

14. Request for the Use of DSWD Conference Room

This service has been offered to provide a location for meetings and seminars.

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| Office or Division: | Adminstrative Division- General Services Section | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2G | | | |
| 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 | 1.1 The Attending Staff will receive the request. 1.2 Verify if there is an existing booking/ session in the conference room. 1.3 If Yes, schedule for another available time. 1.4 If No, confirm their request. | None | 5 minutes | Rosalyn Piamonte Angelo Leciones and approved by Vinnes Lastimado |
| 2. Conduct cleaning and preparing the conference room. | 2.1 Assigned personnel shall assist and prepare the conference room. 2.2 Inform the End User that the conference room is ready to occupy. | None | 30 minutes | *Skilled Personnel and Angelo Leciones Angelo Leciones |
| 3. After the usage of conference room | 3.1 End Users must inform the GSS that the meetings/event has ended. 3.2 Assigned personnel shall check the conference room including equipment and accessories used. | None | 1 hour | *Skilled Personnel |
| TOTAL | | | 1 hour and 35 minutes | |

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

| FEEDBACK AND COMPLAINTS MECHANISM | |
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| How to send a feedback | Write your feedback on the services provided through the Client's Satisfactory Survey Form to be provided by our attending GSS staff. A space below is provided for you to write further comments. Return the fully accomplished Client's Satisfactory Survey Form to the attending GSS staff for consolidation. |
| How feedback is processed | <p>Every 25th day of the month, Administrative Assistant III consolidates all Client's Satisfactory Survey Forms results are reviewed by Head of GSS.</p> <p>Approved monthly consolidation is submitted to the Admin Division and to be forwarded to the Human Resource Management Division Chief for further review and consolidation in the regional level.</p> <p>Feedback requiring responses are communicated to concerned offices for appropriate action. Responses are relayed to the citizen three (3) working days after the receipt of the feedback.</p> |
| How to file a complaint | <p>Citizen with complaints relative to General Services Section may file their respective complaints directly to the Regional Program Management Office at DSWD Field Office Caraga. They may also file complaint/s through the Provincial/Municipal Operations Offices for escalation of concern to the abovementioned program using the Grievance / Complaint Form.</p> <p>Complaints can also be filed via GSS Hotline (117) or e-mail (gss.focrg@dswd.gov.ph) with the following information:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Name of Complainant <input type="checkbox"/> Address <input type="checkbox"/> Name of Person/Entity being complained <input type="checkbox"/> Issue/Concern <input type="checkbox"/> Evidence |
| How complaint are processed | <p>Complaints received by respective offices are escalated to the Regional/Provincial Grievance Officer/s for verification and veracity of complaint for at least 72 hours upon receipt of the complaint.</p> <p>Grievance Officer/s shall send report to the Regional Grievance Officer / Regional Program Coordinator for appropriate action.</p> |
| Contact Information | <p>For Administrative Division-General Services Section concerns,</p> <p>you may contact:</p> <p>General Services Section Hotline - 117</p> <p>General Services Section e-mail address – gss.focrg@dswd.gov.ph</p> <p>ARTA : complaints@arta.gov.ph</p> <p>PCC: 8888</p> <p>CONTACT CENTER NG BAYAN:</p> <p>SMS : 0908 881 6565</p> |

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| | 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/ |