

PROCESSING OF RELIEF AUGMENTATION REQUEST BY DSWD FIELD OFFICES

THIS PROCESS INTENDS TO PROVIDE A SYSTEM ON RECEIVING, RECORDING, APPROVING AND DETERMINING THE REQUIREMENTS FOR REQUEST FOR RESOURCE AUGMENTATION TO THE LOCAL GOVERNMENT UNITS (LGUS) IN RESPONSE TO THE NEEDS OF THE FAMILIES AFFECTED BY DISASTERS, CALAMITIES, AND PANDEMIC. LIKEWISE, IT AIMS TO ENSURE THAT MANAGEMENT AND MOBILIZATION OF FOOD AND NON-FOOD ITEMS (FNIS) ARE DONE IN AN EFFECTIVE, EFFICIENT, TIMELY AND COORDINATED MANNER.

THIS PROCEDURE APPLIES TO THE PROCESSES TO BE UNDERTAKEN IN PROVIDING RELIEF AUGMENTATION TO THE LGUS DURING DISASTER OPERATIONS AND OTHER CALAMITIES AND THE PANDEMIC. IT COVERS THE RECEIPT OF THE FIELD OFFICE/S REQUEST UNTIL THE DELIVERY OR RELEASE OF WELFARE GOODS. HOWEVER, SPECIAL REQUESTS FROM LEGISLATORS ARE NOT COVERED BY THIS SOP. ASSISTANCE THROUGH CONGRESSIONAL REQUESTS ARE CONSIDERED DIRECT ASSISTANCE FROM THE DSWD TO THE DISASTER VICTIMS SUBJECT TO USUAL ACCOUNTING AND AUDITING RULES. FURTHER, REQUESTS FOR FNIS THAT ARE NOT DISASTER RELATED ARE NOT COVERED IN THIS PROCESS.

I. OFFICE OR DIVISION

DISASTER RESPONSE AND MANAGEMENT DIVISION

II. SERVICE CLASSIFICATION

COMPLEX

III. SCHEDULE OF AVAILABILITY OF SERVICE

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

IV. WHO MAY AVAIL OF THE SERVICE

LGU AFFECTED BY DISASTER IN REGION VII

WHAT ARE THE REQUIREMENTS	WHERE TO SECURE
FOR ALL TYPES OF INCIDENTS (FIRE, TYPHOON, ARMED CONFLICT, ETC.)	
LGU REQUEST, WITH EITHER OF THE FOLLOWING ATTACHMENTS: SITUATIONAL REPORT / DISASTER INCIDENT REPORT AND ITS RELATIVE ATTACHMENTS BASED ON EXISTING GUIDELINES - (1 ORIGINAL OR 1 ELECTRONIC COPY)	OFFICE OF THE LCE

V. HOW TO AVAIL OF THE SERVICE

CLIENT STEPS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. SEND A REQUEST LETTER ADDRESSED TO THE OFFICE OF THE REGIONAL DIRECTOR WITH EITHER OF THE FOLLOWING ATTACHMENTS: SITUATIONAL REPORT / DISASTER INCIDENT	NONE	8 HOURS AND 15 MINUES	GLORYMAE M. CUYOS DRMD ADMINISTRATIVE ASSISTANT III
2. RECEIVE RESPONSE FROM DSWD. IF THE REQUEST IS APPROVED, CONFIRM / AGREE ON THE SCHEDULE OF DELIVERY / HAULING OF GOODS.	NONE	WITHIN 5 DAYS, 6 HOURS AND 45 MINUTES	CHRISTINE A. ESCOLANO DRRS/ RROS HEAD
3. RECEIVE REQUESTED GOODS THROUGH HAULING OR DELIVERY AND SIGN THE RECEIPT OF RIS/IF AND DELIVERY RECEIPT / ISSUANCE RECEIPT. 3.1 FILL-OUT CLIENT SATISFACTION MEASUREMENT FORM (CSMF)	NONE	1 HOURS	CHRISTINE A. ESCOLANO DRRS/ RROS HEAD

VI. PROCESSING TIME

FOR THE PROCESSING OF REQUEST 1 DAY AND 2 HOURS, 15 MINUTES

VII. FEEDBACK AND COMPLIANTS MECHANISM

HOW TO SEND FEED BACK	CLIENT LGUS MAY ANSWER THE CLIENT SATISFACTION MEAS- UREMENT FORM (CSMF) PROVIDED BY THE FIELD OFFICE UPON RELEASE OF REQUESTED GOODS.
HOW FEEDBACK / COMPLAINTS ARE PROCESSED	1. DULY ACCOMPLISHED CUSTOMER FEEDBACK FORMS SHALL BE COLLATED ONCE A MONTH BY THE DRMD GRIEVANCE FOCAL; 2. IDENTIFIED ISSUES AND CONCERNS OF THE CLIENT LGU SHALL BE DISCUSSED AND ADDRESSED ACCORDINGLY BY THE CON- CERNED DSWD FIELD OFFICE. 3. FEEDBACK REQUIRING ANSWERS ARE FORWARDED TO THE RELEVANT OFFICES AND THEY ARE REQUIRED TO ANSWER WITHIN THREE (3) DAYS OF THE RECEIPT OF THE FEEDBACK. 4. FOR INQUIRIES AND FOLLOW-UPS, CLIENTS MAY CONTACT THE CONCERNED FIELD OFFICE THROUGH PHONE OR EMAIL.
HOW TO FILE A COMPLAINT	REQUESTING LGU MAY SUBMIT APPEALS FOR REQUESTS THAT HAVE BEEN DENIED OR DELAYED, THROUGH A LETTER ADDRESSED TO THE CONCERNED DSWD FIELD OFFICE.
HOW COMPLAINTS ARE PROCESSED	UPON RECEIPT OF THE COMPLAINT, THE DRMD HEAD OF THE CONCERNED DSWD FO SHALL MAKE NECESSARY EVALUATION AND INVESTIGATION, AND CREATE A REPORT FOR INFORMATION AND APPROPRIATE ACTION OF THE DSWD FO. FEEDBACK SHALL BE PROVIDED TO THE CLIENT LGU.
CONTACT INFOR- MATION OF CCB, PACE, ARTA	<p>Anti Red Tape Authority (ARTA) complaints@arta.gov.ph or call at 8478–5091 or 8478–5093.</p> <p>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</p> <p>Contact Center ng Bayan (CCB) email@contactcenterngbayan.gov.ph 0908-881-6565</p>