

# PROCESSING OF RELIEF AUGMENTATION REQUEST BY DSWD FIELD OFFICES

## I. OFFICE OR DIVISION

DISASTER RESPONSE AND MANAGEMENT DIVISION

## II. SCHEDULE OF AVAILABILITY OF SERVICE

MONDAYS TO FRIDAYS - 8:00 AM TO 5:00 PM

## III. WHO MAY AVAIL OF THE SERVICE

LGU AFFECTED BY DISASTER IN REGION VII

WHAT ARE THE REQUIREMENTS	WHERE TO SECURE
FOR ALL TYPES OF INCIDENTS (FIRE, TYPHOON, ARMED CONFLICT, ETC.)	
LGU REQUEST, WITH EITHER OF THE FOLLOWING ATTACHMENTS: SITUATIONAL REPORT/ ASSESSMENT REPORT / DISASTER INCIDENT REPORT AND ITS RELATIVE ATTACHMENTS BASED ON EXISTING GUIDELINES	OFFICE OF THE LCE

## IV. HOW TO AVAIL OF THE SERVICE

CLIENT STEPS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. SEND REQUEST LETTER WITH EITHER OF THE FOLLOWING ATTACHMENTS:  SITUATIONAL REPORT / ASSESSMENT REPORT / DISASTER INCIDENT REPORT AND ITS RELATIVE ATTACHMENTS BASED ON EXISTING GUIDELINES	NONE	6 HOURS	<i>IRENE D. MONTEJO</i> DRMD ADMINISTRATIVE ASSISTANT III
2. RECEIVE LETTER OF APPROVED REQUEST ON THE RELEASE OF GOODS TO LGUS	NONE	30 MINUTES	<i>IRENE D. MONTEJO</i> DRMD ADMINISTRATIVE ASSISTANT III
3. RECEIVE REQUESTED GOODS THROUGH HAULING OR DELIVERY	NONE	2 HOURS	<i>DOMINIC P. DIOLA</i> MDO II/ RROS UNIT HEAD
4. FILL UP CLIENT SATISFACTION MEASUREMENT FORM (CSMF)	NONE	1 HOUR 30 MINUTES	<i>HAZEL DINAH D. MIEL</i> SWO IV/ DRRS HEAD
5. SUBMIT SIGNED RELIEF DISTRIBUTION SHEET	NONE	WITHIN 60 DAYS AFTER RECEIPT OF GOODS (NOT INCLUDED IN THE PROCESSING TIME)	<i>MARK ALVIN A. LONGAKIT</i> DRRS ADMINISTRATIVE ASSISTANT II
TOTAL	NONE	1 DAY AND 2 HOURS	



V. FEEDBACK AND COMPLIANTS MECHANISM

HOW TO SEND FEED BACK	CUSTOMER FEEDBACK FORM SHALL BE PROVIDED TO THE CLIENT LGU UPON RELEASE OF REQUESTED GOODS.
HOW FEEDBACK / COMPLAINTS ARE PROCESSED	<div>1. DULY ACCOMPLISHED CUSTOMER FEEDBACK FORMS SHALL BE COLLATED ONCE A MONTH BY THE DRMD GRIEVANCE FOCAL.</div> <div>2. IDENTIFIED ISSUES AND CONCERNS OF THE CLIENT LGU SHALL BE DISCUSSED AND ADDRESSED ACCORDINGLY.</div> <div>FOR INQUIRIES AND FOLLOW-UPS, CLIENTS MAY CONTACT THE FOLLOWING CONTACT INFO:</div> <div>TEL NO.: (032) 232-9505, (032) 233-0261, (032) 233-8785 LOCAL 17135</div> <div>TELEFAX: (032) 231-2172</div> <div>EMAIL: drmd.fo7@dswd.gov.ph</div>
HOW TO FILE A COMPLAINT	<div>COMPLAINTS CAN BE FILED THROUGH A LETTER ADDRESS TO THE REGIONAL DIRECTOR. MAKE SURE TO PROVIDE THE FOLLOWING INFORMATION:</div> <div><div>- NAME OF PERSON BEING COMPLAINED</div><div>- INCIDENT</div><div>- EVIDENCE IF THERE’S ANY</div></div> <div>FOR INQUIRIES AND FOLLOW-UPS, CLIENTS MAY CONTACT THE FOLLOWING CONTACT INFO:</div> <div>TEL NO.: (032) 232-9505, (032) 233-0261, (032) 233-8785</div> <div>TELEFAX: (032) 231-2172</div> <div>EMAIL: fo7@dswd.gov.ph</div>
HOW COMPLAINTS ARE PROCESSED	<div>UPON RECEIPT OF THE COMPLAINT, THE DRMD HEAD OF THE CONCERNED DSWD FO SHALL MAKE NECESSARY EVALUATION AND INVESTIGATION, AND CREATE A REPORT FOR INFORMATION AND APPROPRIATE ACTION OF THE DSWD FO. FEEDBACK SHALL BE PROVIDED TO THE CLIENT LGU.</div> <div>EMAIL:drmd.fo7@dswd.gov.ph</div>
CONTACT INFORMATION OF ANTI-RED TAPE AUTHORITY (ARTA), CONTACT CENTER NG BAYAN (CCB), PRESIDENTIAL COMPLAINT CENTER (PCC)	<div>ARTA : complaints@arta.gov.ph</div> <div>: 8478-5093 / 8478-5093 / 8478-5099</div> <div>PCC : pcc@malacanang.gov.ph</div> <div>: 8888</div> <div>CCB : SMS: 0908 881 6565</div> <div>Email: email@contactcenterngbayan.gov.ph</div> <div>Web: https://contactcenterngbayan.gov.ph</div> <div>FB: https://facebook.com/civilservicegoveph</div> <div>Call: 165 65 (P5+VAT per call anywhere in the Philippines via PLDT landlines</div>