

1. PROCESSING OF RELIEF AUGMENTATION REQUEST BY DSWD FIELD OFFICES

This procedure applies to processes to be undertaken in providing relief augmentation to LGUs during disaster operations and other calamities and the pandemic. It covers receipt of the Field Office requests until the delivery or release of welfare goods.

Office or Division	Disaster Response Management Division			
Classification	Simple			
Type of Transaction	G2G – Government to Government			
Who may avail	Local Government Units			
CHECKLIST OF REQUIREMENT			RESPONSIBLE PERSON	
Disaster Report using the prescribed DROMIC Forms or any substantial report that reflects the total number of affected families and individuals. These includes but are not limited to the following: <ul style="list-style-type: none">Situational reportAssessment reportDisaster Incident report			Client	
Request Letter signed by Local Chief Executives or any authorized representative			Client	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESsing TIME	PERSON RESPONSIBLE
1. Submit request letter with pertinent attachments	1. Receive the request and logs the documents and route LGU request to DRMD Chief	None	5 minutes	Mikko Kim S. Buzon, DRMD Administrative Staff
	2. Review the request and endorses to DRRS Head	None	10 minutes	Melanie G. Juan, DRMD Chief
	3. Review, validate and assess the request by the concerned Section Head through the LDRRMC of requesting LGUs, or through review of the following reports, if available; <ul style="list-style-type: none">latest DROMIC ReportRDANA Report	None	2 hours	Alicia T. Marquiso, DRRS Head

	<ul style="list-style-type: none"> DSWD Predictive Analytics 			
	4. Coordinate with the RROS Head/ Staff on the availability of FNI resource for augmentation to LGUs and to determine other logistics requirements	None	30 minutes	Alicia T. Marquiso, DRRS Head or any of the assigned Social Worker per province*
	5. If FNIs are not available, prepare Request Letter for augmentation of FNI Resources from OUSDRMG, attention DRMB	None	30 minutes	Engr. Raul J. Sabandal, RROS Head
	6. Prepare RIS/IF (% RROS) and Response Letter (% DRRS) to LGUs	None	1 hour	Engr. Raul J. Sabandal, RROS Head Alicia T. Marquiso, DRRS Head
	7. Review all documents, provide recommendation and endorse to ARDO for review and recommendation	None	1 hour	Melanie G. Juan, DRMD Chief
	8. Review all documents and provide recommendation ; Signs/initials all pertinent documents and endorse to Regional Director for approval	None	1 hour	Jean Paul S. Parajes, RSW, MSSW Assistant Regional Director for Operations (ARDO)
	9. Review all documents for approval/ disapproval	None	1 hour	Mari-Flor A. Dollaga-Libang, Regional Director
	10. Send response letter to LGUs (% DRMD admin) and forwards	None	1 Hour	Melanie G. Juan, DRMD Chief

	RIS/IF, Assessment Report, LGU Request Letter to RROS Head/ Staff for the release of goods			
	11. Facilitate the following; <ul style="list-style-type: none">• Coordination with LGUs on the schedule of delivery/hauling of goods from DSWD warehouse to LGUs (% DRRS)• Facilitate preparation and signature of Delivery Receipt (% RROS)• Facilitate release of goods to LGUs and ensure signed receipt of RIS/IF and Delivery Receipt by receiving LGUs.	None	2 hours	Alicia T. Marquiso, DRRS Engr. Raul J. Sabandal, RROS Head Emmanuel N. Moran, RROS AA
	12. Submit any of the following report reflecting release of goods to the DRMD Head and DROMIC Focal; <ul style="list-style-type: none">• Summary Report• Feedback Report• Signed RIS• Delivery Receipt• FNI Augmentation and Delivery Report	None	1 hour	Emmanuel N. Moran, RROS AA
TOTAL		None	11 hours and 15 minutes	
Note: If the submitted documents of the LGU were lacking, the office will inform the LGU on the needed documents thru formal communication and call or text. Processing of the request will commence once the LGU has already complied with the requirements.				

*Assigned Social Workers Per Province

Name of Social Worker	Province
Jayric Pallado	Agusan del Norte
Angel Bert A. Casimillo	Agusan del Sur and Surigao del Sur District 2
Zandro Rhyme Bañez	Province of Dinagat Islands and Surigao del Sur District 1
Imee Jane Sollano	Surigao del Norte

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	<p>Accomplish the <i>Client Satisfaction Survey Form</i>) from the receiving admin staff of the Section</p> <p>Disaster Response and Rehabilitation Section Tel. Nos.: (085) 303-8620 loc. 238 Regional Resource Operation Section: Tel. Nos.: (085) 303-8620 loc. 238 E-mail: drmd.focrg@dswd.gov.ph</p>
How feedbacks are processed	<p>Every 1st week of the month, your feedbacks are consolidated and summarized by the designated Admin Staff for onward submission to the Section Head and DRMD Chief for approval and consolidation.</p>
How to file a complaint	<p>You can write your complaint/s in the comment section of the <i>Client Satisfaction Survey</i> from the receiving admin staff of the Section</p>
How complaints are processed	<p>Complaints received are consolidated every 30th day of every month and will be part of the agenda during the quarterly/ special meetings.</p>
Contact Information of CCB, PCC, ARTA	<p>Disaster Response and Rehabilitation Section 3rd Floor, Pag-amoma Building, DSWD Caraga, R. Palma Street, Barangay Dagohoy, Butuan City Tel. Nos.: (085) 303-8620 loc. 238 E-mail: drmd.focrg@dswd.gov.ph</p> <p>Regional Resource Operation Section 3rd Floor, Pag-amoma Building, DSWD Caraga, R. Palma Street, Barangay Dagohoy, Butuan City Tel. Nos.: (085) 303-8620 loc. 238 E-mail: drmd.focrg@dswd.gov.ph</p> <p>ARTA : complaints@arta.gov.ph PCC: 8888</p> <p>CONTACT CENTER NG BAYAN: SMS : 0908 881 6565 Call : 165 56 P 5.00 + VAT per call anywhere in the Philippines via PLDT landlines Email : email@contactcenterngbayan.gov.ph Facebook : https://facebook.com/civilservicegovph/ Web : https://contactcenterngbayan.gov.ph/</p>

