

1. Approval for the conduct of research study and acquiring primary data from DSWD officials/personnel, beneficiaries, and clients

Approval is issued to internal and external researchers who intend to conduct research studies related to or involving the Department. The processing of requests to conduct research studies in DSWD Offices, Centers, and Institutions particularly applies to researchers who wish to acquire primary data through first-hand investigation, e.g., face-to-face interviews, survey questionnaires, focused group discussions, case study among others from the DSWD including clients/beneficiaries currently at its Centers/Institutions, and on-going DSWD programs, projects, and services wherein their main subject of research study involves DSWD as an organization. Request to conduct such activities need to undergo research protocol. Researches with target respondents **involving one (1) region** shall seek the approval of the corresponding Regional Director. Research requests must be submitted to the Regional Director at least one (1) month before the projected start of data gathering activity.

On the other hand, research requests for the following need not go through the protocol and may be approved and provided by submitting a letter of request addressed to the head of the concerned office, bureau, service or unit:

- Observations and/or photo/video/audio shoots at DSWD premises, except those involving DSWD's clients or beneficiaries. If a photo, audio or video of client or beneficiary is essential for the study, researcher shall secure the consent of the Center Head/Client/Beneficiary.
- Briefing/interview/orientation sessions with key focal persons in the Central Office on general information about DSWD programs, policies and projects. The Department however, discourages requests for "practice interviews" of DSWD personnel for the sole purpose of student's acquisition of interview skills, in consideration of the valuable time taken away from the personnel when accommodating student researchers.
- Conduct of surveys with DSWD employees about subject matters that do not directly concern the Department or not related to the Department's program operations.
- Studies conducted by consultants/researchers under the Technical Assistance Facility (TAF) grant portfolio. The researchers, however shall adhere on the policies in undertaking research and evaluation studies as stipulated in the Guidelines for the Conduct of Research and Evaluation in the DSWD.

Office or Division:	Policy and Plans Division (PPD) / Policy Development and Planning Section (PDPS)
Classification:	Highly Technical
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government

Who may avail:	Internal researchers (e.g., DSWD personnel researching to pursue higher academic education) and external researchers (e.g., students, academe, other government agencies including members of other branches of government, local and international organizations or research institutions, and other independent researchers) who intend to conduct research studies related to or involving the Department.
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
If request shall not undergo Research Protocol: 1. Request letter	Researcher
If the request shall undergo Research Protocol: 1. Request letter 2. Research Request Form 3. Research Brief 4. Research Instruments	Researcher PDPS PDPS Researcher

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Submit the request letter and/or the research request documents	1. Receive request 1.1. Receive the request letter addressed to the Regional Director and/or the research request documents and encode the details in the office's tracking system for incoming documents 1.2. Furnish researcher with a receiving copy of the request letter. If request is received through email, reply and acknowledge receipt. 1.3. Endorse to the PPD or PDPS Head for assignment and	None	4 hours	<u>Administrative/Technical staff of the Office of the Regional Director/ Records and Archives Management Section/ PPD</u> Mr. Eric O. Descartin <u>PDO II-Researcher</u>

CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
	further instructions (if any) to the concerned technical staff			
	1.4. Review the request and assign to available technical staff	None	4 hours	Ms. Aldie Mae A. Andoy <i>Chief, PPD</i>
				Mr. Eval B. Makinano <i>Head, PDPS</i>
	1.5. Review the request as to area/region of coverage (refer to MC 10, s. 2019 Section VII. Item No. 4) to ensure that it is sent to the correct office. Otherwise, endorse to the correct office.	None	4 hours	Mr. Eric O. Descartin <i>PDO II-Researcher</i>
	1.6. Assess the research request if the request shall undergo research protocol (i.e., approval of the Regional Director) using the <i>Checklist for Reviewing Research and SWD Data Requests</i>	None	4 hours	Mr. Eric O. Descartin <i>PDO II-Researcher</i>
	1.6.1. For requests that need not go through the protocol, endorse researcher to the concerned DSWD Field	None	2-4 days	Mr. Eric O. Descartin <i>PDO II-Researcher</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
	Office - Offices/ Divisions/ Sections/Units (ODSUs) using the <i>Endorsement of Research and SWD Data Request Form</i> (either hard copy or soft copy via email) <u>then</u> request the researcher to fill up the <i>Client Satisfaction Measurement Survey</i> (either online or paper-based) and proceed to step 3.			
	1.6.2. For requests that need to go through the protocol , review submitted documents as to completeness 1.6.3. If documents are complete, proceed to step 2. Otherwise, assist the researcher in the completion of documentary requirements and provide orientation on the	None	2 days	Mr. Eric O. Descartin <u>PDO II- Researcher</u>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
	research protocol.			
2. Submit complete documentary requirements (Request letter, Accomplished Research Request Form, Research Brief, and research instruments)	2. Review of research request with concerned ODSUs 2.1. Review and assess the submitted documents in consultation with the concerned ODSUs	None	7 days	Mr. Eric O. Descartin <i>PDO II-Researcher</i> <i>Concerned DSWD FO-ODSUs</i>
	2.2. Receive the comments/inputs and recommendations from other offices. These shall be the basis for decision to approve/ disapprove the request.	None	2 days	Mr. Eric O. Descartin <i>PDO II-Researcher</i>
	2.3. To recommend Approval? 2.3.1. Yes - Prepare a recommendation for approval using the Outline Memorandum of Recommendation on the Research Request for review and initial	None	1 day	Mr. Eric O. Descartin <i>PDO II-Researcher</i> Ms. Aldie Mae A. Andoy <i>Chief, PPD</i> Mr. Eval B. Makinano

CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
	<p>of the Division Chief. This shall include the consolidated <u>recommendations</u> from the concerned ODSUs.</p> <p>2.3.2. No - Communicate decision to the researcher and inform them of relevant revisions that are needed to be made. Two (2) days will be given to the researcher to officially respond, through a letter, if they will continue or terminate their request. If pursuing request, ask the researcher to re-submit the revised request based on DSWD's comments, then go back to step 2. Otherwise, request the researcher to fill up the <i>Client Satisfaction Measurement Survey</i> (either</p>			<i>Head, PDPS</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
	online or paper-based) and proceed to step 3.			
	<p>1.1. Regional Director to approve/disapprove request based on recommendations</p> <p>To approve?</p> <p>1.1.1. <u>Yes</u> - Inform researcher and endorse to the concerned ODSUs. Coordinate with the concerned office where the research request was endorsed and assist the researcher in matters in matters related to conduct of data-gathering activities, then request the researcher to fill up the <i>Client Satisfaction Measurement Survey</i> (either online or paper-based) and proceed to step 3.</p>	None	1 day	<p>Ms. Mari-Flor A. Dollaga-Libang <i>Regional Director</i></p> <p>Mr. Eric O. Descartin <i>PDO II-Researcher</i></p>

DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT

CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
3. Accomplish the Client Satisfaction Measurement Survey	2. Receive the accomplished Client Satisfaction Measurement Survey (either online or paper-based)	None	15 minutes	Mr. Eric O. Descartin PDO II-Researcher
	Total	None	6 days and 15 minutes or 15 days and 15 minutes ¹	

¹ The former, if the request would not undergo the research protocol, or the latter, if the request would undergo the research protocol

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