

# 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<br>TIME | PERSON<br>RESPONSIBLE   |
|---|-----------------|--------------------|---|
| 1. SUBMIT REQUEST FOR INFORMATION VIA MANUAL REQUEST (FOI FORM) | NONE            | 1 HOUR             | RODULFO D. ALCOS JR. SECTION HEAD RAMS-AD/FOI RECEIVING OFFICER (FRO) |

## V. PROCESSING TIME

1 HOUR

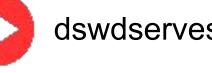














# VI. FEEDBACKS AND COMPLAINTS MECHANISM

| HOW TO SEND<br>FEEDBACK                  | REQUESTOR TO FILL OUT THE CLIENT SATISFACTION SURVEY FORM AND EMAIL IT TO records.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                  | 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: records.fo7@dswd.gov.ph  |  |  |
| HOW COMPLAINTS ARE PROCESSED             | COMPLAINTS RECEIVED ARE REVIEWED BY THE GRIEVANCE FOCAL. IT WILL BE RELAYED AND DISCUSSED DURING THE STAFF MEETING.  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.  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: records.fo7@dswd.gov.ph |  |  |
| CONTACT INFORMATION<br>OF CCB, PCC, ARTA | ANTI-RED TAPE AUTHORITY (ARTA): COMPLAINTS@ARTA.GOV.PH 8-478-5093 PRESIDENTIAL COMPLAINT CENTER (PCC): PCC@MALACANANG.GOV.PH 8888 CONTACT CENTER NG BAYAN (CCB): SMS: 0908-881-6565 EMAIL: EMAIL@CONTACTCENTERNGBAYAN.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)   |  |  |











