

Handling of Inquiries, Request for Assistance, and Complaints/ Grievances from the General Public and Referral Letters received from other National Government Agencies (NGAs), Local Government Units (LGUs), and other concerned offices

To address and provide an immediate effective response to all incoming and referral letters, Public Assistance and Complaints Desk/Walk-In, DSWD Inquiry Email, and DSWD Hotline requesting assistance, inquiries, feedback, or complaints received from the general public and other National Government Agencies (NGAs), Local Government Units (LGUs), and other concerned offices in compliance with Republic Act No. 11032: “An Act Promoting Ease of Doing Business and Efficient Delivery of Government Services, amending for the Purpose Republic Act No. 9485, Otherwise Known as Anti-Red Tape Act of 2007”.

Office or Division:	Regional Operation Center – Office of the Regional Director			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	Person who has inquiries, requests for assistance, and complaints/ grievances to the Department of Social Welfare and Development (DSWD) received thru the Public Assistance and Complaints Desk (PACD), DSWD Inquiry Email, and DSWD Hotline.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Required documents for processing of inquiries, requests for assistance, and complaints, or grievances;				
1. Client’s Information: (Name, Address, Telephone number, E-mail Address), and the complete details of concern; or		Client		
2. Referral Letter from the National Government Agencies (NGAs), Local Government Units (LGUs), and other concerned offices		National Government Agencies / Local Government Units		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client shall submit or send communication of their inquiry, request, complaints/ grievances.	1.1 The Regional 8888 Focal shall receive, review, and assess the inquiry, request for assistance, and complaint/grievance of the client	None	2 minutes	Ms. Maridol R. Licerio SWO V – Regional Operation Center
	1.1.1 The Regional 8888 Focal shall receive inquiries, requests, complaints/ grievances, or endorsement			

	<p>letters from the Public Assistance and Complaints Desk (PACD), DSWD Inquiry Email, DSWD Hotline, Social Media platform referrals, and Presidential Action Center (PACe).</p>			
	<p>1.2 The Regional 8888 Focal shall review and assess the received inquiries, requests, and complaints/grievances of the client/s.</p> <p>For inquiries received through PACD/Walk-In clients, the PACD officer shall respond through the PACD.</p> <p>For inquiries received through the DSWD Inquiry Email, the Regional 8888 Focal shall respond through the DSWD email;</p> <p>For inquiries received through the DSWD Hotline, the Regional 8888 Focal shall respond through phone call/hotline;</p> <p>For inquiries received through referral letters from the NGAs,</p>	<p>None</p>	<p>3 minutes</p>	

	<p>LGUs and concerned office, the Regional 8888 Focal shall draft an official memorandum and respond through an official letter.</p>			
	<p>1.3 The Regional 8888 Focal shall review and assess the received inquiries, requests, and complaints/grievances of the client/s and determine whether the received inquiry, requests, complaint /grievance is within the mandate of the DSWD.</p>	<p>None</p>	<p>2 minutes</p>	
<p>2. The client's submitted inquiry, request, and complaints/grievances will be reviewed, assessed, and categorized.</p>	<p>2.1 For DSWD concerns with complete contact information, proceed to the next step.</p> <p>For DSWD concerns with no contact information of the client or non-DSWD concern, request for reversion.</p> <p>For non-DSWD concerns received through email, revert the concern to the proponent's office through email.</p>	<p>None</p>	<p>3 minutes</p>	<p><i>Ms. Maridol R. Licerio</i> SWO V – Regional Operation Center</p>

	<p>For non-DSWD concern referral letters, revert the concern through an official letter and send it to the provided address or email address (if available).</p> <p>For non-DSWD concerns received through the DSWD hotline and PACD, respond accordingly and refer the client to the concerned NGAs, and/or LGUs.</p>			
	<p>2.1.2 For client/s who chose to remain anonymous and the client's concern was categorized as a complaint in nature without documentary or direct evidence, respond to the client's concern based on the AO 17, s, 2022, section 15: <i>"No anonymous complaint shall be entertained unless the act complained of is of public knowledge or the allegations can be verified or supported by documentary or direct evidence"</i></p>	<p>None</p>		

<p>3. The client's submitted inquiry, request, and complaints/grievances will be reviewed, assessed, and categorized.</p>	<p>3.1 The Regional 8888 Focal shall categorize the concern whether Simple, Complex, or Highly Technical, and encode the client's details in the AOS Monitoring Matrix/Tool.</p> <p>For simple queries: The AOS Technical / Grievance Officer shall respond to the concern of the client through the DSWD hotline/email/letter, through the provided contact information (e.g., e-mail address or phone number).</p> <p>For PACD clients, the assigned PACD Officer shall respond to the client's concern accordingly.</p> <p>For requests for assistance and non-contentious</p>	<p>None</p>	<p>10 minutes (For simple queries and complex concerns}</p> <hr/> <p>25 Minutes (For PACD clients)</p>	<p><i>Ms. Maridol R. Licerio</i> SWO V – Regional Operation Center</p>
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	<p>grievances that require validation and are classified as “Complex”, the AOS Technical / Grievance Officer shall endorse/refer the matter to the concerned Field Offices or Offices/Bureaus/ services/Units (FOs/OBSU) for reference and appropriate action.</p> <p>For grievances and confidential complaints that are classified as “Highly Technical”, AOS Technical / Grievance Officer shall draft a memorandum and endorse/refer the matter to the concerned office (closed envelope) for reference and appropriate action</p>		<p>60 Minutes - 24 hours (For the referral of highly technical concerns)</p>	
<p>4. The client's submitted inquiry, request, complaints/ grievances are referred to the concerned OBSU/FO</p>	<p>4.1 OBSU/FO Technical Grievance officer shall receive the referral email/memorandum and attachments from the Agency Operations Service (AOS) through the official email</p>	<p>None</p>	<p>10 minutes</p>	<p><i>Ms. Maridol R. Licerio</i> SWO V – Regional Operation Center</p> <p><i>Non- 8888 and Non-CSC CCB Focal Person per D/S/U and C/RCFs</i></p>

	address (inquiry@dswd.gov.ph) and/or hard copy.			
	4.1.1 OBSU/FO Technical /Grievance Officer shall review and determine to which Division/Unit/Services the concern will be forwarded.			
	4.1.2. OBSU/FO Technical /Grievance Officer shall endorse the email/ referral letter to the concerned Division/Unit/ Services for appropriate action.			
	4.1.3 OBSU/FO Technical/ Grievance Officer shall encode the client's details in the Monitoring Matrix/Tool.			
5. The client to receive a response/action on the concern.	5.1 The concerned Division/Unit shall provide appropriate action/update the client on the status of his/her concern.	None	a. Simple Transaction (three (3) working days) b. Complex Transaction (seven (7) working days) c. Highly Technical Transaction (twenty (20) working days)	<i>Ms. Maridol R. Licerio</i> SWO V – Regional Operation Center <i>Non- 8888 and Non- CSC CCB Focal Person per D/S/U and C/RCFs</i>
5.1.2 The concerned Division/Unit shall conduct a Client Satisfaction Measurement Survey (CSMS) on the client.				
5.1.3 The concerned Division/Unit				

	shall provide and submit a feedback report.			
6. The Regional 8888 Focal is to receive a response/resolution to the client's inquiry, request for assistance, complaints/grievance.	6.1 The Regional 8888 Focal shall submit to DSWD CO-AOS the copy of the signed document/feedback report/memorandum with supporting documents including the accomplished CSMS Form (if available) stating the concrete and specific action/s undertaken by the concerned Division/Unit to respond/resolve the complaint/grievance of the client and update the Monitoring Matrix/Tool.	None	5 minutes	<p><i>Ms. Maridol R. Licerio</i> SWO V – Regional Operation Center</p> <p><i>Non- 8888 and Non-CSC CCB Focal Person per D/S/U and C/RCFs</i></p>
7. The Regional Operations Center to receive a response/resolution to the client's inquiry, request for assistance, complaints/grievance.	7.1 The Regional 8888 Focal shall review the submitted signed official document/memorandum/feedback report.	None	5 minutes	<p><i>Ms. Maridol R. Licerio</i> SWO V – Regional Operation Center</p>
	7.2 The Regional 8888 Focal shall review the action undertaken by the concerned office.	None	10 minutes	<p><i>Ms. Maridol R. Licerio</i> SWO V – Regional Operation Center</p>
7.2.1 For PACe referral, the Regional 8888 Focal shall recommend the closure of the ticket to the Presidential Action Center Administrator through email				

	and proceed to the next step if the submitted response is considered concrete and specific			
	7.2.2 For actions/feedback reports not considered concrete and specific, return the submitted report for compliance.			
	7.3 The Regional 8888 Focal shall acknowledge the receipt of the official document/memorandum/feedback report.	None	5 minutes	<i>Ms. Maridol R. Licerio</i> SWO V – Regional Operation Center
	7.4 Update the ROC monitoring matrix and mark the inquiry, request for assistance, and complaints/grievances as responded/closed.		5 minutes	<i>Ms. Maridol R. Licerio</i> SWO V – Regional Operation Center
	TOTAL	NONE	1 hour, 15 minutes	