

**DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT
NATIONAL CAPITAL REGION
389 San Rafael Street corner Legarda, Sampaloc, Manila**

August 16, 2016

REGIONAL MEMORANDUM ORDER

No. 02
Series of 2016

**SUBJECT: OPERATIONAL GUIDELINES ON THE USE OF CELLULAR
PHONES AND ACCESS TO INTERNET CREATING SOCIAL
MEDIA IN THE FIELD OFFICE/CENTERS/RESIDENTIAL
CARE FACILITIES (C/RCFs)**

I. RATIONALE:

Use of cell phone has become the most convenient, the effective and fastest means of communication and exchanging/sharing information. There have been evolution of style from the biggest of a regular landline size to the smallest camera size which is too handy and convenient to use. It also comes in varying amount from the most expensive to the least expensive ones depending on the desire and affordability of the user to own one. Almost all staffers of NCR have their respective cellular phones and they make use of said gadgets from time to time whether for official or personal usage.

Aside from the common usage of cellphones some staffers are also accessing other social media outlets such as facebook, twitter, yahoo, yahoo messenger, google, skype, gmail and others which are also very effective and fastest means of extracting various information and doing research work as well. This kind of practice appeals much to the interpersonal nature of staffers.

It has been observed that some staffers spend a lot of time using their cellphones and some forms of social media not only for official purpose but even for personal usage. While the need for staffers to communicate on a personal basis is really a matter of universal right it cannot be denied, however, that there are many instances that this practice really hamper the usual discharge of their official duties and responsibilities hence delivery of service is set aside. As a result such kind of practice by staffers is considered improper and irresponsible. This is the perspective of many supervisors, center managers and other senior staff.

In view of this and to put this matter into proper perspective it has become necessary to come up with a guideline that would govern propriety in the use of cellphones and other forms of social media so it will not unduly affect their efficiency and the usual discharge of their functions in whatever work station they are assigned whether in the field office, centers and residential care facilities.

II. LEGAL BASES:

This guideline is anchored on the following legal bases:

1. RA 6713, Code of Ethical Conduct for Public Officials and Employees approved on February, 1989.

This act establishes a code of conduct and ethical standards for public officials and employees to uphold the time honored principle of public office being a public trust, granting incentives and rewards for exemplary service, enumerating prohibited acts and transactions and providing penalties.

Section 5, titled , Duties of Public Officials and Employees specifically letter (d) thereof, states that public servants must attend to anyone who wants to avail himself/herself of the services of their offices and must, at all times, act promptly and expeditiously.

2. DSWD Memorandum Circular No.21 Series of 2012, Enhanced Guidelines on the Code of Conduct for Personnel of the Department of Social Welfare and Development (DSWD)

Section IV Titled Norms of Behavior, specifically letter D of No. 2 titled Fidelity to Duty, states that DSWD Officials and Employees shall avoid impropriety or the appearance of any impropriety in all their work related activities. They shall at all times exhibit good character, strictly observe existing rules and regulations, respect authorities and observe proper office decorum and protocol in the performance of their duties. Furthermore, they shall engage in activities incompatible with the faithful discharge of their duties.

III. OBJECTIVES

This guideline has the following objectives:

1. To established proper decorum for all staffers in the usage of cellphone gadgets and accessing to various social media and internet networks while in the official tour of duty so that it will not in any way affect efficient discharge of functions.
2. To avoid inconvenience on the part of DSWD clients being affected by improper use of said cellphones and accessing to all forms of social media and internet outlets.

IV. DEFINITION OF TERMS:

The following terms shall be the operational definition:

1. Cellphone— a portable usually cordless telephone for use in a cellular system
2. Facebook—Refers to a popular free social networks website that allows register users to create profiles, upload pictures and search friends.
3. Gmail—Refers to a free web based e-mail service.
4. Google—Refers to a free web based search service for all types of information.

5. Social Media—Refers to a collective online communication.
6. Twitter—Refers to a social media that allows posting of short comments.
7. Yahoo—Refers to a free web based e-mail service.
8. Youtube—Refers to a hosting website that allows members to store and service video Content.

V. SCOPE AND COVERAGE

This guideline shall cover all officials and employees of DSWD-NCR regardless of employment status whether regular, contractual, casual, MOA, job order, sponsored staffers either in the field office, centers, residential care facilities and other satellite offices.

VI. GENERAL POLICIES

Field Office/Satellite Offices/Centers/Residential Care Facilities

The following shall govern the usage of cellphones in the field office:

1. All staffers are allowed use of their cellphones for all official purposes.
2. All staffers are enjoined to minimize personal usage of their respective cellphones in the course of their official tour of duty to avoid inconvenience on the part of clients availing service of the office.

They can utilize their cellphones only on very important personal matters but for only a very short duration of time. All other personal concerns using their gadgets requiring longer period must be enjoyed only during break time.

3. All staffers are not allowed to access any form of social media except for official purpose only. Personal accessing may be allowed on a case to case basis due to very important need denial of which may greatly affect the welfare of staff and their loved ones.
4. Staffers are not allowed to take and post pictures of DSWD premises and clients using their gadgets and the internet social media without prior approval of the management. Furthermore, they are not allowed to post remarks, comments which tend to downgrade the office and/or stir conflict and hatred among staff/clients and the public in general.
5. All heads, supervisors and senior staff shall be responsible for implementation and monitoring of this guideline in their respective work stations.
6. Clients in the centers/residential care facilities are not allowed to utilize their cellphones without the prior approval of the center head.
7. All heads/supervisors shall have directory of cellphone numbers of all their staffers.

VII. INSTITUTIONAL ARRANGEMENT

To institutionalize this policy the following shall be the roles and responsibilities of each stakeholder:

1. Staffers

- They shall register all their cellphone numbers with their respective head/supervisor
- All staff utilizing gadgets and social media on personal matters during working time must ask prior permission from their respective head/supervisor.
- Shall limit usage of their cellphones and accessing to social media. ~~for personal use,~~ during working time.

2. Heads/Supervisors

- Execution and monitoring of status of implementation.
- Ensure that all requests for usage of cellphones and social media on personal matter will be acted upon accordingly.
- Submit a monthly status report on compliance to this memorandum including issues and concerns arising from implementation of this policy.
- Ensure that staffers found violating this policy shall be dealt with accordingly.

3. Admin Division and HR of Field Office

- Shall provide technical guidance to all divisions/R/RCF/Satellite Offices in the implementation of this policy.
- Monitor status on implementation of this policy
- Provide management guidance on how to further improve policy and/or revise the same for practicality and appropriateness.

VIII. EFFECTIVITY

This order shall take effect immediately on September 1, 2016 , Done in the City of Manila.


VINCENT ANDREW T. LEYSON, CESO IV

Subject: MEMORANDUM : Operational Guidelines on the use of Cellular phones and access to internet creating social media in the field Office Centers Residential Care Facilities

From: Records Section (recordssectionncr@yahoo.com)

To: fodivadm_ncr@yahoo.com; budgetncr@gmail.com; cbsu_ncr@yahoo.com; cidswd_coordinator@yahoo.com; convergence_ncr@yahoo.com; dswdncr_bac2011@yahoo.com.ph; eaics.psp@gmail.com; eccthsf.dswdncr@ymail.com; arrsfsteam@gmail.com; finance_ncr@yahoo.com; fourps_acctg_ncr@yahoo.com; foncr@dswd.gov.ph; elsiegaches.64@gmail.com; health.dswdncr@yahoo.com; haven4children@yahoo.com; haven_ncr@yahoo.com; iddncr@yahoo.com.ph; inahealingcenter@yahoo.com; jfc_dswd@yahoo.com; marillachills@yahoo.com; miss_ncr@yahoo.com; graces.ncr@gmail.com; ncr_crisis@yahoo.com; ncr_disaster@yahoo.com; ncr_training@yahoo.com.ph; ncr4ps@yahoo.com; ncmhtspr@yahoo.com; ncr_nk@yahoo.com; nvrc_ncr@yahoo.com; obbsbncr@gmail.com; operation_ncr@yahoo.com; pdaf_ncr@yahoo.com; NCR.SOCIALPENSION@gmail.com; personnel_dswdncr@yahoo.com; procurement.ncr@gmail.com; rcwc.dswdncr@gmail.com; rjwc.ncr@gmail.com; dswdrsc_ncr@yahoo.com.ph; rsw_ncr@yahoo.com; sanctuarydswd@yahoo.com.ph; sea2006_dswdncr@yahoo.com.ph; hrds_dswdncr@yahoo.com; slp.bkncr@gmail.com; smo.dswdncr@gmail.com; spu_ncr@yahoo.com; standardsunit@yahoo.com.ph; tad_ncr@yahoo.com; travelclearance_dswd@yahoo.com; ppu_ncr@yahoo.com;

Date: Monday, August 22, 2016 1:55 PM

Good day Ma'am/Sir

Please see attached document for your information and reference.

Please acknowledge.

Thank you!

Carlos C. Alay-Ay II
Admin. Aide IV
Records Section
DSWD-NCR

Attachments

- 02.pdf (126.97KB)