

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 (PPD) - Policy Development and Planning Section (PDPS)

II. TYPE OF TRANSACTION

G2C - Government to Citizen
G2G - Government to Government

III. SCHEDULE OF AVAILABILITY OF SERVICE

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

IV. WHO MAY AVAIL OF THE SERVICE

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

WHAT ARE THE REQUIREMENTS?	WHERE TO SECURE?
If request shall not undergo Research Protocol: 1. Request letter (1 Original copy)	Requesting party
If the request shall undergo Research Protocol: 1. Request letter (1 Original copy) 2. Research Request Form (1 original copy) 3. Research Brief (1 original copy) 4. Research Instruments (1 original copy)	1. Requesting party 2. Policy Development and Planning Bureau (PDPB) - Policy and Research Division (PRD) 3. Policy Development and Planning Bureau (PDPB) - Policy and Research Division (PRD)/PPD-PDPS 4. Requesting party

V. CLIENT STEPS AND AGENCY ACTIONS

CLIENT STEPS	AGENCY ACTIONS (Policy Development and Planning Section)	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit the request letter and/or the research request documents	1.1. Receive the request letter addressed to the PDPB/Regional Director and/or the research request documents and encode the details in the office’s document tracking/ monitoring system. <i>Note: The received documents are stamped with an official receiving stamp, which contains important information such as the date and time of receipt and the name of the receiving office. For requests received through email, a copy of the email along with the attachments shall be printed and recorded.</i>	None	4 hours	<u>Bea P. Pagay</u> <u>Shayne L. Patindol</u> -Support Staff Policy Development and Planning Section

CLIENT STEPS	AGENCY ACTIONS (Policy Development and Planning Section)	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
II	<p>1.1.1. Furnish the requesting party with a receiving copy of the request letter, along with printed or digital leaflets/ information, education, and communication (IEC) materials detailing the process flow and requirements.</p> <p>If the request is received through email, reply and acknowledge receipt with attached digital leaflets/IEC materials showing the process flow and requirements</p> <p>1.1.2. Endorse request letter to the Policy and Plans Division (PPD) - Policy Development and Planning Section (PDPS) for assignment and further instructions (if any) to the concerned technical staff</p>	None	4 hours	<p><u>Bea P. Pagay</u></p> <p><u>Shayne L. Patindol</u> -Support Staff Policy Development and Planning Section</p>
	1.2. Review the request and assign it to available technical staff	None	2 hours	<p><u>Genara A. Burlat</u> Head of the Planning Section (PDPS)</p>
	<p>1.3. Review the request as to the following:</p> <p>1.3.1. Area/region of coverage (<i>refer to Memorandum Circular No. 10, s. 2019 Section VII. Item 4</i>) to ensure that it is sent to the correct office. Otherwise, endorse the correct office.</p> <p>1.3.2. Review the completeness of the submitted requirements.</p> <p>If incomplete, assist the requesting party in completing documentary requirements and provide orientation on the research protocol. Then go back to Step 1.1 and restart the count of working hours/days</p>	None	2 hours	<p><u>Planning Officer II</u> -Technical Staff Policy Development and Planning Section</p>

CLIENT STEPS	AGENCY ACTIONS (Policy Development and Planning Section)	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
II	1.4. If the request falls within the scope of the office, assess if it shall undergo research protocol (i.e., approval of the Policy Development and Planning Bureau (PDPB) Director/PPD Chief) using the <i>Checklist for Reviewing Research and Social Welfare and Development (SWD) Data Requests</i>	None	4 days (For request that don't need to go through the protocol)	<u>Planning Officer II</u> -Technical Staff Policy Development and Planning Section
	1.4.1. For non-protocol requests, endorse the researcher to the concerned DSWD Office, Bureau, Service, and/or Units using the <i>Endorsement of Research and SWD Data Request Form</i> . 1.4.2. For requests with complete documentary requirements that need to go through the protocol , proceed to the review of the research request in consultation with concerned OBSUs and Field Offices (FOs).	None	7 days (For request that need to go through the protocol)	
	1.5. Receive the comments or inputs, and recommendations from other offices. These shall be the basis for the decision to approve/ disapprove the request.	None	1 day	<u>Planning Officer II</u> -Technical Staff Policy Development and Planning Section
	1.6. To recommend Approval? Yes - Prepare a recommendation for approval using the <i>Outline Memorandum of Recommendation on the Research Request</i> for review and the initials of the Division Chief. This shall include the consolidated recommendations from the concerned OBSUs/FOs. No - Communicate the decision to the requesting party and inform them of relevant revisions that need to be made. Two (2) days will be given to the requesting party to officially respond, through a letter, if they will continue or terminate their request. If they will pursue the request, ask the requesting party to re-submit the revised request based on DSWD's comments, then go back to step 1.4.2. and restart the count of working hours/days.	None	1 day	<u>Planning Officer II</u> -Technical Staff Policy Development and Planning Section

CLIENT STEPS	AGENCY ACTIONS (Policy Development and Planning Section)	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	1.7. Approve/ disapprove requests based on recommendations. If the recommendations are approved: Inform the requesting party and endorse to the concerned OBSUs/FOs. Coordinate with the concerned office where the research the request was endorsed and assisted the requesting party in matters related to the conduct of data-gathering activities. If the recommendations are disapproved: Go back to step 1.4.2.	None	2 days	<u>Planning Officer II</u> <i>-Technical Staff Policy Development and Planning Section</i>
2. Fill out the Client Satisfaction Measurement Form (CSMF)	2.1. Administer the CSMF. (either online or paper-based)	None	1 minute	<u>Planning Officer II</u> <i>-Technical Staff Policy Development and Planning Section</i> <u>Shayne L. Patindol</u> <i>-Support Staff Policy Development and Planning Section</i>

VI. PROCESSING TIME

For Non-protocol - 5 working days

For Protocol - 12 working days

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback and/or complaints	Requesting party/Requesting parties are requested to accomplish the <i>Client Satisfaction Measurement Survey</i> to be provided by PDPB 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 PDPB Technical Staff. Responses are analyzed and will form part of the <i>Client Satisfaction Measurement Report</i> . The recommendations from the requesting party/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 requesting party/requesting party may file a written appeal within 10 working days from receipt of the notice of disapproval.
How complaints are processed	PDPB/PDPS Technical Staff to receive the appeal and endorse recommendation with the Division/Section Chief's initials to the PDPB Director/PPD Chief. An official response letter will be communicated to the requesting party/requesting party informing of the decision.
Contact Information of CCB, PAcE, ARTA	Policy Development and Planning Section research.fo7@dswd.gov.ph Tel. Nos: (032) 412-9908 / (032) 232-9507 Telefax: (032) 231-2172 Local No. 17117 Anti Red Tape Authority (ARTA) complaints@arta.gov.ph or call at 8478–5091 or 8478–5093. Presidential Action Center (PAcE) pace@op.gov.ph Hotline 8888 or 82498310 loc. 8175 or 8182 Tel Nos. 8736-8645, 8736-8603, 8736-8606, 8736-8629, 8736-8621 Contact Center ng Bayan (CCB) email@contactcenterngbayan.gov.ph 0908-881-6565

Obtaining Social Welfare and Development Data and Information

I. OFFICE OR DIVISION

Policy and Plans Division (PPD) - Policy Development and Planning Section (PDPS)

II. TYPE OF TRANSACTION

G2C - Government to Citizen
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III. SCHEDULE OF AVAILABILITY OF SERVICE

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

IV. WHO MAY AVAIL OF THE SERVICE

Requesting parties such as students, academe, other government agencies including members of other branches of government, local and international organizations or research institutions and other independent requesting parties who are requesting current and secondary SWD data and statistics from the DSWD.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE?
If request shall not undergo Research Protocol: 1. Request letter (1 Original copy)	Requesting Party

V. CLIENT STEPS AND AGENCY ACTIONS

CLIENT STEPS	AGENCY ACTIONS (Policy Development and Planning Section)	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Request Letter	<p>1. Receive the request letter for SWD data from the requesting party</p> <p>For Walk-in: Receive request letter and ask the requesting party to provide details in the logbook</p> <p>For Email: Download and print request</p>	None	10 minutes	<p><u>Bea P. Pagay</u></p> <p><u>Shayne L. Patindol</u></p> <p>-Support Staff Policy Development and Planning Section</p>
	<p>1. Check completeness of information in the request letter (i.e., name of the requesting party, contact details, and data being requested)</p> <p>If complete, acknowledge receipt of the request (for email) or provide receiving copy (for walk-in)</p>	None	10 minutes	<p><u>Shayne L. Patindol</u></p> <p>-Support Staff Policy Development and Planning Section</p>
	<p>3. Encode details to the system or the Enhanced Document Transaction Management System (EDTMS)</p> <p>For email: Request Letter</p> <p>For walk-in: Information provided in the requesting party's Logbook</p>	None	5 minutes	<p><u>Shayne L. Patindol</u></p> <p>-Support Staff Policy Development and Planning Section</p>

CLIENT STEPS	AGENCY ACTIONS (Policy Development and Planning Section)	FEES TO BE PAID	PROCESsing TIME	PERSON RESPONSIBLE
II	<div>4. Endorse request to the concerned Division (for PDPB) / Unit (for PDPS)</div> <div>1. Assign request to concerned technical staff</div>	None	10 minutes	<div><u>Shayne L. Patindol</u> -Support Staff Policy Development and Planning Section</div> <div><u>Genara A. Burlat</u> Head of the Planning Section (PDPS)</div>
	<div>6. Submit to Division Chief/Unit Head for review, approval, and signature. If not available within the office/ section, endorse the request to the concerned office/division/ section using the <i>Endorsement of Research and SWD Data Request Form</i>.</div> <div>Note: If data/ information is not available in DSWD, inform the requesting party of other sources of data.</div> <div>1. Prepare a letter response (utilizing the letter response template)</div> <div>1. Submit to the Division Chief/Unit Head for review, approval, and signature.</div>	None	30 minutes	<div><u>Shayne L. Patindol</u> -Support Staff Policy Development and Planning Section</div> <div><i>Technical Staff</i> <i>Data Source or Responsible Sections/Units, Programs and Services</i></div> <div><u>Planning Officer II</u> <i>or any of the Technical Staff in</i> Policy Development and Planning Section</div> <div><u>Shayne L. Patindol</u> -Support Staff Policy Development and Planning Section</div>
	<div>6. Review, approve and sign the letter response, prepared data (if available), and applicable forms.</div>	None	20 minutes	<div><u>Planning Officer II</u> -Technical Staff Policy Development and Planning Section</div> <div><i>Technical Staff</i> <i>Data Source/ Responsible Sections/Units, Programs and Services</i></div>
	<div>6. Send the signed letter response containing the Client Satisfaction Measurement Survey Form link/code to the requesting party together with the approved data (if available) and applicable form.</div>	None	10 minutes	<div><u>Planning Officer II</u> -Technical Staff Policy Development and Planning Section</div> <div><u>Shayne L. Patindol</u> -Support Staff Policy Development and Planning Section</div>
2. Fill-out the Client Satisfaction Measurement Form	<div>2. Administer the Client Satisfaction Measurement Form (either online or paper-based)</div>	None	1 minute	<div><u>Shayne L. Patindol</u> -Support Staff Policy Development and Planning Section</div>

VI. PROCESSING TIME

- For Single Data - 1 working day, 15 minutes
- For Multiple Data - 1 working day, 5 hours, 15 minutes
- No Data - 1 hour, 45 minutes

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback and/or complaints	Requesting party/Requesting parties are requested to accomplish the <i>Client Satisfaction Measurement Survey</i> to be provided by PDPB 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 PDPB Technical Staff. Responses are analyzed and will form part of the <i>Client Satisfaction Measurement Report</i> . The recommendations from the requesting party/requesting parties are considered to improve service delivery.
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How complaints are processed	PDPB/PDPS Technical Staff to receive the appeal and endorse recommendation with the Division/Section Chief's initials to the PDPB Director/PPD Chief. An official response letter will be communicated to the requesting party/requesting party informing of the decision.
Contact Information of CCB, PACe, ARTA	Policy Development and Planning Section research.fo7@dswd.gov.ph Tel. Nos: (032) 412-9908 / (032) 232-9507 Telefax: (032) 231-2172 Local No. 17117 Anti Red Tape Authority (ARTA) complaints@arta.gov.ph or call at 8478–5091 or 8478–5093. Presidential Action Center (PACe) pace@op.gov.ph Hotline 8888 or 82498310 loc. 8175 or 8182 Tel Nos. 8736-8645, 8736-8603, 8736-8606, 8736-8629, 8736-8621 Contact Center ng Bayan (CCB) email@contactcenterngbayan.gov.ph 0908-881-6565