

2. DATA SHARING – NAME MATCHING

Provision of data corresponding to the individuals/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:	Highly Technical			
Type of Transaction:	Government to Government (G2G) Government to Business (G@B), Government to Citizen			
Who may avail:	-All NGAs, GOCCs, NGOs, CSOs, and Private Foundations for the purpose of utilizing the data for social protection programs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit Request	1. Receive the request 1.1Record the request in the DSWD EDTMS/ any other tracking system 1.2. Endorse request to the Regional Director	None	15 minutes	MaryJean Jabonero
	2.Provide instruction to facilitate / review the request 2.1. Endorse to the PPC Chief	None	2 hours	<i>RD Mari-Flor Dollaga-Libang</i>
	3.Provide recommendations in the request 3.1 Endorse to the assigned PDO to inform the client about the status of the request	None	1 hour	COD Aldie Mae A Andoy
	4. Status of the approval/ disapproval of the data request based on the DSWD MC 15 s 2021.	None	1 hour	<i>RD Mari-Flor Dollaga-Libang</i>

	<p>Disapproved - Sign the letter of disapproval and endorse to the client. End of Process.</p> <p>Approved - Client submits the DSA signed by the Head of Office (HOO) as Personal Information Controller (PIC) and the designated Data Privacy Officer (DPO) / Compliance Officer for Privacy (COP) to the NHTS</p>			Adelito T. Mendoza
Compliance and Submission of signed Memorandum of Agreement and documentary requirements to NHTS	<p>5. Review all documentary /requirements including the DSA submitted by the client</p> <p>Non-compliant - Inform the client regarding the incomplete requirement via email.</p> <p>Compliant:</p> <ul style="list-style-type: none"> a. Signed the DSA, then endorsed to the Data Protection Officer and the Office for the Secretary for Signature b. Once signed by the DSWD DPO, endorse to IT Head for processing 	None	2 hours	<p>Adelito T. Mendoza</p> <p>Raffy C. Pocon</p> <p>Mary Jean Jabonero</p>
	6. The Information Technology Office (ITO) reviews the electronic copy of the names as compliant with the required template form.	None	<p>1 hour</p> <p>Processing: 1 day (5,000 & below);</p>	Raffy C. Pocon

	<p>Non-compliant - Inform the client about the findings via email</p> <p>Compliant - process the request within the set deadline depending on the volume or number of names to be matched.</p>		<p>3 days (5,001-50,000);</p> <p>7 days (50,001-400,000);</p> <p>20 days (400,001-1,000,000)</p>	
	<p>7. Secure the data by adding a password to the file</p> <p>7.1 Prepare the DRF</p> <p>7.2 Draft the response memorandum</p> <p>7.3 Save the results in the compact disc (CD), USB, or hard drive.</p> <p>Other electronic storage device may apply as long as it is approved by the IT Head and that is provided by the client.</p> <p>Google drive may also be used as data storage as long as it is encrypted with password protected.</p> <p>The file/s is only shared to the identified staff</p> <p>7.4 Sign the DRF</p> <p>7.5 Endorse the finalize documents to the PPD Chief.</p>	None	3 hours	<i>Raffy C. Pocon</i>
Signing of MOA	8. Sign the memorandum, then endorse to AA for releasing	None	1 hour	<i>RD Mari-Flor A. Dollaga-Libang</i>
Receipt of the request	9. Track the documents in the EDTMS / any other tracking system.	None	10 minutes	<i>Mary Jean Jabonero</i>

	9.1. Scan a copy of the documents for record keeping 9.2. Release the document to the client			
Administer CSMF	10. Provide the password of the file to the client through phone upon inquiry 10.1. Administer the Client Satisfactory Measurement Survey Form (CSMS) form per Committee on Anti Red Tape guideline.	None	10 minutes	Raffy C Pocon MAry Jean Jabonero
<i>*With possible extension on the actual data processing depending on the volume of data requirements, number of names required, and the compliance and submission of the documentary requirements by the requesting party</i>	TOTAL:	None	For 5000 names and below - 2 days, 3 hours, 45 mins; For 5,001- 50,000 names - 4 days, 3 hours, 45 mins; For For 50,000-400,000 names 8 days 3 hours 45 mins; For 400,0001-1,000,000 names - 21 days, 3 hurs, 45 minis;	

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 <div></div>

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