

1. Obtaining Social Welfare and Development (SWD) Data and Information

The SWD data and information is provided to internal and external researchers who are requesting current and secondary SWD data and statistics from the Department. Request for SWD data and information need not go through the protocol and may be approved and provided by submitting a letter of request addressed to the head of the concerned office, bureau, service or unit. Secondary SWD data refers to data that has already been consolidated and/or published by DSWD and readily available as public document.

Office or Division	Policy and Plans Division (PPD) / Policy Development and Planning Section (PDPS)
Classification	Simple
Type of Transaction	G2C - Government to Citizen G2G - Government to Government
Who may avail	DSWD personnel conducting research for the purpose of pursuing higher academic education and external researchers such as students, academe, other government agencies including members of other branches of government, local and international organizations or research institutions and other independent researchers who are requesting current and secondary SWD data and statistics from the Department.
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request letter	Requesting party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Submit the required document (<i>request letter</i>)	1. Receive and acknowledge request for SWD data 1.1. Receive the request letter then request the requesting party to login into the logbook and provide the requesting party with receiving copy of request, if walk-in client or print out	None	15 minutes	<u>Administrative/Technical staff of the Office of the Regional Director/ Records and Archives Management Section/ PPD</u> Mr. Eric O. Descartin

CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCES SING TIME	RESPON- SIBLE PERSON
	the request letter and acknowledge receipt, if request is received via email 1.2. Check the completeness of information in the request (i.e., specific data, scope, coverage, and year)			<i>PDO II- Researcher</i>
	1.3. Encode the details in the office's tracking system for incoming documents	None	5 minutes	<u>Administra- tive/Technic al staff of the Office of the Regional Director/ Records and Archives Management Section/ PPD</u> <u>Mr. Eric O. Descartin</u> <i>PDO II- Researcher</i>
	1.4. Endorse to the PPD or PDPS Head for assignment and further instructions (if any) to the concerned technical staff	None	5 minutes	<u>Administra- tive/Technic al staff of the Office of the Regional Director/ Records and Archives Management</u>

CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
	<p>1.5. Assign data request to concerned technical staff</p> <p>1.6. Assess the data request if the data/information are available within the office</p> <p>Data available within DSWD?</p> <p>1.6.1. Yes, within PDPS - Prepare the requested data/information then proceed to step 1.7</p>	<p>None</p> <p>None</p> <p>None</p>	<p>5 minutes</p> <p>10 minutes</p> <p>Single data: 1-3 hours Multiple data: 1 day</p>	<p>Section/PPD</p> <p>Mr. Eric O. Descartin <i>PDO II-Researcher</i></p> <p>Ms. Aldie Mae A. Andoy <i>Chief, PPD</i></p> <p>Mr. Eval B. Makinano <i>Head, PDPS</i></p> <p>Mr. Eric O. Descartin <i>PDO II-Researcher</i></p> <p>Mr. Eric O. Descartin <i>PDO II-Researcher</i></p>
	1.6.2. Yes, within other ODSUs - Endorse the request to the concerned ODSU using the <i>Endorsement of Research and SWD Data Request Form</i>	None	30 minutes	Mr. Eric O. Descartin <i>PDO II-Researcher</i>

CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCES SING TIME	RESPON- SIBLE PERSON
	<p>then request the requesting party to fill up the <i>Client Satisfaction Measurement Survey</i> (either online or paper-based) and proceed to step 2.</p> <p>1.6.3. No - Inform the requesting party of other sources of data then request the requesting party to fill up the <i>Client Satisfaction Measurement Survey</i> (either online or paper-based) and proceed to step 2.</p> <p>1.7. Prepare response letter with the requested data for submission to the Division/Section Chief for review, approval, and initial</p>	None	30 minutes	Mr. Eric O. Descartin <i>PDO II- Researcher</i>
	<p>1.8. Review, approve, and endorse response letter with the requested data to the Regional Director for</p>	None	20 minutes	Ms. Aldie Mae A. Andoy <i>Chief, PPD</i> Mr. Eval B. Makinano <i>Head, PDPS</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
	approval and signature			
	1.9. Approve and sign the response letter with the requested data	None	4 hours	Ms. Mari-Flor A. Dollaga-Libang <i>Regional Director</i>
	1.10. Send the signed/approved response letter with the requested data to the requesting party then request the requesting party to fill up the <i>Client Satisfaction Measurement Survey</i> (either online or paper-based) and proceed to step 2.	None	30 minutes	Mr. Eric O. Descartin <i>PDO II-Researcher</i>
2. Accomplish the <i>Client Satisfaction Measurement Survey</i>	2. Receive the accomplished <i>Client Satisfaction Measurement Survey</i> (either online or paper-based)	None	10 minutes	Mr. Eric O. Descartin <i>PDO II-Researcher</i>
	Total	None	1 day, 1 hour, 10 minutes or 1 day, 6 hours, 40 minutes²	

² The former, if the request is for single data, or the latter, if request is for multiple data

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Researchers/Requesting parties are requested to accomplish the <i>Client Satisfaction Measurement Survey</i> to be provided by PDPS to monitor the implementation of the research protocol. The feedback form shall be accomplished after the processing of the request.
How feedbacks are processed	Feedbacks are monitored and consolidated by the assigned PDPS Technical Staff. Responses are analyzed and will form part of the <i>Client Satisfaction Measurement Report</i> . The recommendations from the researchers/requesting parties are considered to improve service delivery.
How to file a complaint	Feedback/remarks, including complaints, may be indicated in the <i>Client Satisfaction Measurement Survey</i> and will be coursed through the assigned technical staff's email for appropriate response/action. In case of an appeal, the researcher/requesting party may file a written appeal within 10 working days from receipt of the notice of disapproval.
How complaints are processed	PDPS Technical Staff to receive the appeal and endorse recommendation with the PPD/PDPS Head's initials to the Regional Director. An official response letter will be communicated to the researcher/requesting party informing of the decision.
Contact information of CCB, PCC, ARTA	<p>Anti-Red Tape Authority (ARTA) complaints@arta.gov.ph 8-478-5093 1-ARTA (2782)</p> <p>Presidential Complaint Center (PCC) pcc@malacanang.gov.ph 8888</p> <p>Contact Center ng bayan (CCB) email@contactcenterngbayan.gov.ph 0908-881-6565 (SMS) 165 56 (call) https://facebook.com/civilservicegovph/ (Facebook) https://contactcenterngbayan.gov.ph/ (Web)</p>

LIST OF OFFICES

OFFICE	ADDRESS	CONTACT INFORMATION
Policy and Plans Division – Policy Development and Planning Section - (PPD-PDPS)	DSWD Field Office Caraga, R. Palma Street, Butuan City, Philippines 8600	Tel No.: (085) 303-8620 Email: research.focrg@dswd.gov.ph