

RECEIVING REQUEST FOR INFORMATION

I. OFFICE OR DIVISION

ADMINISTRATIVE DIVISION – RECORDS AND ARCHIVES MANAGEMENT SECTION

II. SERVICE CLASSIFICATION

COVERED BY SPECIAL LAW (EXECUTIVE ORDER NO. 02 SERIES OF 2016)

III. SCHEDULE OF AVAILABILITY OF SERVICE

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

IV. WHO MAY AVAIL OF THE SERVICE

INDIVIDUALS WITH FILIPINO CITIZENSHIP

WHAT ARE THE REQUIREMENTS	WHERE TO SECURE
<p>1. STANDARD REQUEST</p> <p>1.1. ONE (1) REQUEST LETTER ADDRESSED TO SECRETARY REX GATCHALIAN AT DSWD-CENTRAL OFFICE, IBP ROAD BATASAN PAMBANSA COMPLEX, CONSTITUTION HILLS, QUEZON CITY.</p> <p>1.2. ATTACH ONE (1) FOI REQUEST FORM</p> <p>1.2.1. MUST STATE YOUR COMPLETE NAME, CONTACT INFORMATION AND PURPOSE OF YOUR REQUEST</p> <p>1.2.2. ATTACH ONE (1) PHOTOCOPY OF GOVERNMENT ISSUED I.D OR SCHOOL I.D (FOR REGISTERED STUDENTS) WITH PHOTO</p> <p>1.3. ONE (1) RECEIVING COPY (FOR CLIENT REFERENCE)</p>	<p>REQUESTING PARTY MAY VISIT: HTTPS://WWW.DSWD.GOV.PH/ISSUANCES/MCS/MC_2017-009.PDF FOR THE FOI REQUEST FORM</p> <p>OR</p> <p>SECURE FOI REQUEST FORM IN THE DSWD-AS-RAMD</p>
<p>2. ONLINE REQUESTS OR THROUGH eFOI PORTAL</p> <p>2.1. VISIT THE EFOI WEBSITE</p> <p>2.1.1. CHOOSE <u>MAKE A REQUEST</u> ICON</p> <p>2.1.2. SELECT <u>DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT</u></p> <p>2.1.3. CLICK ON <u>WRITE MY REQUEST</u></p> <p>2.1.3.1. ENSURE ALL THE MANDATORY FIELDS ARE FILLED OUT</p> <p>2.1.4. ATTACH A COPY OF GOVERNMENT ISSUED I.D OR SCHOOL I.D (FOR REGISTERED STUDENTS) WITH PHOTO</p>	<p>REQUESTING PARTY MAY VISIT THE FOI WEBSITE TO PLACE THEIR REQUEST: HTTPS://WWW.FOI.GOV.PH/</p>

WHAT ARE THE REQUIREMENTS

WHERE TO SECURE

3. IF UNABLE TO MAKE A WRITTEN REQUEST, BECAUSE OF ILLITERACY OR DISABILITY

- 3.1. VISIT THE NEAREST DSWD OFFICE OR CONTACT MS. MYRNA H. REYES IN DSWD CENTRAL OFFICE AT (02) 8-951-7119 FOR INQUIRIES
- 3.2. MAKE VERBAL REQUEST TO THE DSWD FOI RECEIVING OFFICER (FRO) WHO SHALL REDUCE THE REQUEST TO FOI REQUEST FORM
- 3.3. PROVIDE ONE (1) COPY OF GOVERNMENT ISSUED I.D OR SCHOOL I.D (FOR REGISTERED STUDENTS) WITH PHOTO AND AUTHORIZATION

REQUESTING PARTY MAY VISIT THE NEAREST DSWD OFFICE

V. HOW TO AVAIL OF THE SERVICE

CLIENT STEPS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. SUBMIT FOI REQUEST	NONE	40 MINUTES	RODULFO D. ALCOS JR. <i>SECTION HEAD</i> RAMS – AD/FOI RECEIVING OFFICER (FRO)
2. RECEIPT OF NOTIFICATION / REQUESTED INFORMATION / DATA FROM THE CONTACT INFO PROVIDED	NONE	3 HOURS	RODULFO D. ALCOS JR. <i>SECTION HEAD</i> RAMS – AD/FOI RECEIVING OFFICER (FRO)

VI. PROCESSING TIME

3 HOURS & 40 MINUTES

VII. FEEDBACKS AND COMPLAINTS MECHANISM

How to send feedback	Customer feedback form shall be provided to the client upon receiving the request.
How feedbacks are processed	Through the Google Survey Form, all feedbacks are easily generated and consolidated in quarterly basis. AD-RAMS will conduct evaluation regarding the data gathered through root cause analysis, and identify plans and actions that must recommended for execution.
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: ord.fo7@dswd.gov.ph</p>
How complaints are processed	<p>Complaint letter received by the Office of the Regional Director shall be forwarded to the concerned office to address the concern.</p> <p>Reply letter shall be sent to the complainant.</p>
Contact information of Anti-Red Tape Authority (ARTA), PCC and CCB	<p>ARTA : complaints@arta.gov.ph : 8478-5093 / 8478-5093 / 8478-5099</p> <p>PACe : pace@op.gov.ph : 8888</p> <p>CCB : SMS: 0908 881 6565 Email: email@contactcenterngbayan.gov.ph Web: https://contactcenterngbayan.gov.ph FB: https://facebook.com/civilservicegovph Call: 165 65 (P5+VAT per call anywhere in the Philippines via PLDT landlines)</p>