

4. A SHARING WITH DSWD OBSUs -STATISTICS RAW DATA REQUEST

Office or Division:	National Household Targeting Section/Policy and Plans Division			
Classification:	Simple			
Type of Transaction:	G2G-Government to Citizen			
Who may avail:	<div>-Any member of the household 18 years old and above</div> <div>-Any household member below 18 years old, with written authorization letter or government-issued ID of any adult HH member</div> <div>(In instances where the household is composed of minor members, only the eldest member may file the grievance.)</div>			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<div>• (1) Valid Identification Card/Proof of Identity</div>		<div>(Philhealth, SSS,LTO,BIR, Pag-ibig, Comelec)</div> <div>National Household Targeting Section-Administrative Assistant</div>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive and record the request	<div>1. Receive and record the request in the document transaction /tracking system</div> <div>1.1. Forward request to the Office of the PPD Chief</div>	None	30 minutes	MARy Jean Jabonero
2. Review and approval of request	2. Review the merit of the request based on AO 19 s. 2021. Upon approval of the request, endorse to NHTS	none	5 hours	COD Aldie Mae A Andoy
3.Input comments then endorse	3.Input comments then endorse to the NHTS Statisticin	None	1 hour	COD Aldie Mae A Andoy
4. Provide instruction/s then forward for data generation	4. Provide instruction based on the data requested then forward to the Associate Statistician for data generation	none	1 hour	Adelito T Mendoza

5. Generate the requested data	<p>5. If the request is:</p> <ul style="list-style-type: none"> - Not clear a. In case of vague data request, the Associate Statistician shall coordinate with the data users (thru emails, recorded calls or text) to clarify the data requirement b. In case the requested data is not available in the Listahanan database, the Associate Statistician shall provide recommendation to the requesting party on other possible data available; <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>	none	1 day	Marivic E Flores
6. Submit for approval	<p>6. Review the generated statistical / raw data in case the generated data is:</p> <ul style="list-style-type: none"> -Not Accurate - return the generated statistical /raw data to the Associate Statistician for revision -Accurate - Submit to PPD Chief for approval and data release 	none	4 hours	<p>Marivic E Flores</p> <p>Adelito T Mendoza</p>

7. Countersign response letter /memorandum	7. Countersign response letter /memorandum then endorse to the PPD Chief	none	1 hour	<i>COD Aldie Mae A Andoy</i>
8. Sign the response letter	<p>8. Approval of the facilitated data request for release to the requesting party</p> <p>-Not approved - Return the facilitated request to the NHTS for revision</p> <p>Approved - Sign the response letter /memorandum with the attached facilitated data request for release</p>	none	5 hours	<i>OD Aldie Mae A Andoy</i>
9. Track and facilitate release of approved data request abd CSMS form	<p>9. Track and facilitate the release of the approved data request t the requesting arty</p> <p>9.1. Administer Client Satisfactory Measurement Survey (CSMS) form during the release of approved data request</p> <p>9.2 Update and close transaction in the document /tracking system</p>	scanned document	30 minutes	<i>Mary Jean Jabonerot</i>
Total	Turn around time	None	<i>3 days and 2 hours</i>	

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	Kindly accomplish the <i>Client Satisfaction Survey Form</i> from the receiving admin staff of the Section
How feedbacks are processed	Every 1 st week of the month, your feedbacks are consolidated and summarized by the designated Admin Staff for onward submission to the Section Head and PPD Chief for approval and consolidation.
How to file a complaint	You can write your complaint/s in the comment section of the <i>Client Satisfaction Survey Form</i> from the receiving admin staff of the Section.
How complaints are processed	Complaints received are consolidated every 25 th day of every month and will be part of the agenda during the quarterly/ special meetings.
Contact Information of CCB, PCC, ARTA	<p>Concerned staff/requester may call the designated extension number:</p> <p>National Household Targeting Section</p> <p>3rd Floor, Pahigayon Building DSWD Caraga, R. Palma Street, Barangay Dagohoy, Butuan City Tel. Nos.: (085) 342-5619 to 20 loc. 247 Telefax: (085) 815-9173 E-mail: nhts.focrg@dswd.gov.ph ARTA : complaints@arta.gov.ph PCC: 8888</p> <p>CONTACT CENTER NG BAYAN:</p> <p>SMS : 0908 881 6565 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/</p>

