

2. KEC/RLC Conference Room Reservation and Use

Reservation and use of the Knowledge Exchange Center (KEC) / Regional Learning Commons conference rooms for knowledge sharing, meetings and examinations for applicants via electronic mail or phone call.

Office or Division:	FO Caraga -Regional Learning Commons (RLC)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	DSWD employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Reservation Form		RLC		
Logbook		RLC		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire availability of conference rooms.		None		
	1. Receive inquiry of the client.	None	5 minutes	Jastine Fe S.Tipay / AA II
	2. Check the Calendar for the availability of rooms.  If available, reply in the email confirming availability with the link to the Online Reservation Form with reminders of room guidelines.  If not available, inform the client of its non-availability.	None	20 minutes	Jastine Fe S.Tipay / AA II  Kristine April B.Tumale/ Librarian

2. Accomplish Online Reservation Form.		None		
	3. Perform booking in DSWD PORTAL Calendar. / Facilitate bookings and reservation	None	15 minutes	Jastine Fe S.Tipay / AA II  Kristine April B.Tumale/ Librarian
	4. Send an email confirming the reservation with the details of the reservation. /The DSWD Portal will automatically send a confirmation email	None	20 minutes	
3. Receive email confirmation.		None		
	5. Request the client to register in the logbook/QR Code upon entering KEC.	None	10 minutes	Kristine April B.Tumale/ Librarian
4. Register in a logbook or through QR code.		None		
	6. After use of the Conference Room, request the client to accomplish CSMS.	None	5 minutes	Kristine April B.Tumale/ Librarian
5. Accomplish CSMS.		None		
<b>TOTAL PROCESSING TIME:</b>		None	<b>75 minutes or 1 hour and 15 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.
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: <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 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>