

Approval for the Conduct of Research Study and Acquiring Primary Data from DSWD Officials/Personnel, Beneficiaries, and Clients

I. OFFICE OR DIVISION

POLICY AND PLANS DIVISION

II. SCHEDULE OF AVAILABILITY OF SERVICE

MONDAY- FRIDAY (8:00 AM-5:00 PM)

III. WHO MAY AVAIL OF THE SERVICE

- Internal researchers (e.g., DSWD personnel researching to pursue higher academic education) and
- external researchers (e.g., students, academe, other government agencies including members of other branches of government, local and international organizations or research institutions, and other independent researchers) who intend to conduct research studies related to or involving the Department.

WHAT ARE THE REQUIREMENTS?	WHERE TO SECURE
If request shall not undergo Research Protocol: 1. Request letter	Researcher
If the request shall undergo Research Protocol: 1. Request letter 2. Research Request Form 3. Research Brief 4. Research Instruments	Researcher PDPS PDPS Researcher

CLIENT STEPS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request letter and/or the research request documents	None	6 days (For request that does not undergo protocol) 4 days (for request that undergo protocol)	<i>Aubrey Rose Cabahug</i> Statistician Aide II <i>Anthony G. Arsenal</i> Planning Officer III
2. Submit complete documentary requirements (Request letter, <i>Accomplished Research Request Form</i> , <i>Research Brief</i> , and <i>research instruments</i>)	None	11 days	<i>Aubrey Rose Cabahug</i> Statistician Aide II <i>Concerned Staff of DSWD Office, Division, Section, or Unit</i> <i>Antonio E. Yap</i> Planning Officer II <i>Anthony G. Arsenal</i> Planning Officer III <i>Grace I. Yana</i> Social Welfare Officer IV <i>Shalaine Marie S. Lucero</i> Regional Director

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CLIENT STEPS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Accomplish the <i>Client Satisfaction Measurement Survey</i>	None	15 Minutes	<i>Aubrey Rose Cabahug</i> Statistician Aide II

V. PROCESSING TIME

- **6 days and 15 minutes** for request that does not undergo protocol
- **15 days and 15 minutes** for request that undergo protocol

VI. FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Researchers/Requesting parties are requested to accomplish the <i>Client Satisfaction Measurement Survey</i> to be provided by PDPS to monitor the implementation of the research protocol. The feedback form shall be accomplished after the processing of the request.
How feedbacks are processed	Feedbacks are monitored and consolidated by the assigned PDPS Technical Staff. Responses are analyzed and will form part of the <i>Client Satisfaction Measurement Report</i> . The recommendations from the researchers/requesting parties are considered to improve service delivery.
How to file a complaint	Feedback/remarks, including complaints, may be indicated in the <i>Client Satisfaction Measurement Survey</i> and will be coursed through the assigned technical staff's email for appropriate response/action. In case of an appeal, the researcher/requesting party may file a written appeal within 10 working days from receipt of the notice of disapproval.
How complaints are processed	PDPS Technical Staff to receive the appeal and endorse recommendation with the PPD/PDPS Head's initials to the Regional Director. An official response letter will be communicated to the researcher/requesting party informing of the decision.
Contact Information of CCB, PCC, ARTA	Anti-Red Tape Authority (ARTA): Email: complaints@arta.gov.ph Tel. : 8-478-5093 Presidential Complaint Center (PCC): Email: pcc@malacanang.gov.ph Tel. : 8888 Contact Center ng Bayan (CCB): SMS: 0908-881-6565 Call: 165 56 (P5.00 + VAT per call anywhere in the Philippines via PLDT landlines) Email: email@contactcenterngbayan.gov.ph Web: https://contactcenterngbayan.gov.ph Facebook: https://facebook.com/civilservicegovph