



Philippine Commission on Women

Citizen's Charter 2018

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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 catalyst for gender mainstreaming, authority on women's concerns, and lead advocate on gender equality, women's empowerment and women's human rights.

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

Vision and Mission

Vision Statement

To be the premier policy-making and oversight agency successfully influencing development efforts towards gender equality and the empowerment of all women and girls.

Mission Statement

Create an enabling environment for government and other stakeholders to be more responsive in achieving in achieving gender equality and the empowerment of all women and girls.

Core Values

Passion for Excellence, Professionalism, Integrity, Teamwork, Accountability

Quality Policy Statement

PCW, a policy-making and coordinating body on gender equality and women's empowerment, commits to provide:

- Appropriate and strategic technical assistance;
- Relevant and responsive policy development, advocacy, monitoring and evaluation; and
- Sustained promotion of women's socio-cultural, economic, civil, and political rights.

As public servants working in PCW, we strive to develop competence and expertise on Gender and Development (GAD) and deliver our services through efficient, inclusive, and innovative processes.

To achieve these, we shall continually improve the effectiveness of our Quality Management System and our services to the satisfaction of our clients and relevant interested parties, in accordance with national and international mandates and requirements.

"EQUAL AND EMPOWERED!"

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. By filling out the Client Request Form (CRF) and the Client Feedback Form (CFF). Give the completed CRF to the PCW Staff member who shall be assisting you and then drop both the CRF and the CFF in the Suggestion Box located at the PCW lobby;
2. Sending us an email at elverzosa@pcw.gov.ph; and/or
3. Leaving a message on our Social Media account –

Website: www.pcw.gov.ph

Facebook: PCWgovph

Twitter: @PCWgovph

Youtube: CommissionOnWomenPH

Thank you for your valuable contributions.

Front Line Services

PCW is committed to provide the following major frontline services to help the general public and our partners in the national government and local government sectors.

- I. Response to Queries/Requests for Information on GAD Matters (Including Request for IEC Materials)*
- II. Referral to Service Providers Regarding Concerns on Women’s Human Rights (Including Referrals for VAW-Related Cases)*
- III. Response to Requests on Technical Assistance on Gender Mainstreaming for Government Instrumentalities*

Type of Frontline Services	Fees	Forms	Processing Time	Person In-Charge
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<i>I. Response to Queries/Requests for Information on GAD Matters (Including request for IEC materials)</i>	None	Client Request Form Client Feedback form	Walk-in: 15-120 minutes Phone: 15-30 minutes Email/Website/Facebook: 3 days	Information Desk Officer, CAIRMD
<i>I. Referral to Service Providers Regarding Concerns on Women's Human Rights (Including Referrals for VAW-Related Cases)</i>	None	Client Request Form Client Feedback form	Walk-in: 15-120 minutes Phone: 15-30 minutes Email/Website/Facebook: 3 working days	Information Desk Officer, CAIRMD/IACVAWC
<i>III. Response to Requests for Technical Assistance on Gender Mainstreaming for Government Instrumentalities</i>	None	TA evaluation form	Walk-in: 30 minutes Phone: 15-30 minutes Letter/Email/: 1- 3 working days for simple request and 1-7 days for complex requests	Assigned Technical Officers from TSRCD, SCD, PDPMED, and CAIRMD

I. Response to Queries/ Requests for Information on GAD Matters (Including request for IEC materials)

Schedule of Availability of Service	Who May Avail of the Service	What are the requirements	Processing Time	Person In-Charge
Monday to Friday 8:00 a.m. - 5:00 p.m. without noon break	General Public	None (if query/requesting for information) Letter (if requesting for copies of GAD materials)	a) Walk-in clients: 15-120 minutes	Information Desk Officer, CAIRMD
			b) Phone queries: 15-30 minutes	
			c) 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	Person in Charge	Fees	Form
1	Fill-out the Client Request Form (CRF) to be given by the Security Guard and Give it to the Service Provide/Officer-in-Charge.	Provide the information/ assistance needed.	15-120 minutes	Information Desk Officer, CAIRMD	None	Client Request Form
2	Drop the accomplished CRF and Client Feedback Form (CFF) in the Suggestion Box located at the PCW lobby.					Client Request Form and Client feedback form
END OF TRANSACTION						

How to Avail of the Service b) FOR TELEPHONE INQUIRIES

Step	Client	Service Provider	Duration of Activity	Person in Charge	Fees	Form
1	Call the PCW Trunk lines: 736-1654, 736-7712 local 122, and provide the necessary details.	Provide the information/ assistance needed.	15-30 minutes	Information Desk Officer, CAIRMD	None	Logbook
END OF TRANSACTION						

How to Avail of the Service c) FOR EMAIL, WEBSITE, AND FACEBOOK QUERIES

Step	Client	Service Provider	Duration of Activity	Person in Charge	Fees	Form
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1	Provide necessary details about the client and the query.	Forward the request to Records Section for recording in the Document Tracking System (DTS). Acknowledge and/or reply to the query and/or provide the requested assistance by the client	30 minutes upon receipt 3 working days	Information Desk Officer, CAIRMD	None	None Reply Letter
END OF TRANSACTION						

II. Referral to 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	Person 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, CAIRMD/ IACVAWC
			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	Person in Charge	Fees	Form
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1	Fill-out the Client Request Form (CRF) to be given by the Security Guard and Give it to the Service Provide/Officer-in-Charge.	Provide the referral assistance needed	15-120 minutes	Information Desk Officer, CAIRMD/ IACVAWC	None	Client Request Form
2	Drop the accomplished CRF and Client Feedback Form (CFF) in the Suggestion Box located at the PCW lobby.					Client Request Form and Client feedback form
END OF TRANSACTION						

How to Avail of the Service b) FOR TELEPHONE INQUIRIES

Step	Client	Service Provider	Duration of Activity	Person in Charge	Fees	Form
1	Call the PCW Trunk lines: 736-1654, 736-7712 local 122, and provide the necessary details.	Provide the information/ assistance needed.	15-30 minutes	Information Desk Officer, CAIRMD/ IACVAWC	None	Logbook
END OF TRANSACTION						

How to Avail of the Service c) FOR EMAIL, WEBSITE, AND FACEBOOK QUERIES

Step	Client	Service Provider	Duration of Activity	Person in Charge	Fees	Form
1	For email/website/ Facebook: Provide necessary details about the client and the referral assistance needed.	Forward request to Records Section for recording in the Document Tracking System (DTS). Acknowledge and/or reply to the requested referral assistance by the client.	30 minutes upon receipt 3 working days	Information Desk Officer, CAIRMD/ IACVAWC	None	None Reply Letter
END OF TRANSACTION						

III. Response to 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	Person In-Charge
Monday to Friday 8:00 a.m. - 5:00 p.m.	National Government Agencies	None	a) For walk-in clients: 30 minutes or beyond (depending on the clients' needs)	Assigned Technical Officers from TSRCD, SCD, PDPMED, and CAIRMD
	State Universities and Colleges			
	Government Owned and Controlled Corporations	None	b) For phone queries: 15-30 minutes	
	Judiciary Congress Constitutional Bodies Local Government Units Other Government Instrumentalities	Official Letter of Request for Technical Assistance	c) For email/website/ Facebook queries: 1- 3 working days for simple request and 1-7 days for complex requests	

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

Step	Client	Service Provider	Duration of Activity	Person in Charge	Fees	Form
1	Fill-out the Client Request Form (CRF) to be given by the Security Guard and Give it to the Service Provide/Officer-in-Charge.	Check the nature of the request to determine the appropriate PCW division to refer to,	1- 15 minutes	Information Desk Officer/ Information Officer II, CAIRMD	None	Client Request Form (CRF)

2	Proceed to the office of the responding PCW Division TSRCD –4 th floor Annex building SCD –3 rd floor Annex building PDPMED –2 nd floor Main building	Review nature of request and provide the necessary information and/or technical assistance	30 minutes or beyond (depending on the clients' needs)	Assigned Technical Officers from TSRCD, SCD and PDPMED	None	Client Request Form (CRF)
3	Accomplish and drop the Technical Assistance Evaluation form (TAEF), together with the CRF, in the Suggestion Box located at PCW Lobby.	Provide client with printed copy of Technical Assistance Evaluation form	1-2 minutes	Assigned Technical Officers from TSRCD, SCD and PDPMED	None	Client Request Form (CRF) and Technical Assistance Evaluation form (TAEF)
END OF TRANSACTION						


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

Step	Client	Service Provider	Duration of Activity	Person in Charge	Fees	Form
1	Contact PCW Technical Services and Regional Division at 735-8917 or the PCW Trunk lines: 736-1654 or 736-7712 local 119.	Accept the call and record the nature of the request or query. Refer to the concerned Technical Officer to respond to the query 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 actions taken in the TA logbook.	10-30 minutes	Assigned Technical Officer of the concerned division	None	Logbook
END OF TRANSACTION						

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

Step	Client	Service Provider	Duration of Activity	Person in Charge	Fees	Form
1	<p>Send queries or request to PCW via: Email: edo@pcw.gov.ph</p> <p>Facebook: www.facebook.com/philippine.commission.on.women</p> <p>Website: www.pcw.gov.ph</p>	<p>Check nature of request and input in the Document Tracking System</p>	<p>5-10 minutes</p>	<p>Email: Executive Support Group with the Records Officer</p> <p>Facebook: Information Desk Officer</p> <p>Website: Webmaster</p>	<p>None</p>	<p>Internal to PCW – DTS tracking form</p>
2		<p>Provide the necessary information and/or Referrals for needed assistance from other service providers.</p> <p>Update DTS for actions taken</p>	<p>1-3 days for simple requests</p> <p>1-7 days for complex requests</p>	<p>Assigned Technical Officers</p>	<p>None</p>	<p>DTS</p>
END OF TRANSACTION						

Feedback Form

	PHILIPPINE COMMISSION ON WOMEN (PCW) Client Feedback Form (Pananaw o Puna)	Form no.: _____ Series: <u>January 2015</u>
<p>Please let us know how we have served you. You may use this form for request for assistance, compliments, complaints, or suggestions. Simply check the corresponding box. (Paalam po ninyo sa amin kung paano namin kayo napaglingkuran. Maaaring gamitin ito para sa paghingi ng tulong, papuri, reklamo, o mungkahì. Mangyaring i-tsek lamang ang kahong naaayon.)</p>		
<input type="checkbox"/> Request for Assistance (Paghingi ng Tulong)	<input type="checkbox"/> Compliments (Papuri)	<input type="checkbox"/> Complaints (Reklamo)
Person(s) Unit/Office Concerned or Involved: _____ (Mga tao/pangkatitanggapan na may kinalaman sa paghingi ng tulong, papuri, reklamo o mungkahì)		
Facts of Details Surrounding the Incident: (Kaganapan o detalyeng bumabalot sa pangyayari)		
<div style="border: 1px solid black; width: 100%; height: 100%;"></div>		
(Please use additional sheet/s if necessary) (Mangyaring gumamit ng karagdagang papel kung kinakailangan)		
Recommendation(s)/Suggestion(s)/Desired Action from our Office (Rekomendasyon/Mungkahì/Nais na aksyon mula sa aming tanggapan)		
<div style="border: 1px solid black; width: 100%; height: 100%;"></div>		
(Please use additional sheet/s if necessary) (Mangyaring gumamit ng karagdagang papel kung kinakailangan)		
Name [optional]: _____ (Pangalan)		Office/Agency: _____ (Tanggapan/Ahensya)
Address: _____ (Tirahan)		
Contact Number(s) (if any): _____ (Telepono)		E-mail Address (if any) _____
Signature: _____ (Lagda)		Date: _____ (Petsa)

Directory of Officials

<p>Office of the Commissioners RHODORA M. BUCOY Chairperson Tel: (632) 736-1864; 735-1654, loc. 102/132 e-mail: chairperson@pcw.gov.ph</p>		
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CORPORATE AFFAIRS INFORMATION RESOURCE MANAGEMENT DIVISION (CAIRMD)	ADMINISTRATIVE AND FINANCE DIVISION (AFD)	PROJECT MANAGEMENT OFFICE Supporting Women's Economic Empowerment in the Philippines (GREAT Women 2) Project (GWP2 PMO)
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- See more at <http://www.pcw.gov.ph/pcw/citizens-charter>