

13. Request for DSWD Dormitory Accommodation

This service has been offered to provide a place where guests can rest and sleepover in the field office.

Office or Division:	Adminstrative Division- General Services Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who May Avail:	DSWD Staffs and Personnel			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request for Technical Assistance Form			General Services Section Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Fill up request for Technical Assistance Form	1.1The Attending Staff will receive and confirm the request.  1.2Cancellation of the reservation must be coordinated with the staff in charge of the Facilities a day (1 day) before the date of activity.  1.3The guest will fill up the details in the logbook and present their identification at the security desk.  1.4 A key to the dormitory shall be given to the guest.	None	2 minutes	Rosalyn Piamonte /Angelo Leciones
2.Conduct Inspection	2.1Security personnel shall conduct inspection of the guest’s luggage as part of safety precautions.  2.2Assigned personnel shall check the air conditioned unit, comfort room, water and electric connection and the linens that will be used.	None	5 minutes	Security Personnel on duty  Merlina Asendente

3. Conduct monitoring	<p>3.1Assigned Personnel shall conduct monitoring and checking of the dormitory.</p> <p>3.2Dormitory guests with alcoholic beverages in their possession or under the influence of such shall be denied access to the Dormitory.</p> <p>3.3Guests are entitled to receive guests from 0800H to 2200H, but are responsible for them along with any damage and disturbance they may cause.</p> <p>3.4Incurred damage shall be compensated by the person guilty at the prices as of the day the damage was incurred; if no guilty person is found, the damage shall be compensated jointly and severally by tenants of the respective room, section, floor or house.</p>	None	<p>2 minutes monitoring</p> <p>(staying vary depending on the itinerary of the guest)</p>	<p>Security Personnel on duty</p> <p>and</p> <p>Merlina Asendente</p>
1. Leaving the dormitory	<p>4.1 After staying the dormitory, the guest must pay the bill in the cash section.</p> <p>4.2 Security Personnel shall inspect and check the dormitory for clearance of the guest.</p> <p>4.3 The guest will return the key and inspection of the luggage shall be performed.</p> <p>4.4 The guest shall be cleared after no findings of damages occurred.</p>	250 pesos per day	30 minutes	<p>*Cash Section Personnel</p> <p>Security Personnel on duty.</p>

	4.5 Assigned personnel shall clean the dormitory including the linens used and garbage waste.			Merlina Asendente
<b>TOTAL</b>		<b>250/ day</b>	<b>39 minutes</b>	

\*Cash Section Personnel: Rosemary J. Alcalde and Ma. Divina N. Pios.

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback?	Customer Feedback Form shall be provided to the client after issue of the approved property clearance
How is feedback processed?	Duly accomplished customer feedback forms shall be consolidated once a month, identifying issues and concerns of the clients which shall be discussed for appropriate action. Status on the identified issues and concerns shall be monitored on a monthly basis.
How to file a complaint?	You can write your complaint/s in the comment section of the <i>Client Satisfaction Survey Form (DSWD-QMS-GF-005)</i> from the receiving admin staff of the Section
How complaints are processed?	Upon receipt of complaint the concerned section shall make necessary evaluation and investigation to create a report for information and appropriate action of the concerned officials. Feedback shall be provided to the client.  For inquiries and follow-ups, clients may contact PSS through (085) 303-8620 local 243 or through email: <a href="mailto:property.focrg@dswd.gov.ph">property.focrg@dswd.gov.ph</a>
Contact information of ARTA, CSC, PCC	ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478 m-5091 / 8478-5093 / 8478-5099  CSC: 8931-8092 / 8931-7939 / 8931-7935  PCC: <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a> 8736-8645 / 8736-8603 / 8736-

	8629 / 8736-8621
Contact Center ng Bayan (CCB)	SMS: 0908 881 6565 Email: <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a> Web: <a href="https://contactcenterngbayan.gov.ph">https://contactcenterngbayan.gov.ph</a> FB: <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)

Office	Address	Contact Information
Property and Supply Section	DSWD Field Office Caraga, Capitol Site Compound, Butuan City, Agusan del Norte, 8600	Tel Nos.: (085) 303-8620 loc 243  Email: <a href="mailto:property.focrg@dswd.gov.ph">property.focrg@dswd.gov.ph</a>