

1. PROCESSING OF 8888 CITIZENS’ COMPLAINT HOTLINE CONCERNS

This service is provided to ensure the efficient and effective, concrete and specific response and actions on concerns, complaints and requests for assistance referred to the Department of Social Welfare and Development through 8888 Citizen’s Complaint Hotline in compliance with the 72-hour directive of the President

Office or Division:	Human Resource Planning and Performance Management Section			
Classification:	Simple			
Type of Transaction:	Government-to-Citizens (G2C); Government-to-Government (G2G)			
Who may avail:	Person who has concerns and complaints to the Department of Social Welfare and Development received thru 8888 Citizen’s Complaint Hotline			
Schedule of Availability of Service	Monday-Friday, 8:00 AM- 5:00 PM			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
To process 8888 Citizen’s Complaint Hotline Concerns:  1. Referral Letter/Reference number from 8888 Citizen’s Complaint Center 2. Client’s Information if any (Name, Address, Telephone Number, E-mail Address) 3. Complete details of concern		Agency Operating Center- 8888 Action Center		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. 8888 Citizen’s Complaint Hotline refer/send the referral letter to DSWD through the 8888 web system	1. Receive, assess, record, and endorse the ticket to the concerned OBSU, FOs and AA.	None	20 Minutes	AOC Technical Staff

<p>2. Hotline 8888 client to receive response/action on the concern.</p>	<p>2.1. Designated OBSU, FOs and AA receive, review and send ticket requests to their designated Division/Unit for action</p> <p>2.2 The Division/Unit act on the concern of the client</p> <p>2.3 The concerned office to provide a signed official document/proof of action on the ticket request to AOC-DSWD 8888 Action Center</p>	<p>None</p>	<p>71 Hours and 10 Minutes</p>	<p>8888 FO Technical Staff</p> <p>Designated Division/Unit in DSWD (OBSU/FO/AA)</p>
<p>3. 8888 Citizen's Complaint Center to receive response/ update/ feedback.</p>	<p>3.1 DSWD AOC receive, review and acknowledge the signed official document of responses</p> <p>3.2 For not concrete and specific response- return the letter to the concerned office and inform them to act on the concern</p> <p>3.3 For concrete and specific response- request the closure of the ticket to Hotline 8888 Administrator</p>	<p>None</p>	<p>25 Minutes</p>	<p>Technical Staff (AOC- 8888 Action Center)</p>
	<p>4. Update the database and mark it as closed</p>	<p>None</p>	<p>5 Minutes</p>	<p>Technical Staff (AOC- 8888 Action Center)</p>
<p><b>TOTAL</b></p>		<p><b>None</b></p>	<p><b>72 Hours</b></p>	
<p><b>FEEDBACK AND COMPLAINTS MECHANISM</b></p>				
<p><b>How to send feedback?</b></p>	<p>The client gives feedback through the Client Satisfaction Measurement (CSM) Form and is encouraged to make their honest evaluation on service delivery.</p> <p>A designated portion of the form is provided for client's suggestion(s) or comment(s).</p>			

	<p>The client will then returns the fully accomplished CSM Form and drop it to the designated CSM feedback box. The attending Administrative Assistant (AA) assists the client.</p>
<b>How feedback is processed?</b>	<p>Every 19<sup>th</sup> day of the month, the AA of the Section will collect all the CSM form in the designated feedback box and make a report out from the feedback of the clients written in the CSM form.</p> <p>The report shall be reviewed and signed by the Section Head before forwarding to the Administrative Assistant of the Office of the HRMDD Chief.</p> <p>The AA in the HRMDD will make a consolidated report out from the submitted reports from the different Units/ Sections.</p> <p>Every 25<sup>th</sup> day of the month is the deadline of the consolidated report.</p>
<b>How to file complaints?</b>	<p>The client shall fill out a Complaint/s Form requiring the following information:</p> <ul style="list-style-type: none"> <li>▪ Optional (Name of Complainant)</li> <li>▪ Narration of Complaint/s</li> </ul> <p>They can also write their complaints in the CSM Form</p>
<b>How complaints are processed?</b>	<p>Complaints received are consolidated every 25<sup>th</sup> day of every month and will be part of the agenda during the monthly/ emergency meeting.</p>
<b>Contact Information</b>	<p><b>Anti-Red Tape Authority:</b>  <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a>,        8-478-5093</p> <p><b>Contact Center ng Bayan:</b>        SMS : 0908 881 6565        Call : 165 56        P 5.00 + VAT per call anywhere in the Philippines via PLDT landlines        Email : <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a>        Facebook : <a href="https://facebook.com/civilservicegovph/">https://facebook.com/civilservicegovph/</a>        Web : <a href="https://contactcenterngbayan.gov.ph/">https://contactcenterngbayan.gov.ph/</a></p> <p><b>Presidential Complaint Center:</b>  <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a>        8888</p> <p><b>Agency Operating Center:</b>  <a href="mailto:aoc@dswd.gov.ph">aoc@dswd.gov.ph</a>        (+02)89318101 Voip. 10212, 10212, 10214, 10206</p> <p>DSWD Caraga, R. Palma Street,        Barangay Dagohoy, Butuan City        Telephone: Tel. Nos.: (085) 342-5619 to 20 loc. 113        Telefax: (085) 815-9173        E-mail: <a href="mailto:personnel.focrg@dswd.gov.ph">personnel.focrg@dswd.gov.ph</a>        ARTA : <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a>        PCC: 8888</p>

