

RECEIVING REQUEST FOR INFORMATION

I. OFFICE OR DIVISION

ADMINISTRATIVE DIVISION – RECORDS AND ARCHIEVES
MANAGEMENT SECTION

II. SCHEDULE OF AVAILABILITY OF SERVICE

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

III. WHO MAY AVAIL OF THE SERVICE

DSWD INTERMEDIARIES (LOCAL GOVERNMENT UNITS, NON-GOVERNMENT ORGANIZATIONS, PEOPLES’ ORGANIZATIONS, CIVIL SOCIETY ORGANIZATIONS, ACADEME) AND STAKEHOLDERS

WHAT ARE THE REQUIREMENTS	WHERE TO SECURE
1. REQUEST LETTER	REQUESTING PARTY

IV. HOW TO AVAIL OF THE SERVICE

CLIENT STEPS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. SUBMIT FOI REQUEST	NONE	40 MINUTES	REQUESTOR
2. RECEIPT OF NOTIFICATION / REQUESTED INFO/DATA FROM THE CONTACT INFO PROVIDED	NONE	3 HOURS	REQUESTOR

V. PROCESSING TIME

3 HOURS & 40 MINUTES

VI. FEEDBACKS AND COMPLAINTS MECHANISM

HOW TO SEND FEEDBACK	REQUESTOR TO FILL OUT THE CLIENT SATISFACTION SURVEY FORM AND EMAIL IT TO records.fo7@dswd.gov.ph
HOW FEEDBACKS ARE PROCESSED	FEEDBACK WILL BE CONSOLIDATED, TABULATED AND ANALYZED AS A BASIS FOR IMPROVEMENTS OR COMMENDATIONS.
HOW TO FILE A COMPLAINT	<p>COMPLAINTS CAN BE FILED THROUGH A LETTER ADDRESS TO THE REGIONAL DIRECTOR. MAKE SURE TO PROVIDE THE FOLLOWING INFORMATION:</p> <ul style="list-style-type: none">- NAME OF PERSON BEING COMPLAINED- INCIDENT- EVIDENCE <i>IF THERE'S ANY</i> <p>FOR INQUIRES AND FOLLOW-UPS, CLIENT MAY CONTACT THE FOLLOWING CONTACT INFO:</p> <p>TEL NO.: (032) 232-9505, (032) 233-0261, (032) 233-8785 TELEFAX: (032) 231-2172 EMAIL: records.fo7@dswd.gov.ph</p>
HOW COMPLAINTS ARE PROCESSED	<p>COMPLAINTS RECEIVED ARE REVIEWED BY THE GRIEVANCE FOCAL. IT WILL BE RELAYED AND DISCUSSED DURING THE STAFF MEETING.</p> <p>A VALIDATION SHALL BE CONDUCTED IF NECESSARY, AS THE BASIS OF THE REPORT WHICH WILL BE SIGNED BY THE REGIONAL DIRECTOR. SUCH REPORT WILL BE SENT TO THE COMPLAINANT WITHIN THREE (3) DAYS UPON RECEIPT OF THE COMPLAINT VIA EMAIL OR SNAIL MAIL WHICHEVER IS APPLICABLE.</p> <p>FOR INQUIRES AND FOLLOW-UPS, CLIENT MAY CONTACT THE FOLLOWING CONTACT INFO:</p> <p>TEL NO.: (032) 232-9505, (032) 233-0261, (032) 233-8785 TELEFAX: (032) 231-2172 EMAIL: records.fo7@dswd.gov.ph</p>
CONTACT INFORMATION OF CCB, PCC, ARTA	<p>ANTI-RED TAPE AUTHORITY (ARTA): COMPLAINTS@ARTA.GOV.PH 8-478-5093</p> <p>PRESIDENTIAL COMPLAINT CENTER (PCC): PCC@MALACANANG.GOV.PH 8888</p> <p>CONTACT CENTER NG BAYAN (CCB): SMS: 0908-881-6565 EMAIL: EMAIL@CONTACTCENTERNGBAYAN.GOV.PH WEB: HTTPS://CONTACTCENTERNGBAYAN.GOV.PH FACEBOOK: HTTPS://FACEBOOK.COM/CIVILSERVICEGOVPH CALL: 165 65 (P5+VAT PER CALL ANYWHERE IN THE PHILIPPINES VIA PLDT LANDLINES)</p>