

PROVISION OF RESOURCE PERSON TO DSWD INTERMEDIARIES AND STAKEHOLDERS

I. OFFICE OR DIVISION

POLICY AND PLANS DIVISION – TECHNICAL ADVISORY ASSISTANCE AND OTHER RELATED SUPPORT SERVICES (TAAORSS) UNIT

II. TYPE OF TRANSACTION

GOVERNMENT TO GOVERNMENT (G2G)
GOVERNMENT TO BUSINESS (G2B)

III. SCHEDULE OF AVAILABILITY OF SERVICE

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

IV. WHO MAY AVAIL OF THE SERVICE

DSWDINTERMEDIARIES (LOCAL GOVERNMENT UNITS, NON-GOVERNMENT ORGANIZATIONS, PEOPLE’S ORGANIZATIONS, CIVIL SOCIETY ORGANIZATIONS, ACADEME) AND STAKEHOLDERS

WHAT ARE THE REQUIREMENTS	WHERE TO SECURE
1. REQUEST LETTER	REQUESTING PARTY
2. REQUEST FORM (IF APPLICABLE)	DSWD FIELD OFFICE / POLICY AND PLANS - TAAORSS UNIT
2. DSWD INTELLECTUAL PROPERTY AGREEMENT	DSWD FIELD OFFICE / POLICY AND PLANS - TAAORSS UNIT

V. HOW TO AVAIL OF THE SERVICE

CLIENT STEPS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. SUBMIT REQUEST LETTER TO DSWD	NONE	7 DAYS	MELISA R. ALISON/ CHARIGENE LLANTO <i>SWO III / PDO II</i> TAAORSS
2. FILL OUT THE DSWD INTELLECTUAL PROPERTY AGREEMENT AND CUSTOMER SATISFACTION MEASUREMENT SURVEY	NONE		MELISA R. ALISON/ CHARIGENE LLANTO <i>SWO III / PDO II</i> TAAORSS

VI. PROCESSING TIME

7 DAYS

BORROWING AND RETURNING OF RLRC MATERIALS AND COLLECTIONS

I. OFFICE OR DIVISION

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II. TYPE OF TRANSACTION

GOVERNMENT TO GOVERNMENT (G2G)

III. SCHEDULE OF AVAILABILITY OF SERVICE

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

IV. WHO MAY AVAIL OF THE SERVICE

GOVERNMENT TO GOVERNMENT (G2G); GOVERNMENT TO CITIZEN (G2C); GOVERNMENT TO BUSINESS (G2B)

WHAT ARE THE REQUIREMENTS	WHERE TO SECURE
1. EMPLOYEE ID (1 original)	1. REQUESTING PARTY
2. REGISTRATION FORM (online form / Logbook)	2. REGIONAL LEARNING RESOURCE CENTER (RLRC)
3. BOOK CARD (1 per book)	3. RLRC
4. CLIENT SATISFACTION MEASUREMENT SURVEY FORM	4. RLRC (OFFLINE / ONLINE)

V. HOW TO AVAIL OF THE SERVICE

CLIENT STEPS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
BORROWING FOR INTERNAL CLIENTS			
1. INQUIRE AVAILABILITY OF BOOK/ MATERIAL AND PRESENT ID	NONE	10 MINUTES	MELISA R. ALISON/ CHARIGENE LLANTO <i>SWO III / PDO II</i> TAAORSS
2.LOG IN TO THE REGISTRATION DESKTOP	NONE	33 MINUTES	MELISA R. ALISON/ CHARIGENE LLANTO <i>SWO III / PDO II</i> TAAORSS
3. FILL OUT THE BOOK CARD	NONE	14 MINUTES	MELISA R. ALISON/ CHARIGENE LLANTO <i>SWO III / PDO II</i> TAAORSS
RETURNING FOR INTERNAL CLIENTS			
1.LOG IN TO THE REGISTRATION DESKTOP	NONE	18 MINUTES	MELISA R. ALISON/ CHARIGENE LLANTO <i>SWO III / PDO II</i> TAAORSS
2. ACCOMPLISH THE BOOK CARD AND CSMS SURVEY	NONE	2 MINUTES	MELISA R. ALISON/ CHARIGENE LLANTO <i>SWO III / PDO II</i> TAAORSS

VI. PROCESSING TIME

1 HOUR AND 17 MINUTES

CLIENT STEPS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
BORROWING FOR EXTERNAL CLIENTS			
1. INQUIRE AVAILABILITY OF BOOK/ MATERIAL AND PRESENT ID	NONE	10 MINUTES	MELISA R. ALISON/ CHARIGENE LLANTO <i>SWO III / PDO II</i> TAAORSS
2.LOG IN TO THE REGISTRATION DESKTOP	NONE	33 MINUTES	MELISA R. ALISON/ CHARIGENE LLANTO <i>SWO III / PDO II</i> TAAORSS
3. FILL OUT THE BOOK CARD	NONE	12 MINUTES	MELISA R. ALISON/ CHARIGENE LLANTO <i>SWO III / PDO II</i> TAAORSS
RETURNING FOR EXTERNAL CLIENTS			
1.LOG IN TO THE REGISTRATION DESKTOP	NONE	3 MINUTES	MELISA R. ALISON/ CHARIGENE LLANTO <i>SWO III / PDO II</i> TAAORSS
2. ACCOMPLISH THE BOOK CARD AND CSMS SURVEY	NONE	17 MINUTES	MELISA R. ALISON/ CHARIGENE LLANTO <i>SWO III / PDO II</i> TAAORSS

PROCESSING TIME

1 HOUR AND 15 MINUTES

CLIENT STEPS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
RENEWAL-VIA EMAIL (FOR INTERNAL CLIENTS ONLY)			
1.REQUEST FOR RENEWAL OF THE BORROWED KEC OR RLRC MATERIAL	NONE	20 MINUTES	MELISA R. ALISON/ CHARIGENE LLANTO <i>SWO III / PDO II</i> TAAORSS

PROCESSING TIME: 20 MINUTES

RENEWAL - WALK-IN (FOR INTERNAL CLIENTS ONLY)			
1.REQUEST FOR THE RENEWAL OF THE BORROWED KEC OR RLRC MATERIAL	NONE	8 MINUTES	MELISA R. ALISON/ CHARIGENE LLANTO <i>SWO III / PDO II</i> TAAORSS
2. FILL OUT THE BOOK CARD	NONE	17 MINUTES	

V. PROCESSING TIME

25 MINUTES

KEC/ RLRC FUNCTION ROOM RESERVATION AND USE

I. OFFICE OR DIVISION

POLICY AND PLANS DIVISION – TECHNICAL ADVISORY ASSISTANCE
AND OTHER RELATED SERVICES (TAAORSS) SECTION

II. TYPE OF TRANSACTION

GOVERNMENT TO GOVERNMENT

III. SCHEDULE OF AVAILABILITY OF SERVICE

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

IV. WHO MAY AVAIL OF THE SERVICE

DSWD EMPLOYEES

WHAT ARE THE REQUIREMENTS	WHERE TO SECURE
1. GOOGLE REQUEST FORM	KEC BOOKING LINK : http://bit.ly/4cmOhoz

V. HOW TO AVAIL OF THE SERVICE

CLIENT STEPS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. INQUIRE THE AVAILABILITY OF THE CONFERENCE ROOM	NONE	20 MINUTES	MELISA R. ALISON/ CHARIGENE LLANTO <i>SWO III / PDO II</i> TAAORSS
2. SUBMIT ACCOMPLISHED ONLINE RESERVATION FORM	NONE	25 MINUTES	MELISA R. ALISON/ CHARIGENE LLANTO <i>SWO III / PDO II</i> TAAORSS
3. LOG IN TO THE REGISTRATION LOGBOOK	NONE	5 MINUTES	MELISA R. ALISON/ CHARIGENE LLANTO <i>SWO III / PDO II</i> TAAORSS
3. ACCOMPLISH THE CSM SURVEY	NONE	15 MINUTES	MELISA R. ALISON/ CHARIGENE LLANTO <i>SWO III / PDO II</i> TAAORSS

VI. PROCESSING TIME

75 MINUTES

VI. FEEDBACKS AND COMPLAINTS MECHANISM

HOW TO SEND FEEDBACK	REQUESTOR TO FILL OUT THE CLIENT SATISFACTION SURVEY FORM AND EMAIL IT TO tara.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 INQUIRIES AND FOLLOW-UPS, CLIENT MAY CONTACT THE FOLLOWING CONTACT INFO:</p> <p>TEL NO.: (032) 232-9505, (032) 233-0261, (032) 233-8785 LOCAL 17119</p> <p>TELEFAX: (032) 231-2172</p> <p>EMAIL: tara.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 INQUIRIES AND FOLLOW-UPS, CLIENT MAY CONTACT THE FOLLOWING CONTACT INFO:</p> <p>TEL NO.: (032) 232-9505, (032) 233-0261, (032) 233-8785 LOCAL 17117</p> <p>TELEFAX: (032) 231-2172</p> <p>Email: tara.fo7@dswd.gov.ph</p>
CONTACT INFORMATION OF CCB, PCC, ARTA	<p>ARTA: complaints@arta.gov.ph 8478-5093/ 8478-5099</p> <p>PACe: pace@op.gov.ph 8888</p> <p>CCB: SMS: 09213107200 Email: email@contactcenterbayan.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>