



NATIONAL HOUSEHOLD TARGETING OFFICE

CITIZEN'S CHARTER

2021 (3rd Edition)



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I. Mandate:

The Department of Social Welfare and Development (DSWD) is mandated by law to develop, administer and implement comprehensive social welfare programs designed to uplift the living conditions and empower the disadvantaged children, youth, women, older persons, persons with disabilities, families in crisis or at-risk and communities needing assistance.

The DSWD has relied in the past on program-specific targeting mechanisms, which employed varied and often inconsistent methods—an approach which was short on uniformity and objectivity, and often relied on self-declared data from potential beneficiaries. This lack of standardization meant inefficiency and high costs, as each new program would have to bring its own targeting approach to bear. Results were also unsatisfactory, with cases of leakage (the inclusion of non-poor beneficiaries) and deprivation (the exclusion of poor beneficiaries) in the delivery of services to the poor. This, coupled with limited resources, means that ensuring the equitable distribution of services to the poor through a standardized, accurate, and reliable targeting system is essential in addressing poverty.

In 2010, Executive Order No. 867 entitled, “Providing for the Adoption of the National Targeting System for Poverty Reduction as the Mechanism for Identifying Poor Households Who Shall Be Recipients of Social Protection Programs Nationwide” was issued. This mandates government agencies to use the NHTS-PR data as the basis for selecting beneficiaries of their social protection programs. The National Household Targeting Office is the implementing office of the said project under the DSWD.

II. Vision:

We envision a society where the poor identified by the Listahanan shall be given the utmost priority in the delivery of social protection programs and projects of the government and all other interested stakeholders.

III. Mission:

NHTO aims to provide a standardized, accurate, and reliable targeting system through developing, maintaining, and sharing a quality database of poor households with complete, certain, and accurate data of poor to the government and stakeholders to reduce poverty and vulnerability.

IV. Service Pledge:

Integrity, Reliability, Accuracy

LIST OF SERVICES

NATIONAL HOUSEHOLD TARGETING OFFICE

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NATIONAL HOUSEHOLD TARGETING OFFICE

External Services

1. Walk-in Name Matching Data Request

Provision of data corresponding to the individual/s name matching request – to determine if a household is in the Listahanan database and its corresponding poverty status.

Office or Division:	National Household Targeting Office/ National Household Targeting System			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All walk-in clients			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. (1) Valid Identification Card/Proof of Identity 2. Walk-in Name Matching Form (1 original)			1. Provided by the Client 2. National Household Targeting Office/ National Household Targeting System Office – Administrative Assistant	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Requesting Party will fill out the Walk-in Name Matching Form.	1. Receive and record the request in the document transaction/ tracking system. 1.1. Endorse request to the Project Development Officer (PDO).	None	5 minutes	<i>Administrative Assistant III</i>
	2. Interview the client to evaluate the validity of the request as to its purpose <ul style="list-style-type: none"> <i>If not valid-</i> The PDO will inform the client on the grounds for the denial of the request based on the DSWD MC 12, s.2017. End of process. <i>If valid –</i> Forward the request to the Information 	None	10 minutes	<i>Project Development Officer</i>

	<p>Technology Officer for matching</p> <p>Note: * In case, the ITO is on official travel, the client shall leave his/her contact details.</p>			
	<p>3.Process the name matching request.</p> <ul style="list-style-type: none"> • Manual verification • Running of name matching application <p>*Note: 1day processing time if the ITO is on official travel</p>	None	5 minutes	<i>Information Technology Officer</i>
	<p>4. Review and archive result.</p> <p>4.1 Endorse result to the PDO</p>	None	5 minutes	<i>Information Technology Officer</i>
5.Receive Name Matching Result	5.Present and explain the result of name matching and administer the CSMS form (per CART Guidelines)	None	5 minutes	<i>Project Development Officer</i>
TOTAL:		None	30 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Fill out the feedback form to be provided by the Administrative Officer and drop it in the designated dropbox or email to nhtspr.npmo@dswd.gov.ph</p>
How feedbacks are processed	<p>Every end of the week, all forms are compiled and recorded in the feedback log book by the Administrative Officer.</p> <p>Feedback requiring answers shall be forwarded to the concerned staff or sections and response shall be forwarded to the client within 3 days upon receipt of feedback.</p> <p>For concerns and inquiries, the clients may send an email to nhtspr.npmo@dswd.gov.ph</p>
How to file a complaint	<p>Fill out the complaint form to be provided by the Administrative Officer and shall be forwarded to the designated Complaints Officer.</p> <p>Complaints may also be filed via electronic mail at nhtspr.npmo@dswd.gov.ph specifying the staff being complained, incident, and evidence if available.</p>
How complaints are processed	<p>The Complaints Officer shall evaluate and discuss the complaint with the immediate supervisor of the concerned staff.</p> <p>The Complaints Officer shall investigate and create an incident report specifying the facts and results of investigation. The report shall be forwarded to the NHTO Director for appropriate action.</p> <p>Complaints officer shall provide feedback to the client.</p>

<p>Contact Information of NHTO and CCB</p>	<p>National Household Targeting Office (NHTO) <u>nhtspr.npmo@dswd.gov.ph</u> VOIP No.: 88872 WiServ: Listahanan<space>complaint/message send to 0918 912 2813</p> <p>Contact Center ng Bayan (CCB) SMS: 0908 881 6565 Call : 165 56 ₱ 5.00 + VAT per call anywhere in the Philippines via PLDT landlines Email: <u>email@contactcenterngbayan.gov.ph</u> Facebook: <u>https://facebook.com/civilservicegovph/</u> Web: <u>https://contactcenterngbayan.gov.ph/</u></p>
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NAME OF OFFICES

Office/Division/Unit	Address	Contact Information
National Household Targeting Office – Office of the Director	DSWD Central Office, New Building, Batasan Complex, Quezon City	<u>nhtspr.npmo@dswd.gov.ph</u> VOIP No.: 88872 WiServ: Listahanan<space>complaint/message send to 0918 912 2813
National Household Targeting Office – Operations Division	DSWD Central Office, New Building, Batasan Complex, Quezon City	
National Household Targeting Office – IT Division	DSWD Central Office, New Building, Batasan Complex, Quezon City	

Paano Sagutan ang Client Satisfaction Measurement Form (CSMF)?



1.



Kumuha ng CSMF na nakalagay sa harap ng opisina o di kaya humingi ng kopya sa isa sa mga empleyado at isulat ang mga pangunahing impormasyon tulad ng pangalan, tirahan, edad, kasarian, sektor, uri ng kliyente at pangalan ng empleyado na nag-asikasao.
(Get a CSMF placed in front of the office or ask for a CSMF for from one of the office employees and fill in the basic information such as Name, Address, Age, Sex, Sector, Type of Client, and Name of the employee in charge.)

2.



Bilugan ang numero para sa antas ng iyong kasiyahan, habang markahan naman ng tsek (✓) ang kahon sa likurang bahagi para sa antas ng serbisyong natanggap at markang "5" sa pinakamataas habang markang "1" ang pinakamababa.
(Circle the number for your level of satisfaction, while check (✓) the box on the back for the level of satisfaction with each service provided to you, mark "5" for the highest while mark "1" for the lowest.)

3.



Sulatan ang kahon ng Papuri o kung meron kang mungkahi o suhestiyon sa nasabing serbisyo o di kaya sulatan ang kahon para sa inyong reklamo/mungkahi para sa ikabubuti ng serbisyo ng aming opisina.
(Write in the compliment box or if you have a suggestion on the said service or write in the complaint box or suggestion for the betterment of our service.)

4.



Ihulog ang namarkahang CSMF sa box na nakalagay sa loob ng opisina.
(Drop the filled up CSMF in the box inside the office.)

ARTA: complaints@arta.gov.ph
CCB: email@contactcenterngbayan.gov.ph
DSWD:

2. Data Sharing - Name Matching

Provision of data corresponding to the individual/s name matching request – to determine if a household is in the Listahanan database and its corresponding poverty status.

Office or Division:	National Household Targeting Office/ National Household Targeting System			
Classification:	Highly Technical			
Type of Transaction:	Government to Government (G2G), Government to Business (G2B), Government to Citizen			
Who may avail:	All NGAs, GOCCs, NGOs, CSOs, and Private Foundations for the purpose of utilizing the data for social protection programs.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Request (indicating reasons for name-matching) 2. Electronic copy of the names to be matched 3. Original Copy of the Resolution of Governing Board authorizing head of agency to enter into data sharing MOA with DSWD (for NGOs, CSOs, Private Foundations) 4. Designated Data Protection Officer (DPO) 5. Valid Proof of Identities of the agency head and DPO		Provided by the Requesting Party		
6. Memorandum of Agreement 7. Certificates: (a.) Certificate of orientation on the DPA, (b.) Certification on Acknowledgement Receipt of the copy of the law, IRR and its issuances, (c.) Physical Setup Certification, and (d.) Organizational, Technical, and Security Setup Certification		NHTO/ NHTS PDO and ITO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Requesting Party will endorse their letter of request with attached e-copy of names for name matching to NHTO/ NHTS.	1. Receive and record the request in the document transaction/ tracking system. 1.1. Endorse request for approval to the NHTO Director or NHTS PPD Chief.	None	5 minutes	<i>Administrative Assistant</i>

	Note: Administrative Staff will advise the requesting party that they will receive an email or call after 1 working day on the approval of their request and the expected schedule of release of the results.			
	2. Decide if the request is for processing or not. <ul style="list-style-type: none"> The Director/ PPD Chief input comments and decisions and endorse to the Operations Division Chief/NHTS PDO 	None	2 hours	<i>NHTO Director/ PPD Chief</i>
	For NHTO: 3. Input comments and endorse request to the PDO.	None	10 minutes	<i>NHTO Operations Division Chief</i>
	4. Inform the requesting party on the approval/disapproval of the data request based on the DSWD MC 12, s.2017 <ul style="list-style-type: none"> If approved- the inspection meeting will be scheduled including preparation of documentary requirements for submission. 	None	10 minutes	<i>Project Development Officer</i>

	<ul style="list-style-type: none"> If disapproved- Inform the requesting party of the disapproval 			
5. Requesting Party will attend the scheduled orientation with the PDO.	<p>5. Orient the requesting party on Listahanan and discussion of the Salient Points of the Data Privacy Act.</p> <p>5.1. Hand-over of the copy of the law, its IRR and the issuances of the NPC</p>	None	2 hours	<i>NHTO PDO/ NHTS Inspection Team</i>
6. Compliance and Submission of signed Memorandum of Agreement and documentary requirements to the NHTO/NHTS	<p>6. Review all submitted documentary requirements including MOA submitted by the requesting party.</p> <p>6.1. Make a schedule with the requesting party on the inspection Meeting</p>	None	2 hours	<p>Project Development Officer</p> <p><i>Information Technology Officer</i></p>
7. Requesting party will present their IT facilities to the NHTO/ NHTS Inspection Team.	<p>7. Check on the capability of the second party to protect the Listahanan data</p> <ul style="list-style-type: none"> Inspect the IT facilities of the requesting party Collection of documentations based on data requirements <p>*Note: NHTS conduct signing of the certifications of the inspection</p>	None	1 day	NHTO IT Inspection Team/ NHTS Inspection Team

	completion and exit conference			
	8. Certifications will be attached to the MOA and endorsed to the Department's Data Protection Officer.	None	35 minutes	<i>NHTO Director/ RFC</i>
	9. Assess the MOA, its purpose, and attachments.	None	1 day	<i>DSWD Data Protection Officer</i>
	10. Review and sign the MOA. The signed MOA will be endorsed to the NHTO for data processing.	None	3 days	<i>DSWD Office of the Secretary/ Regional Director</i>
	<p>11. The approved request is endorsed to the ITO to assess if the attached electronic copy of names is in accordance with the template required.</p> <ul style="list-style-type: none"> • If not in accordance with the required template- inform the requesting party for revision • If in accordance- ITO shall inform the Administrative staff of the schedule of release of the results 	None	1 hour	<i>Information Technology Officer</i>
	12. Process the request on a set deadline, depending on the volume or number of names to be matched.	None	20 days (maximum 300,000 names)	<i>Information Technology Officer</i>

	13. Review result of name matching	None	3 days	NHTO QMS/ NHTS Information Technology Officer
	<p>14. Secure the data by adding password protection to the file.</p> <p>14.1. Prepare Data Release Form (DRF), draft memo reply and burn results in a compact disc(CD).</p> <ul style="list-style-type: none"> Other storage device may apply as long as it is approved by the IT Head and the storage device is provided by the requesting party <p>14.2. Counter sign in the DRF.</p> <p>14.3. Finalize the memo, attach the Data Release Form (DRF) and secure data then forward it to the Administrative unit.</p>	None	1 hour	<p>Information Technology Officer</p> <p>NHTO DPS Head and QMS Head/ NHTS Section Head/ PDO</p> <p>NHTO IT Division Chief/ NHTS PDO</p>
	15. Sign the memo/endorsement letter.	None	1 hour	NHTO Director/ NHTS Regional Director
	16. Track and scan the documents before releasing the result to the requesting Party.	None	5 minutes	Administrative Assistant

17.Call NHTO/ NHTS Office	17. Provide the password of the file to the requesting party thru phone upon inquiry. And administer CSMS form per CART guidelines.	None	5 minutes	<i>Information Technology Officer</i>
<p style="text-align: right;">Total:</p> <p><i>*with possible extension on the actual data processing depending on the volume of data requirements, number of names required, and the compliance and submission of the documentary requirements by the requesting.</i></p>		None	29 days, 2 hours, 10 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Fill out the feedback form to be provided by the Administrative Officer and drop it in the designated dropbox or email to nhtspr.npmo@dswd.gov.ph</p>
How feedbacks are processed	<p>Every end of the week, all forms are compiled and recorded in the feedback log book by the Administrative Officer.</p> <p>Feedback requiring answers shall be forwarded to the concerned staff or sections and response shall be forwarded to the client within 3 days upon receipt of feedback.</p> <p>For concerns and inquiries, the clients may send an email to nhtspr.npmo@dswd.gov.ph</p>
How to file a complaint	<p>Fill out the complaint form to be provided by the Administrative Officer and shall be forwarded to the designated Complaints Officer.</p> <p>Complaints may also be filed via electronic mail at nhtspr.npmo@dswd.gov.ph specifying the staff being complained, incident, and evidence if available.</p>
How complaints are processed	<p>The Complaints Officer shall evaluate and discuss the complaint with the immediate supervisor of the concerned staff.</p> <p>The Complaints Officer shall investigate and create an incident report specifying the facts and results of investigation. The report shall be forwarded to the NHTO Director for appropriate action.</p> <p>Complaints officer shall provide feedback to the client.</p>

<p>Contact Information of NHTO and CCB</p>	<p>National Household Targeting Office (NHTO) <u>nhtspr.npmo@dswd.gov.ph</u> VOIP No.: 88872 WiServ: Listahanan<space>complaint/message send to 0918 912 2813</p> <p>Contact Center ng Bayan (CCB) SMS: 0908 881 6565 Call : 165 56 ₱ 5.00 + VAT per call anywhere in the Philippines via PLDT landlines Email: <u>email@contactcenterngbayan.gov.ph</u> Facebook: <u>https://facebook.com/civilservicegovph/</u> Web: <u>https://contactcenterngbayan.gov.ph/</u></p>
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National Household Targeting Office – Operations Division	DSWD Central Office, New Building, Batasan Complex, Quezon City	
National Household Targeting Office – IT Division	DSWD Central Office, New Building, Batasan Complex, Quezon City	

Paano Sagutan ang Client Satisfaction Measurement Form (CSMF)?



1.



Kumuha ng CSMF na nakalagay sa harap ng opisina o di kaya humingi ng kopya sa isa sa mga empleyado at isulat ang mga pangunahing impormasyon tulad ng pangalan, tirahan, edad, kasarian, sektor, uri ng kliyente at pangalan ng empleyado na nag-aasikaso.

(Get a CSMF placed in front of the office or ask for a CSMF for from one of the office employees and fill in the basic information such as Name, Address, Age, Sex, Sector, Type of Client, and Name of the employee in charge.)

2.



Bilugan ang numero para sa antas ng iyong kasiyahan, habang markahan naman ng tsek (✓) ang kahon sa likurang bahagi para sa antas ng serbisyong natanggap at markang "5" sa pinakamataas habang markang "1" ang pinakamababa.

(Circle the number for your level of satisfaction, while check (✓) the box on the back for the level of satisfaction with each service provided to you, mark "5" for the highest while mark "1" for the lowest.)

3.



Sulatan ang kahon ng Papuri o kung meron kang mungkahi o suhestyon sa nasabing serbisyo o di kaya sulatan ang kahon para sa inyong reklamo/mungkahi para sa ikabubuti ng serbisyo ng aming opisina.

(Write in the compliment box or if you have a suggestion on the said service or write in the complaint box or suggestion for the betterment of our service.)

4.



Ihulog ang namarkahang CSMF sa box na nakalagay sa loob ng opisina.
(Drop the filled up CSMF in the box inside the office.)

ARTA: complaints@arta.gov.ph
 CCB: email@contactcenterngbayan.gov.ph
 DSWD:

3. Data Sharing - List of Data Subjects

Generation of data sets with Personal Information (PI) and Sensitive Personal Information (SPI) with a Memorandum of Agreement (MOA).

Office or Division	National Household Targeting Office/ National Household Targeting System			
Classification:	Highly Technical			
Type of Transaction:	Government to Government (G2G), Government to Citizen (G2C),			
Who may avail:	All NGAs, GOCCs. NGOs, CSOs, and Private Foundations for the purpose of utilizing the data for social protection programs.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Request (indicating reasons for the request) 2. Original Copy of the Resolution of Governing Board authorizing head of agency to enter into data sharing MOA with DSWD (for NGOs, CSOs, Private Foundations) 3. Electronic copy of the Data Requirements 4. Designated Data Protection Officer (DPO) 5. Valid Proof of Identities of the agency head and DPO		Provided by the Requesting Party		
6. Memorandum of Agreement 7. Certificates: (a.) Certificate of orientation on the DPA, (b.) Certification on Acknowledgement Receipt of the copy of the law, IRR and its issuances, (c.) Physical Setup Certification, and (d.) Organizational, Technical, and Security Setup Certification		NHTO/ NHTS PDO and ITO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Endorse the letter of request with attached e-copy of the data requirements to NHTO/ NHTS.	1. Receive and record the request in the document transaction/ tracking system. 1.1. Advise the requesting party that they will receive an email or call after 1 working day on the approval of their request	None	5 minutes	<i>Administrative Assistant</i>

	<p>and the expected schedule of release of the results.</p> <p>1.2. Forward the request to the Director for approval.</p>			
	<p>2. Input comments and decide if the request is for processing or not then endorse it to the NHTO Operations Division Chief/ NHTS Policy and Plans Division Chief.</p>	None	4 hours	<i>NHTO Director/ NHTS Regional Director</i>
	<p>3. Input comments and endorse it to the Project Development Officer.</p>	None	10 minutes	<i>NHTO Operations Division Chief/ NHTS PPD Chief</i>
	<p>4. Inform the client on the approval or disapproval of the data request base on the DSWD MC 12, s. 2017.</p> <ul style="list-style-type: none"> • If approved- the orientation will be scheduled including preparation of documentary requirements for submission. • If disapproved- Inform the requesting party of the disapproval. End of process. 	None	30 minutes	<i>Project Development Officer</i>

5. Requesting Party will attend the scheduled orientation with the NHTO ACBS/ NHTS Inspection Team.	5. Orient the requesting party on Listahanan, Data Privacy Act, data sharing policy and requirements.	None	2 hours	<i>NHTO Advocacy and Capacity Building Section/ NHTS Inspection Team</i>
6. Compliance and Submission of signed Memorandum of Agreement and documentary requirements to the NHTO/ NHTS for review on completeness	6. Review all documentary requirements including MOA submitted by the requesting party. 6.1 Make a schedule with the requesting party on the inspection meeting	None	2 hours	<i>NHTO Advocacy and Capacity Building Section/ NHTS Listahanan Inspection Team</i> <i>NHTO IT Division Chief/ NHTS Listahanan Inspection Team</i>
7. Requesting party will present their IT facilities to the NHTO Inspection Team.	7. Inspection of IT facilities of the requesting party and issuance of Certifications (Physical Setup Certification and Organizational, Technical and Security Setup Certification)	None	1 day	IT Inspection Team
	8. Certifications will be attached to the MOA and endorsed by the NHTO Director to the Department's Data Protection Officer.	None	2 hours	<i>NHTO Director/ RFC</i>
	9. Assess the MOA, its purpose, and attachments. Once approved, the DPO will endorse the MOA for the Department Secretary's signature.	None	1 day	<i>DSWD Data Protection Officer</i>

	14. Track and scan the documents before releasing the result to the requesting Party.	None	5 minutes	<i>Administrative Assistant</i>
15. Call NHTO/NHTS for retrieval of password upon receipt of the result.	15. Provide the password of the file to the requesting party thru phone upon inquiry. And administer the CSMS form per CART guidelines.	None	5 minutes	<i>Information Technology Officer</i>
Total:		None	11 days, 2 hours, 55 minutes	
<i>*with possible extension on the actual data processing depending on the volume of data requirements, number of names required, and the compliance and submission of the documentary requirements by the requesting.</i>				

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Fill out the feedback form to be provided by the Administrative Officer and drop it in the designated dropbox or email to nhtspr.npmo@dswd.gov.ph</p>
How feedbacks are processed	<p>Every end of the week, all forms are compiled and recorded in the feedback log book by the Administrative Officer.</p> <p>Feedback requiring answers shall be forwarded to the concerned staff or sections and response shall be forwarded to the client within 3 days upon receipt of feedback.</p> <p>For concerns and inquiries, the clients may send an email to nhtspr.npmo@dswd.gov.ph</p>
How to file a complaint	<p>Fill out the complaint form to be provided by the Administrative Officer and shall be forwarded to the designated Complaints Officer.</p> <p>Complaints may also be filed via electronic mail at nhtspr.npmo@dswd.gov.ph specifying the staff being complained, incident, and evidence if available.</p>
How complaints are processed	<p>The Complaints Officer shall evaluate and discuss the complaint with the immediate supervisor of the concerned staff.</p> <p>The Complaints Officer shall investigate and create an incident report specifying the facts and results of investigation. The report shall be forwarded to the NHTO Director for appropriate action.</p> <p>Complaints officer shall provide feedback to the client.</p>

<p>Contact Information of NHTO and CCB</p>	<p>National Household Targeting Office (NHTO) <u>nhtspr.npmo@dswd.gov.ph</u> VOIP No.: 88872 WiServ: Listahanan<space>complaint/message send to 0918 912 2813</p> <p>Contact Center ng Bayan (CCB) SMS: 0908 881 6565 Call : 165 56 ₱ 5.00 + VAT per call anywhere in the Philippines via PLDT landlines Email: <u>email@contactcenterngbayan.gov.ph</u> Facebook: <u>https://facebook.com/civilservicegovph/</u> Web: <u>https://contactcenterngbayan.gov.ph/</u></p>
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Office/Division/Unit	Address	Contact Information
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National Household Targeting Office – Operations Division	DSWD Central Office, New Building, Batasan Complex, Quezon City	
National Household Targeting Office – IT Division	DSWD Central Office, New Building, Batasan Complex, Quezon City	

Paano Sagutan ang Client Satisfaction Measurement Form (CSMF)?



1.

Kumuha ng CSMF na nakalagay sa harap ng opisina o di kaya humingi ng kopya sa isa sa mga empleyado at isulat ang mga pangunahing impormasyon tulad ng pangalan, tirahan, edad, kasarian, sektor, uri ng kliyente at pangalan ng empleyado na nag-aasikaso.

(Get a CSMF placed in front of the office or ask for a CSMF for from one of the office employees and fill in the basic information such as Name, Address, Age, Sex, Sector, Type of Client, and Name of the employee in charge.)



2.

Bilugan ang numero para sa antas ng iyong kasiyahan, habang markahan naman ng tsek (✓) ang kahon sa likurang bahagi para sa antas ng serbisyonang natanggap at markang "5" sa pinakamataas habang markang "1" ang pinakamababa.

(Circle the number for your level of satisfaction, while check (✓) the box on the back for the level of satisfaction with each service provided to you, mark "5" for the highest while mark "1" for the lowest.)



3.

Sulatan ang kahon ng Papuri o kung meron kang mungkahi o suhestyon sa nasabing serbisyo o di kaya sulatan ang kahon para sa inyong reklamo/mungkahi para sa ikabubuti ng serbisyo ng aming opisina.

(Write in the compliment box or if you have a suggestion on the said service or write in the complaint box or suggestion for the betterment of our service.)



4.

Ihulog ang namarkahang CSMF sa box na nakalagay sa loob ng opisina.

(Drop the filled up CSMF in the box inside the office.)

ARTA: complaints@arta.gov.ph
CCB: email@contactcenterngbayan.gov.ph
DSWD: _____

4. Data Sharing - Statistics/Raw Data Request

Generation of source data, unprocessed anonymized data or numerical processed data as requested by the client.

Office or Division:	NHTO – Operations Division			
Classification:	Complex			
Type of Transaction:	Government to Government (G2G), Government to Citizen (G2C), Government to Business (G2B)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Letter of Request (specify purpose and data requested)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.The requesting party (NGAs, CSOs / NGOs, LGUs, academe etc.) sends a communication letter addressed to the NHTO Director/ NHTS Regional Director for request of statistical data/ raw data generated from <i>Listahanan</i> .	1. Receive and record the request in the document transaction/ tracking system. 1.1. Forward the request to the NHTO Director/ NHTS PPD Chief.	None	10 minutes	<i>Administrative Assistant</i>
	2. Review, input comments and approval in the request based on MC 12, s. 2017 then endorse to the NHTO Statistics section/ NHTS RFC.	None	5 hours	<i>NHTO Director/ NHTS PPD Chief</i>
	3. Review the request, if the request is: a. <i>Not clear</i> – In case of vague	None	5 hours	<i>NHTO Head Statistician/ NHTS Regional Field Coordinator</i>

	<p>data request, will coordinate with the data users to clarify the data requirements. He/ She shall provide recommendations on other possible data that can be requested if the requested data is not available in the <i>Listahanan</i> database.</p> <p>b. <i>Clear</i> – Endorse request to the Associates Statisticians for data generation.</p>			
	<p>4. Generate the requested data from the <i>Listahanan</i> database. The generated statistical/ raw data can be in <i>excel</i> or in any format available.</p> <p>4.1. Draft reply letter/ memorandum</p> <p>4.2. Submit to the NHTO Head Statistician/ NHTS RFC</p>	None	1 day	<i>Associate Statisticians</i>

	<p>5. Review generated statistical/ raw data. If the statistical/ raw data. If the statistical/raw data is:</p> <p>a. <i>Not accurate</i> – Return the generated statistical/ raw data will be to the Associate Statisticians for revisions.</p> <p>b. <i>Accurate</i> – Submit the generated statistical/ raw data to the NHTO Operations Division Chief/ NHTS PPD Chief.</p>	None	5 hours	<i>NHTO Head Statistician / NHTS RFC</i>
	<p>6. Review facilitated data, countersign reply letter/ memorandum and endorse to the NHTO Director/ NHTS Regional Director for approval and release.</p>	None	5 hours	<i>NHTO Operations Division Chief/ NHTS PPD Chief</i>
	<p>7. Further review the facilitated data request for approval to</p>	None	5 hours	<i>NHTO Director/ NHTS Regional Director</i>

	<p>release. If the generated statistics/ raw data is:</p> <p>a. <i>Not accurate and acceptable</i> – Return the facilitated data request to the Statistics section for revisions.</p> <p>b. <i>Accurate and acceptable</i> – Sign the reply letter/ memorandum. The facilitated data request will be approved for release.</p>			
8.Receive the data requested	<p>8. Facilitate the release of the <i>approved</i> data request to the requesting party.</p> <ul style="list-style-type: none"> Administer the CSMS form per CART guidelines. 		10 minutes	<p><i>Administrative Assistant</i></p> <p><i>Associate Statisticians</i></p>
Total:		None	4 days, 1 hour, 20 minutes	


FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Fill out the feedback form to be provided by the Administrative Officer and drop it in the designated dropbox or email to nhtspr.npmo@dswd.gov.ph</p>
How feedbacks are processed	<p>Every end of the week, all forms are compiled and recorded in the feedback log book by the Administrative Officer.</p> <p>Feedback requiring answers shall be forwarded to the concerned staff or sections and response shall be forwarded to the client within 3 days upon receipt of feedback.</p> <p>For concerns and inquiries, the clients may send an email to nhtspr.npmo@dswd.gov.ph</p>
How to file a complaint	<p>Fill out the complaint form to be provided by the Administrative Officer and shall be forwarded to the designated Complaints Officer.</p> <p>Complaints may also be filed via electronic mail at nhtspr.npmo@dswd.gov.ph specifying the staff being complained, incident, and evidence if available.</p>
How complaints are processed	<p>The Complaints Officer shall evaluate and discuss the complaint with the immediate supervisor of the concerned staff.</p> <p>The Complaints Officer shall investigate and create an incident report specifying the facts and results of investigation. The report shall be forwarded to the NHTO Director for appropriate action.</p> <p>Complaints officer shall provide feedback to the client.</p>


<p>Contact Information of NHTO and CCB</p>	<p>National Household Targeting Office (NHTO) <u>nhtspr.npmo@dswd.gov.ph</u> VOIP No.: 88872 WiServ: Listahanan<space>complaint/message send to 0918 912 2813</p> <p>Contact Center ng Bayan (CCB) SMS: 0908 881 6565 Call : 165 56 ₱ 5.00 + VAT per call anywhere in the Philippines via PLDT landlines Email: <u>email@contactcenterngbayan.gov.ph</u> Facebook: <u>https://facebook.com/civilservicegovph/</u> Web: <u>https://contactcenterngbayan.gov.ph/</u></p>
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NAME OF OFFICES


Office/Division/Unit	Address	Contact Information
National Household Targeting Office – Office of the Director	DSWD Central Office, New Building, Batasan Complex, Quezon City	<p style="text-align: center;"><u>nhtspr.npmo@dswd.gov.ph</u> VOIP No.: 88872 WiServ: Listahanan<space>complaint/message send to 0918 912 2813</p>
National Household Targeting Office – Operations Division	DSWD Central Office, New Building, Batasan Complex, Quezon City	
National Household Targeting Office – IT Division	DSWD Central Office, New Building, Batasan Complex, Quezon City	

Paano Sagutan ang Client Satisfaction Measurement Form (CSMF)?




- 1.** 


Kumuha ng CSMF na nakalagay sa harap ng opisina o di kaya humingi ng kopya sa isa sa mga empleyado at isulat ang mga pangunahing impormasyon tulad ng pangalan, tirahan, edad, kasarian, sektor, uri ng kliyente at pangalan ng empleyado na nag-aasikaso.

(Get a CSMF placed in front of the office or ask for a CSMF for from one of the office employees and fill in the basic information such as Name, Address, Age, Sex, Sector, Type of Client, and Name of the employee in charge.)
- 2.** 

Bilugan ang numero para sa antas ng iyong kasiyahan, habang markahan naman ng tsek (✓) ang kahon sa likurang bahagi para sa antas ng serbisyon natanggap at markang "5" sa pinakamataas habang markang "1" ang pinakamababa.

(Circle the number for your level of satisfaction, while check (✓) the box on the back for the level of satisfaction with each service provided to you, mark "5" for the highest while mark "1" for the lowest.)
- 3.** 

Sulatan ang kahon ng Papuri o kung meron kang mungkahi o suhestyon sa nasabing serbisyo o di kaya sulatan ang kahon para sa inyong reklamo/mungkahi para sa ikabubuti ng serbisyo ng aming opisina.

(Write in the compliment box or if you have a suggestion on the said service or write in the complaint box or suggestion for the betterment of our service.)
- 4.** 

Ihulog ang namarkahang CSMF sa box na nakalagay sa loob ng opisina.

(Drop the filled up CSMF in the box inside the office.)

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 CCB: email@contactcenterngbayan.gov.ph
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NATIONAL HOUSEHOLD TARGETING OFFICE

Internal Services

1. Data Sharing with DSWD OBSUs - Name Matching

Processing of data to determine if a household is in the Listahanan database and what its corresponding poverty status.

Office or Division:	National Household Targeting Office			
Classification:	Highly Technical			
Type of Transaction:	Government to Government (G2G), Government to Business (G2B), Government to Citizen			
Who may avail:	All DSWD OBSUs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Letter of Request (indicating reasons for name-matching) 2.Electronic copy of the names to be matched.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.The Requesting Party will endorse their letter of request with attached e-copy of names for name matching to NHTO/ NHTS.	1. Receive and record the request in the document transaction/ tracking system. 1.1. Advise the requesting party that they will receive an email or call after 1 working day on the approval of their request and the expected schedule of release of the results. 1.2. Forward request for approval to the NHTO Director/ NHTS PPD Chief.	None	5 minutes	<i>Administrative Assistant</i>
	2. Review, input comments and decide if the request is for processing or not then endorse to the Information Technology Officer.	None	4 hours	<i>NHTO Director/ NHTS PPD Chief</i>

	<p>3. Review and facilitate the request</p> <ul style="list-style-type: none"> • If Disapproved- Return to requesting party and stating in the letter the reasons for disapproval based on MC 12, s. 2017. End of process. • If Approved - Endorse to the NHTO IT DPS Section Head <p>*Note: For NHTS- If Approved, the request will be processed.</p>	None	10 minutes	<i>Information Technology Officer</i>
	<p>4. Assess if the attached electronic copy of names is in accordance with the template required.</p> <ul style="list-style-type: none"> • If not in accordance with the required template - Inform the requesting party for revision. • If in accordance – Inform the Administrative Assistant of the schedule of release of the results. 	None	1 hour	<i>Information Technology Officer</i>
	<p>5. Process the request on a set deadline, depending on the volume or number of names to be matched.</p>	None	20 days (for 300,000 names)	<i>Information Technology Officer</i>

10.Call NHTO Office	10. Provide the password of the file to the requesting party thru phone upon inquiry. And administer the CSMS form per CART guidelines.	None		<i>Information Technology Officer</i>
Total: <i>*with possible extension on the actual data processing depending on the volume of data and names required</i>		None	26 days, 1 hour, 20 minutes	


FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Fill out the feedback form to be provided by the Administrative Officer and drop it in the designated dropbox or email to nhtspr.npmo@dswd.gov.ph</p>
How feedbacks are processed	<p>Every end of the week, all forms are compiled and recorded in the feedback log book by the Administrative Officer.</p> <p>Feedback requiring answers shall be forwarded to the concerned staff or sections and response shall be forwarded to the client within 3 days upon receipt of feedback.</p> <p>For concerns and inquiries, the clients may send an email to nhtspr.npmo@dswd.gov.ph</p>
How to file a complaint	<p>Fill out the complaint form to be provided by the Administrative Officer and shall be forwarded to the designated Complaints Officer.</p> <p>Complaints may also be filed via electronic mail at nhtspr.npmo@dswd.gov.ph specifying the staff being complained, incident, and evidence if available.</p>
How complaints are processed	<p>The Complaints Officer shall evaluate and discuss the complaint with the immediate supervisor of the concerned staff.</p> <p>The Complaints Officer shall investigate and create an incident report specifying the facts and results of investigation. The report shall be forwarded to the NHTO Director for appropriate action.</p> <p>Complaints officer shall provide feedback to the client.</p>

<p>Contact Information of NHTO and CCB</p>	<p>National Household Targeting Office (NHTO) <u>nhtspr.npmo@dswd.gov.ph</u> VOIP No.: 88872 WiServ: Listahanan<space>complaint/message send to 0918 912 2813</p> <p>Contact Center ng Bayan (CCB) SMS: 0908 881 6565 Call : 165 56 ₱ 5.00 + VAT per call anywhere in the Philippines via PLDT landlines Email: <u>email@contactcenterngbayan.gov.ph</u> Facebook: <u>https://facebook.com/civilservicegovph/</u> Web: <u>https://contactcenterngbayan.gov.ph/</u></p>
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NAME OF OFFICES

Office/Division/Unit	Address	Contact Information
National Household Targeting Office – Office of the Director	DSWD Central Office, New Building, Batasan Complex, Quezon City	<p><u>nhtspr.npmo@dswd.gov.ph</u> VOIP No.: 88872 WiServ: Listahanan<space>complaint/message send to 0918 912 2813</p>
National Household Targeting Office – Operations Division	DSWD Central Office, New Building, Batasan Complex, Quezon City	
National Household Targeting Office – IT Division	DSWD Central Office, New Building, Batasan Complex, Quezon City	


Paano Sagutan ang Client Satisfaction Measurement Form (CSMF)?




1.




Kumuha ng CSMF na nakalagay sa harap ng opisina o di kaya humingi ng kopya sa isa sa mga empleyado at isulat ang mga pangunahing impormasyon tulad ng pangalan, tirahan, edad, kasarian, sektor, uri ng kliyente at pangalan ng empleyado na nag-aasikaso.
(Get a CSMF placed in front of the office or ask for a CSMF for from one of the office employees and fill in the basic information such as Name, Address, Age, Sex, Sector, Type of Client, and Name of the employee in charge.)
2.



Bilugan ang numero para sa antas ng iyong kasiyahan, habang markahan naman ng tsek (✓) ang kahon sa likurang bahagi para sa antas ng serbisyong natanggap at markang "5" sa pinakamataas habang markang "1" ang pinakamababa.
(Circle the number for your level of satisfaction, while check (✓) the box on the back for the level of satisfaction with each service provided to you, mark "5" for the highest while mark "1" for the lowest.)
3.




Sulatan ang kahon ng Papuri o kung meron kang mungkahi o suhestyon sa nasabing serbisyo o di kaya sulatan ang kahon para sa inyong reklamo/mungkahi para sa ikabubuti ng serbisyo ng aming opisina.
(Write in the compliment box or if you have a suggestion on the said service or write in the complaint box or suggestion for the betterment of our service.)
4.



Ihulog ang namarkahang CSMF sa box na nakalagay sa loob ng opisina.
(Drop the filled up CSMF in the box inside the office.)

ARTA: complaints@arta.gov.ph
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2. Data Sharing with DSWD OBSUs - List of Data Subjects

Generation of data sets with Personal Information (PI) and Sensitive Personal Information (SPI) for social protection purposes.

Office or Division:	National Household Targeting Office			
Classification:	Highly Technical			
Type of Transaction:	Government to Government (G2G), Government to Business (G2B), Government to Citizen			
Who may avail:	All DSWD OBSUs			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter of Request (indicating purpose and list of data sets)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Requesting Party will endorse their letter of request with attached e-copy of data requirements to NHTO/ NHTS.	1. Receive and record the request in the document transaction/ tracking system. 1.1. Advise the requesting party that they will receive an email or call after 1 working day on the approval of their request and the expected schedule of release of the results. 1.2. Forward for approval to the NHTO Director/ NHTS PPD Chief.	None	5 minutes	<i>Administrative Assistant</i>
	2. Review, input comment and decide if the request is for processing or not. The request is forwarded to the Information Technology Officer.	None	4 hours	<i>NHTO Director/ NHTS PPD Chief</i>

	<p>3. Review and facilitated the request</p> <ul style="list-style-type: none"> • If Disapproved- Return to requesting party and stating in the letter the reasons for disapproval based on MC 12, s. 2017. End of process. • If Approved - Endorse to the NHTO IT DPS Section Head <p>*Note: For NHTS- If Approved, the request will be processed.</p>	None	10 minutes	<i>Information Technology Officer</i>
	4. Process the request.	None	3 days	<i>Information Technology Officer</i>
	5. Review result of data generation.	None	3 days	<i>NHTO QMS/ NHTS Information Technology Officer</i>
	<p>6. Secure the data by adding password protection to the file.</p> <p>6.1. Prepare the Data Release Form (DRF), draft memo reply and burn results in a compact disc(CD).</p> <ul style="list-style-type: none"> • Other storage device may apply 	None	1 day	<i>Information Technology Officer</i>

	<p>as long as it is approved by the IT Head and the storage device is provided by the requesting party</p> <p>6.2. Counter sign in the DRF</p>			<p><i>NHTO DPS Head and QMS Head/ NHTS Head/ PDO</i></p>
	<p>7. Finalize the memo, attach with the DRF and secured data (CD), then forward it to the Administrative Section.</p>	None	4 hours	<p><i>NHTO IT Division Chief/ NHTS PDO</i></p>
	<p>8.The Director will sign the memorandum.</p>	None	4 hours	<p><i>NHTO Director/ NHTS Regional Director</i></p>
	<p>9.The Administrative Section will track and scan the document before releasing the result to the requesting Party.</p>	None	5 minutes	<p><i>Administrative Assistant</i></p>
10.Call NHTO Office	<p>10.Upon receiving the result from NHTO, the requesting party will contact (thru phone) Data Processing Section for the password of the file.</p>	None		<p><i>Information Technology Officer</i></p>
Total:		None	8 days, 4 hours, 20 minutes	


FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Fill out the feedback form to be provided by the Administrative Officer and drop it in the designated dropbox or email to nhtspr.npmo@dswd.gov.ph</p>
How feedbacks are processed	<p>Every end of the week, all forms are compiled and recorded in the feedback log book by the Administrative Officer.</p> <p>Feedback requiring answers shall be forwarded to the concerned staff or sections and response shall be forwarded to the client within 3 days upon receipt of feedback.</p> <p>For concerns and inquiries, the clients may send an email to nhtspr.npmo@dswd.gov.ph</p>
How to file a complaint	<p>Fill out the complaint form to be provided by the Administrative Officer and shall be forwarded to the designated Complaints Officer.</p> <p>Complaints may also be filed via electronic mail at nhtspr.npmo@dswd.gov.ph specifying the staff being complained, incident, and evidence if available.</p>
How complaints are processed	<p>The Complaints Officer shall evaluate and discuss the complaint with the immediate supervisor of the concerned staff.</p> <p>The Complaints Officer shall investigate and create an incident report specifying the facts and results of investigation. The report shall be forwarded to the NHTO Director for appropriate action.</p> <p>Complaints officer shall provide feedback to the client.</p>


<p>Contact Information of NHTO and CCB</p>	<p>National Household Targeting Office (NHTO) <u>nhtspr.npmo@dswd.gov.ph</u> VOIP No.: 88872 WiServ: Listahanan<space>complaint/message send to 0918 912 2813</p> <p>Contact Center ng Bayan (CCB) SMS: 0908 881 6565 Call : 165 56 ₱ 5.00 + VAT per call anywhere in the Philippines via PLDT landlines Email: <u>email@contactcenterngbayan.gov.ph</u> Facebook: <u>https://facebook.com/civilservicegovph/</u> Web: <u>https://contactcenterngbayan.gov.ph/</u></p>
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Office/Division/Unit	Address	Contact Information
National Household Targeting Office – Office of the Director	DSWD Central Office, New Building, Batasan Complex, Quezon City	<p><u>nhtspr.npmo@dswd.gov.ph</u> VOIP No.: 88872 WiServ: Listahanan<space>complaint/message send to 0918 912 2813</p>
National Household Targeting Office – Operations Division	DSWD Central Office, New Building, Batasan Complex, Quezon City	
National Household Targeting Office – IT Division	DSWD Central Office, New Building, Batasan Complex, Quezon City	

Paano Sagutan ang Client Satisfaction Measurement Form (CSMF)?

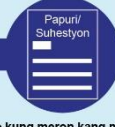


- 


1.

Kumuha ng CSMF na nakalagay sa harap ng opisina o di kaya humingi ng kopya sa isa sa mga empleyado at isulat ang mga pangunahing impormasyon tulad ng pangalan, tirahan, edad, kasarian, sektor, uri ng kliyente at pangalan ng empleyado na nag-aasikaso.
(Get a CSMF placed in front of the office or ask for a CSMF for from one of the office employees and fill in the basic information such as Name, Address, Age, Sex, Sector, Type of Client, and Name of the employee in charge.)
- 

2.

Bilugan ang numero para sa antas ng iyong kasiyahan, habang markahan naman ng tsek (✓) ang kahon sa likurang bahagi para sa antas ng serbisyong natanggap at markang "5" sa pinakamataas habang markang "1" ang pinakamababa.
(Circle the number for your level of satisfaction, while check (✓) the box on the back for the level of satisfaction with each service provided to you, mark "5" for the highest while mark "1" for the lowest.)
- 


3.

Sulatan ang kahon ng Papuri o kung meron kang mungkahi o suhestyon sa nasabing serbisyo o di kaya sulatan ang kahon para sa inyong reklamo/mungkahi para sa ikabubuti ng serbisyo ng aming opisina.
(Write in the compliment box or if you have a suggestion on the said service or write in the complaint box or suggestion for the betterment of our service.)
- 

4.

Ihulog ang namarkahang CSMF sa box na nakalagay sa loob ng opisina.
(Drop the filled up CSMF in the box inside the office.)

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3. Data Sharing with DSWD OBSUs - Statistics/Raw Data Request

Generation of source data, unprocessed anonymized data or numerical processed data as requested by the client.

Office or Division:	NHTO – Operations Division			
Classification:	Complex			
Type of Transaction:	Government to Government (G2G), Government to Business (G2B), Government to Citizen			
Who may avail:	DSWD OBSUs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Letter of Request (specify purpose and data requested)				
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Requesting Party will endorse their letter of request of statistical data/ raw data generated from <i>Listahanan</i> (specify purpose and data requested).	1. Receive and record the request in the transaction/ tracking system. 1.1. Forward request to the Office of the NHTO Director/ NHTS PPD Chief.	None	10 minutes	<i>Administrative Assistant</i>
	2.Review, input comments and approval in the request based on MC 12, s.2017 then endorse to the NHTO Statistics Section/ NHTS Regional Field Coordinator.	None	5 hours	NHTO Director/ NHTS PPD Chief
	3. Review the request if: a. <i>Not clear</i> – In case of vague	None	5 hours	<i>NHTO Head Statistician/ NHTS Regional Field Coordinator</i>

	<p>data request- coordinate with the data users to clarify the data requirements. He/ She shall provide recommendations on other possible data that can be requested if the requested data is not available in the <i>Listahanan</i> database.</p> <p>b. <i>Clear</i> – Endorse request to the Associates Statisticians for data generation.</p>			
	<p>4. Generate the requested data from the <i>Listahanan</i> database. The generated statistical/ raw data can be in <i>excel</i> or in any format available.</p> <p>4.1 Draft reply letter/ memorandum</p> <p>4.2 Submit the generated data and reply letter to the NHTO Head</p>	None	1 day	<i>Associate Statisticians</i>

	Statisticians/ NHTS RFC			
	<p>5. Countercheck the generated statistical/ raw data if:</p> <p>a. <i>Not accurate</i> – Return the generated statistical/ raw data to the Associate Statisticians for revisions.</p> <p>b. <i>Accurate</i> – Submit the generated data statistical/ raw to the NHTO Operations Division Chief/ NHTS PPD Chief.</p>	None	5 hours	<i>NHTO Head Statistician/ NHTS RFC</i>
	<p>6. Review the facilitated data, countersign reply letter/ memorandum and endorse to the Director for approval and release.</p>	None	5 hours	<i>NHTO Operations Division Chief/ NHTS PPD Chief</i>
	<p>7. Review further the facilitated data request. If the generated statistics/ raw data is:</p>	None	5 hours	<i>NHTO Director/ NHTS Regional Director</i>

	<p>a. <i>Not accurate and acceptable</i> – Return the facilitated data request to the Statistics section for revisions.</p> <p>b. <i>Accurate and acceptable</i> – Sign the reply letter/ memorandum. The facilitated data request will be approved for release.</p>			
8. Receive the data requested	<p>8. Track and facilitate the release of the <i>approved</i> data request to the requesting party.</p> <ul style="list-style-type: none"> • Administer the CSMS form per CART guidelines 	None	10 minutes	<p><i>Administrative Assistant</i></p> <p><i>Associate Statisticians</i></p>
Total:		None	4 days, 1 hour, 20 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Fill out the feedback form to be provided by the Administrative Officer and drop it in the designated dropbox or email to nhtspr.npmo@dswd.gov.ph</p>
How feedbacks are processed	<p>Every end of the week, all forms are compiled and recorded in the feedback log book by the Administrative Officer.</p> <p>Feedback requiring answers shall be forwarded to the concerned staff or sections and response shall be forwarded to the client within 3 days upon receipt of feedback.</p> <p>For concerns and inquiries, the clients may send an email to nhtspr.npmo@dswd.gov.ph</p>
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Contact Information of NHTO and CCB	<p>National Household Targeting Office (NHTO) nhtspr.npmo@dswd.gov.ph VOIP No.: 88872 WiServ: Listahanan<space>complaint/message</p>

	<p>send to 0918 912 2813</p> <p>Contact Center ng Bayan (CCB) SMS: 0908 881 6565 Call : 165 56 ₱ 5.00 + VAT per call anywhere in the Philippines via PLDT landlines Email: email@contactcenterngbayan.gov.ph Facebook: https://facebook.com/civilservicegovph/ Web: https://contactcenterngbayan.gov.ph/</p>
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National Household Targeting Office – Operations Division	DSWD Central Office, New Building, Batasan Complex, Quezon City	
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Paano Sagutan ang Client Satisfaction Measurement Form (CSMF)?



1.



Kumuha ng CSMF na nakalagay sa harap ng opisina o di kaya humingi ng kopya sa isa sa mga empleyado at isulat ang mga pangunahing impormasyon tulad ng pangalan, tirahan, edad, kasarian, sektor, uri ng kliyente at pangalan ng empleyado na nag-aasikas.

(Get a CSMF placed in front of the office or ask for a CSMF for from one of the office employees and fill in the basic information such as Name, Address, Age, Sex, Sector, Type of Client, and Name of the employee in charge.)

2.



Bilugan ang numero para sa antas ng iyong kasiyahan, habang markahan naman ng tsek(✓) ang kahon sa likurang bahagi para sa antas ng serbisyong natanggap at markang "5" sa pinakamatas habang markang "1" ang pinakamababa.

(Circle the number for your level of satisfaction with each service provided to you, mark "5" for the highest while mark "1" for the lowest.)

3.



Sulatan ang kahon ng Papuri o kung meron kang mungkahi o suhestyon sa nasabing serbisyo o di kaya sulatan ang kahon para sa inyong reklamo/mungkahi para sa ikabubuti ng serbisyo ng aming opisina.

(Write in the compliment box or if you have a suggestion on the said service or write in the complaint box or suggestion for the betterment of our service.)

4.



Ihulog ang namarkahang CSMF sa box na nakalagay sa loob ng opisina.
(Drop the filled up CSMF in the box inside the office.)

ARTA: complaints@arta.gov.ph
 CCB: email@contactcentergebayan.gov.ph
 DSWD: