

# RECEIVING REQUEST FOR INFORMATION

## I. OFFICE OR DIVISION

ADMINISTRATIVE DIVISION – RECORDS AND ARCHIEVES  
MANAGEMENT SECTION

## II. SCHEDULE OF AVAILABILITY OF SERVICE

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

## III. 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. REQUEST LETTER	REQUESTING PARTY

## IV. HOW TO AVAIL OF THE SERVICE

CLIENT STEPS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. SUBMIT REQUEST FOR INFORMATION VIA MANUAL REQUEST (FOI FORM)	NONE	1 HOUR	<i>Rodulfo D. Alcos, Jr.</i> <i>Section Head</i> RAMS-AD/FOI Receiving Officer OFFICER (FRO)

## V. PROCESSING TIME

1 HOUR



## VI. FEEDBACKS AND COMPLAINTS MECHANISM

HOW TO SEND FEEDBACK	REQUESTOR TO FILL OUT THE CLIENT SATISFACTION SURVEY FORM AND SUBMIT TO RAMS OR EMAIL IT TO <a href="mailto:records.fo7@dswd.gov.ph">records.fo7@dswd.gov.ph</a> .
HOW FEEDBACKS ARE PROCESSED	FOR FEEDBACK REQUIRING ANSWER/UPDATE, THEY SHALL BE FORWARDED TO THE CONCERNED PERSONNEL/UNIT AND ARE REQUIRED TO RESPOND WITHIN THREE (3) WORKING DAYS UPON RECEIPT OF THE FEEDBACK. FEEDBACK WILL BE CONSOLIDATED, TABULATED AND ANALYZED AS A BASIS FOR IMPROVEMENTS OR COMMENDATIONS.
HOW TO FILE A COMPLAINT	<p>ACCOMPLISH THE GRIEVANCE INFORMATION FORM (GIP) AND DROP IT AT THE DESIGNATED DROP BOX OF PACD. 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</li></ul> <p><i>IF THERE'S ANY</i> <i>Accomplish the Grievance Information Form (GIF) and drop it at the designated drop box of the PACD. Complaints can be filed through a Letter address to the REGIONAL DIRECTOR. Make sure to provide the following information:</i></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 TELEFAX: (032) 231-2172 EMAIL: <a href="mailto:records.fo7@dswd.gov.ph">records.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 TELEFAX: (032) 231-2172 EMAIL: <a href="mailto:records.fo7@dswd.gov.ph">records.fo7@dswd.gov.ph</a></p>
CONTACT INFORMATION OF CCB, PCC, ARTA	<p><b>ANTI-RED TAPE AUTHORITY (ARTA):</b> COMPLAINTS@ARTA.GOV.PH 8-478-5093</p> <p><b>PRESIDENTIAL COMPLAINT CENTER (PCC):</b> PCC@MALACANANG.GOV.PH 8888</p> <p><b>CONTACT CENTER NG BAYAN (CCB):</b> SMS: 0908-881-6565 EMAIL: EMAIL@CONTACTCENTERNGBAYAN.GOV.PH 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>