

12. Request for Technical Assistance for Special Sanitation and Disinfection of the Offices

This service has been offered to provide sanitation and disinfection of all offices as per safety and health protocol.

Office or Division:	Adminstrative Division- General Services Section			
Classification:	Simple			
Type of Transaction:	End Users			
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 the request. 1.2 Verify if there is an existing Purchase Order. <div> a. If Yes, immediately coordinate with the Outsourced service provider for the Sanitation and Disinfection. b. If No, let the end user prepare a Purchase Request. c. After the approval of PO, contact the outsource service provider and set a scheduled date for the disinfection and sanitation. </div>	None	5 minutes	Rosalyn Piamonte / Angelo Leciones
1. Conduct Disinfection and sanitation	<div> a. Inform all offices or the requesting office that the disinfection/sanitation will commence at 5:30pm. b. Assigned Skilled personnel shall assist and guide the outsourced service provider in locating the requesting office </div>	None	2 hours	Christopher Boladas * Skilled Personnel

	to be sanitized/disinfected. c. There will be a 4 hour clearance time after performing disinfection/sanitation before personnel can enter the office.			
2. Conduct cleaning	a. Assigned Skilled personnel shall clean and arrange the tables, chairs and other equipment in office that has been recently sanitize/ disinfected.	None	30 minutes	*Skilled Personnel
TOTAL			2 hours and 35 minutes	

* Skilled Personnel: Jason Templá, Ernesto Lao Jr., Ireneo Malaki, Boni Dacera, Lyndon Racsa, Jasper Asendente, Nino Montalban.

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	Upon receipt of complaint the concerned section shall make necessary evaluation and investigation to create a report for

processed?	<p>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: property.focrg@dswd.gov.ph</p>
Contact information of ARTA, CSC, PCC	<p>ARTA: complaints@arta.gov.ph 8478 m-5091 / 8478-5093 / 8478-5099</p> <p>CSC: 8931-8092 / 8931-7939 / 8931-7935</p> <p>PCC: pcc@malacanang.gov.ph 8736-8645 / 8736-8603 / 8736-8629 / 8736-8621</p>
Contact Center ng Bayan (CCB)	<p>SMS: 0908 881 6565</p> <p>Email: email@contactcenterngbayan.gov.ph</p> <p>Web: https://contactcenterngbayan.gov.ph</p> <p>FB: https://facebook.com/civilservicegovph</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 Caraga, Capitol Site Compound, Butuan City, Agusan del Norte, 8600	Tel Nos.: (085) 303-8620 loc 243 Email: property.focrg@dswd.gov.ph