

1. TECHNICAL ASSISTANCE ON SOCIAL TECHNOLOGY BUREAU (STB) DEVELOPED PROGRAMS AND PROJECTS

Refers to the provision of technical assistance on concerns relative to the on-going and completed social technology programs and projects of the Social Technology Bureau (STB). The process starts with the receipt of the request from Local Government Units or other intermediaries until the actual provision of technical assistance in the form of meetings, orientation and capability building activities through face-to-face and online platforms. This includes the requests for data, information, social marketing materials, and other knowledge products on Social Welfare and Development (SWD) programs and projects designed, under pilot-testing or on-going implementation, and completed by the STB for adoption / replication by stakeholders.

Office or Division:	DSWD-Field Office Social Technology Unit (STU)			
Classification	Highly Technical			
Types of Transaction:	G2G – Government to Government G2C - Government to Citizens			
Who may avail:	National Government Agencies (NGAs), Local Government Units (LGUs), Non-Government Organizations (NGOs), Civil Society Organizations (CSOs), and academe			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Written and signed request letter with complete contact details (name and contact information) of the requesting party, 2. Details of the technical assistance needed.		Requesting Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Send the request for Technical Assistance to the Social Technology Bureau (STB) / DSWD Field Office Social Technology Unit (STU).	1) Receive and record the request.	None	2 hours	Designated Staff: Gaia Maglasang
None	2) Prepare, check, and send response to the request, and conduct the Technical Assistance. 2.1.) If the request is for sharing data, information and knowledge product:	None	2 days	DSWD-Field Office Caraga Social Technology Unit Staff: <ul style="list-style-type: none">Cristal Urot (STU Head)Gaia MaglasangJovy Dela Cruz

	<div><div><div>a. If available in the website, include the link from the STB website or FO website.</div><div>b. If not available, coordinate with the requesting party if necessary to ensure that data to be shared are not privileged and sensitive information in adherence to the Data Privacy Act (DPA); with the Program Focal Person/s to generate the data needed; and with the PDPS for regional data.</div><div>c. If not compliant with the Data Privacy Act and DSWD Research Protocol, inform the requesting party following the DSWD Data Privacy Manual or endorse to the Policy Development and Planning Bureau (PDPB) or Field Office Policy and Plans Division (PPD) for appropriate action.</div></div></div> <div>2.2.) If the request involves conduct of actual technical assistance activity including orientation</div>		10 days	
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	<p>and capability building activities, either via face-to-face or online means:</p> <ul style="list-style-type: none"> a) Coordinate with the requesting party. b) Confirm the provision of technical assistance. c) Prepare necessary logistical needs (plane ticket if face to face). d) Prepare technical documents. e) Conduct the technical assistance. 			
2) Accomplish the Client Satisfaction Survey (CSS).	3) Administer/Monitor/ Follow-up Client Satisfaction Survey (CSS).	None	30 minutes	Technical Staff: <ul style="list-style-type: none"> Jovy Dela Cruz Gaia Maglasang
TOTAL If the Technical Assistance is sharing data, information and knowledge product		None	2 days, 2 hours and 30 minutes	
TOTAL If the request involves conduct of actual technical assistance activity		None	10 days, 2 hours and 30 minutes	

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?	<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: 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	<p>Tel Nos.: (085) 303-8620 loc 243</p> <p>Email: property.focrg@dswd.gov.ph</p>