

2. TECHNICAL ASSISTANCE ON PROGRAM / PROJECT DEVELOPMENT OR ENHANCEMENT

This refers to provision of technical assistance on program development or enhancement which includes problem analysis, research for program development, designing, documentation, pilot testing and evaluation of social technologies, programs and projects. This process shall apply to the STB and STUs based on the needs presented by primary customers. This covers the review of requests, preparation of a reply letter for requests for comments, or a memorandum containing the recommendation, actual activity on TA provision (if needed), and next steps based on a coordination meeting on the requested technical assistance.

Office or Division:	DSWD-Field Office - Social Technology Unit			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen  G2G – Government to Government			
Who may avail?	DSWD-Offices, Bureaus, Services, Units (OBSUs), DSWD-Field Offices, National Government Agencies (NGAs), Local Government Units (LGUs), Non-Government Organizations (NGOs), and academe			
CHECKLIST OF REQUIREMENT			WHERE TO SECURE	
Request Letter			From the requesting DSWD Field Office, LGU, NGO, or NGA	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.) Send the request for technical assistance along program/project development or enhancement to Social Technology Bureau (STB) / DSWD Field Office Social Technology Unit (STU).	1) Receive and record the request.	None	2 hours	Designated Staff: Gaia Maglasang
None	2.) Prepare, review, and send response to the requesting party.	None	2 days	DSWD-Field Office Caraga Social Technology Unit Staff: <ul style="list-style-type: none"><li>• Cristal Urot (STU Head)</li><li>• Gaia Maglasang</li><li>• Jovy Dela Cruz</li></ul>
None	3) If the request involves physical or	None	10 days	DSWD-Field Office Caraga Social

	<p>online Technical Assistance Session such as conduct of meeting, orientation and capability building activity, either via face-to-face or online means as agreed with the requesting party and prepare the following:</p> <p>a.) Activity flow</p> <p>b.) Powerpoint presentation</p> <p>c.) Attendance Sheet</p> <p>d.) Other logistical requirements</p>			<p>Technology Unit Staff:</p> <ul style="list-style-type: none"><li>• Cristal Urot (STU Head)</li><li>• Gaia Maglasang</li><li>• Jovy Dela Cruz</li></ul>
2.) Answer the Client Satisfaction Survey (CSS)	4.) Administer/  Follow-up the completion of Client Satisfaction Survey immediately after the completion of provision of technical assistance	None	30 minutes	<p>Technical Staff:</p> <ul style="list-style-type: none"><li>• Jovy Dela Cruz</li><li>• Gaia Maglasang</li></ul>
<b>TOTAL If the Technical Assistance requested may be provided via official communications,</b>	If without physical/online Technical Assistance Session	None	2 days  2 hours  30 minutes	
<b>TOTAL If the request involves conduct of actual technical assistance activity</b>	If with physical/online Technical Assistance Session	None	10 days  2 hours  30 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback and/or complaints	<p>After provision of every Service, the Attending Action Officer or STB Staff / Social Technology Unit (STU) shall ask the Customer to answer the Customer Satisfaction Survey (CSS) via Google Form or printed form as deemed appropriate.</p> <p>If the CSS was administered via printed form, the Customer shall drop the CSS in a designated drop box of the Social Technology Bureau / Social Technology Unit (STU) if applicable.</p> <p>Verbal or written feedbacks may also be channeled through the following contact information:</p> <ul style="list-style-type: none"> <li>- For verbal feedbacks: Customer may call Social Technology Bureau or Field Office Landlines listed under Name of Offices</li> <li>- For written feedbacks/complaints: Customer may email of the STB or concerned Field Office listed</li> </ul>
How feedbacks are processed	<p>Every end of the month, the Document Controller shall spearhead the conduct of data analysis to the gathered data and complaints received through root cause analysis or other known quality management techniques and identify plans and actions that must be recommended for execution to resolve the issues and improve the situation. The previous year results shall also be compared to the current to determine if there is improvement and/or need for further action.</p> <p>The Document Controller shall submit the Office/Unit Monthly/Quarterly/Semestral Client Satisfaction Measurement Report to the Overall Document Controller/ Records and Archives Management Division via electronic email and signed hardcopy for storage and safekeeping.</p> <p>The Annual Client Satisfaction Measurement Survey Results shall be submitted by the Clusters/FOs to the Committee on Anti Red Tape every 5th day of January of the succeeding year, copy furnished the Overall Document Controller.</p> <p>The result of the Quarterly Client Satisfaction Measurement Report and its analysis, should be discussed during the Clusters Management Teams. All reports must be readily available and accessible to provide a means for a particular Offices, Bureaus and Services to use the results in various reports.</p> <p>The DNTSC / PMT on Quality Management, depending on the customer satisfaction measurement result <i>and data analysis report</i>, may require the <i>Internal Quality Audit (IQA) Team to work on the monitoring of approved recommended actions</i>.</p> <p>The Bureau / Regional Director shall forward to the STB/STU all feedback/complaints requiring answers. The Concerned STB/STUs staff is required to answer within three (3) days of the receipt of the feedback/complaint. The answer of the concerned staff to the feedback/complaint is then relayed to the citizen/client.</p> <p>The results of feedback are reported during the meetings for improvement of systems and processes, and/or staff behavior.</p> <p><i>For inquiries and follow-ups, customers may also contact the STB and Regional Office listed below.</i></p>

How to file a complaint	<p>The Complaints may be filed through the following channels:</p> <ul style="list-style-type: none"><li>● Formal channel: Email addressed to Bureau / Regional Director via (please use as subject "Complaint")</li><li>● Informal channels: through phone calls to concerned listed below:</li><li>● Complaint box: Drop a complaint in the STB Complaints Box that shall also be made available near the door of the Social Technology Bureau.</li></ul> <p>Concerned citizens or complainants are requested to include the following information in their complaint:</p> <ul style="list-style-type: none"><li>- Staff/Person/s Involved</li><li>- Incident and other facts</li><li>- Evidence</li></ul>
How complaints are processed	<p>Complaints received through telephone and dropbox shall be processed immediately by the designated Grievance Focal Person of the Bureau/Field Office. Said focal shall then forward the complaint for processing and evaluation by the Grievance Committee composed of the Management Committee (ManCom), led by the Bureau Director/Regional Director.</p> <p>Upon careful investigation of the Complaint, the Grievance Committee shall prepare a response letter to the Complainant.</p> <p>A report shall also be forwarded to the Cluster Head on the complaints as well as the actions taken and recommendation/s by the Grievance Committee.</p> <p>Complainants may also follow-up the actions taken by the Bureau through telephone numbers (02) 8931-8144 / (02) 8951-7124 and email at <a href="mailto:soctech@dswd.gov.ph">soctech@dswd.gov.ph</a>.</p>
Contact Information of CCB, PCC, ARTA	<p><b>Anti-Red Tape Authority (ARTA)</b> <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8-478-5093</p> <p><b>Presidential Complaint Center (PCC)</b> <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a> 8888</p> <p><b>Contact Center ng Bayan (CCB)</b> <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a> before CSC (Civil Service Commission)- 0908-881-6565</p>