

## Technical Assistance on Program/ Project Development or Enhancement

This refers to provision of technical assistance on program development or enhancement which includes problem analysis, research for program development, designing, documentation, pilot testing and evaluation of social technologies, programs and projects. This process shall apply to the STB and STUs based on the needs presented by primary customers. This covers the review of requests, preparation of a reply letter for requests for comments, or a memorandum containing the recommendation, actual activity on TA provision (if needed), and next steps based on a coordination meeting on the requested technical assistance.

<b>Office or Division:</b>	Social Technology Unit (STU)			
<b>Classification:</b>	HIGHLY TECHNICAL			
<b>Type of Transaction:</b>	G2C – Government to Citizens G2G – Government to Government			
<b>Who may avail:</b>	DSWD-Offices, Bureaus, Services, Units (OBSUs), DSWD-Field Offices, National Government Agencies (NGAs), Local Government Units (LGUs), Non-Government Organizations (NGOs), and academe			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Letter		From the requesting LGU, NGO, or NGA		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Send the request for technical assistance along program/project development or enhancement to DSWD Field Office Social Technology Unit (STU): a. Letter signed by the Requesting Party, in any form; b. Accomplished Request Form; c. E-mail	1.1 Receive and record the request.	None	2 hours	Ms. Marlene C. Guszman SWO IV – Social Technology Unit
	1.2 Prepare, review, and send response to the requesting party.		7 days	
	1.3 If the request Involves physical or online Technical Assistance Session such as conduct of meeting, orientation and capability building activity, either via face-to-face or online means as agreed with the requesting party and prepare the following:  a. Activity Flow b. Powerpoint Presentation		5 days	

	c. Attendance Sheet d. Other logistical requirements			
2. Answer the Client Satisfaction Survey (CSS)	2.1 Administer/ Follow-up the completion of Client Satisfaction Survey immediately after the completion of provision of technical assistance	None		<i>Ms. Marlene C. Guszman SWO IV – Social Technology Unit</i>
<b>TOTAL</b>	If the Technical Assistance requested may be provided via official communications	<b>NONE</b>	<b>7 days, 2 hours,</b>	
	If without physical/online Technical Assistance Session		<b>12 days, 2 hours</b>	