

3. DATA SHARING WITH DSWD OBSUs -NAME MATCHING

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><div></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 the request</div> <div>1.1. Record the request in the DSWD EDTMS/ any other tracking system</div> <div>1.2. Endorse request to the Regional Director</div>	None	15 minutes	Mary Jean Jabonerot
2. Provide instructions	<div>2. Provide instruction to facilitate /review the request</div> <div>2.1. Endorse it to the PPD CHief</div>	<div>None</div> <div>none</div>	<div>6 hours</div> <div>2 hours</div>	<div>RD Mari-Flor A. Dollaga-Libang</div>
3. Provide recommendations	<div>3.Provide recommendations in the request</div> <div>3.1. Endorse to the assigned PDO to inform the client about the status of heir request</div>	None	1 hour	COD Aldie Mae A Andoy

4. Approval/disapproval of data request	<p>4. Status of the approval /disapproval of the data request based on the DSWD AO 19 s. 2021</p> <p>-Disapproved - Sign the letter of disapproval and endorse to the client. End of Process</p> <p>-Approval - client submits the NDA signed by the Head of Office (HOO) as Personal Information Controller (PIC) and the designated Data Privacy Officer (DPO) / Compliance Officer for Privacy (COP) to the NHTS</p>	none	1 hour	<p><i>RD Mari-Flor A. Dollaga-Libang</i></p> <p><i>Adelito T Mendoza</i></p>
5. Review all documentary requirements	<p>5. Review all documentary requirements including the NDA submitted by the client.</p> <ul style="list-style-type: none"> - Non-Compliant - Inform the client regarding the incomplete requirement - Compliant <ul style="list-style-type: none"> a. Signed the NDA, then endorse to the Data Protection Officer (DPO) for signature. b. Once signed by the DSWD DPO, endorse it to RITO for processing; 	<p>none</p> <p>none</p>	<p>2 hours</p> <p>1 hour</p>	Raffy C Pocon
6. Review of E-copy names as to format	<p>6. The RITO reviews the electronic copy of names is compliant with the required template format:</p> <ul style="list-style-type: none"> - Non-Compliant - Inform the client 	none	<p>1 hour</p> <p>Processing of request:</p>	<i>Raffy C. Pocon</i>

	<p>about the findings via e-mail</p> <p>- Compliant process the request within the set deadline depending on the volume or number of names to be matched</p>		<p>5,000 and below is 1 day;</p> <p>5,001 - 50,000 is 3 days</p> <p>50,001- 400,000 is 7 days;</p> <p>400,001- 1,000,000 is 20 days</p>	
<p>7. Secure the data</p> <p>Prepare the Data Release Form</p> <p>Draft the response Memorandum</p> <p>Save the result in the storage</p> <p>Sign the DRF</p>	<p>7. Secure the data by adding a password to the file</p> <p>7.1. Prepare the Data Release Form</p> <p>7.2. Draft the memorandum</p> <p>7.3. Save the result in the CD, USB stick or hard drive.</p> <p>- Other electronic storage device may apply as long as it is approved by the IT Head and provided by the client;</p> <p>- Google drive may also be used as a data storage as long as it is encrypted and password protected. The file/s is only shared to the identified staff;</p> <p>7.4. Sign the DRF</p>	none	3 hours	<i>Raffy C. Pocon</i>

Endorse the finalize document	7.5 Endorse the finalize document to PPD Chief			<i>Adelito T Mendoza</i>
8. Sign the memorandum	8. Sign the memorandum and endorse it to the AA for releasing	none	3 hours	<i>Regional Director</i>
9. Track, scan and release the document	9. Track the document in the EDTMS /any other tracking system 9.1 Scn a copy of the documents for record keeping 9.2. Release the document to the client	scanned document	10 minutes	<i>Admin Assistant</i>
10. Provide password and administer CSMS	10. Provide password of the file to the client through phone calls upon inquiry 10.1. Administer the CLient Satisfactory Measurement Survey (CSMS) form per CART guideline	none None	10 minutes	<i>Raffy C Pocon</i>
Total	Turn around time	None	<i>For 5000 names and below - 2 days, 3 hours and 35 mins;</i> <i>For 5,001 - 50,000 names- 4 days, 3 hours and 35 mins;</i> <i>For 50,000-400,000 names - 8 days, 3 hours, 35 mins;</i> <i>Fr 400,001-1,000,000 names - 21 days, 3 hours, 25 mins;</i>	

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>