



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	Researcher
2. Research Request Form	PDPS
3. Research Brief	PDPS
4. Research Instruments	Researcher

IV. HOW TO AVAIL OF THE SERVICE

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)	Aubrey Rose Cabahug Statistician Aide II Anthony G. Arsenal Planning Officer III
2. Submit complete documentary requirements (Request letter, Accomplished Research Request Form, Research Brief, and research instruments)	None	11 days	Aubrey Rose Cabahug Statistician Aide II Concerned Staff of DSWD Office, Division, Section, or Unit Antonio E. Yap Planning Officer II Anthony G. Arsenal Planning Officer III Grace I. Yana Social Welfare Officer IV Shalaine Marie S. Lucero Regional Director

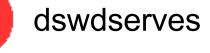
















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CLIENT STEPS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Accomplish the <i>Client</i> Satisfaction Measurement Survey	None	15 Minutes	Aubrey Rose Cabahug Statistician Aide II

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

eedbacks are monitored and consolidated by the assigned PDPS echnical Staff. Responses are analyzed and will form part of the
lient Satisfaction Measurement Report. The recommendations om the researchers/requesting parties are considered to improve ervice delivery.
eedback/remarks, including complaints, may be indicated in the lient Satisfaction Measurement Survey and will be coursed rough the assigned technical staff's email for appropriate sponse/action. case of an appeal, the researcher/requesting party may file a ritten appeal within 10 working days from receipt of the notice of sapproval.
OPS Technical Staff to receive the appeal and endorse commendation with the PPD/PDPS Head's initials to the egional Director. An official response letter will be communicated the researcher/requesting party informing of the decision.
residential Complaint Center (PCC): Email: pcc@malacanang.gov.ph Tel.: 8888 ontact 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













Obtaining Social Welfare and Development (SWD) Data and Information

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

- DSWD personnel conducting research for the purpose of pursuing higher academic education and
- external researchers such as students, academe, other government agencies including members of other branches of government, local and international organizations or research institutions and other independent researchers who are requesting current and secondary SWD data and statistics from the Department.

WHAT ARE THE REQUIREMENTS?	WHERE TO SECURE
1. Request letter	Researcher

IV. HOW TO AVAIL OF THE SERVICE

CLIENT STEPS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required document (request letter)	None	1 day and 1hr (For single data request) 1 day, 6 hrs., and 30 mins (for multiple data request)	Administrative Staff Office of the Regional Director / Records Section, Policy and Plans Division Aubrey Rose Cabahug Statistician Aide II Antonio E. Yap Planning Officer II Anthony G. Arsenal Planning Officer III Grace I. Yana Social Welfare Officer IV Shalaine Marie S. Lucero Regional Director
2. Accomplish the Client Satisfaction Measure- ment Survey	None	10 minutes	Aubrey Rose Cabahug Statistician Aide II

V. PROCESSING TIME

- 1 day, 1 hour and 10 minutes for single data request
- 15 days and 15 minutes for multiple data request













Obtaining Social Welfare and Development (SWD) Data and Information

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 Client Satisfaction Measurement Survey 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









