

6. Provision of Technical Assistance on Property and Supply Management

Technical Assistance is provided to Office, Bureaus, Service Unit and Field Offices in the area of Property, Asset and Warehouse Management to capacitate their Property Officers and/or Designated Property and Supply Custodian on the knowledge of DSWD Guidelines, Oversight Agencies Rules and Regulations on Property and Supply Management and Land Titling facilitation.

Office/Division:	Property and Supply Section (PSS)
Classification:	Highly Technical
Type of Transaction:	G2G – Government to Government
Who may avail:	1. DSWD Offices 2. DSWD Designated Property and Supply Custodian 3. Field Offices
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request for Technical Assistance - One (1) original copy.	To be prepared by DSWD Office OBSU and Field Offices through Memorandum addressed to Administrative Division Chief, Attention the PSS Officer signed by their Head of Office or authorized official.

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward the request for Technical Assistance (TA) indicating the specific topics and concerns to be discussed from 8 AM to 5 PM, Mondays to Fridays except holidays	1. Received request for TA from 8 AM to 5 PM, Mondays to Fridays except holidays, and forward to the Head of Property Office	None	5 Minutes	Rochelle C. Macuno
	1.1 Review the request. Check the availability of Technical Staff	None	15 Minutes	Elizabeth C. Lipa

	<p>on the requested date of TA.</p> <p>If not available - Assign request to concerned Technical Staff and advise staff to request for reschedule of TA through Memorandum</p> <p>If available - Assign request to concerned Technical Staff and advise staff to confirm request for TA through Memorandum</p>			
	<p>1.2 For scheduled TA Request, Technical Staff shall prepare a reply for confirming the date of TA/prepare reply for reschedule of TA.</p> <p>a. Prepare Special Order (If Field Office) for the period of TA.</p> <p>b. Prepare the needed documents and information for the conduct of TA</p>	None	5 Days	<p>Karen Grace M. Maputol / Lemar John C. Berido</p> <p>John John L. Ponte</p> <p>Karen Grace M. Maputol / Lemar John C. Berido</p>
	1.3 Conduct TA for immediate request and/or scheduled TA request	None	1 day for OBSU/4 days for Field Office	Karen Grace M. Maputol / Lemar John C. Berido

2. Accomplished the TA Evaluation Form and/or Client Satisfaction Measurement Form (CSMF)	2. Receive the duly accomplished TA Evaluation Form and/or CSMF.	None	10 Minutes	Karen Grace M. Maputol / Lemar John C. Berido
	<p>2.1 Consolidate the TA Evaluation Form.</p> <p>2.2 Prepare TA Feedback Report for review and signature of the Head of Property Office</p> <p>2.3 Provide copy of TA Feedback Report to the requester of TA</p> <p>For CSMF – will be reported on the succeeding month after the conduct of TA, this will be included in the Client Satisfaction Measurement Survey Report (CSMR) submitted to DSWD Central Office (CO)/Field Office (FO) Committee on Anti Red Tape (CART) focal every 10th of the succeeding month</p>	None	<p>10 Days from returned to Official Station</p> <p>CSMF report will be submitted to CART every 10th of the succeeding month</p>	Karen Grace M. Maputol / Lemar John C. Berido
TOTAL		None	16 Days and 30 Minutes for immediate TA/19 Days and 30 Minutes for scheduled TA	

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: <u>property.focrg@dswd.gov.ph</u>