

Provision of Technical Assistance

This service provides Technical Assistance and/or acts as Resource Person on sectoral concerns.

Office or Division:	Office of the Regional Director - Core Group of Specialist			
Classification:	Simple			
Type of Transaction:	Government to Citizens Government to Government Government to Business Entities			
Who may avail:	LGUs, NGOs and other Partners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
(1) Original Copy of letter request addressed to the Regional Director of DSWD-NCR		Representative of Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request to the Office of the Regional Director or send the communication through email at dswd_ncr@yahoo.com(check correctness of email)	1. Receive the letter request handcarried by requesting party and validate content or if sent through email, the letter is immediately acknowledge with attached tracking slip for approval of the Regional Director	None	5 minutes	<i>Administrative Staff</i> RD's Office
	1.1 Once approved, letter request is endorsed to concerned unit for action	None	2 minutes	<i>Administrative Staff</i> RD's Office
	1.2 Receive the approved letter request, record it for tracking purposes and endorse it to	None	3 minutes	<i>Administrative Staff</i> CGS

	concerned staff of the unit for action.			
	Send acknowledgement letter to requesting party through email with confirmation of attendance of staff	None	5 minutes	<i>Social Welfare Officer IV CGS</i>
TOTAL		None	15 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Feedback can be personally submitted/forwarded to the Office of the Regional Director or sent through the office' email address.
How feedbacks are processed	Feedbacks are forwarded to the Division Chief by the Regional Director for further action
How to file a complaint	Complaint can be filed either at the Office of the Regional Director of DSWD – NCR or it can be directly filed at HRMMS of said office for action
How complaints are processed	A memorandum (with attached copy of the complaint) is issued to the concerned staff of a unit/section being complained requiring an answer/explanation on the complaint. If the complaint is found meritorious, an investigation will be conducted by a team formed by the Office. Findings of the investigation with recommendation of the team is forwarded to the Regional Director for approval. The complainant (person or agency) is informed in writing with attached tracking slip indicating action to be undertaken by the unit on the action taken on the complaint.
Contact Information of CCB, PCC, ARTA	ARTA: 8-478-5093 complaints@arta.gov.ph PCC: pcc@malacanang.gov.ph 8888 CCB: email@contactcenterngbayan.gov.ph 0908-881-6565