



**DEPARTMENT OF SOCIAL WELFARE
AND DEVELOPMENT
FIELD OFFICE VII**

LISTAHANAN CITIZEN'S CHARTER

2022 (3rd Edition)

I. Mandate:

The Department of Social Welfare and Development (DSWD) is the primary government agency mandated to develop, implement and coordinate social protection and poverty-reduction solutions for and with the poor, vulnerable and disadvantaged.

II. Vision:

The Department of Social Welfare and Development envisions all Filipinos free from hunger and poverty, have equal access to opportunities, enabled by a fair, just, and peaceful society.

III. Mission:

To lead in the formulation, implementation, and coordination of social welfare and development policies and programs for and with the poor, vulnerable, and disadvantaged.

IV. Service Pledge:

We are committed to provide quality, prompt, and courteous service from Mondays to Fridays, 8:00 A.M. to 5:00 P.M., without noon breaks and thereby ensure that all applicants or requesting parties who are within the DSWD premises prior to the end of the official working hours and during lunch break shall be attended to. In view of this, we shall ensure availability of Officers-in-Charge of our frontline services at all times for consultation and advice.

Furthermore, we shall endeavor to complete transactions within the day and in the event that we are unable to do so, we shall inform you promptly of our actions taken so far and clearly explain the reason/s for such delay.

We shall appreciate any positive or negative feedback regarding our services, facilities, and personnel.

All these we pledge for the best interest of the clients/customers we serve

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National Household Targeting Section

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I. Internal Service

1. DATA SHARING with OBSUs—Statistics/Raw Data Request

Generation of source data, unprocessed anonymized data or numerical processed data as requested by the client.

Office or Division:	Policy and Plans Division – National Household Targeting Section			
Classification:	Complex			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	DSWD OBSUs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Request (Specify purpose and data requested)		Provided by requesting party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Requesting party will endorse their letter of request of statistical data/ raw data generated from Listahanan (specify purpose and data requested).	1. Receive and record the request in the document transaction/ tracking system. 1.1. Forward request to the PPD Chief	None	30 minutes	Administrative Assistant III
	2. Review, the merit of request based on AO 19, s. 2021. Upon approval of the request, endorse to the NHTS.	None	5 hours	PPD Chief
	3. Input comment/s then endorse to the OD-Statistics Section.	None	1 hour	Operations Division Chief
	4. Provide instruction based on the data requested, then forward to the Associate Statistician for data generation.	None	1 hour	Regional Field Coordinator
	5. If the request is: • Not clear a. In case of data vague request, the Associate Statisticians shall coordinate with the data users (through emails, recorded	None	1 day	Associate Statisticians

	<p>calls or text) to clarify the data requirement.</p> <p>b. In case the requested data is not available in the Listahanan database, the Associate Statistician shall provide recommendations to the requesting party on other possible data available.</p> <ul style="list-style-type: none"> • Clear <p>5.1 Generate the requested data from the Listahanan database (in excel or in any format available).</p> <p>5.2 Draft response letter/ memorandum to the requesting party and attach routing slip.</p> <p>5.3 Submit to the Statistics Section Head/ RFC.</p>			
	<p>6. Review the generated statistical/ raw data. In case the generated data is:</p> <ul style="list-style-type: none"> • Not accurate — Return the generated statistical/raw data to the Associate Statisticians for revision. • Accurate — Submit to the NHTO Operations Division Chief / 	None	4 hours	RFC

	PPD Chief for approval and data release.			
	7. Countersign response letter/memorandum then endorse to the NHTO Director.	None	1 hour	PPD Chief
	8. Approval of the facilitated data request for release to the requesting party. <ul style="list-style-type: none"> • Not approved — Return the facilitated request to the NHTO Operations Division / NHTS for revision. • Approved — Sign the response letter/memorandum with the attached facilitated data request for release. 	None	5 hours	Regional Director
9. Receive the data requested then fill-up the Client Satisfaction Measurement Survey.	9. Track and facilitate the release of the approved data request to the requesting party. 9.1. Administer Client Satisfaction Measurement Form (CSMF) during the release of approved data request. 9.2. Update and close transaction in the document/tracking system.		30 minutes	Administrative Assistant
TOTAL TURN AROUND TIME:			3 days and 2 hours	

2. DATA SHARING with OBSUs—List of Data Subjects

Generation of data sets with Personal Information (PI) and Sensitive Personal Information (SPI) for social protection purposes.

Office or Division:	Policy and Plans Division – National Household Targeting Section			
Classification:	Complex			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	DSWD OBSUs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Request (Indicating purpose and list of data sets) 2. Document indicating the designated Data Protection Officer 3. List of personnel who will have access to the Listahanan data 4. List of processes it will employ in the treatment of data.		Provided by requesting party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Requesting party will their letter of request with attached e-copy of data requirements to NHTS.	1. Receive and record the request in the document transaction/ tracking system. 1.1. Advise the requesting party that they will receive an email or call after 2-3 working days on the approval of their request and the expected schedule of release of the results 1.2. Forward the request to the NHTO Director/ Policy and Plans Division (PPD) for approval	None	15 minutes	Administrative Assistant III
	2. Review and decide if the request is approved for processing or not, endorse to the NHTO Operations Division Chief/ Regional Field Coordinator	None	6 hours	PPD Chief

	3. Input recommendations and endorse to the designated Data Privacy Officer (DPO)	None	6 hours	PPD Chief/RFC
	4. Review the request and make recommendations if the request is approved or not, endorse to the NHTO Director/ NHTS Policy and Plans Division Chief	None	3 hours	Regional Data Privacy Officer
	5. The NHTO Director/ NHTS PPD Chief endorses the recommendation to the assigned Project Development Officer to inform the client on the approval or disapproval of the data request <ul style="list-style-type: none"> • If approved - communicate with the requesting party, facilitate the signing of the NOA, and review all the documentary requirements • If disapproved - return to requesting party and prepare a Denial of Request for Data Form highlighting the grounds for such denial. End of process. 5.1. After accomplishing the MOA and reviewing the completeness of the documentary requirements, endorse to the NHTO IT Division Chief or designated IT personnel/NHTS Information Technology Officer	None	2 hours	PPD Chief
	6. Generate the requested data	None	1 day	ITO
	7. Review result of the data generated	None	1 day	RFC

	<p>8. Secure the data by adding password protection to the file</p> <p>8.1. Prepare Data Release Form (ORF), draft memorandum reply, and burn results in a compact disc (CD), USB stick, or hard drive</p> <ul style="list-style-type: none"> • Other storage device may apply as long as it is approved by the IT Head and the storage device is provided by the requesting party • Google drive may also be used as a storage of the requested data as long as it is encrypted and password-protected. Further, the password will only be released to the authorized personnel of the requesting party. <p>8.2. Counter sign in the ORF</p> <p>9. Finalize the memo, attach the Data Release Form (ORF) and secure data then forward it to the Administrative Unit/NHTS administrative staff</p>			ITO
	10. Track and scan the document before releasing the result to the requesting party	None	10 minutes	Administrative Assistant III
2. Received the result and call the NHTS Office for the password. Then fill-up the Client Satisfaction Measurement Survey.	11. Provide the password of the file to the requesting party through phone call and receive the signed Certificate of Acceptance from the requesting party	None	10 minutes	ITO

	11.1. Administer the Client Satisfactory Measurement Survey (CSMS) form per Committee on Anti- Red Tape (CART) guidelines			
TOTAL TURN AROUND TIME:			5 days, 1 hour and 35 minutes <i>*with possible extension</i>	

3. DATA SHARING with OBSUs—Name Matching

Processing of data to determine if the household is in the Listahanan database and what its corresponding poverty status.

Office or Division:	Policy and Plans Division – National Household Targeting Section			
Classification:	Complex			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	All DSWD OBSUs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Request (indicating reasons for name-matching) 2. Electronic copy of the names to be matched.		Provided by requesting party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Requesting party will endorse their letter of request with attached e-copy of names for name matching to NHTS.	1. Receive the request. 1.1. Record the request in the DSWD EDTMS / any other tracking system. 1.2. Endorse request to the NHTO Director / Regional Director	None	15 minutes	Administrative Assistant III
	2. Provide instruction to facilitate/review the request. 2.1. Endorse it to the NHTO- OD Chief / Policy and Plans Division (PPD) Chief	None	2 hours	PPD Chief
	3. Provide recommendations in the request. 3.1. Endorse to the assigned PDO to inform the client about the status of their request.	None	1 hour	PPD Chief
	4. Status of the approval/disapproval of the data request based on the DSWD AO 19, s.2021.	None	1 hour	PPD Chief

- Disapproved — Sign the letter of disapproval and endorse to the client. End of process.
- Approved — client submits the NDA signed by the Head of Office (HOO) as Personal Information Controller (PIC) and the designated Data Privacy Officer (DPO)/ Compliance Officer for Privacy (COP) to the NHTO or NHTS.

	<p>5. Review all documentary requirements including the NDA submitted by the client.</p> <ul style="list-style-type: none"> • Non-Compliant — Inform the client regarding the incomplete requirement via email. • Compliant: <p>a. Signed the NDA, then endorse to the Data Protection Officer (DPO) for signature.</p> <p>b. Once signed by the DSWD DPO, endorse to ITO for processing.</p>	None	2 hours	RFC ITO
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	6. The Information Technology Officer (ITO) reviews the electronic copy of names is compliant	None	1 hour	ITO
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	with the required template/format: <ul style="list-style-type: none"> • Non-Compliant — Inform the client about the findings via email. • Compliant — process the request within the set deadline depending on the volume or number of names to be matched. 		Processing of request: 1 day (5,000 and below) 3 days (5,001—50,000) 7 days (50,001 — 400,000) 20 days (400,001—1,000,000)	
	7. Secure the data by adding a password to the file. 7.1. Prepare the DRF. 7.2. Draft the response memorandum. 7.3. Save the results in a compact disc (CD), Universal Serial Bus (USB) stick or hard drive. <ul style="list-style-type: none"> • Other electronic storage device may apply as long as it is approved by the IT Head and provided by the client. • Google drive may also be used as a data storage as long as it is encrypted and password protected. The 	None	3 hours	ITO

	<p>file/s is only shared to the identified staff.</p> <p>7.4. Sign the DRF.</p> <p>7.5. Endorse the finalize documents to NHTO Director / PPD Chief</p>			RFC
	8. Sign the memorandum, then endorse to AU / AA for releasing.	None	1 hour	Regional Director
	<p>9. Track the documents in the EDTMS / any other tracking system.</p> <p>9.1. Scan a copy of the documents for record keeping.</p> <p>9.2. Release the document to the client.</p>	None	10 Minutes	Administrative Assistant III
2. Received the name matching result and call the NHTS Office for the password. Then fill-up the Client Satisfaction Measurement Survey.	<p>10. Provide the password of the file to the client through phone upon inquiry.</p> <p>10.1. Administer the Client Satisfactory Measurement Survey (CSMS) form per Committee on Anti-Red Tape (CART) guidelines.</p>	None	10 minutes	ITO
TOTAL TURN AROUND TIME:			<p>For 5000 names and below: 2 days, 3 hrs and 35 mins</p> <p>For 5,001 - 50,000 names: 4 days, 3 hrs and 35 mins</p> <p>For 50,000 - 400,000 names: 8 days, 3 hrs and 35 mins</p> <p>For 400,001 - 1,000,000 names: 21 days, 3hrs and 35 mins</p>	

II. External Service

4. Walk-in Name Matching Data Request

Provision of data corresponding to the individual/s name matching request – to determine if a household is in the Listahanan database and its corresponding poverty status.

Office or Division:	Policy and Plans Division –National Household Targeting Section			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All walk-in			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Walk-in Name Matching Form		DSWD Field Office VII – NHTS Office		
2. Valid Identification Card/ Proof of Identity		Provided by client.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up the Walk-in Name matching form and provide valid identification card/ proof of identity	1. Interview the client to evaluate the validity of the request as to its purpose. <ul style="list-style-type: none"> Invalid – the designated Grievance Officer will inform the client on the grounds for the denial of the request based on the MC 15 s. 2021. End of process. Valid – the designated Grievance Officer will provide the name matching form upon confirming the validity of the request 	None	30 minutes	NHTS Grievance Officer

	and will proceed for processing once the client accomplishes the form.			
	2. Explain the result of Name Matching	None	5 Minutes	NHTS Grievance Officer
2. Answer the Client Satisfaction Measurement Survey	3. Administer the Client Satisfactory Measurement Survey (CSMS) form per Committee on Anti-Red Tape (CART) guidelines.	None	5 minutes	NHTS Grievance Officer
TOTAL TURN AROUND TIME:			40 minutes	

5. Data Sharing – Name Matching

Provision of data corresponding to the individual/s name matching request – to determine if a household is in the Listahanan database and its corresponding poverty status.

Office or Division:	Policy and Plans Division – National Household Targeting Section			
Classification:	Highly Technical			
Type of Transaction:	Government to Government (G2G), Government to Business (G2B), Government to Citizen			
Who may avail:	All NGAs, GOCCs, NGOs, CSOs, and private foundations for the purpose of utilizing the data for social protection programs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Request (Indicating reasons for name-matching) 2. Electronic copy of the names to be matched. 3. Original copy of the resolution of governing board authorizing head of agency to enter into data sharing MOA with DSWD (for NGOs, CSOs, Private Foundations). 4. Designated Data Protection Officer (DPO) 5. Valid proof of identities of the agency head and DPO.		Provided by requesting party		
6. Data Sharing Agreement		NHTS		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Requesting party will endorse their letter of request with attached e-copy of names for name matching to NHTS.	1. Receive the request. 1.1. Record the request in the DSWD EDTMS / any other tracking system. 1.2. Endorse request to the NHTO Director / Regional Director	None	15 minutes	Administrative Assistant III
	2. Provide instruction to facilitate/review the request. 2.1. Endorse it to the NHTO-OD Chief / Policy and Plans Division (PPD) Chief	None	2 hours	PPD Chief
	3. Provide recommendations in the request.	None	1 hour	PPD Chief

	3.1. Endorse to the assigned PDO to inform the client about the status of their request.			
	<p>4. Status of the approval/disapproval of the data request based on the DSWD MC 15, s.2021.</p> <ul style="list-style-type: none"> Disapproved — Sign the letter of disapproval and endorse to the client. End of process. Approved — client submits the DSA signed by the Head of Office (HOO) as Personal Information Controller (PIC) and the designated Data Privacy Officer (DPO)/ Compliance Officer for Privacy (COP) to the NHTO or NHTS. 	None	1 hour	<p>PPD Chief</p> <p>RFC</p>
	<p>5. Review all documentary requirements including the DSA submitted by the client.</p> <ul style="list-style-type: none"> Non-Compliant — Inform the client regarding the incomplete requirement via email. Compliant: <ol style="list-style-type: none"> Signed the DSA, then endorse to the Data Protection Officer 	None	2 hours	<p>RFC</p> <p>ITO</p>

	(DPO) and the office of the Secretary for signature. b. Once signed by the DSWD DPO and the Secretary, endorse to ITD for processing.			
	6. The Information Technology Officer (ITO) reviews the electronic copy of names is compliant with the required template/format: <ul style="list-style-type: none"> • Non-Compliant — Inform the client about the findings via email. • Compliant — process the request within the set deadline depending on the volume or number of names to be matched. 	None	1 hour Processing of request: 1 day (5,000 and below) 3 days (5,001—50,000) 7 days (50,001 — 400,000) 20 days (400,001—1,000,000)	ITO
	7. Secure the data by adding a password to the file. 7.1. Prepare the DRF. 7.2. Draft the response memorandum. 7.3. Save the results in a compact disc (CD), Universal Serial Bus (USB) stick or hard drive. <ul style="list-style-type: none"> • Other electronic storage device may apply as long as it is 	None	3 hours	ITO

	<p>approved by the IT Head and provided by the client.</p> <ul style="list-style-type: none"> Google drive may also be used as a data storage as long as it is encrypted and password protected. The file/s is only shared to the identified staff. <p>7.4. Sign the DRF.</p> <p>7.5. Endorse the finalize documents to NHTO Director / PPD Chief</p>			RFC/ITO
	8. Sign the memorandum, then endorse to AU / AA for releasing.	None	1 hour	Regional Director
	<p>9. Track the documents in the EDTMS / any other tracking system.</p> <p>9.1. Scan a copy of the documents for record keeping.</p> <p>9.2. Release the document to the client.</p>	None	10 Minutes	Administrative Assistant III
2. Received the name matching result and call the NHTS Office for the password. Then fill-up the Client Satisfaction Measurement Survey.	<p>10. Provide the password of the file to the client through phone upon inquiry.</p> <ul style="list-style-type: none"> 10.1. Administer the Client Satisfactory Measurement Survey (CSMS) form per Committee on Anti-Red 	None	10 minutes	ITO

	Tape (CART) guidelines.			
TOTAL TURN AROUND TIME:			For 5000 names and below: 2 days, 3 hrs and 35 mins For 5,001 - 50,000 names: 4 days, 3 hrs and 35 mins For 50,000 - 400,000 names: 8 days, 3 hrs and 35 mins For 400,001 - 1,000,000 names: 21 days, 3hrs and 35 mins	

6. Data Sharing – List of Data Subjects

Generation of data sets with Personal Information (PI) and Sensitive Personal Information (SPI) with a Memorandum of Agreement (MOA).

Office or Division:	Policy and Plans Division – National Household Targeting Section
Classification:	Highly Technical
Type of Transaction:	Government to Government (G2G), Government to Business (G2B), Government to Citizen
Who may avail:	All NGAs, GOCCs, NGOs, CSOs, and private foundations for the purpose of utilizing the data for social protection programs
CHECKLIST OF REQUIREMENTS	
<ol style="list-style-type: none"> 1. Letter of Request (Indicating purpose and list of data sets) 2. Electronic copy of the following data requirements (if already available) <ol style="list-style-type: none"> 2.1 Original copy of the resolution of governing board authorizing head of agency to enter into a data sharing agreement with DSWD (only for NGOs, CSOs, and Private Foundations if already available) 2.2 Valid proof of identities of the agency head and DPO (only for NGOs, CSOs, and Private Foundations and if already available). 2.3 Valid documents indicating the legitimacy of the organization (only for NGOs, CSOs and Private Foundations and if already available) 2.4 Privacy manual or approve document/s on the security measures 2.5 Document indicating the appointed and NPC-registered Data Privacy Officer (DPO) 2.6 Accomplished Data Sharing Agreement (DSA) 2.7 List of identified staff who will access, process, and safeguard the Listahanan data. 2.8 Hardware and Security Component supporting images and specifications 	Provided by requesting party
<ol style="list-style-type: none"> 3. Certificates of Orientation 4. Certification on Acknowledgement Receipt of the copy of the law, IRR and the NPC issuances. 5. Physical and Technical Setup Certification Organizational Setup Certification 	NHTS

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Requesting party will endorse their letter of request with attached e-copy of data requirements to NHTS.	1. Receive and record the request in the document transaction/tracking system. 1.1. Advise the requesting party that they will receive an email or call after 2-3 working days on the approval of their request and the expected schedule of release of the results 1.2. Forward the request to the NHTO Director/Regional Director for approval	None	15 minutes	Administrative Assistant III
	2. Review and decide if the request is approved for processing or not, endorse to the NHTO Operations Division Chief/PPD Chief/Regional Field Coordinator	None	6 hours	PPD Chief
	3. Input recommendations and endorse to the assigned Project Development Officer (PDO)	None	3 hours	PPD Chief/RFC
	4. Inform the requesting party on the approval/disapproval of the request. • If Approved – schedule the orientation including the preparation of the other documentary requirements not included in the submission of the letter request.	None	2 hours	RFC

	<ul style="list-style-type: none"> If disapproved – inform the requesting party of the disapproval highlighting the grounds for such denial through writing. End of process. 			
2. Requesting party will attend the scheduled orientation with the NHTS Inspection Team.	<p>5. Orient the requesting party about the Listahanan Data Privacy Act of 2012, MC 15, s. 2021 and data sharing policy and requirements.</p> <p>5.1. Issue Certificate of Orientation</p> <p>5.2. Send to the requesting party hard or electronic copies of the law, IRR and issuances of NPC together with the issuance of Certification on the Acknowledgement Receipt of the said law/policies</p>	None	2 hours	NHTS/CBS
3. Compliance and Submission of signed memorandum of Agreement and documentary requirements to the NHTS for review on completeness	<p>6. Review all documentary requirements including the draft DSA submitted by the requesting party.</p> <p>6.1. Schedule the conduct of virtual/physical inspection meeting with the requesting party.</p>	None	2 hours	PPD Chief/RFC/ITO
4. Requesting party will present their IT facilities to the NHTS Inspection Team.	<p>7. Inspect the virtual/physical IT facilities of the requesting party.</p> <p>7.1. Issue Certifications (Physical Setup Certification and Organizational,</p>	None	1 day	NHTS

	Technical and Security Setup Certification)			
	8. Attach certifications and documentary requirements to the accomplished DSA for endorsement to the Department's/Regional DPO	None	2 hours	RFC
	9. Assess the accomplished DSA and documentary attachments, once approved, endorse the DSA for signature of the Department Secretary or Regional Director.	None	1 day	Data Protection Officer
	10. Review and sign the DSA. Endorse the DSA to the NHTO/NHTS for facilitation of notarization and data processing.	None	3 days	Regional Director
	11. Generate the requested data	None	1 day	ITO
	12. Review result of the data generated	None	1 day	RFC
	13. Secure the data by adding password protection to the file 13.1. Prepare Data Release Form (DRF), draft memorandum reply, and burn results in a compact disc (CD), USB stick, or hard drive <ul style="list-style-type: none"> Other storage device may apply as long as it is approved by the IT Head and the storage device is provided by the requesting party 			ITO

	<ul style="list-style-type: none"> Google drive may also be used as a storage of the requested data as long as it is encrypted and password-protected. Further, the password will only be released to the authorized personnel of the requesting party. <p>13.2. Counter sign in the DRF</p> <p>13.3. Finalize the memo, attach the Data Release Form (DRF) and secure data then forward it to the Administrative Unit/NHTS administrative staff</p>			
	14. Track and scan the document before releasing the result to the requesting party	None	10 minutes	Administrative Assistant III
5. Received the result and call the NHTS Office for the password. Then fill-up the Client Satisfaction Measurement Survey.	<p>15. Provide the password of the file to the requesting party through phone call and receive the signed Certificate of Acceptance from the requesting party</p> <p>11.1. Administer the Client Satisfactory Measurement Survey (CSMS) form per Committee on Anti-Red Tape (CART) guidelines</p>	None	10 minutes	ITO
TOTAL TURN AROUND TIME:			10 days, 1 hour and 35 minutes <i>*with possible extension</i>	

7. Data Sharing – Statistics/Raw Data Request

Generation of source data, unprocessed anonymized data or numerical processed data as requested by the client.

Office or Division:	Policy and Plans Division – National Household Targeting Section			
Classification:	Highly Technical			
Type of Transaction:	Government to Government (G2G), Government to Business (G2B), Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Request (specify purpose and data requested)		Provided by requesting party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Requesting party will endorse their letter of request of statistical data/ raw data generated from Listahanan (specify purpose and data requested).	1. Receive and record the request in the document transaction/tracking system. 1.1. Forward request to the PPD Chief	None	30 minutes	Administrative Assistant III
	2. Review, the merit of request based on AO 19, s. 2021. Upon approval of the request, endorse to the NHTS.	None	5 hours	PPD Chief
	3. Input comment/s then endorse to the OD-Statistics Section.	None	1 hour	Operations Division Chief
	4. Provide instruction based on the data requested, then forward to the Associate Statistician for data generation.	None	1 hour	Regional Field Coordinator
	5. If the request is: • Not clear a. In case of data vague request, the Associate Statisticians shall coordinate with the data users (through emails, recorded calls or text) to clarify the data requirement.	None	1 day	Associate Statisticians

	<p>b. In case the requested data is not available in the Listahanan database, the Associate Statistician shall provide recommendations to the requesting party on other possible data available.</p> <ul style="list-style-type: none"> • Clear <p>5.1 Generate the requested data from the Listahanan database (in excel or in any format available).</p> <p>5.2 Draft response letter/ memorandum to the requesting party and attach routing slip.</p> <p>5.3 Submit to the Statistics Section Head/ RFC.</p>			
	<p>6. Review the generated statistical/ raw data. In case the generated data is:</p> <ul style="list-style-type: none"> • Not accurate — Return the generated statistical/raw data to the Associate Statisticians for revision. • Accurate — Submit to the NHTO Operations Division Chief / PPD Chief for approval and data release. 	None	4 hours	RFC
	7. Countersign response letter/ memorandum then	None	1 hour	PPD Chief

	endorse to the NHTO Director.			
	<p>8. Approval of the facilitated data request for release to the requesting party.</p> <ul style="list-style-type: none"> • Not approved — Return the facilitated request to the NHTO Operations Division / NHTS for revision. • Approved — Sign the response letter/ memorandum with the attached facilitated data request for release. 	None	5 hours	Regional Director
9. Receive the data requested then fill-up the Client Satisfaction Measurement Survey.	<p>9. Track and facilitate the release of the approved data request to the requesting party.</p> <p>9.1. Administer Client Satisfaction Measurement Form (CSMF) during the release of approved data request.</p> <p>9.2. Update and close transaction in the document/tracking system.</p>		30 minutes	Administrative Assistant
TOTAL TURN AROUND TIME:			3 days and 2 hours	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Fill out online form sent to the requestor's email after closing the ticket.
How feedbacks are processed	Sorted according to positive and negative feedbacks. Analysis and Interpretation are incorporated in the Client Satisfaction Measurement Report. Make plans for improvement and implement the plan.
How to file a complaint	Using the online feedback form.
How complaints are processed	All complaints received are consolidated and are handled with confidentiality.
Contact Information of CCB, PCC, ARTA	<p>ARTA: 8-478-5093 complaints@arta.gov.ph</p> <p>PCC: pcc@malacanang.gov.ph 8888</p> <p>CCB: email@contactcenterngbayan.gov.ph 09088816565 (SMS), hotline 1-6565</p>
Contact Information	<p>Office: NHTS-PR Contact Person: Donald Rey L. Dejacto/ ITO II Contact Number: Tel No. 232-9505; 233-8785; Local - 17118 Email Address: nhtu.fo7@dswd.gov.ph Office Address: MJ Cuenco Corner, General Maxilom Avenue, Cebu City</p>

LIST OF OFFICES

Office	Address	Contact Information
Main Office		
Field Office VII	DSWD Field Office VII, M.J. Cuenco Ave. cor. Gen. Maxilom Ave., Carreta, Cebu City	Tel No.: (+63) (032) 233-8785 (+63) (032) 233-0261 (+63) (032) 231-2172
Policy and Plans Division (PPD)		
National Household Targeting Section	DSWD Field Office VII, M.J. Cuenco Ave. cor. Gen. Maxilom Ave., Carreta, Cebu City	Email: nhtu.fo7@dswd.gov.ph Trunk Line: (032) 232-0261 (032) 232-9505 Local 17118