



NATIONAL HOUSEHOLD TARGETING OFFICE

CITIZEN'S CHARTER
2022 (4th Edition)

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

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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 poverty status.

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|---|--|--|------------------------|---------------------------|
| Office or Division: | National Household Targeting Office (NHTO) / National Household Targeting Section (NHTS) | | | |
| Classification: | Simple | | | |
| Type of Transaction: | Government to Citizen (G2C) | | | |
| Who may avail: | All walk-in clients | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. One (1) Valid Identification Card / Proof of Identity 2. Walk-in Name Matching Form (1 Original copy) | | 1. Provided by the Client. 2. Grievance Officer (GO) – NHTO / NHTS. | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Provide Valid Identification Card / Proof of Identity 1.1. Fill-out the name matching form | 1. Interview the client to evaluate the validity of the request as to its purpose: <ul style="list-style-type: none"> <i>Invalid</i> – Inform the client on the grounds for the denial of the request based on the DSWD MC 15, s. 2021. End of process <i>Valid</i> – Provide the name matching form upon confirming the validity of the request and proceed for | None | 30 minutes | <i>Grievance Officer</i> |

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| | processing the name matching | | | |
| 2. Receive the Name Matching result | 2. Explain the result of Name Matching | | 5 minutes | <i>Grievance Officer</i> |
| 3. Fill-out the Client the Satisfactory Measurement Survey (CSMS) | 3. Provide the client the CSMS form per Committee on Anti-Red Tape (CART) guidelines | None | 5 minutes | <i>Grievance Officer</i> |
| TOTAL: | | None | 40 minutes | |

| FEEDBACK AND COMPLAINTS MECHANISM | |
|--|---|
| How to send feedback | <p>Fill out the feedback form to be provided by the Administrative Personnel 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 Personnel.</p> <p>Feedback requiring answers shall be forwarded to the concerned staff or section 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 Personnel which shall be forwarded to the designated Complaints/Grievance 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/Grievance Officer shall evaluate and discuss the complaint with the immediate supervisor of the concerned staff.</p> <p>The Complaints/Grievance 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/Grievance officer shall provide feedback to the client.</p> |

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| Contact Information of NHTO and CCB | <p>National Household Targeting Office (NHTO) nhtspr.npmo@dswd.gov.ph VOIP No.: 10123 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: email@contactcenterngbayan.gov.ph Facebook: https://facebook.com/civilservicegovph/ Web: https://contactcenterngbayan.gov.ph/</p> |
|--|---|

NAME OF OFFICES

| Office/Division/ Unit | Address | Contact Information |
|--|---|---|
| National Household Targeting Office – Office of the Director | DSWD Central Office, Malasakit Building, Batasan Complex, Quezon City | nhtspr.npmo@dswd.gov.ph VOIP No.: 10123 WiServ: Listahanan<space>complaint/message send to 0918 912 2813 |
| National Household Targeting Office – Operations Division | DSWD Central Office, Malasakit Building, Batasan Complex, Quezon City | |
| National Household Targeting Office – IT Division | DSWD Central Office, Malasakit 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-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 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: _____

2. Data Sharing – Name Matching Request

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

| Office or Division: | National Household Targeting Office (NHTO) / National Household Targeting Section (NHTS) | |
|---|---|--|
| Classification: | Complex, Highly Technical | |
| Type of Transaction: | Government to Government (G2G), Government to Business (G2B), Government to Citizen (G2C) | |
| Who may avail: | All National Government Agencies (NGAs), Local Government Units (LGUs), Government-Owned and Controlled Corporations (GOCCs) Non-Governmental Organizations (NGOs), Civil Society Organizations (CSOs), the Academe, and Private Foundations. | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE |
| <ol style="list-style-type: none"> Letter of request (Indicate reason for name matching) Electronic copy (Preferably in CSV format) of the name to be matched which includes the following: <ul style="list-style-type: none"> Complete name (Last name, First Name, Middle Name, Extension Name) Birth Date (YYYY-MM-DD format) Philippine Standard Geographic Classification of (PSGC) Province, City/Municipality, and Barangay Valid Proof of Identities of the Personal Information Controller (PIC), Data Privacy Officer (DPO), Compliance Officer (COP) Data Sharing Agreement (DSA) signed by the: (1) Head of Office as PIC, (2) designated DPO or COP List of Personnel who will access, process, and safeguard the Listahanan data, including the employed data processing Original Copy of the Resolution of Governing Board authorizing head of agency (NGOs, CSOs, and Private Foundations) <p><i>For Local Government Unit (LGU):</i></p> | | <ol style="list-style-type: none"> Provided by the Requesting Party |

| <ul style="list-style-type: none"> The letter of request shall be signed by the Local Chief Executive (LCE) accompanied by a Sanggunian resolution authorizing the LCE to enter a data sharing agreement with the DSWD The DSWD Regional Director (RD) and the incumbent LCE shall sign the DSA | | | | |
|---|--|-----------------|-----------------|--|
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Provide the letter of request together with the electronic copy of the names for name matching | 1. Receive the request 1.1. Record the request in the DSWD EDTMS / any other tracking system 1.2. Endorse request to the NHTO Director / Regional Director | None | 15 minutes | <i>Administrative Assistant (AA)</i> |
| | 2. Provide instruction to facilitate/review the request 2.1. Endorse to the NHTO OD Chief / Policy and Plans Division (PPD) Chief | None | 2 hours | <i>NHTO Director / Regional Director</i> |
| | 3. Provide recommendations on the request 3.1. Endorse to the assigned Project Development Officer (PDO) to inform the client on the status of their request | None | 1 hour | <i>NHTO-OD Chief / PPD Chief</i> |
| | 4. Status of the approval / disapproval of the | None | 1 hour | <i>NHTO Director/ Regional</i> |

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| | <p>data request based on the DSWD MC 15, s.2021.</p> <ul style="list-style-type: none"> Disapproved – Sign the letter of disapproval and endorse to the client. End of process. Approved – Notify and provide the DSA and documentary requirements to the client | | | <p><i>Director / Administrative Unit (AU)</i></p> <p><i>NHTO-PDO / NHTS-Regional Field Coordinator (RFC)</i></p> |
| 2. Provide the documentary requirements and the DSA signed by the Head of Office (HOO) as Personal Information Controller (PIC) and the designated Data Privacy Officer (DPO) / Compliance Officer for Privacy (COP) | <p>5. Review all documentary requirements including the DSA submitted by the client</p> <ul style="list-style-type: none"> Non-Compliant – Inform the client regarding the incomplete requirement via email. Compliant: <ol style="list-style-type: none"> Sign the DSA and endorse to the DPO and the Office of the Secretary for signature Endorse the signed DSA to Information Technology Division (ITD) for processing | None | 2 hours | <p>NHTO-PDO / NHTS-RFC</p> <p>OD / IT Chief / AU</p> <p>AU</p> |
| | 6. Review the compliance of the electronic copy of names with the | None | 1 hour | <p><i>ITO – Database Management Section (DMS) / NHTS</i></p> |

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| | <p>required template/format:</p> <ul style="list-style-type: none"> • Non-Compliant – Inform the client about the findings via email. • Compliant – Process the request within the set deadline depending on the volume or number of names to be matched | | <p>1 day (5,000 and below)</p> <p>3 days (5,001 – 50,000)</p> <p>7 days (50,001 – 400,000)</p> <p>18 days (400,001 – 1,000,000)</p> | ITO – NHTO / NHTS |
| 3. Provide a storage device that is approved by the IT Chief or request for a Google Drive link | <p>7. Secure the data by adding a password to the file</p> <p>7.1. Prepare the Data Release Form (DRF)</p> <p>7.2. Draft the response memorandum</p> <p>7.3. Save the results in a compact disc (CD), Universal Serial Bus (USB) stick, or hard drive</p> <p>7.4. Sign the DRF</p> <p>7.5. Endorse the finalized documents to NHTO Director / PPD Chief</p> | None | 3 hours | <p>ITO – DMS / NHTS</p> <p>IT Chief / NHTS – RFC / ITO</p> |
| | 8. Sign the memorandum and endorse to AU / AA for releasing | None | 1 hour | NHTO Director/ Regional Director |
| 4. Receive the documents | 9. Track the documents in the EDTMS / any other tracking system | None | 10 minutes | AA |

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| | 9.1. Scan a copy of the documents for record keeping 9.2. Release the document to the client | | | |
| 5. Fill-out the Satisfactory Measurement Survey (CSMS) | 10. Provide the client the CSMS form per Committee on Anti-Red Tape (CART) guidelines. | None | 10 minutes | ITO – DMS / NHTS |
| TOTAL: <i>*With possible extension on the actual data processing depending on the number of names required but shall not exceed forty (40) days as reference in RA-IRR-11032. Rule 7. Section 3.c.</i> | | None | Minimum – 2 days, 3 hours, 45 minutes Maximum – 21 days, 3 hours and 45 minutes | |

| FEEDBACK AND COMPLAINTS MECHANISM | |
|--|---|
| How to send feedback | <p>Fill out the feedback form to be provided by the Administrative Personnel 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 Personnel.</p> <p>Feedback requiring answers shall be forwarded to the concerned staff or section 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 Personnel which shall be forwarded to the designated Complaints/Grievance 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/Grievance Officer shall evaluate and discuss the complaint with the immediate supervisor of the concerned staff.</p> <p>The Complaints/Grievance 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/Grievance officer shall provide feedback to the client.</p> |

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| Contact Information of NHTO and CCB | <p>National Household Targeting Office (NHTO) nhtspr.npmo@dswd.gov.ph VOIP No.: 10123 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: 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, Malasakit Building, Batasan Complex, Quezon City | |
| National Household Targeting Office – IT Division | DSWD Central Office, Malasakit 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-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 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: _____

1. 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 National Government Agencies (NGAs), Local Government Units (LGUs), Government-Owned and Controlled Corporations (GOCCs) Non-Governmental Organizations (NGOs), Civil Society Organizations (CSOs), the Academe, and Private Foundations for the purpose of utilizing the data for social protection programs. |
| CHECKLIST OF REQUIREMENTS | |
| <ol style="list-style-type: none"> 1. Letter of Request (indicating reasons for the request and specific data sets expected to be acquired from the Listahanan database) 2. Accomplished Data Sharing Agreement (DSA) 3. Document indicating the appointed and NPC-registered Data Protection Officer (DPO) 4. Privacy Manual or approved document/s on the security measures in place which indicates the data protection procedures and processes of the office/agency in addressing breaches 5. List of identified staff who will access, process, and safeguard the Listahanan data including the data processing to be employed 6. Hardware and Security Component with supporting images and specifications 7. Documentation of physical security measures in place 8. Original Copy of the Resolution of Governing Board authorizing head of agency to enter into a data sharing agreement with DSWD (only for NGOs, CSOs, and Private Foundations) 9. Valid Proof of Identities of the agency head and their designated DPO/s (only for NGOs, CSOs, and Private Foundations) 10. Valid documents indicating the legitimacy of the organization (only for NGOs, CSOs, and Private Foundations) <p><i>For Local Government Unit (LGU):</i></p> <ul style="list-style-type: none"> • The letter of request shall be signed by the Local Chief Executive (LCE) accompanied by a | WHERE TO SECURE Provided by the Requesting Party |

| Sanggunian resolution authorizing the LCE to enter a data sharing agreement with the DSWD <ul style="list-style-type: none"> The DSWD Regional Director (RD) and the incumbent LCE shall sign the DSA | | | | |
|--|--|-----------------|-----------------|---|
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit the letter of request with attached electronic copy of the data requirements (if available) 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 2-3 working days on the approval of their request and the expected schedule of release of the results. 1.2. Forward the request to the Director for approval. | None | 15 minutes | <i>Administrative Assistant III</i> |
| | 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 (PPD) Chief. | None | 6 hours | <i>NHTO Director/ Regional Director</i> |
| | 3. Input recommendations and endorse it to the assigned Project Development Officer (PDO). | None | 3 hours | <i>NHTO Operations Division Chief/ NHTS PPD Chief</i> |
| | 4. Inform the requesting party on the approval or disapproval of the data request based on the DSWD MC 15, s. 2021. <ul style="list-style-type: none"> If approved- the orientation will be scheduled including | None | 2 hours | <i>Project Development Officer</i> |

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| | <p>the preparation of the other documentary requirements not included in the submission of letter of request.</p> <ul style="list-style-type: none"> If disapproved-Inform the requesting party of the disapproval highlighting the grounds for such denial through writing. End of process. | | | |
| 2. Requesting Party will attend the scheduled orientation with the NHTO ACBS & Inspection Team/ NHTS designated personnel & Inspection Team. | <p>5. Orient the requesting party about the Listahanan, Data Privacy Act of 2012, MC 12, s. 2021, and data sharing requirements.</p> <p>5.1. Issuance of Certificate of Orientation on the Data Privacy Act (DPA) of 2012</p> <p>5.2. Send to the requesting party via email the copy of the law, IRR and the issuances of NPC together with the issuance of Certification on the Acknowledgement Receipt of the said law/policies.</p> | None | 2 hours | <i>NHTO Advocacy and Capacity Building Section & Inspection Team/ NHTS designated personnel & Inspection Team</i> |
| 3. Submission of signed Data Sharing Agreement (DSA) and other documentary requirements not included in the submission of | <p>6. Review all documentary requirements including DSA submitted by the requesting party.</p> <p>6.1 Make a schedule with the requesting party on the</p> | None | 2 hours | <i>NHTO designated Project Development Officer & IT Division Chief/designated IT personnel/NHTS Information</i> |

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|---|--|------|---------|--|
| letter of request to the NHTO/ NHTS for review on completeness | conduct of virtual/physical inspection meeting | | | <i>Technology Officer & Regional Field Coordinator</i> |
| 4. Requesting party will present their IT facilities to the NHTO Inspection Team. | 7. Virtual/physical Inspection of IT facilities of the requesting party 7.1. Issuance of Certifications (Physical and Technical Set-up Certification and Organizational Set-up Certification) | None | 1 day | <i>NHTO/NHTS IT Inspection Team</i> |
| | 8. Certifications and documentary requirements will be attached to the accomplished DSA-and for endorsement by the NHTO Director/Regional Field Coordinator to the Department's/Regional DPO. | None | 2 hours | <i>NHTO Director/ Regional Field Coordinator</i> |
| | 9. Assess the accomplished DSA, and documentary attachments. Once approved, the DPO will endorse the DSA for the Department Secretary's signature/Regional Director. | None | 1 day | <i>DSWD CO/Regional Data Protection Officer</i> |
| | 10. Review and sign the DSA. The signed DSA will be endorsed to the NHTO/NHTS for data processing. | None | 3 days | <i>DSWD Secretary/ Regional Director</i> |
| | 11. Generate the requested data. | None | 1 day | <i>NHTO/NHTS Information Technology Officer</i> |

| | | | | |
|--|---|------|-------|---|
| | 12. Review result of the data generation | None | 1 day | <i>NHTO Quality Management Section/ NHTS Regional Field Coordinator</i> |
| | <p>13. Secure the data by adding password protection to the file.</p> <p>13.1. Prepare Data Release Form (DRF), draft memorandum reply, and burn results in a compact disc (CD), USB stick, or hard drive.</p> <ul style="list-style-type: none"> • Other electro-mechanical storage device may apply as long as it is approved by the IT Head and the storage device is provided by the requesting party. • Google drive may also be used as a storage of the requested data as long as it is encrypted and password-protected. Further, the password will only be released to the authorized personnel of the requesting party. <p>13.2. Counter sign in the DRF.</p> <p>13.3. Finalize the memo, attach the Data Release</p> | None | 1 day | <i>NHTO Quality Management Section & IT Division Chief/ NHTS Information Technology Officer</i> |

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| | Form (DRF) and secure data then forward it to the Administrative unit. | | | |
| | 14. Track and scan the documents upon releasing the result to the requesting Party. | None | 10 minutes | <i>Administrative Assistant III</i> |
| 5. 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 Client Satisfactory Measurement Survey (CSMS) form per Committee on Anti-Red Tape (CART) guidelines. | None | 10 minutes | <i>NHTO/NHTS Information Technology Officer</i> |
| Total: <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 party.</i> | | None | 10 days, 1 hour, and 35 minutes | |

| FEEDBACK AND COMPLAINTS MECHANISM | |
|--|---|
| How to send feedback | <p>Fill out the feedback form to be provided by the Administrative Personnel 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 Personnel.</p> <p>Feedback requiring answers shall be forwarded to the concerned staff or section 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 Personnel which shall be forwarded to the designated Complaints/Grievance 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/Grievance Officer shall evaluate and discuss the complaint with the immediate supervisor of the concerned staff.</p> <p>The Complaints/Grievance 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/Grievance officer shall provide feedback to the client.</p> |

| | |
|--|---|
| Contact Information of NHTO and CCB | <p>National Household Targeting Office (NHTO) nhtspr.npmo@dswd.gov.ph VOIP No.: 10123 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: email@contactcenterngbayan.gov.ph Facebook: https://facebook.com/civilservicegovph/ Web: https://contactcenterngbayan.gov.ph/</p> |
|--|---|

NAME OF OFFICES

| Office/Division/ Unit | Address | Contact Information |
|--|---|---|
| National Household Targeting Office – Office of the Director | DSWD Central Office, Malasakit Building, Batasan Complex, Quezon City | nhtspr.npmo@dswd.gov.ph VOIP No.: 10123 WiServ: Listahanan<space>complaint/message send to 0918 912 2813 |
| National Household Targeting Office – Operations Division | DSWD Central Office, Malasakit Building, Batasan Complex, Quezon City | |
| National Household Targeting Office – IT Division | DSWD Central Office, Malasakit 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-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 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) | | | Provided by the Requesting Party | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1.The requesting party (NGAs, CSOs / NGOs, LGUs, academe etc.) submits a letter of request for Listahanan data – addressed to the NHTO Director/ Regional Director. | 1. Receive and record the request in the Document Transaction/ tracking system 1.1. Forward request to the Office of the NHTO Director or PPD Chief | None | 30 minutes | <i>Administrative Assistant</i> |
| | 2. Review the merit of request based on MC 15 s.2021. Upon approval of the request, endorse to the NHTO Operations Division (OD) / Policy and Plans Division (PPD). | None | 5 hours | <i>NHTO Director/ Regional Director</i> |
| | 3. Input comment/s then endorse to the OD - Statistics Section/ NHTS | None | 1 hour | <i>Operations Division Chief/ PPD Chief</i> |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|--------------|--|-----------------|-----------------|--|
| | 4. Provide instruction based on the data requested, then forward to the Associate Statistician for data generation. | None | 1 hour | <i>Statistics Section Head/ NHTS – RFC</i> |
| | 5. If the request is: <ul style="list-style-type: none"> • Not clear <ol style="list-style-type: none"> In case of vague data request, the Associate Statisticians shall coordinate with the data users (through emails, recorded calls or text) to clarify the data requirement. In case the requested data is not available in the Listahanan database, the Associate Statistician shall provide recommendations to the requesting party on other possible data available. • Clear <ol style="list-style-type: none"> 5.1 Generate the requested data from the Listahanan database (in excel or in any format available). 5.2 Draft response letter/ memorandum to the requesting party and attach routing slip. | None | 1 day | <i>Associate Statisticians</i> |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|--------------|--|-----------------|-----------------|---|
| | 5.3 Submit to the Statistics Section Head/ RFC. | | | |
| | 6. Review the generated statistical /raw data. In case the generated data is: <ul style="list-style-type: none"> • Not accurate – Return the generated statistical/raw data to the Associate Statisticians for revision. • Accurate – Submit to the NHTO Operations Division Chief / PPD Chief for approval and data release. | None | 4 hours | <i>Statistics Section Head/RFC</i> |
| | 7. Countersign response letter/ memorandum then endorse to the NHTO Director/ Regional Director for approval. | None | 1 hour | <i>Operations Division Chief/ PPD Chief</i> |
| | 8. Approval of the facilitated data request for release to the requesting party. <ul style="list-style-type: none"> • Not approved – Return the facilitated request to the NHTO Operations Division / NHTS for revision. • Approved – Sign the response letter/ memorandum with the attached facilitated data request for release. | None | 5 hours | <i>NHTO Director/ Regional Director</i> |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|--|--|------------------------|---------------------------|---------------------------------|
| 2. Receive the data requested and fill-out the CSMS form | 9. Track and facilitate the release of the approved data request to the requesting party. 9.1. Administer Client Satisfaction Measurement Form (CSMF) during the release of approved data request. 9.2. Update and close transaction in the document/ tracking system. | None | 30 minutes | <i>Administrative Assistant</i> |
| Total: | | None | 3 days and 2 hours | |

| FEEDBACK AND COMPLAINTS MECHANISM | |
|--|---|
| How to send feedback | <p>Fill out the feedback form to be provided by the Administrative Personnel 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 Personnel.</p> <p>Feedback requiring answers shall be forwarded to the concerned staff or section 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 Personnel which shall be forwarded to the designated Complaints/Grievance 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/Grievance Officer shall evaluate and discuss the complaint with the immediate supervisor of the concerned staff.</p> <p>The Complaints/Grievance 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/Grievance officer shall provide feedback to the client.</p> |

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| National Household Targeting Office – IT Division | DSWD Central Office, Malasakit 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 complaint 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@contactcenterngbayang.gov.ph
 DSWD: _____

NATIONAL HOUSEHOLD TARGETING OFFICE

Internal Services

5. Data Sharing with DSWD OBSUs – Name Matching Request

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

| Office or Division: | National Household Targeting Office (NHTO) / National Household Targeting Section (NHTS) | | | |
|---|--|------------------------|-----------------|--------------------------------------|
| Classification: | Complex, Highly Technical | | | |
| Type of Transaction: | Government to Government (G2G), Government to Business (G2B), Government to Citizen (G2C) | | | |
| Who may avail: | All DSWD Offices, Bureaus, Services, Units (OBSUs) at the Central and Field Offices, Centers, Residential Care Facility, Sections, and Units (CRCFU) at the regional level, and attached agencies. | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Letter of Request (Indicate reason for name matching) 2. Electronic copy (Preferably in CSV format) of the name to be matched which includes the following: <ul style="list-style-type: none"> • Complete name (Last name, First Name, Middle Name, Extension Name) • Birth Date (YYYY-MM-DD format) • Philippine Standard Geographic Classification of (PSGC) Province, City/Municipality, and Barangay 3. Non-Disclosure Agreement (NDA) signed by the: (1) Head of Office as Personal Information Controller (PIC), (2) designated Data Privacy Officer (DPO) or Compliance Officer (COP) 4. List of Personnel who will access, process, and safeguard the Listahanan data, including the employed data processing | | Provided by the Client | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Provide the letter of request together with the electronic | 1. Receive the request 1.1. Record the request in the | None | 15 minutes | <i>Administrative Assistant (AA)</i> |

| | | | | |
|-------------------------------------|--|------|---------|---|
| copy of the names for name matching | DSWD EDTMS / any other tracking system 1.2. Endorse request to the NHTO Director / Regional Director | | | |
| | 2. Provide instruction to facilitate/review the request 2.1. Endorse to the NHTO OD Chief / Policy and Plans Division (PPD) Chief | None | 2 hours | <i>NHTO Director / Regional Director</i> |
| | 3. Provide recommendations on the request 3.1. Endorse to the assigned Project Development Officer (PDO) to inform the client about the status of their request | None | 1 hour | <i>NHTO-OD Chief / PPD Chief</i> |
| | 4. Status of the approval / disapproval of the data request based on the DSWD AO 19, s.2021 <ul style="list-style-type: none"> Disapproved – Sign the letter of disapproval and endorse to the client. End of process. Approved – Notify and provide the NDA and documentary | None | 1 hour | <i>NHTO Director/ Regional Director / Administrative Unit (AU)</i> <i>NHTO-PDO / NHTS-Regional Field Coordinator (RFC)</i> |

| | requirements to the client | | | |
|--|---|------|---|---|
| 2. Provide the documentary requirements and the NDA signed by the Head of Office (HOO) as Personal Information Controller (PIC) and the designated Data Privacy Officer (DPO) / Compliance Officer for Privacy (COP) | 5. Review all documentary requirements including the NDA submitted by the client <ul style="list-style-type: none"> • Non-Compliant – Inform the client regarding the incomplete requirement via email. • Compliant: <ol style="list-style-type: none"> a. Sign the NDA and endorse to the DPO for signature b. Endorse the signed NDA to Information Technology Division (ITD) for processing | None | 2 hours | NHTO-PDO / NHTS-RFC OD / IT Chief / AU AU |
| | 6. Review the compliance of the electronic copy of names with the required template/format: <ul style="list-style-type: none"> • Non-Compliant – Inform the client about the findings via email • Compliant – Process the request within the set deadline depending on the volume or number of names to be matched | None | 1 hour 1 day (5,000 and below) 3 days (5,001 – 50,000) 7 days (50,001 – 400,000) | <i>ITO – Database Management Section (DMS) / NHTS</i> |

[illegible]

| | | | |
|--|--------------------|--|--|
| <p style="text-align: right;">TOTAL:</p> <p><i>*With possible extension on the actual data processing depending on the number of names required but shall not exceed forty (40) days as reference in RA-IRR-11032.Rule 7.Section 3.c.</i></p> | <p>None</p> | <p>Minimum – 2 days, 3 hours, 35 minutes</p> <p>Maximum – 21 days 3, hours, 35 minutes</p> | |
|--|--------------------|--|--|

| FEEDBACK AND COMPLAINTS MECHANISM | |
|--|---|
| How to send feedback | <p>Fill out the feedback form to be provided by the Administrative Personnel 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 Personnel.</p> <p>Feedback requiring answers shall be forwarded to the concerned staff or section 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 Personnel which shall be forwarded to the designated Complaints/Grievance 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/Grievance Officer shall evaluate and discuss the complaint with the immediate supervisor of the concerned staff.</p> <p>The Complaints/Grievance 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/Grievance officer shall provide feedback to the client.</p> |

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| Contact Information of NHTO and CCB | <p>National Household Targeting Office (NHTO) nhtspr.npmo@dswd.gov.ph VOIP No.: 10123 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: 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, Malasakit Building, Batasan Complex, Quezon City | |
| National Household Targeting Office – IT Division | DSWD Central Office, Malasakit 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.)

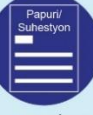
2.



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 complaint 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@contactcenterngbayang.gov.ph
 DSWD: _____

1. 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: | Complex, Highly Technical | | | |
| Type of Transaction: | Government to Government (G2G), Government to Business (G2B), Government to Citizen | | | |
| Who may avail: | All DSWD Offices, Bureaus, Services, Units (OBSUs) at the Central and Field Offices, Centers, Residential Care Facility, Sections, and Units (CRCFU) at the regional level, and attached agencies. | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Letter of Request (indicating purpose for the request, the list of data sets required and how these will be used, and a reasonable timeline as to when the requested data is needed) 2. Document indicating the appointed and NPC-registered Data Protection Officer 3. Accomplished Non-Disclosure Agreement (NDA) 4. List of personnel who will have access to the Listahanan data together with the purpose and data processing they will employ in the treatment of data | | Provided by the Requesting Party | | |
| 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 (if available) 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 2-3 working days on the approval of their request and the expected schedule of release of the results. | None | 15 minutes | <i>Administrative Assistant III</i> |

| | | | | |
|--|---|------|---------|---|
| | 1.2. Forward the request to the NHTO Director/ NHTS Policy and Plans Division (PPD) Chief for approval. | | | |
| | 2. Review, input comment, and decide if the request is for processing or not, then endorse it to the NHTO Operations Division Chief/ Regional Field Coordinator. | None | 6 hours | <i>NHTO Director/ NHTS PPD Chief</i> |
| | 3. Input recommendations and endorse it to the designated Data Privacy Officer (DPO) | None | 6 hours | <i>NHTO Operations Division Chief/ Regional Field Coordinator</i> |
| | 4. Review the request and make recommendations if the request is for approval or not, then endorse to the NHTO Director/ NHTS Policy and Plans Division Chief. | None | 3 hours | <i>NHTO CO /Regional Data Privacy Officer</i> |
| 2. Submission of signed Non-Disclosure Agreement (NDA) Agreement and other documentary requirements not included in the submission of letter of request to the NHTO/ NHTS for review on completeness | 5. The NHTO Director/NHTS PPD Chief endorses the recommendation to the assigned Project Development Officer to inform the client on the approval or disapproval of the data request based on the DSWD AO 19, s. 2021. | None | 2 hours | <i>NHTO Director /NHTS PPD Chief & assigned Project Development Officer</i> |

| | | | | |
|--|---|------|-------|---|
| | <ul style="list-style-type: none"> • If Approved – Communicate with the requesting party, facilitate the signing of the NDA, and review all the documentary requirements • If Disapproved- Return to requesting party and prepare a Denial of Request for Data Form highlighting the grounds for such denial. End of process. <p>5.1. After accomplishing the NDA and reviewing the completeness of the documentary requirements, endorse to the NHTO IT Division Chief or designated IT personnel/ NHTS Information Technology Officer</p> | | | |
| | 6. Generate the requested data | None | 1 day | <i>NHTO/NHTS Information Technology Officer</i> |

| | | | | |
|--|--|------|-------|---|
| | 7. Review result of the data generation. | None | 1 day | <i>NHTO Quality Management Section/ NHTS Regional Field Coordinator</i> |
| | <p>8. Secure the data by adding password protection to the file.</p> <p>8.1. Prepare Data Release Form (DRF), draft memorandum reply, and burn results in a compact disc (CD), USB stick, or hard drive.</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. • Google drive may also be used as a storage of the requested data as long as it is encrypted and password-protected. Further, the password will only be released to the authorized personnel of the requesting party. <p>8.2. Counter sign in the DRF</p> | None | 1 day | <i>NHTO Quality Management Section & IT Division Chief/ NHTS Information Technology Officer</i> |

| | | | | |
|---|--|------|---|---|
| | 8.3. Finalize the memo, attach the Data Release Form (DRF) and secure data then forward it to the Administrative unit. | | | |
| | 9. The Administrative Section will track and scan the document before releasing the result to the requesting Party. | None | 10 minutes | <i>Administrative Assistant III</i> |
| 3. Call NHTO/NHTS for retrieval of password upon receipt of the result and submit the signed Certificate of Acceptance | 10. Provide the password of the file to the requesting party thru phone upon inquiry and receive the signed Certificate of Acceptance from the requesting party. 10.1 Administer the Client Satisfactory Measurement Survey (CSMS) form per Committee on Anti-Red Tape (CART) guidelines. | None | 10 minutes | <i>NHTO/NHTS Information Technology Officer</i> |
| Total: <i>*with possible extension on the actual data processing depending on type of data being requested and the compliance and submission of the documentary requirements by the requesting party.</i> | | None | 5 days, 1 hour and 35 minutes (minimum) | |

| FEEDBACK AND COMPLAINTS MECHANISM | |
|--|---|
| How to send feedback | <p>Fill out the feedback form to be provided by the Administrative Personnel and drop it in the designated dropbox or email to nhtspr.npmo@dswd.gov.ph</p> |
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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 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 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) | | Provided by the Requesting Party | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. The requesting OBSU submits their letter of request for Listahanan statistical/ raw data. | 1. Receive and record the request in the Document Transaction/ tracking system 1.1. Forward request to the Office of the NHTO Director or PPD Chief | None | 30 minutes | <i>Administrative Assistant</i> |
| | 2. Review the merit of request based on AO 19 s.2021. Upon approval of the request, endorse to the NHTO Operations Division (OD) / National Household Targeting Section (NHTS). | None | 5 hours | <i>NHTO Director/ PPD Chief</i> |
| | 3. Input comment/s then endorse to the OD-Statistics Section. | None | 1 hour | <i>Operations Division Chief (Central Office)</i> |
| | 4. Provide instruction based on the data requested, then forward to the Associate Statistician for data generation. | None | 1 hour | <i>Statistics Section Head/ NHTS – RFC</i> |
| | 5. If the request is: • Not clear | None | 1 day | <i>Associate Statisticians</i> |

| CLIENT STEPS | AGENCY ACTIONS | FEEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|--------------|--|------------------|-----------------|-------------------------------------|
| | <p>a. In case of vague data request, the Associate Statisticians shall coordinate with the data users (through emails, recorded calls or text) to clarify the data requirement.</p> <p>b. In case the requested data is not available in the Listahanan database, the Associate Statistician shall provide recommendations to the requesting party on other possible data available.</p> <ul style="list-style-type: none"> • Clear <p>5.1 Generate the requested data from the Listahanan database (in excel or in any format available).</p> <p>5.2 Draft response letter/ memorandum to the requesting party and attach routing slip.</p> <p>5.3 Submit to the Statistics Section Head/ RFC.</p> | | | |
| | <p>6. Review the generated statistical /raw data. In case the generated data is:</p> <ul style="list-style-type: none"> • Not accurate – Return the generated statistical/raw data to the Associate Statisticians for revision. | None | 4 hours | <i>Statistics Section Head/ RFC</i> |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|--|--|-----------------|---------------------------|---|
| | <ul style="list-style-type: none"> Accurate – Submit to the NHTO Operations Division Chief / PPD Chief for approval and data release. | | | |
| | 7. Countersign response letter/ memorandum then endorse to the NHTO Director. | None | 1 hour | <i>Operations Division Chief (Central Office)</i> |
| | 8. Approval of the facilitated data request for release to the requesting party. <ul style="list-style-type: none"> Not approved – Return the facilitated request to the NHTO Operations Division / NHTS for revision. Approved – Sign the response letter/ memorandum with the attached facilitated data request for release. | None | 5 hours | <i>NHTO Director/ PPD Chief</i> |
| 2. Receive the data requested and fill-out the CSMS form | 9. Track and facilitate the release of the approved data request to the requesting party. 9.1. Administer Client Satisfaction Measurement Form (CSMF) during the release of approved data request. 9.2. Update and close transaction in the document/ tracking system. | None | 30 minutes | <i>Administrative Assistant</i> |
| Total: | | None | 3 days and 2 hours | |

| FEEDBACK AND COMPLAINTS MECHANISM | |
|--|---|
| How to send feedback | <p>Fill out the feedback form to be provided by the Administrative Personnel 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 Personnel.</p> <p>Feedback requiring answers shall be forwarded to the concerned staff or section 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 Personnel which shall be forwarded to the designated Complaints/Grievance 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/Grievance Officer shall evaluate and discuss the complaint with the immediate supervisor of the concerned staff.</p> <p>The Complaints/Grievance 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/Grievance officer shall provide feedback to the client.</p> |

| | |
|--|---|
| | |
| Contact Information of NHTO and CCB | <p>National Household Targeting Office (NHTO) nhtspr.npmo@dswd.gov.ph VOIP No.: 10123 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: email@contactcenterngbayan.gov.ph Facebook: https://facebook.com/civilservicegovph/ Web: https://contactcenterngbayan.gov.ph/</p> |

NAME OF OFFICES

| Office/Division/ Unit | Address | Contact Information |
|--|---|---|
| National Household Targeting Office – Office of the Director | DSWD Central Office, Malasakit Building, Batasan Complex, Quezon City | nhtspr.npmo@dswd.gov.ph VOIP No.: 10123 WiServ: Listahanan<space>complaint/message send to 0918 912 2813 |
| National Household Targeting Office – Operations Division | DSWD Central Office, Malasakit Building, Batasan Complex, Quezon City | |
| National Household Targeting Office – IT Division | DSWD Central Office, Malasakit 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.

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