

# 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 SECTION)

## II. SERVICE CLASSIFICATION

COMPLEX SERVICE

## III. SCHEDULE OF AVAILABILITY OF SERVICE

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

## IV. WHO MAY AVAIL OF THE SERVICE

DSWD INTERMEDIARIES (LOCAL GOVERNMENT UNITS,  
NON-GOVERNMENT ORGANIZATIONS, PEOPLES’ ORGANIZATIONS,  
CIVIL SOCIETY ORGANIZATIONS, ACADEME) AND STAKEHOLDERS

WHAT ARE THE REQUIREMENTS	WHERE TO SECURE
1. MEMO REQUEST	REQUESTING PARTY
2. DSWD INTELLECTUAL PROPERTY AGREEMENT	DSWD FIELD OFFICE TAAORSS SECTION/ SOCIAL WELFARE INSTITUTIONAL DEVELOPMENT SECTION

## V. HOW TO AVAIL OF THE SERVICE

CLIENT STEPS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. SUBMIT REQUEST LETTER TO DSWD	NONE	32 HOURS	MELISA R. ALISON/ CHARIGEN LLANTO <i>SWO III / PDO II</i> TAAORSS
2. FILL OUT THE DSWD INTELLECTUAL PROPERTY AGREEMENT AND CUSTOMER SATISFACTION MEASUREMENT SURVEY	NONE	2 HOURS	MELISA R. ALISON/ CHARIGEN LLANTO <i>SWO III / PDO II</i> TAAORSS

## VI. PROCESSING TIME

34 HOURS



## VII. FEEDBACKS AND COMPLAINTS MECHANISM

HOW TO SEND FEEDBACK	REQUESTOR TO FILL OUT THE CLIENT SATISFACTION SURVEY FORM AND EMAIL IT TO <a href="mailto:tara.fo7@dswd.gov.ph">tara.fo7@dswd.gov.ph</a>
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"><li>- NAME OF PERSON BEING COMPLAINED</li><li>- INCIDENT</li><li>- EVIDENCE <i>IF THERE’S ANY</i></li></ul> <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 LOCAL 17117 TELEFAX: (032) 231-2172 EMAIL: <a href="mailto:tara.fo7@dswd.gov.ph">tara.fo7@dswd.gov.ph</a></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 INQUIRES 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 TELEFAX: (032) 231-2172 Email: <a href="mailto:tara.fo7@dswd.gov.ph">tara.fo7@dswd.gov.ph</a></p>
CONTACT INFORMATION OF CCB, PCC, ARTA	<p><b>ARTA:</b> complaints@arta.gov.ph 8478-5093/ 8478-5099</p> <p><b>PACe:</b> <a href="mailto:pace@op.gov.ph">pace@op.gov.ph</a> 8888</p> <p><b>CCB:</b> SMS: 0908-881-6565 Email: <a href="mailto:email@contactcenterbayan.gov.ph">email@contactcenterbayan.gov.ph</a> WEB: <a href="https://contactcenterngbayan.gov.ph">https://contactcenterngbayan.gov.ph</a> FACEBOOK: <a href="https://facebook.com/civilservicegovph">https://facebook.com/civilservicegovph</a> CALL: 165 65 (P5+VAT PER CALL ANYWHERE IN THE PHILIPPINES VIA PLDT LANDLINES)</p>