

2. DATA SHARING WITH DSWD OBSUs -LIST OF DATA SUBJECTS

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, record, and forward the request	<div>1. Receive and record the request in the document transaction /tracking system</div> <div>1.1. Advise the requesting party that they will receive an email or call after 2-3 working days on the approval of their request and the expected schedule of release of the result</div> <div>1.2 Forward the request to the PPD Chief for approval.</div>	None	15 minutes	Mary Jean Jabonero
2.Review and decide of the request is approved for processing	2. Review and decide if the request is approved for processing or not, endorse to the Regional Field Coordinator	None	6 hours	COD Aldie Mae A. Andoy
3. Recommendation and endorsement of request	3. Input recommendations and endorse to the	None	6 hours	COD Aldie Mae A. Andoy

	designated Data Privacy Officer (DPO)			<i>Adelito T Mendoza</i>
4. Review, recommend, and endorse request to NHTS PPD Chief	4. Review the request and make recommendations if the request is approved or not, endorse to NHTS PPD Chief	none	3 hours	ARDO Jean Paul S. Parajes
5. Endorse the request to assigned PDO	<p>5. The NHTS PPD Chief endorses the recommendation to the assigned PDO to inform the client on the approval or disapproval of the data request</p> <ul style="list-style-type: none"> <li>- If approved-communicate with the requesting party, facilitate the signing of the NDA and review all the documentary requirements;</li> <li>- If disapproved - return to the requesting party and prepare a Denial of Request for Data Form highlighting the grounds for such denial. End of Process</li> </ul> <p>5.1. After accomplishing the NDA and reviewing the completeness of the documentary requirements, endorse to the RITO</p>	none	2 hours	COD Aldie Mae A. Andoy  Adelito T Mendoza
6. Generate the requested Data	6. Generate the requested data	none	1 day	<i>Raffy C Pocon</i>
7. Review the result s of the generated data	7. Review the result s of the generated data	none	1 day	<i>Raffy C Pocon</i>

8. Secure the data and prepare data release form and countersign the DRF	<p>8. Secure the data by adding password protection to the file</p> <p>8.1. Prepare Data Release Form (DRF) draft memorandum reply and burn result in CD, USB stick and hard drive</p> <ul style="list-style-type: none"> <li>- Other storage device may apply as long as it is approved by the IT head and the storage device is provided by the requesting party.</li> <li>- Google drive maybe used as storage of the requested data as long as it is encrypted and password-protected. Further the password will only be released to the authorized personnel of the requesting party.</li> </ul> <p>8.2. Countersign the DRF</p>	USB, CD, others	1 day	Adelito T Mendoza
9. Finalize the Memo	9. Finalize the memo, attach the Data Release Form (DRF) and secure data then forward it to the NHTS administrative staff;	Encrypted list of data subjects		Raffy C Pocon
10. Track and scan the document	Track and scan the document before releasing the result of the requesting party	scanned document	10 minutes	Mary Jean Jabonerot
11. Provide password of the file and receive the signed Certificate of Acceptance	<p>11. Provide the password of the file to the requesting party through phone call and receive the signed Certificate of Acceptance from the requesting party</p> <p>11.1. Administer the Client Satisfactory Measurement Survey</p>	none	10 minutes	Raffy C Pocon

	(CSMS) from per Committee on Anti-Red tape (CART) guideline.			
Total		None	5 days, 1 hour and 35 minutes	

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?	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.  For inquiries and follow-ups, clients may contact PSS through (085) 303-8620 local 243 or through email: <a href="mailto:property.focrg@dswd.gov.ph">property.focrg@dswd.gov.ph</a>
Contact information of ARTA, CSC, PCC	ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478 m-5091 / 8478-5093 / 8478-5099  CSC: 8931-8092 / 8931-7939 / 8931-7935  PCC: <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a> 8736-8645 / 8736-8603 / 8736-8629 / 8736-8621

Contact Center ng Bayan (CCB)	SMS: 0908 881 6565 Email: <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a> Web: <a href="https://contactcenterngbayan.gov.ph">https://contactcenterngbayan.gov.ph</a> FB: <a href="https://facebook.com/civilservicegovph">https://facebook.com/civilservicegovph</a> Call: 165 65 (P5+VAT per call anywhere in the Philippines via PLDT landlines)
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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: <a href="mailto:property.focrg@dswd.gov.ph">property.focrg@dswd.gov.ph</a>