

3. DATA SHARING – STATISTICS / RAW DATA REQUEST

Generation of source date, unprocessed anonymized data or numerical processed data as requested by the client.

Office or Division:		National Household Targeting Section/Policy and Plans Division		
Classification:		Complex		
Type of Transaction:		Government to Government (G2G), Government to Citizen (G2C), Government to Business (G2B)		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter of Request (specify purpose and data requested)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request	1. Receive and record the request in the document transaction/tracking system. 1.1 Forward the request to the PPD Chief	None	30 minutes	Mary Jen Jabonero
	2. Review the merit of the request based on MC 15 s 2021. Upon approval of the request, endorse to Operations Divisions	None	5 hours	RD Mari-Flor A. Dollaga-Libang
	3. Input comment/s then endorse t the OD-Statistics Section/ NHTS	None	1 hour	Adelito T. Mendoza
	4. Provide instructions based on the data requested then forward to the Associate Statistician for data generation	None	1 hour	Marivic E. Flores Adelito T. Mendoza

	<p>5. If the request is:</p> <p>Not Clear</p> <p>a. In case of vague data request, the Associate Statisticians shall coordinate with the data users (through emails, recorded calls or texts) to clarify the data requirement</p> <p>b. In case the requested data is not available in the Listahanan database, the Associate statistician shall provide recommendations to the requesting party on other possible data available</p>	None	1 day	Marivic E. Flores
	<p>Clear</p> <p>5.1 Generate the requested data from the Listahanan database (In excel or in any format available)</p> <p>5.2 Draft response letter/memorandum to the requesting party and attach routing slip</p> <p>5.3 Submit to the Statistics Section Head/RFC</p>			
	<p>6. Review the generated statistics / raw data. In case the generated data is:</p> <p>Not accurate - Return the generated statistics/raw data to the Associate Statisticians for revision</p>	None	4 hours	Marivic E. Flores Adelito T. Mendoza

	Accurate - Submit to the PPD CHief for approval and data release.			
	7. Countersign response letter/memorandum then endorse to the Regional Director for approval	None	1 hour	COD Aldie MAe A Andoy
	8. Approval of the facilitated data request for release to the requesting party. Not Approved - .Return the facilitated request to the NHTS for revision; Approved - Sign the response letter/memorandum with the attached facilitated data request for releases;	None	5 hours	RD Mari-Flor A. Dollaga-Libang
Total:		None	3 days, 2 hours	

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	Tel Nos.: (085) 303-8620 loc 243 Email: property.focrg@dswd.gov.ph