864 E-mail: <a href="mailto:board@pcw.gov.ph">board@pcw.gov.ph</a> & <a href="mailto:chairperson@pcw.gov.ph">chairperson@pcw.gov.ph</a>				
<b>OFFICE OF THE EXECUTIVE DIRECTOR</b> <b>EMMELINE L. VERZOSA</b> Executive Director Tel: (632) 735-4955 E-mail: <a href="mailto:edo@pcw.gov.ph">edo@pcw.gov.ph</a>				
<b>OFFICE OF THE DEPUTY EXECUTIVE DIRECTORS</b>				
<b>MANUELA M. SILVA</b> Deputy Executive Director for Operations Tel: (632) 736-5250 E-mail: <a href="mailto:ddo@pcw.gov.ph">ddo@pcw.gov.ph</a>			<b>CECILE B. GUTIERREZ</b> Deputy Executive Director for Management Services Tel: (632) 735-4766 E-mail: <a href="mailto:ddms@pcw.gov.ph">ddms@pcw.gov.ph</a>	
<b>POLICY DEVELOPMENT AND ADVOCACY DIVISION</b>	<b>TECHNICAL SERVICES DIVISION</b>	<b>MONITORING AND EVALUATION DIVISION</b>	<b>INFORMATION RESOURCE MANAGEMENT DIVISION</b>	<b>ADMINISTRATIVE AND FINANCE DIVISION</b>
<b>ANITA E. BALEDA</b> Chief Tel: (632) 735-8918 E-mail: <a href="mailto:pdad.chief@pcw.gov.ph">pdad.chief@pcw.gov.ph</a>	<b>NHARLEEN S. MILLAR</b> Chief Tel: (632) 735-8917 E-mail: <a href="mailto:tsd.chief@pcw.gov.ph">tsd.chief@pcw.gov.ph</a>	<b>MACARIO T. JUSAYAN</b> Chief Tel: (632) 735-4763 E-mail: <a href="mailto:med.chief@pcw.gov.ph">med.chief@pcw.gov.ph</a>	<b>HONEY M. CASTRO</b> Officer-In-Charge Tel: (632) 735-8509 E-mail: <a href="mailto:irmd.chief@pcw.gov.ph">irmd.chief@pcw.gov.ph</a>	<b>ANA LIZA M. RAGOS</b> Chief Tel: (632) 733-6611 E-mail: <a href="mailto:afd@pcw.gov.ph">afd@pcw.gov.ph</a>
<b>PROJECT MANAGEMENT OFFICE</b>				



<p>AECID-PCW Magna Carta of Women Project</p> <p><b>MS. LORENA T. YUNQUE</b>  Project Manager  Tel: (632) 7354767 loc 108  Email: <a href="mailto:aecidpmo@pcw.gov.ph">aecidpmo@pcw.gov.ph</a></p>	<p>Supporting Women’s Economic Empowerment in the Philippines (GREAT Women 2) Project</p> <p><b>MS. LUZVIMINDA A. VILLANUEVA</b>  Project Manager  Tel: (632) 7341731  Email: <a href="mailto:greatwomenpmo@pcw.gov.ph">greatwomenpmo@pcw.gov.ph</a></p>
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- See more at <http://www.pcw.gov.ph/pcw/citizens-arter>