

4. WALK-IN NAME MATCHING DATA REQUEST

Provision of data corresponding to the individual/s name matching request to determine if a household is in the *Listahanan* database and its corresponding poverty status.

Office or Division:	National Household Targeting Section/Policy and Plans Division			
Classification:	Simple			
Type of Transaction:	G2G-Government to Citizen			
Who may avail:	<div>-Any member of the household 18 years old and above</div> <div>-Any household member below 18 years old, with written authorization letter or government-issued ID of any adult HH member</div> <div>(In instances where the household is composed of minor members, only the eldest member may file the grievance.)</div>			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<div><div>• (1) Valid Identification Card/Proof of Identity</div><div>• Walk-in Name Matching Form (1 original)</div></div>		<div>1. (Philhealth, SSS,LTO,BIR, Pag-ibig, Comelec)</div> <div>2. National Household Targeting Section-Administrative Assistant</div>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request of name matching	<div>1. Interview the client to evaluate the validity of the request as to its purpose-</div> <div>Invalid - the designated Grievance Office will inform the client on the grounds for the denial if the request based on DSWD MC 15 S 2021. End of the process.</div> <div>Valid - the designated Grievance Officer will provide the name matching upon confirming the validity of the request and will proceed for processing once the client accomplishes the form</div>	None	30 minutes	Mary Jean Jabonero
	2. Explain the result of the name matching	None	5 minutes	Adelito T Mendoza

Administer CSMF	3. Administer the Client Satisfactory Measurement Survey (CSMS) form per Committee on Anti-Red Tape guideline	CSMS Form	5 minutes	Adelito T Mendoza
Total around time		None	40 minutes	

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	Kindly accomplish the <i>Client Satisfaction Survey Form</i> from the receiving admin staff of the Section
How feedbacks are processed	Every 1 st week of the month, your feedbacks are consolidated and summarized by the designated Admin Staff for onward submission to the Section Head and PPD Chief for approval and consolidation.
How to file a complaint	You can write your complaint/s in the comment section of the <i>Client Satisfaction Survey Form</i> from the receiving admin staff of the Section.
How complaints are processed	Complaints received are consolidated every 25 th day of every month and will be part of the agenda during the quarterly/ special meetings.
Contact Information of CCB, PCC, ARTA	<p>Concerned staff/requester may call the designated extension number:</p> <p>National Household Targeting Section 3rd Floor, Pahigayon Building DSWD Caraga, R. Palma Street, Barangay Dagohoy, Butuan City Tel. Nos.: (085) 303-8620 loc. 247 E-mail: nhts.focrg@dswd.gov.ph</p> <p>ARTA : complaints@arta.gov.ph PCC: 8888</p> <p>CONTACT CENTER NG BAYAN: SMS : 0908 881 6565 Call : 165 56 P 5.00 + VAT per call anywhere in the Philippines via PLDT landlines Email : email@contactcenterngbayan.gov.ph Facebook : https://facebook.com/civilservicegovph/ Web : https://contactcenterngbayan.gov.ph/</p>