

16. Provision of Resource Person to DSWD Intermediaries and Stakeholders

Processing of requests for resource persons to capacitate intermediaries and stakeholders with the needed knowledge and skills to effectively implement social welfare and development and social protection programs and services that are responsive to the needs of different sectoral groups in the community.

Office or Division:	Social Welfare Institutional Development Bureau (SWIDB) - All Field Offices
Classification:	Complex
Type of Transaction:	G2G - Government to Government G2C - Government to Citizen
Who may avail:	DSWD intermediaries (local government units, non-government organizations, peoples' organizations, civil society organizations, academe) and stakeholders

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Memo of Request		Requesting party		
Confirmation Letter/ Regret Letter/ Referral Letter		DSWD Field Office Capacity Building Section/Social Welfare Institutional Development Section		
Client Satisfaction Measurement Survey Form				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Send request letter to DSWD		None		
	1. Receive, check and log the request letter. Create a Routing Slip for the received request. After recording, forward the request letter and the routing slip to the Office of the	None	1 Hour	Records Section: Rommel O Medel & Levimar L. Patillas/Administrative Staff

	Regional Director (ORD).			
	<p>2. Upon receipt at the ORD, record the received request.</p> <p>Then, forward the request to the Regional Director for his/her action.</p>	None	3 Hours	Maria Theresa Edar & Janelee Entrada – Admin. Staff/ORD
	3. Review the letter and provide instruction/s. Then, endorse the request letter to the SWIDS/ CBS Admin Staff.	None	3 Hours	Mari- Flor A. Dollaga/ Regional Director
	4. Receive and record the request letter, and forward it to the Section Head/OIC for review of the request.	None	3 Hours	Jastine Fe S. Tipay/CBS Administrative Staff
	5. Review the request and assign it to technical staff.	None	1 Hour	Anafe A. Lecciones/ CBS Section Head
	6. Review the completeness of the request.	None	15 minutes	Anafe A. Lecciones/ CBS Section Head Jastine Fe S. Tipay/CBS Administrative Staff
	<p>7. If the details of the request are complete, identify a resource person by checking the directory of Core Group of Specialists</p> <p>If not complete, coordinate with the requestor to complete the details of the request through a request</p>	None	1 Hour and 45 minutes	Anafe A. Lecciones/ CBS Section Head Jastine Fe S. Tipay/CBS Administrative Staff

	<p>form.</p> <p><i>Note: If the request indicates preference in RP for the activity, the assigned CBS/ SWIDS staff shall still take a look at the available list and offer to change the RP if there will be an available RP on top of the preferred one.</i></p>			
	<p>8. Once the senior specialist is identified per database/list, coordinate with the supervisor of the CGS member (Specialist)/ to inform and check on his/her availability.</p> <p><i>Note: If the supervisor of the CGS member will not be able to respond within 5 hours, assigned CBS/SWIDS staff will e-mail the CGS member with the details of the request.</i></p> <p>If the senior specialist is not available, coordinate with the prospective RPs in the following order:</p> <p>1. Junior Specialist (JS)</p> <p>2. Program Focal</p>	None	12 Hours	<p>Anafe A. Lecciones/ CBS Section Head</p> <p>Jastine Fe S. Tipay/CBS Administrative Staff</p>

	<p>(PF)</p> <p>3. SWDL Net Member</p> <p>If no RP is available, coordinate with the requestor and negotiate the date of the activity to suit the availability of the prospective RP and the requester.</p> <p>If the requester is amenable to changing the date, the same process of coordination, following the sequence, will be done.</p>			
	<p>9. Prepare and forward the Routing Slip, Confirmation Letter/ Regret Letter, and RSO/ Referral Letter to the CB/SWID Section Head for review and initials.</p> <p>If no RP is available and the requester is not amenable to changing the date, prepare a letter of regret and the CSMS Form.</p>	None	2 Hours	<p>Anafe A. Lecciones/ CBS Section Head</p> <p>Jastine Fe S. Tipay/CBS Administrative Staff</p>
	<p>10. Review and forward the Routing Slip, Confirmation Letter/ Regret Letter, and RSO/ Referral Letter to the Office of the Regional Director.</p>	None	3 Hours	<p>Anafe A. Lecciones/ CBS Section Head</p> <p>Jastine Fe S. Tipay/CBS Administrative Staff</p>

	<p><i>with corrections:</i></p> <p>Return the Confirmation Letter/ Regret Letter, and draft RSO to the assigned CBS/ SWIDS staff.</p> <p><i>with no correction:</i></p> <p>Forward the Confirmation Letter/ Regret Letter, and RSO to the PSD Chief/ Division Chief concerned.</p>			
	<p>11. Review and approve the Confirmation Letter/ Regret Letter, and RSO/ Referral Letter.</p> <p><i>if with corrections:</i></p> <p>Return the Confirmation Letter/ Regret Letter, and RSO/ Referral Letter to CBS/SWIDS Head.</p> <p><i>If with no corrections:</i></p> <p>Approve the Confirmation Letter/ Regret Letter, and RSO/ Referral Letter then forwards to CBS/SWIDS Administrative Staff.</p>	None	3 Hours	Mari- Flor A. Dollaga/ Regional Director
	<p>12. Send the Confirmation Letter/ Regret Letter, and CSMS Form (google form) to the Requester, and RSO to the RP Supervisor/ Referral</p>	None	1 Hour	Jastine Fe S. Tipay/CBS Administrative Staff

	<p>Letter to SWD L-Net Member.</p> <p>Record the details in the Logbook/Incoming Database.</p>			
2. Accomplish CSMS Form then submit to the CBS/SWIDS Administrative Staff via email	<p>13. Collect the accomplished CSMS Form (google form), convert it to PDF then forward the pdf copy to the Document Custodian via E-mail.</p> <p>Encode the rest of the details of the request to the Database.</p>	None		Jastine Fe S. Tipay/CBS Administrative Staff
	TOTAL PROCESSING TIME:	None	34 Working Hours or 4 Days and 2 Hours	

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: property.focrg@dswd.gov.ph