# **INFORMATION COMMUNICATION TECHNOLOGY MANAGEMENT SECTION**

**(ICTMS)**

**NON-FRONTLINE (INTERNAL) SERVICES**

1. **ICT Support Services**

**ICT Support Ticketing System**

Processes technical assistance for both hardware and software

***Isinasagawa ang tulong teknikal para sa hardware at software.***

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| **Office or Division:** | | Field Office XII – Information and Communication Technology Management Service | | | | |
| **Classification:** | | Simple | | | | |
| **Type of Transaction:** | | G2G | | | | |
| **Who may avail:** | | All DSWD OBSU | | | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | | | |
| ICT Support Ticket | | ICT Support Ticketing System.  <https://ictsupport.dswd.gov.ph> | | | | |
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| **CLIENT STEPS** | **AGENCY ACTIONS** | | | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. The ICT Support  Ticketing System is accessible via Webform and via email. The URL to access the said system is https://ictsupport.dswd.gov.ph using the AD credentials for login.    *1.Ang ICT Support Ticketing System ay maaaring ma-access gamit ang Webform at sa pamamagitan ng email. Ang URL para ma-access ang nasabing sistema ay https://ictsupport.dswd.gov.ph gamit ang AD credentials para sa pag-login.*    1.1 While the email is ictsupport@dswd.gov.ph .With this ticketing system, end-user can now monitor the progress of his/her Technical Assistance (TA) request. There are two classifications of TA request, Incident and Service Request each has its respective Category and subcategory to be able to be concise on each TA request.    *1.1 Samantalang ang email ay ictsupport.fo12@dswd.gov.ph. Sa tulong ng sistema ng talaan na ito, ang kliyente ay maaaring subaybayan ang pag-unlad ng kanyang kahilingan para sa Tulong Teknikal (TA). May dalawang uri ng kahilingan para sa Tulong Teknikal, ang Incidente at Kahilingan ng Serbisyo, at bawat isa ay may kanya-kanyang Kategorya at subkategorya upang maging mas malinaw sa bawat kahilingan para sa Tulong Teknikal.*    1.2. Should the requester agreed, he/she will update the ticket status from resolved to close otherwise she/he should reply to the ticket to reopen the ticket automatically.    1.2 Kung pumayag ang nag-request, ia-update niya/niyo ang status ng tiket mula sa "resolved" papunta sa "closed." Kung hindi naman pumayag, dapat mag-reply siya/he sa tiket upang awtomatikong muling buksan ito.    1.3 Once the ticket status has changed into close, the requester will receive an invitation to answer the Customer Satisfaction Survey.    *1.3 Kapag naging "closed" na ang status ng tiket, tatanggapin ng nag-request ang isang imbitasyon upang sagutin ang Customer Satisfaction Survey.* | 1. The moderator will assign the TA to the technician. The assigned technician shall provide an initial response to the requester.  *1. Ang moderator ay mag-aatas ng Tulong Teknikal (TA) sa teknisyano. Ang itinakdang teknisyano ay magbibigay ng simulaing tugon sa nag-request.*  2. Upon resolution, the technician will change the status to resolved.  *2. Sa paglutas ng problema, babaguhin ng teknisyano ang status patungo sa "resolved."* | | | N/A | 4 Hours  (Refer to ICTMS SLA) | George Lyndel S. Sarao    Anne Janette M. Pastrana    Rudy Mel D. Salamanca    Marc Randolph C. Dalida    Anwar Bassit H. Lidasan |
| Total |  | | N/A | | 4 Hours  (Refer to ICTMS SLA) |  |

Information Communication Technology Management Section

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| FEEDBACK AND COMPLAINTS MECHANISM  *(Mekanismo para sa mga Mungkahi at Reklamo)* | |
| How to send feedback  *(Paano magpadala ng feedback)* | ICTMS Request feedback through https://ictsupport.dswd.gov.ph/  *Ang ICTMS ay humihiling ng feedback sa pamamagitan ng*  *https://ictsupport.dswd.gov.ph/* |
| How feedbacks are processed  *(Paano inaayos ang mga feedback)* | Feedbacks are consolidated and reviewed by the section.    *Ang mga feedback ay isinasama at ina-review ng seksyon.* |
| How to file a complaint  *(Paano maghain ng reklamo)* | Complain can be sent through [https://ictsupport.dswd.gov.ph](https://ictsupport.dswd.gov.ph/)  *Ang reklamo ay maaaring ipadala sa pamamagitan ng*  *https://ictsupport.dswd.gov.ph* |
| How complaints are processed  *(Paano inaayos ang mga reklamo)* | Each complaint or request are assigned to specific person that will take action    *Bawat reklamo o kahilingan ay itinatalaga sa tiyak na indibidwal na siyang kumukuha ng aksyon.* |
| Contact Information ICTMS  *(Impormasyon sa Pakikipag-ugnayan ng ICTMS)* | RYAN A. IBONES, RITO II  Contact No.: 09190665717  ANNE JANETTE PASTRANA, ITO I  Contact No.: 0946-303-7875    DSWD Field Office XII, Purok Bumana-ag Barangay Zone III Koronadal City South Cotabato, Philippines |

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# **CAPACITY BUILDING SECTION**

**NON-FRONTLINE (INTERNAL) SERVICES**

1. **KEC Conference Room Reservation and Use**

### *Pagpapareserba at Paggamit ng KEC Conference Room*

Reservation and use of the Knowledge Exchange Center (KEC) conference rooms for knowledge sharing, meetings and examinations for applicants via electronic mail or phone call.

*Pagpapareserba at paggamit ng Knowledge Exchange Center (KEC) Conference Room sa mga pagpupulong, sesyon ng pag-aaral, at mga pagsusulit ng mga aplikante sa pamamagitan ng email.*

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| **Office or Division:** | DSWD Field Office XII- Protective Service Division  Knowledge Management (KMD) - Knowledge Exchange Center (KEC) | | | |
| **Classification:** | Simple | | | |
| **Type of Transaction:** | G2G - Government to Government | | | |
| **Who may avail:** | DSWD employees | | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | |
| Reservation Form | | Knowledge Exchange Center | | |
| Logbook | | Knowledge Exchange Center | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Inquire availability of conference rooms.  *1. Magtanong ng bakanteng conference room gamit ang email.* |  | None  *Wala* |  |  |
|  | 1. Receive inquiry of the client.  *1. Tanggapin ang katanungan sa reserbasyon ng conference room.* | None  *Wala* | 5 minutes  *Limang minuto* |  |
|  | 2. Check the Calendar for the availability of rooms.  **If available**, reply in email confirming availability with the link of the **Online Reservation Form** with reminders of room guidelines.  **If not available**, inform the client of its non- availability.  2. I-Check kung may magagamit na Conference Room.  ***Kung may bakante,*** *sabihin ito sa sagot sa email. Ipadala ang link ng* ***Online Reservation Form,*** *sabihing punan ito at ipaalala ang iba pang mga tuntunin sa paggamit ng pasilidad.*  ***Kung walang bakante,*** *sabihin ito sa sagot sa email.* | None  *Wala* | 20 minutes  *Dalawampung minuto* | Jobaina T. Mohamad  CBS Admin. Staff |
| 2. Accomplish **Online Reservation Form.**  2*. Sagutan ang* ***Online Reservation Form.*** |  | None  *Wala* |  |  |
|  | 3. Perform booking in KEC Calendar.  *3. Itala ang reserbasyon sa* ***KEC Calendar*** | None  *Wala* | 15 minutes  *Labinlimang minuto* | Jobaina T. Mohamad  CBS Admin. Staff |
|  | 4. Send an email confirming the reservation with the details of the reservation.  *4. Magpadala ng email na kinukum- pirma ang reserbasyon at iba pang mga detalye nito.* | None  *Wala* | 20 minutes  *Dalawampung minuto* | Jobaina T. Mohamad  CBS Admin. Staff |
| 3. Receive email confirmation.  *3.Pagtanggap ng kompirmasyon* |  | None  *Wala* |  |  |
|  | 5. Request the client to register in the logbook/QR Code upon entering KEC.  5*. Sabihan ang kliyente nag magrehistro sa logbook/QR code pagpasok sa conference room* | None | 10 minutes  *Sampung Minuto* | Jobaina T. Mohamad  CBS Admin. Staff |
| 4. Register in logbook or through QR code.  *4. Magrehistro sa logbook o sa QR code* |  | None  *Wala* |  |  |
|  | 6. After use of the Conference Room, request the client to accomplish CSMS.  6*. Pagkatapos gumamit ng conference room, magbigay ng CSMS para sagutan ng kliyente* | None  *Wala* | 5 minutes  *Limang minuto* | Jobaina T. Mohamad  CBS Admin. Staff |
| 5. Accomplish CSMS.  *5. Sagutin ang CSMS.* |  | None  *Wala* |  |  |
| **Total Processing Time** | | | **75 minutes or**  **1 hour and 15 minutes** | |

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| **FEEDBACK AND COMPLAINTS MECHANISM**  **MEKANISMO NG FEEDBACK AND REKLAMO** | |
| How to send feedback  *Paano magpadala ng reklamo/suhestyon/ rekomendasyon?* | Fill out Customer Satisfaction Measurement Survey form sent by the Field Office.  You may also send your concerns to the concerned Field Office or [fo12@dswd.gov.ph or cbs.fo12@dswd.gov.ph](mailto:fo12@dswd.gov.ph%20or%20cbs.fo12@dswd.gov.ph)  <[swidb@dswd.gov.ph](mailto:swidb@dswd.gov.ph)>  Contact info:  SWIDB – (02) 8 951 2805 or local 403-405 VOIP 10011  *Punan ng detalye ang Customer Satisfaction Measurement Survey form na ipinadala ng Field Office.*  *Maaari rin ipadala ang mga hinaing sa Field Office o sa pamamagitan ng pag email sa* [*fo12@dswd.gov.ph or cbs.fo12@dswd.gov.ph*](mailto:fo12@dswd.gov.ph%20or%20cbs.fo12@dswd.gov.ph)  *<*[*swidb@dswd.gov.ph*](mailto:swidb@dswd.gov.ph)*>* |
| How feedback forms are processed  *Paano pinoproseso ang mga feedback forms?* | Weekly client feedback forms are reviewed by the Field Office staff-in-charge and feedback received are relayed and discussed with Field Office staff during staff meetings.    Feedback requiring answers are communicated with concerned Field Office staff and they are required to respond within three (3) days upon receipt of feedback.    The answer is relayed to the concerned customer.    For inquiries and follow-ups, the customer may call the concerned Field Office.  *Lingguhang isinasagawa ng nakatalagang kawani ng Field Office ang mga natanggap na reklamo/suhestyon/rekomendasyon at ipinararating ito sa focal ng Field Office tuwing may pagpupulong. Kung ang feedback ay nangangailangan ng tugon, ito ay aaksyunan ng nakatalagang kawani sa loob ng tatlong araw. Ang sagot ay ipinararating sa kliyente.* |
| How to file a complaint  *Paano magsampa ng reklamo?* | Feedback and complaints undergo the same process.  Complaints can also be filed via telephone. Please include the following information:  -Name of person/office being complained  -Incident (STAR Model – Situation, Task, Action, Result or 5Ws (who, what, where, when, why) and 1H (how) -Evidence  *Same contact numbers*  *Sumasailalim ang mga puna at mga reklamo sa parehong proseso.*  *Maaari rin na isampa ang mga reklamo sa pamamagitan ng pagtawag sa telepono. Mangyaring isama lamang ang sumusunod na impormasyon:*  *-Pangalan ng tao/tanggapan na inireklamo*  *-Insidente (STAR Model – Situation, Task, Action, Result or 5Ws (who, what, where, when, why) and 1H (how)*  *-Katibayan*  *Parehong numero ng telepono* |
| How complaints are processed  *Paano pinoproseso ang mga reklamo* | Feedback and complaints undergo the same process.  *Sumasailalim ang mga puna at reklamo sa parehong proseso na nabanggit.* |
| Contact Information of the Civil Service Commission’s (CSC) Contact Center ng Bayan (CCB), Presidential Complaints Center (PCC), and Anti-Red Tape Authority (ARTA)  Mga detalye ng Civil Service Commission’s (CSC) Contact Center ng Bayan (CCB), Presidential Complaints Center (PCC), and Anti-Red Tape Authority (ARTA) | CCB: 0908 881 6565 (SMS)  PCC: 8888  ARTA: <complaints@arta.gov.ph>             1-ARTA (2782)  CCB: 0908 881 6565 (SMS)  PCC: 8888  ARTA: <complaints@arta.gov.ph>  1-ARTA (2782) |
| DSWD Field Office XII | Contact Info:  **NURHANIE S. DIANGKA**  Training Specialist II  (03) 228-3180  **JOBAINA T. MOHAMAD**  Administrative Assistant II  0917-371-2218 |

1. **Borrowing and Returning of KEC Materials and Collections**

*Paghiram at Pagsauli ng Kagamitan at Koleksyon sa KEC*

Borrowing of reading materials and other references from the Knowledge Exchange Center (KEC) done by DSWD employees.

*Paghiram ng kagamitan at sanggunian sa pag-aaral mula sa Knowledge Exchange Center (KEC) ng mga empleyado ng DSWD.*

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| **Office or Division:** | DSWD Field Office XII-Protective Service Division  Knowledge Management (KM)  Knowledge Exchange Center (KEC) | | | |
| **Classification:** | Simple | | | |
| **Type of Transaction:** | G2G - Government to Government  G2C - Government to Citizen | | | |
| **Who may avail:** | DSWD employees, other government workers/agencies, and private individuals/organizations | | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | |
| 1. ID | | Requesting Party | | |
| 2. Logbook/QR Code | | Knowledge Exchange Center | | |
| 3. KEC database/accession record | | Knowledge Exchange Center | | |
| 4. Book Card | | Knowledge Exchange Center | | |
| 5. Date Due Slip | | Knowledge Exchange Center | | |
| **A. BORROWING**  **A.1 For Internal Client** | | | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Inquire availability of book/material.  *1. Magtanong kung mayroong mahihiraman na libro.* |  | None  *Wala* |  |  |
|  | 1. Receive inquiry on the availability of book/material.   1. *1. Tanggapin ang katanungan kung maaaring magamit ang mga nasabing KEC materyales o koleksyon.* | None  *Wala* | 5 minutes  *Limang minuto* | Jobaina T. Mohamad  CBS Admin. Staff |
|  | 2. Request client to provide ID.  *2. Hingin sa Kliyente ang patunay ng kaniyang pagkakakilanlan.* | None  *Wala* | 5 minutes  *Limang minuto* | Jobaina T. Mohamad  CBS Admin. Staff |
| 2. Provide proof of identification.  *2. Katunayan ng pagkakakilanlan* |  | None  *Wala* |  |  |
|  | 3. Request client to register in logbook or through QR code.  *3. Magrehistro sa logbook o sa QR code* | None  *Wala* | 10 minutes  *Sampung minuto* | Jobaina T. Mohamad  CBS Admin. Staff |
| 3. Register in the logbook or through QR code.  *3. Magrehistro sa logbook o sa QR code* |  | None  *Wala* |  |  |
|  | 4. Check availability of book/material in database/  record.  *4. Tingnan kung ang material ay nasa database/record* | None  *Wala* | 20 minutes  *Dalawampung minuto* | Jobaina T. Mohamad  CBS Admin. Staff |
|  | 5. **If available,** check if it is circulating or non-circulating book/material.  **If not available,** inform its non-availability and/or refer to other RLRCs/  libraries.  *5. Kung meron, suriin kung ito ay “circulating” o “non-circulating” material*  *Kung wala, sabihan ang kliyente na walang material o magsabing maghanap sa ibang library* | None  *Wala* | 10 minutes | Jobaina T. Mohamad  CBS Admin. Staff |
|  | 6. If circulating material (allowed to be read at home), conduct a physical inspection in front of the client and discuss the condition of the book/ material.;  If not circulating material (for room use only), inform for “Room Use” only and/or photocopy part of the material.  *6. Kung circulating ang material, Suriin ang pisikal na kondisyon ng materyal na hihiramin. Sa harap ng kliyente at ipaliwanag sa kanya ang kondisyon ng libro/material*  *Kung hindi naman circulating, sabihan ang kliyente na “room use” lang at maaaring i-photocopy ang parte ng material.* | None  *Wala* | 13 minutes  *Labing tatlong minuto* | Jobaina T. Mohamad  CBS Admin. Staff |
|  | 7. After photocopying, request the client to fill out CSMS (print/Google form).  *7. Pagkatapos mag-photocopy, bigyan ng CSMS form para sagutan* | None  *Wala* | 2 minutes  *Dalawang minuto* | Jobaina T. Mohamad  CBS Admin. Staff |
| 4. Accomplish CSMS (print or Google form).  *4. Sagutan ang CSMS form* |  | None  *Wala* |  |  |
|  | 8. If the book/material is to be borrowed for home reading, request the client to fill out the Book Card (Date Borrowed/ Name and Office).  *Kung ang material ay babasahin sa bahay, sabihan si kliyente sa punan ang book card* | None  *Wala* | 10 minutes  *Sampung minuto* | Jobaina T. Mohamad  CBS Admin. Staff |
| 5. Accomplish Book Card.  *5. Sagutan ang CSMS form* |  | None  *Wala* |  |  |
|  | 9. Update Borrower’s Matrix and Date Due Slip.  *9. i-update ang Borrower’s matrix at date due slip* | None  *Wala* | 15 minutes  *Labinlimang minuto* | Jobaina T. Mohamad  CBS Admin. Staff |
|  | 10. Release the book/material to the client and advise date of return (Date Due).  *10. Ibigay ang libro/material sa kliyente at ipaalala ang petsa ng pagbalik ng materyal* | None  *Wala* | 5 minutes  *Limang minuto* | Jobaina T. Mohamad  CBS Admin. Staff |
| 6. Receive the book/material.  *6. Tanggapin ang libro/materyal* |  | None  *Wala* |  |  |
| **Total Processing Time** | | | **95 minutes or**  **1 hour and 35 minutes** | |

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| **A. BORROWING**  **A.2 For External Client** | | | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Inquire availability of book/material.  *1. Magtanong kung mayroong mahihiraman na libro.* |  | None  *Wala* |  |  |
|  | 1. Receive inquiry on the availability of book/material.   1. *1. 1. Tanggapin ang katanungan kung maaaring magamit ang mga materyales o koleksyon.* | None  *Wala* | 5 minutes  *Limang minuto* | Jobaina T. Mohamad  CBS Admin. Staff |
|  | 2. Request client to provide ID.  *2. Magpakita ng patunay na pagkakakilanlan.* | None  *Wala* | 5 minutes  *Limang minuto* | Jobaina T. Mohamad  CBS Admin. Staff |
| 2. Provide proof of identification.  *2. Magpakita ng patunay na pagkakakilanlan.* |  | None  *Wala* |  |  |
|  | 3. Request client to register in logbook or through QR code.  *3. Magrehistro sa logbook o sa QR code* | None  *Wala* | 10 minutes  *Sampung minuto* | Jobaina T. Mohamad  CBS Admin. Staff |
| 3. Register in the logbook or through QR code.  *3. Magrehistro sa logbook o sa QR code* |  | None  *Wala* |  |  |
|  | 4. Check availability of book/material in database/  record.  *4. Tingnan kung ang material ay nasa database/record* | None  *Wala* | 20 minutes  *Dalawampong minuto* | Jobaina T. Mohamad  CBS Admin. Staff |
|  | 5. **If available,** inform for “Room Use” only and/or photocopy part of the material.  **If not available,** inform its non-availability and/or refer to other RLRCs/  libraries.  *5. Kung meron, sabihan ang kliyente na “Room Use” only at photocopy ang parte ng materyal*  *Kung wala, sabihan ang kliyente na walang material o magsabing maghanap sa ibang library* | None  *Wala* | 8 minutes  *Walong minuto* | Jobaina T. Mohamad  CBS Admin. Staff |
|  | 7. Request the client to fill out CSMS (print/Google form).  *7. Sagutan ang CSMS form* | None  *Wala* | 2 minutes  *Dalawang minuto* | Jobaina T. Mohamad  CBS Admin. Staff |
| 4. Accomplish CSMS.  *Sagutan ang CSMS Form* |  | None  *Wala* |  |  |
| **Total Processing Time** | | | **50 minutes** | |

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| **B. RETURNING**  **For Internal Client** | | | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
|  | 1. Request client to register in logbook or through QR code.  *1. Magrehistro sa logbook o sa QR code* | None  *Wala* | 10 minutes  *Sampong minuto* | Jobaina T. Mohamad  CBS Admin. Staff |
| 1. Register in the logbook or through QR code.  *1. Magrehistro sa logbook o sa QR code* |  | None  *Wala* |  |  |
| 2. Surrender the book/material to be returned.  *2. Isauli ang libro/materyal* |  | None  *Wala* |  |  |
|  | 2. Inspect the book/material to be returned.  *2. Suriin ang libro/materyal* | None  *Wala* | 5 minutes  *Limang minuto* | Jobaina T. Mohamad  CBS Admin. Staff |
|  | 3. Request client to fill out the Book Card (date returned and signature).  *3. Sagutan ang Book card* | None  *Wala* | 10 minutes  *Sampong minuto* | Jobaina T. Mohamad  CBS Admin. Staff |
| 3. Accomplish Book Card.  *3. Sagutan ang Book Card* |  | None  *Wala* |  |  |
|  | 4. Write the time of return in the same column and initial sign.  *4. Isulat kung kelan naisauli at lagdaan* | None  *Wala* | 5 minutes  *Limang minuto* | Jobaina T. Mohamad  CBS Admin. Staff |
|  | 5. Return the Book Card to its pocket.  *5. Isauli ang Book Card sa libro* | None  *Wala* | 5 minutes  *Limang minuto* | Jobaina T. Mohamad  CBS Admin. Staff |
|  | 6. Update Borrowers’ Matrix and sign in the Date Due Slip.  *6*. *i-update ang borrower’s matrix at lagdaan kung kelan naisauli* | None  *Wala* | 10 minutes  *Sampong minuto* | Jobaina T. Mohamad  CBS Admin. Staff |
|  | 7. Request the client to accomplish CSMS and return the book/material on its shelf.  *7. Sabihan ang kliyente na sagutan ang CSMS form at isuli ang libro/material sa shelf* | None  *Wala* | 5 minutes  *Limang minuto* | Jobaina T. Mohamad  CBS Admin. Staff |
| 4. Accomplish CSMS.  *4. Sagutan ang CSMS form* |  | None  *Wala* |  |  |
| **Total Processing Time** | | | **50 minutes** | |

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| **FEEDBACK AND COMPLAINTS MECHANISM**  **MEKANISMO NG FEEDBACK AT REKLAMO** | |
| How to send feedback  *Paano magpadala ng reklamo/suhestyon/ rekomendasyon?* | Fill out Customer Satisfaction Measurement Survey form sent by the Field Office.  You may also send your concerns to the concerned Field Office or [fo12@dswd.gov.ph or cbs.fo12@dswd.gov.ph](mailto:fo12@dswd.gov.ph%20or%20cbs.fo12@dswd.gov.ph)  <[swidb@dswd.gov.ph](mailto:swidb@dswd.gov.ph)>  Contact info:  SWIDB – (02) 8 951 2805 or local 403-405 VOIP 10011  *Punan ng detalye ang Customer Satisfaction Measurement Survey form na ipinadala ng Field Office.*  *Maaari rin ipadala ang mga hinaing sa Field Office o sa pamamagitan ng pag email sa* [*fo12@dswd.gov.ph or cbs.fo12@dswd.gov.ph*](mailto:fo12@dswd.gov.ph%20or%20cbs.fo12@dswd.gov.ph)  <[swidb@dswd.gov.ph](mailto:swidb@dswd.gov.ph)> |
| How feedback forms are processed  *Paano pinoproseso ang mga feedback forms?* | Weekly client feedback forms are reviewed by the Field Office staff-in-charge and feedback received are relayed and discussed with Field Office staff during staff meetings.    Feedback requiring answers are communicated with concerned Field Office staff and they are required to respond within three (3) days upon receipt of feedback.    The answer is relayed to the concerned customer.    For inquiries and follow-ups, the customer may call the concerned Field Office.  *Lingguhang isinasagawa ng nakatalagang kawani ng Field Office ang mga natanggap na reklamo/suhestyon/rekomendasyon at ipinararating ito sa focal ng Field Office tuwing may pagpupulong. Kung ang feedback ay nangangailangan ng tugon, ito ay aaksyunan ng nakatalagang kawani sa loob ng tatlong araw. Ang sagot ay ipinararating sa kliyente.* |
| How to file a complaint  *Paano magsampa ng reklamo?* | Feedback and complaints undergo the same process.  Complaints can also be filed via telephone. Please include the following information:  -Name of person/office being complained  -Incident (STAR Model – Situation, Task, Action, Result or 5Ws (who, what, where, when, why) and 1H (how) -Evidence  *Same contact numbers*  *Sumasailalim ang mga puna at mga reklamo sa parehong proseso.*  *Maaari rin na isampa ang mga reklamo sa pamamagitan ng pagtawag sa telepono. Mangyaring isama lamang ang sumusunod na impormasyon:*  *-Pangalan ng tao/tanggapan na inireklamo*  *-Insidente (STAR Model – Situation, Task, Action, Result or 5Ws (who, what, where, when, why) and 1H (how)*  *-Katibayan*  *Parehong numero ng telepono* |
| How complaints are processed  *Paano pinoproseso ang mga reklamo* | Feedback and complaints undergo the same process.  *Sumasailalim ang mga puna at reklamo sa parehong proseso na nabanggit.* |
| Contact Information of the Civil Service Commission’s (CSC) Contact Center ng Bayan (CCB), Presidential Complaints Center (PCC), and Anti-Red Tape Authority (ARTA)  Mga detalye ng Civil Service Commission’s (CSC) Contact Center ng Bayan (CCB), Presidential Complaints Center (PCC), and Anti-Red Tape Authority (ARTA) | CCB: 0908 881 6565 (SMS)  PCC: 8888  ARTA: <complaints@arta.gov.ph>             1-ARTA (2782)  CCB: 0908 881 6565 (SMS)  PCC: 8888  ARTA: <complaints@arta.gov.ph>  1-ARTA (2782) |
| DSWD Field Office XII | Contact Info:  **NURHANIE S. DIANGKA**  Training Specialist II  (03) 228-3180  **JOBAINA T. MOHAMAD**  Administrative Assistant II  0917-371-2218 |

# **LIST OF OFFICES**

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| OFFICES | Designation | Contact Details |
| Office of the Secretary | Secretary | Trunk Lines: 8-931-81-01 to 07 Locals: 301, 300, 302, 303, 331; Tel. No.: 8-931-80-68, 8-931-79-16; Tel/Fax: 931-81-91 Email: osec@dswd.gov.ph |
| Office of Secretary | Head Executive Assistant (HEA) | Trunk Lines: 8-931-81-01 to 07 Local: 234, 235; Tel.: 8-951-68-27 |
| Office of the Undersecretary for Social Welfare and Development | Undersecretary | Trunk Lines: 8-931-81-01 to 07 Email: ousswd@dswd.gov.ph |
| Office of the Undersecretary for Standards and Capacity Building | Concurrent Undersecretary | Trunk Lines: 8-931-81-01 to 07 Locals: 309, 310, 311; Tel. No.: 8-951-22-39; Tel/Fax: 931-91-31 Email: ousscb@dswd.gov.ph |
| Office of the Undersecretary for General Administration and Support Services Group | Undersecretary | Trunk Lines: 8-931-81-01 to 07 Locals: 312,313; Tel/Fax: 931-91-35 Tel. No.: 8-951-71-26 Email: ousgassg@dswd.gov.ph |
| Office of the Undersecretary for Operations | Undersecretary and National Project Director, Pantawid Pamilyang Pilipino Program | Trunk Lines: 8-931-81-01 to 07 Locals: 306, 308; Tel. No.: 8-951-71-21; Tel/Fax: 931-81-38 Email: ousoperations@dswd.gov.ph |
| Office of the Undersecretary for Disaster Response Management Group | Undersecretary | Trunk Lines: 8-931-81-01 to 07 Locals 334, 335; Tel/Fax: 951-71-12 Email: ousdrmg@dswd.gov.ph |
| Office of the Undersecretary for Policy and Plans | Undersecretary | Trunk Lines: 8-931-81-01 to 07 Locals: 420; 421; Tel/Fax: 709-14-67 Email: ouspp@dswd.gov.ph |
| Office of the Undersecretary for Special Concerns | Undersecretary | Trunk Lines: 8-931-81-01 to 07 Locals: 315, 316; Tel. No.: 8-931-91-47; Tel/Fax: 951-74-39 Email: oussc@dswd.gov.ph |
| Office of the Undersecretary for Special Projects | Undersecretary | Trunk Lines: 8-931-81-01 to 07 Local 424; Tel. No.: 8-931-61-47 Email: oussp@dswd.gov.ph |
| Office of the Undersecretary for Inclusive and Sustainable Peace | Undersecretary | Trunk Lines: 8-931-81-01 to 07 Local 214 Email: ousisp@dswd.gov.ph |
| Legislative and Liason Affairs | Undersecretary | Trunk Lines: 8-931-81-01 to 07 local 420 and 421 Email: ouslla@dswd.gov.ph |
| Office of the Assistant Secretary for Administration – GASSG | Assistant Secretary | Trunk Lines: 8-931-81-01 to 07 Local: 537, 538; Tel. No.: 8-931-63-66 Email: oasgassg@dswd,gov.ph |
| Office of the Assistant Secretary for Policy and Plans | Assistant Secretary | Trunk Lines: 8-931-81-01 to 07 Local: 522; Tel. No.: 8-931-61-46 Email: oaspp@dswd.gov.ph |
| Office of the Assistant Secretary for Standards and Capacity Building | Assistant Secretary and Deputy National Program Director, Unconditional Cash Transfer National Program Management Office | Trunk Lines: 8-931-81-01 to 07 Locals: 202; 203; Tel/Fax: 951-71-17; Tel. No.: 8-931-81-23 Email: oasscb@dswd.gov.ph |
| Office of the Assistant Secretary for Disaster Response Management Group | Assistant Secretary | Trunk Lines: 8-931-81-01 to 07 Loc. 334, 335; Tel. No./Fax.: 951-71-12 Email: oasdrmg@dswd.gov.ph |
| Office of the Assistant Secretary for Luzon Affairs | Officer-in-charge | Trunk Lines: 8-931-81-01 to 07 Locals: 117, 118, 314, 328; Tel. Nos.: 8-931-81-72, 8-961-87-51 Email: oasla@dswd.gov.ph |
| Office of the Assistant Secretary for Mindanao Affairs | Assistant Secretary | Trunk Lines: 8-931-81-01 to 07 Email: oasma@dswd.gov.ph |
| Office of the Assistant Secretary for Specialized Programs | Assistant Secretary | Trunk Lines: 8-931-81-01 to 07 Loc.: 236, 237; Tel./Fax: 951-71-14; Tel. No.: 8-951-71-11 Email: oassp@dswd.gov.ph |
| Office of the Assistant Secretary for Statutory Programs | Assistant Secretary | Trunk Lines: 8-931-81-01 to 07 Loc. 425; Tel. No.: 8-355-39-35 Email: oasstatutory@dswd.gov.ph |
| Office of the Assistant Secretary for Visayas Affairs | Assistant Secretary | Trunk Lines: 8-931-81-01 to 07 |
| Policy Development and Planning Bureau | Concurrent Head | Trunk Lines: 8-931-81-01 to 07 Locals: 317, 318, 319, 325, 329, 320; Tel.No.: 8-951-71-23; 8-951-74-36; 8-951-71-20 Tel/Fax: 931-81-30 Email: pdpb@dswd.gov.ph |
| Standards Bureau | Officer-in-Charge | Trunk Lines: 8-931-81-01 to 07 Locals: 108, 109, 110; Tel.No. : 8-951-71-25; 8-355-28-43 Tel/Fax : 931-31-81 Email: sb@dswd.gov.ph |
| Disaster Response Management Bureau | Bureau Director | Trunk Lines: 8-931-81-01 to 07 Locals: 531, 532; Tel. Nos.: 8-352-24-27; 8-335-40-14; Tel/Fax: 932-25-73 Email: drmb@dswd.gov.ph |
| Social Technology Bureau | Bureau Director | Trunk Lines: 8-931-81-01 to 07 Locals: 324, 326; Tel/Fax: 951-28-02; Tel. Nos.: 8-931-81-44; 8-951-71-24 Email: stb@dswd.gov.ph |
| Program Management Bureau | Bureau Director | Trunk Lines: 8931-81-01 to 07 Locals: 407, 408, 409, 410, 426; Tel/Fax: 951-28-01; Tel. Nos.: 8-951-74-37; 8-931-91-41, 8-951-74-38, 8-277-38-81 Email: pmb@dswd.gov.ph |
| Social Welfare Institutional Development Bureau | Bureau Director | Trunk Lines: 8-931-81-01 to 07 Locals: 403, 404, 405; Tel/Fax: 951-28-05 Email: swidb@dswd.gov.ph |
| National Resource and Logistics Management Bureau | Bureau Director | Tel. Nos.: 8-852-80-81, 8-553-98-64; 8-556-06-64, 8-856-36-65, 8-355-28-49; Tel./Fax. 8 851-26-81 Email: nrlmb@dswd.gov.ph |
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| Legal Service | Officer-in-Charge | Trunk Lines: 8-931-81-01 to 07 Locals: 417, 418; Tel/Fax: 951-22-38 Email: ls@dswd.gov.ph |
| Internal Audit Service | Director | Trunk Lines: 8-931-81-01 to 07 Locals: 230, 231; Tel. No.: 8-932-24-70; Tel/Fax: 952-97-73 Email: ias@dswd.gov.ph |
| Social Marketing Service | Officer-in-Charge | Trunk Lines: 8-931-81-01 to 07 Locals: 209, 207, 208; Tel/Fax: 951-74-40; Tel. No.: 8-931-91-43 Email: sms@dswd.gov.ph |
| Human Resource Management and Development Service | Service Director | Trunk Lines: 8-931-81-01 to 07 Locals: 101, 102; Tel. Nos.: 8-961-66-72; 8-961-66-59 Email: hrmds@dswd.gov.ph |
| Information and Communication Technology Management Service | Service Director | Trunk Lines: 8-931-81-01 to 07 Locals: 127, 128; Tel. No.: 8-951-71-22; Tel/Fax: 931-80-85 Email: ictms@dswd.gov.ph |
| Procurement Management Service | Concurrent Head | Trunk Lines: 8-931-81-01 to 07 Locals: 121, 122, 123, 124; Tel/Fax: 951-71-16; Tel. No.: 8-931-61-39 Email: pms@dswd.gov.ph |
| Administrative Service | Officer-in-Charge | Trunk Lines: 8-931-81-01 to 07 Locals: 535, 536; Tel/Fax: 931-81-16 Email: as@dswd.gov.ph |
| Finance and Management Service | Service Director | Trunk Lines: 8-931-81-01 to 07 Locals: 218,219; Tel/Fax: 931-81-27; Tel. Nos.: 8-931-91-44, 8-931-81-49 Email: fms@dswd.gov.ph |
| Department Legislative Liaison Office | Officer-in-Charge | Trunk Lines: 8-931-81-01 to 07 Locals: 330 Email: dllo@dswd.gov.ph |
| International Social Services Office | Head / Director III | Trunk Lines: 8-931-81-01 to 07; Locals: 322, 323; Tel. No.: 8-951-49-22 Email: isso@dswd.gov.ph |
| Resource Generation and Management Office | Head | Trunk Lines: 8-931-81-01 to 07 Local: 533, 534; Tel. No.: 8952-68-34 Email: rgmo@dswd.gov.ph |
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| National Household Targeting Office | Concurrent Head | Trunk Lines: 8-931-81-01 to 07 Local: 126; Tel/Fax: 951-28-03 Email: nhto@dswd.gov.ph |
| Sustainable Livelihood Program | National Program Manager | Trunk Lines: 8-931-81-01 to 07 Local: 332; Tel/Fax: 951-28-06 Email: slp@dswd.gov.ph |
| KALAHI-CIDSS NCDDP | National Program Manager | Trunk Lines: 8-931-81-01 to 07 Locals: 513, 514, 515, 527; Tel/Fax: 931-61-14, Tel. Nos.: 8-952-97-49, 8-952-06-97 Email: kc@dswd.gov.ph |
| Pantawid Pamilyang Pilipino Program | National Program Manager | Trunk Lines: 8-931-81-01 to 07 Locals: 233, 234, 235; Tel. Nos.: 8-962-34-24, 8-951-68-27, 8-709-10-73, 8-952-68-89, 8-952-69-29, 8-294-70-08 Email: 4ps-pmo@dswd.gov.ph |
| OFFICE | DESIGNATION | CONTACT DETAILS |
| FO I | Regional Director | Tel/Fax: (072) 687-8000 |
| [Website: https://fo1.dswd.gov.ph](http://www.fo1.dswd.gov.ph/) |
| FO II | Officer-In-Charge | Tel/Fax: (078) 304-05-86 |
| [Website: https://fo2.dswd.gov.ph](http://www.fo2.dswd.gov.ph/) |
| FO III | Regional Director | Tel. No.: (045) 8-961-21-43 Local 108 |
| [Website: https://fo3.dswd.gov.ph](http://www.fo3.dswd.gov.ph/) |
| FO IV-A | Regional Director | Tel/Fax: (02) 807-71-02 |
| [Website: https://fo4a.dswd.gov.ph](http://www.fo4a.dswd.gov.ph/) |
| FO IV-B | Regional Director | Tel. No.: (02) 8-525-24-45 Local 110 |
| [Website: https://fo4b.dswd.gov.ph](http://www.fo4b.dswd.gov.ph/) |
| FO V | OIC – Regional Director | Tel. No.: (052) 8-480-04-25 |
| [Website: https://fo5.dswd.gov.ph](http://www.fo5.dswd.gov.ph/) |
| FO VI | Regional Director | Tel. No. : (033) 8-503-37-03 |
| Direct Line: (033) 8-337-62-21 |
| [Website: https://fo6.dswd.gov.ph](http://www.fo6.dswd.gov.ph/) |
| FO VII | Regional Director | Tel. No.: (032) 8-231-21-72 |
| [Website: https://fo7.dswd.gov.ph](http://www.fo7.dswd.gov.ph/) |
| FO VIII | OIC – Regional Director | Tel/Fax: (053) 321-30-90 |
| [Website: https://fo8.dswd.gov.ph](http://www.fo8.dswd.gov.ph/) |
| FO IX | OIC – Regional Director | Tel/Fax: (062) 991-10-01 |
| [Website: https://fo9.dswd.gov.ph](http://www.fo9.dswd.gov.ph/) |
| FO X | Regional Director | Trunkline: (088) 8-858-81-34; 8-858-89-59 |
| [Website: https://fo10.dswd.gov.ph](http://www.fo10.dswd.gov.ph/) |
| FO XI | Regional Director | Tel/Fax: (082) 226-28-57 |
| [Website: https://fo11.dswd.gov.ph](http://www.fo11.dswd.gov.ph/) |
| FO XII | Regional Director | Tel. No..: (083) 8-228-20-86 |
| [Website: https//fo12.dswd.gov.ph](http://www.fo12.dswd.gov.ph/) |
| NCR | Regional Director | Tel. Nos.: (02) 8-733-00-10 to 14 |
| [Website: https://ncr.dswd.gov.ph](http://www.ncr.dswd.gov.ph/) |
| FO CARAGA | Officer-in-Charge | Tel. No.: (085) 8-342-5619 |
| [Website: https://caraga.dswd.gov.ph](http://www.caraga.dswd.gov.ph/) |
| FO CAR | Regional Director | Tel/Fax: (074) 446-59-61 |
| [Website: https://car.dswd.gov.ph](http://www.car.dswd.gov.ph/) |