

11. Request for Technical Assistance for Repair and Maintenance

This service has been offered to provide immediate solutions such as, but not limited to repairs, adjustments and reconfigurations. Pending action may occur to those works that requires materials procurement.

Office or Division:	Administrative Division- General Services Section			
Classification:	Simple			
Type of Transaction:	End Users			
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 Conduct assessment to the said request. 1.3 Conduct assessment to the said request. 1.4 Refer to Technical Staff & assigned skilled Personnel	None	2 minutes	Rosalyn Piamonte / Angelo Leciones
2. Conduct Inspection	2.1 Conduct inspection, review and prepare action plan based on the result of the inspection report. 2.2 Assigned Skilled personnel shall perform immediate corrective actions if applicable. 2.3 For possible repair, the technical staff shall prepare Purchase Request for the materials needed. 2.4 For other maintenance concerns which are covered by existing contracts with outsourced service	None	15 minutes	*Skilled Personnel and **Technical Staff

	<p>providers or contractors, the technical staff shall call the attention of the contractor/service provider for their immediate corrective action.</p> <p>2.5 If the work needed is beyond the capability of the available personnel/staff, the technical staff informs the Head of the office.</p> <p>2.6 The Technical Staff shall prepare a Job Order for the hiring of an Outsourced Service Provider/ contractor to do the specific works.</p>			
3. Procurement Process	<p>3.1 For the procurement of materials or hiring of outsourced Service provider/Contractor, the designated procurement office shall be responsible for the preparation of Requisition and Issue Slip (RIS).</p> <p>3.2 If there is no budget allocated to support the procurement of needed materials, implementation of the action plan will be on hold until the materials are available.</p> <p>3.3 Hired Outsourced Service Provider/ Contractor shall coordinate with the assigned technical staff during the execution of work.</p>	None	Vary depending on the procurement process and delivery schedule	Jun Mark A. Beronio - GSS Transactions and ****Property Section

<p>4. Work Implementation</p>	<p>4.1 If the nature of the work required does not affect the usual work operations. The execution shall be performed within office hours.</p> <p>4.2 If the nature of the work may affect the usual work operations, execution shall be performed after office hours or during weekends.</p> <p>a. Should it be necessary to work on beyond office hours, weekends and/or holidays, the concerned personnel shall secure request for Entry to DSWD premises, Request to stay and Request for Overtime for personnel.</p> <p>4.3 The work shall be completed within the approved duration.</p> <p>4.4 The technical staff shall monitor and document the progress in the implementation of work.</p>	<p>None</p>	<p>Vary depending on the scope of the work/s</p>	<p>* Skilled Personnel, **Technical Staff, and Outsource Service Provider/ Contractor</p>
<p>5. Completion of work</p>	<p>5.1 The technical staff shall verify the output of the work.</p> <p>5.2 The Concerned office together with the DSWD Inspection committee shall conduct post repair inspection if necessary.</p> <p>5.3 If disapproved, the assigned personnel shall conduct necessary corrective action</p>	<p>None</p>	<p>1 day</p>	<p>* Skilled Personnel/ assigned staff, ** Technical Staff, Administrative staff, Outsource Service Provider/ Contractor and ***DSWD Inspection Committee</p>

	<p>based on the comments/findings.</p> <p>5.4 Once accomplished, the assigned staff shall request another turnover and acceptance.</p> <p>5.5 . For outsourced service provider/contractor, conduct joint inspection together with assigned staff and concerned office.</p> <p>a. If correction/ modification is needed, assigned personnel shall conduct corrective action and request for another set of inspection.</p> <p>5.6 Issue Certificate of Final Completion and/or Certificate of Acceptance/ Turn-over if applicable.</p>			
TOTAL			1 day & 17 minutes	** Technical Staff, Ramil M. Taculod and Dir. Mary-flor Dollaga-Libang

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

**Technical Staff: Aries Quimado and Van Jaegrex Monoy

***DSWD Inspection Committee:

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?	<p>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</p>
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