

1. DATA SHARING – LIST OF DATA SUBJECTS

Generation of data sets with Personal Information (PI) and Sensitive Personal Information (SPI) with a Memorandum of Agreement (MOA).

| Office Division:          | or  | National Household Targeting Section/Policy and Plans Division   |              |                              |
|---------------------------|---|--|--------------|------------------------------|
| Classification:           |   | Highly Technical   |              |                              |
| Type of Transaction:      |   | Government to Government (G2G), Government to Citizen (G2C)  |              |                              |
| Who may avail:            |   | All NGAs, GOCCs, NGOs, CSOs, and Private Foundations for the purpose of utilizing the data for social protection programs. |              |                              |
| CHECKLIST OF REQUIREMENTS |   | WHERE TO SECURE  |              |                              |
| CLIENT STEPS              | AGENCY ACTIONS  | FEES TO BE PAID  | PROCESS TIME | PERSON RESPONSIBLE           |
| 1.Submit request          | 1. Receive and record the request in the document transaction/tracking system.<br><br>1.1 Advise the requesting party that they will receive an email or call after 1 working day on the approval of their request and the expected schedule of release of the results.<br><br>1.2 Forward the request to the Director for approval | None   | 15 minutes   | Mary Jean Jabonero           |
|                           | 2.Review and decide if the request is for processing or not, endorse it to the Policy and Plans Division Chief.   | None   | 6 hours      | RD Mari-Flor Dollaga-Libangr |
|                           | 3.Input recommendations and endorse it to the assigned Project Development Officer;   | None   | 3 hours      | COD Aldie Mae A. Andoy       |

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|  | <p>4. Inform the requesting party on the approval/disapproval of the data request.</p> <ul style="list-style-type: none"> <li>• <b>If approved-</b> schedule the orientation will be scheduled including preparation of documentary requirements for submission of the letter request.</li> <li>• <b>If disapproved-</b>inform the requesting party of the disapproval highlighting the grounds for such denial through writing. End Process.</li> </ul> | None | 2 hours | Adelito T. Mendoza                              |
|  | <p>5.Orient the requesting party on Listahanan, Data Privacy Act of 2012, MC 15 s 2021, and data sharing policy and requirements</p> <p>5.1. Issue Certificates of Orientation</p> <p>5.2. Send to the requesting party hard or electronic copies of the law, IRR and the issuances of NPC together with the issuance of Certification on the acknowledgement receipt of the said law /policies.</p>   | None | 2 hours | <p>Raffy C. Pocon</p> <p>Adelito T. Mendoza</p> |
|  | <p>6.Review all documentary requirement including MOA submitted by the requesting party</p> <p>6.1 Schedule the conduct of virtual/physical inspection meeting with the requesting party;</p>  | None | 2 hours | <p>Raffy C. Pocon</p> <p>Adelito T. Mendoza</p> |

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|  | <p>7. Inspect the virtual/physical IT facilities of the requesting party.</p> <p>7.1 Issue certifications (physical setup certification and organizational, technical and security setup certification)</p>   | None | 1 day   | <p>Raffy C. Pocon</p> <p>Adelito T. Mendoza</p>                     |
|  | 8.Attached certification and documentary requirements to the accomplished DSA for endorsement to the Department's Regional DPO;   | None | 2 hours | RD Mari-Flor Dollaga-Libang   |
|  | 9. Assess the accomplished DSA and documentary attachments, once approved, endorse the DSA for signature of the RD.   | None | 1 day   | <p>RD Mari-Flor Dollaga-Libang</p> <p>ARDO Jean Paul S. Parajes</p> |
|  | 10. Review and sign the DSA. Endorse the DSA to NHTS for facilitation of notarization and data processing;  | None | 3 days  | Raffy C. Pocon  |
|  | 11. Generate the requested data   | None | 1 day   | Raffy C. Pocon  |
|  | 12.Review result of the data generation   | None | 1 day   | Adelito T. Mendoza  |
|  | <p>13. Secure the data by adding password protection to the file.</p> <p>13.1 Prepare Data Release Form (DRF), draft memorandum reply and burn results in a compact disc (CD), USB stick or hard drive.</p> <ul style="list-style-type: none"> <li>Other storage device may apply as long as it is approved by the IT Head and the storage device is</li> </ul> | None | 1 day   | <p>Raffy C. Pocon</p> <p>Adelito T. Mendoza</p>                     |

|   |   |                |                                    |                   |
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|   | <p>provided by the requesting party</p> <p>13.2 Countersigning of the DRF.</p> <p>13.3 Finalize the memorandum and attach the Data Release Form (DRF) and secure data then forward it to the Administrative unit.</p> |                |                                    |                   |
|   | 14. Track and scan the documents before releasing the result to the requesting party.   | None           | 5 minutes                          | Mary Jen Jabonero |
| 2.Receipt of request and administer CSMF  | 15.Give the password of the file to the requesting party thru phone upon inquiry. Administer the CSMS form per CART guidelines.   | None           | 5 minutes                          | Raffy C. Poconr   |
| <b>TOTAL</b><br><br><i>*With possible extension on the actual data processing depending on the volume of data requirements, number of names required, and the compliance and submission of the documentary requirements by the requesting party</i> |   | <b>No Fees</b> | <b>10 days,1 hour , 35 minutes</b> |                   |

| 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. |

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| How to file a complaint?              | <p>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</p> <div></div>  |
| How complaints are processed?         | <p>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.</p> <p>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></p> |
| Contact information of ARTA, CSC, PCC | <p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478 m-5091 / 8478-5093 / 8478-5099</p> <p>CSC: 8931-8092 / 8931-7939 / 8931-7935</p> <p>PCC: <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a> 8736-8645 / 8736-8603 / 8736-8629 / 8736-8621</p>  |
| Contact Center ng Bayan (CCB)         | <p>SMS: 0908 881 6565</p> <p>Email: <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a></p> <p>Web: <a href="https://contactcenterngbayan.gov.ph">https://contactcenterngbayan.gov.ph</a></p> <p>FB: <a href="https://facebook.com/civilservicegovph">https://facebook.com/civilservicegovph</a></p> <p>Call: 165 65 (P5+VAT per call anywhere in the Philippines via PLDT landlines)</p>      |

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