

# RECEIVING REQUEST FOR INFORMATION

## I. OFFICE OR DIVISION

ADMINISTRATIVE DIVISION – RECORDS AND ARCHIVES MANAGEMENT SECTION

### II. SERVICE CLASSIFICATION

COVERED BY SPECIAL LAW (EXECUTIVE ORDER NO. 02 SERIES OF 2016

## III. SCHEDULE OF AVAILABILITY OF SERVICE

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

#### IV. WHO MAY AVAIL OF THE SERVICE

INDIVIDUALS WITH FILIPINO CITIZENSHIP

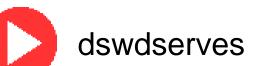
WHAT ARE THE REQUIREMENTS	WHERE TO SECURE
1. STANDARD REQUEST	
1.1. ONE (1) REQUEST LETTER	
ADDRESSED TO SECRETARY REX	
GATCHALIAN AT DSWD-CENTRAL	REQUESTING PARTY MAY
OFFICE, IBP ROAD BATASAN	VISIT:
PAMBANSA COMPLEX, CONSTITUTION	HTTPS://WWW.DSWD.GOV.PH/
HILLS, QUEZON CITY.  1.2. ATTACH ONE (1) FOI REQUEST	ISSUANCES/MCS/MC_2017-
FORM	009.PDF FOR THE FOI
1.2.1. MUST STATE YOUR COMPLETE	REQUEST FORM
NAME, CONTACT INFORMATION AND	
PURPOSE OF YOUR REQUEST	OR
1.2.2. ATTACH ONE (1) PHOTOCOPY	
OF GOVERNMENT ISSUED I.D OR	SECURE FOI REQUEST FORM
SCHOOL I.D (FOR REGISTERED	IN THE DSWD-AS-RAMD
STUDENTS) WITH PHOTO	
1.3. ONE (1) RECEIVING COPY (FOR	
CLIENT REFERENCE)	
2. ONLINE REQUESTS OR THROUGH eFOI	
PORTAL	
2.1. VISIT THE EFOI WEBSITE	
2.1.1. CHOOSE MAKE A REQUEST	
2.1.2. SELECT <u>DEPARTMENT OF</u> SOCIAL WELFARE AND	REQUESTING PARTY MAY
DEVELOPMENT	VISIT THE FOI WEBSITE TO
2.1.3. CLICK ON WRITE MY REQUEST	
	HTTPS://WWW.FOI.GOV.PH/
MANDATORY FIELDSARE FILLED	
OUT	
2.1.4. ATTACH A COPY OF	
GOVERNMENT ISSUED I.D OR	
SCHOOL I.D (FOR REGISTERED	
STUDENTS) WITH PHOTO	













WHAT ARE THE REQUIREMENTS	WHERE TO SECURE
3. IF UNABLE TO MAKE A WRITTEN	
REQUEST, BECAUSE OF ILLITERACY OR	
DISABILITY	
3.1. VISIT THE NEAREST DSWD OFFICE	
OR CONTACT MS. MYRNA H. REYES IN	
DSWD CENTRAL OFFICE AT (02) 8-951-	
7119 FOR INQUIRIES	REQUESTING PARTY MAY
3.2. MAKE VERBAL REQUEST TO THE	VISIT THE NEAREST DSWD
DSWD FOI RECEIVING OFFICER (FRO)	OFFICE
WHO SHALL REDUCE THE REQUEST	
TO FOI REQUEST FORM	
3.3. PROVIDE ONE (1) COPY OF	
GOVERNMENT ISSUED I.D OR SCHOOL	
I.D (FOR REGISTERED STUDENTS)	
WITH PHOTO AND AUTHORIZATION	

## V. HOW TO AVAIL OF THE SERVICE

CLIENT STEPS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. SUBMIT FOI REQUEST	NONE	40 MINUTES	RODULFO D. ALCOS JR. SECTION HEAD RAMS – AD/FOI RECEIVING OFFICER (FRO)
2. RECEIPT OF NOTIFICATION / REQUESTED INFORMATION / DATA FROM THE CONTACT INFO PROVIDED	NONE	3 HOURS	RODULFO D. ALCOS JR. SECTION HEAD RAMS – AD/FOI RECEIVING OFFICER (FRO)

## VI. PROCESSING TIME

3 HOURS & 40 MINUTES













# VII. FEEDBACKS AND COMPLAINTS MECHANISM

How to send feedback	Customer feedback form shall be provided to the client upon receiving the request.	
How feedbacks are processed	Through the Google Survey Form, all feedbacks are easily generated and consolidated in quarterly basis. AD-RAMS will conduct evaluation regarding the data gathered through root cause analysis, and identify plans and actions that must recommended for execution.	
How to file a complaint	Complaints can be filed through a letter address to the Regional Director. Make sure to provide the following information:  - Name of person being complained - Incident - Evidence if there's any	
	For inquires and follow-ups, client may contact the following contact info:	
	Tel no.: (032) 232-9505, (032) 233-0261, (032) 233-8785 Telefax: (032) 231-2172 EMAIL: ord.fo7@dswd.gov.ph	
How complaints are processed	Complaint letter received by the Office of the Regional Director shall be forwarded to the concerned office to address the concern.	
	Reply letter shall be sent to the complainant.	
Contact information of	ARTA: complaints@arta.gov.ph: 8478-5093 / 8478-5099	
	PACe: pace@op.gov.ph: : 8888	
	CCB: SMS: 0908 881 6565 Email: email@contactcenterngbayan.gov.ph Web: https://contactcenterngbayan.gov.ph FB: https://facebook.com/civilservicegovph Call: 165 65 (P5+VAT per call anywhere in the Philippines via PLDT landlines)	







