



DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT

NATIONAL HOUSEHOLD TARGETING OFFICE

CITIZEN'S CHARTER

2024 (1<sup>st</sup> Edition)

## **Quality Policy**

### DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT

**D**eliver, coordinate, and monitor social protection programs and services to the poor, vulnerable, and disadvantaged population towards a fair, just and peaceful society;

**S**ustain a culture of excellence through continual improvement of systems, mechanisms, and procedures in the delivery of programs and services;

**W**ork with integrity and adhere to ethical standards for customer satisfaction and quality service by complying with the DSWD mandates, and other pertinent laws; and

**D**emonstrate genuine concern for the poor, prompt compassionate service, and free from any form of corruption.

**I. Mandate:**

The Department of Social Welfare and Development (DSWD) is the primary government agency mandated to develop, implement and coordinate social protection and poverty-reduction solutions for and with the poor, vulnerable and disadvantaged.

**II. Vision:**

The Department of Social Welfare and Development envisions all Filipinos free from hunger and poverty, have equal access to opportunities, enabled by a fair, just, and peaceful society.

**III. Mission:**

To lead in the formulation, implementation, and coordination of social welfare and development policies and programs for and with the poor, vulnerable, and disadvantaged.

**IV. Service Pledge:**

We are committed to provide quality, prompt, and courteous service from Mondays to Fridays, 8:00 A.M. to 5:00 P.M., without noon breaks and thereby ensure that all applicants or requesting parties who are within the DSWD premises prior to the end of the official working hours and during lunch break shall be attended to. In view of this, we shall ensure availability of Officers-in-Charge of our frontline services at all times for consultation and advice.

Furthermore, we shall endeavor to complete transactions within the day and in the event that we are unable to do so, we shall inform you promptly of our actions taken so far and clearly explain the reason/s for such delay.

We shall appreciate any positive or negative feedback regarding our services, facilities, and personnel.

All these we pledge for the best interest of the clients/customers we serve.

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## LIST OF SERVICES

<b>Offices</b>	<b>DOCUMENT # (SOP Number)</b>	<b>Type of Service</b>	<b>Name Of Service</b>
NHTO	DSWD-NHTO-SOP-001	External	Data Sharing - List of Data Subjects
NHTO	DSWD-NHTO-SOP-002	External	Data Sharing - Name Matching
NHTO	DSWD-NHTO-SOP-003	External	Data Sharing - Statistics/Raw Data Request
NHTO	DSWD-NHTO-SOP-004	Internal	Data Sharing with DSWD OBSUS – List of Data Subjects
NHTO	DSWD-NHTO-SOP-005	Internal	Data Sharing with DSWD OBSUS – Name Matching
NHTO	DSWD-NHTO-SOP-006	External	Walk-in Name Matching Data Request
NHTO	DSWD-NHTO-SOP-007	Internal	Data Sharing with DSWD OBSUs - Statistics/Raw Data Request

**NATIONAL HOUSEHOLD TARGETING OFFICE**

**FRONTLINE (EXTERNAL)**

**SERVICES**

## 1. Data Sharing – List of Data Subjects

Generation of datasets with Personal Information (PI) and Sensitive Personal Information (SPI) with a Data Sharing Agreement (DSA)

<b>Office or Division:</b>	National Household Targeting Office (NHTO) and National Household Targeting Sections (NHTS)	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	Government to Government (G2G) and Government to Citizen (G2C)	
<b>Who may avail:</b>	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.	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	<ol style="list-style-type: none"> <li>1. One (1) original or copy of Letter of Request (indicating reasons for the request and specific data sets expected to be acquired from the Listahanan database)</li> <li>2. One (1) original copy of accomplished Data Sharing Agreement (DSA)</li> <li>3. One (1) original/certified true copy of document indicating the appointed and NPC- registered Data Protection Officer (DPO)</li> <li>4. One (1) original/copy of 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</li> <li>5. One (1) original/copy of list of identified staff who will access, process, and safeguard the Listahanan data including the data processing to be employed</li> <li>6. Hardware and Security Component with supporting images and specifications</li> <li>7. One (1) original/copy of Documentation of physical security measures in place</li> <li>8. One (1) 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)</li> <li>9. One (1) original/certified true copy of Valid Proof of Identities of the agency head and their</li> </ol>	<p>Provided by the Requesting Party</p>

designated DPO/s (only for NGOs, CSOs, and Private Foundations) 10. One (1) original/certified true copy of Valid documents indicating the legitimacy of the organization (only for NGOs, CSOs, and Private Foundations)  <i>For Local Government Unit (LGU):</i> <ul style="list-style-type: none"> <li>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</li> <li>The DSWD Regional Director (RD) and the incumbent LCE shall sign the DSA</li> </ul>				
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.	1.1 Receive and record the request in the document transaction/ tracking system.  1.1.1 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.  1.1.2 Forward the request to the Director for approval.	None	15 minutes	<i>Supervising Administrative Officer/ Regional Field Coordinator</i>
	1.2 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.			



	1.3 Input recommendations and endorse it to the assigned Project Development Officer (PDO).	None	3 hours	<i>NHTO Operations Division Chief/ NHTS PPD Chief</i>
	1.4 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"> <li>• If approved- the orientation will be scheduled including the preparation of the other documentary requirements not included in the submission of letter of request.</li> <li>• If disapproved- Inform the requesting party of the disapproval highlighting the grounds for such denial through writing. (<i>End of process</i>)</li> </ul>	None	2 hours	<i>NHTO Planning and Monitoring Section Head/ Regional Field Coordinator</i>
2. Attend the scheduled orientation with the NHTO ACBS and Inspection Team/ NHTS designated personnel & Inspection Team.	2.1 Orient the requesting party about the Listahanan, Data Privacy Act of 2012, MC 15, s. 2021, and data sharing requirements. 2.1.1 Issue Certificate of Orientation on the Data Privacy Act (DPA) of 2012. 2.1.2 Send to the requesting party via email the copy of the law, IRR and the issuances of NPC together with the	None	2 hours	<i>NHTO Advocacy and Capacity Building Section Head/ Regional Field Coordinator</i>

	issuance of Certification on the Acknowledgement Receipt of the said law/policies.			
3. Submit the signed Data Sharing Agreement (DSA) and other documentary requirements not included in the submission of letter request.	3.1 Review all documentary requirements including DSA submitted by the requesting party.  3.1.1 Schedule with the requesting party on the conduct of virtual/physical inspection meeting	None	2 hours	<i>NHTO Operations Division and IT Division Chief/ NHTS Regional Field Coordinator and Information Technology Officer</i>
4. Present the IT facilities to the NHTO Inspection Team.	4.1 Conduct virtual/physical inspection of IT facilities of the requesting party.  4.1.1 Issue Certifications (Certification of Physical Set-up, Organization, Technical and Security Set-up )	None	1 day	<i>NHTO/NHTS Information Technology Officer</i>
	4.2 Certifications and documentary requirements will be attached to the accomplished DSA and for endorsement to the Department's/Regional DPO.	None	2 hours	<i>NHTO Director/ Regional Field Coordinator</i>
	4.3 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>

	4.4 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>
	4.5 Generate the requested data.	None	1 day	<i>NHTO Database Management Section Head/NHTS Information Technology Officer</i>
	4.6 Review result of the data generation	None	1 day	<i>NHTO Quality Management Section Head/ NHTS Regional Field Coordinator</i>
	4.7 Secure the data by adding password protection to the file.  4.7.1 Prepare Data Release Form (DRF), draft memorandum reply, and burn results in a compact disc (CD), USB stick, or hard drive. <ul style="list-style-type: none"> <li>• 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.</li> <li>• 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</li> </ul>	None	1 day	<i>IT Division Chief/ NHTS Information Technology Officer</i>

	<p>personnel of the requesting party.</p> <p>4.7.2 Counter sign in the DRF.</p> <p>4.7.3 Finalize the memo, attach the Data Release Form (DRF) and secure data then forward it to the Administrative unit.</p>			
	4.8 Track and scan the documents upon releasing the result to the requesting Party.	None	10 minutes	<i>Supervising Administrative Officer/ Regional Field Coordinator</i>
5. Call NHTO/NHTS for retrieval of password upon receipt of the result.	5. 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 Database Management Section Head/ NHTS Information Technology Officer</i>
<b>TOTAL:</b>		<b>None</b>	<b>10 days, 1 hour, and 35 minutes</b>	
<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>				

## 2. Data Sharing – Name Matching

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

<b>Office or Division:</b>	National Household Targeting Office (NHTO) and National Household Targeting Sections (NHTS)	
<b>Classification:</b>	Complex, Highly Technical	
<b>Type of Transaction:</b>	Government to Government (G2G), Government to Business (G2B), Government to Citizen (G2C)	
<b>Who may avail:</b>	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.	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	<ol style="list-style-type: none"> <li>1. One (1) original or copy of letter of request (Indicate reason for name matching)</li> <li>2. One (1) electronic copy (Preferably in CSV format) of the name to be matched which includes the following: <ul style="list-style-type: none"> <li>• Complete name (Last name, First Name, Middle Name, Extension Name)</li> <li>• Birth Date (YYYY-MM-DD format)</li> <li>• Philippine Standard Geographic Classification of (PSGC) Province, City/Municipality, and Barangay</li> </ul> </li> <li>3. One (1) original Valid Proof of Identities of the Personal Information Controller (PIC), Data Privacy Officer (DPO), Compliance Officer (COP)</li> <li>4. One (1) original copy of Data Sharing Agreement (DSA) signed by the: (1) Head of Office as PIC, (2) designated DPO or COP</li> <li>5. One (1) original/photocopy of List of Personnel who will access, process, and safeguard the Listahanan data, including the employed data processing</li> <li>6. One (1) original Copy of the Resolution of Governing Board authorizing head of agency (NGOs, CSOs, and Private Foundations)</li> </ol> <p><i>*For Local Government Unit (LGU):</i></p>	<p>Provided by the Requesting Party</p>

<ul style="list-style-type: none"> <li>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</li> <li>The DSWD Regional Director (RD) and the incumbent LCE shall sign the DSA</li> </ul>				
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	1.1 Receive the request 1.1.1 Endorse request to the NHTO Director / Regional Director	None	15 minutes	<i>Supervising Administrative Officer/ Regional Field Coordinator</i>
	1.2 Provide instruction to facilitate/review the request. 1.1.2 Endorse to the NHTO OD Chief / Policy and Plans Division (PPD) Chief	None	2 hours	<i>NHTO Director/ Regional Director</i>
	1.3 Provide recommendations on the request 1.3.1 Endorse to the assigned Project Development Officer (PDO) to inform the client on the status of their request	None	1 hour	<i>NHTO Operations Division Chief/ NHTS PPD Chief</i>
	1.4 Inform the requesting party of the status of the approval /disapproval of the request based on the DSWD MC 15, s. 2021. <ul style="list-style-type: none"> <li>If disapproved -Inform the requesting party of the disapproval highlighting the grounds for such denial through writing. <i>(End of process)</i></li> </ul>	None	1 hour	<i>NHTO Planning and Monitoring Section Head/ Regional Field Coordinator</i>

	<ul style="list-style-type: none"> <li>If approved – Notify and provide the DSA and documentary requirements to the client</li> </ul>			
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>2.1 Review all documentary requirements including the DSA submitted by the client.</p> <ul style="list-style-type: none"> <li>Non-Compliant – Inform the client regarding the incomplete requirements via email.</li> <li>Compliant –           <ol style="list-style-type: none"> <li>Facilitate the DSA and endorse to the DPO and the Office of the Secretary for signature</li> <li>Endorse the signed DSA to Information Technology Officer for processing</li> </ol> </li> </ul>	None	2 hours	<i>NHTO Operations Division Chief/ Regional Field Coordinator</i>
	<p>2.2 Review the compliance of the electronic copy of names with the required template/ format:</p> <ul style="list-style-type: none"> <li>Non-Compliant – Inform the client about the findings via email.</li> <li>Compliant – Process the request within the set deadline depending on the volume or number of names to be matched</li> </ul>	None	1 day (5,000 and below) 3 days (5,001 – 50,000) 7 days (50,001 – 400,000) 18 days (400,001 – 1,000,000)	<i>NHTO Database Management Section Head/ NHTS Information Technology Officer</i>

<p>3. Provide a storage device that is approved by the IT Chief or request for a Google Drive link</p>	<p>3.1 Secure the data by adding a password to the file.</p> <p>3.1.1 Prepare the Data Release Form (DRF).</p> <p>3.1.2 Draft the response memorandum.</p> <p>3.1.3 Save the results in a compact disc (CD), Universal Serial Bus (USB) stick, google drive, or hard drive.</p> <p>3.1.4 Sign the DRF.</p> <p>3.1.5 Endorse the finalized documents to NHTO Director / PPD Chief.</p>	<p>None</p>	<p>3 hours</p>	<p><i>NHTO Database Management Section Head/ NHTS Information Technology Officer</i></p> <p><i>NHTO IT Division Chief/NHTS Regional Field Coordinator</i></p>
	<p>3.2 Sign the memorandum and endorse to Administrative Assistant for releasing.</p>	<p>None</p>	<p>1 hour</p>	<p><i>NHTO Director/ Regional Director</i></p>
<p>4. Receive the documents</p>	<p>4.1 Track and scan the documents for record keeping.</p> <p>4.1.1 Release the document to the client</p>	<p>None</p>	<p>10 minutes</p>	<p><i>Supervising Administrative Officer/ Regional Field Coordinator</i></p>
<p>5. Fill out the Client Satisfactory Measurement Survey (CSMS)</p>	<p>5 Provide the client the CSMS form per Committee on Anti- Red Tape (CART) guidelines.</p>	<p>None</p>	<p>10 minutes</p>	<p><i>NHTO Database Management Section Head/ NHTS Information Technology Officer</i></p>
<p style="text-align: right;"><b>TOTAL:</b></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><b>None</b></p>	<p>For 5000 names and below: 2 days, 3 hours and 45 minutes</p> <p>For 5,001 - 50,000 names: 4 days, 3 hours and 45 minutes</p>	



	<p>For 50-000 – 400,000 names: 8 days, 3 hours and 45 minutes</p> <p>For 400,001- 1,000,000 names: 21 days, 3 hours and 45 minutes</p>	
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### 3. Data Sharing – Statistics/Raw Data Request

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

<b>Office or Division:</b>	National Household Targeting Office (NHTO) and National Household Targeting Sections (NHTS)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Government (G2G), Government to Citizen (G2C), Government to Business (G2B)			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. One (1) original/copy of Letter of Request (specify purpose and data requested)		Provided by the Requesting Party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit a letter or email re: request for Listahanan data – addressed to the NHTO Director/ Regional Director.	1.1 Receive and record the request.	None	30 minutes	<i>NHTO Supervising Administrative Officer/ NHTS Regional Field Coordinator (RFC)</i>
	1.1.1 Forward request to NHTO Operations Division/ National Household Targeting Section (NHTS), then furnish the NHTO Director/ Regional Director and the Policy and Plans Division (PPD) a copy of the request			
	1.2 Review the request based on MC 15 s.2021			
	1.2.1 Input comment/s then endorse to the NHTO Statistics Section/ NHTS Associate Statistician	None	2 hours	<i>NHTO Operations Division Chief / NHTS – RFC</i>
	1.3 Provide instruction based on the data requested. If the request is: <ul style="list-style-type: none"> <li>• <b>Not clear</b></li> </ul>	None	3 hours	<i>NHTO Statistics Section Head/ NHTS RFC</i>

	<p>a. In case of vague data request, instruct the Associate Statisticians to coordinate with the data users (through emails, recorded calls or text) and clarify the data requirement.</p> <p>b. In case the requested data is not available in the Listahanan database, instruct the Associate Statistician to coordinate with the requesting party and provide recommendations on other data available in the Listahanan.</p> <ul style="list-style-type: none"> <li>• <b>Clear</b> Forward request to the Associate Statistician for data generation.</li> </ul>			
	<p>1.4 Generate the requested data from the Listahanan database, and export into excel or any format available.</p> <p>1.4.1 Draft response letter to the requesting party.</p> <p>1.4.2 Submit to the NHTO Statistics Section Head/ NHTS RFC for review.</p>	None	1 day	<i>NHTO and NHTS Associate Statisticians</i>
	<p>1.5 Review the generated statistical /raw data. In case the generated data is:</p> <ul style="list-style-type: none"> <li>• Not accurate – Return the generated statistical/raw data to</li> </ul>	None	3 hours	<i>NHTO Statistics Section Head/ NHTS - RFC</i>

	<p>the Associate Statisticians for revision.</p> <ul style="list-style-type: none"> <li>Accurate – Submit to the NHTO Operations Division Chief / FO PPD Chief for review and recommending approval.</li> </ul>			
	1.6 Countersign response letter and endorse the same to the NHTO Director/ [FO] Regional Director for approval.	None	2 hours	<i>Operations Division Chief/ PPD Chief</i>
	<p>1.7 Approval of the facilitated data request for release to the requesting party.</p> <ul style="list-style-type: none"> <li><b>If disapproved</b> – Provide note on the reason of disapproval; then return the facilitated request to the Operations Division / NHTS for revision.</li> <li><b>If Approved</b> – Sign the response letter for data release.</li> </ul>	None	5 hours	<i>NHTO Director/ Regional Director</i>
2. Receive the data requested and fill-out the CSMS form	<p>2.1 Track and facilitate the release of the approved data request to the requesting party.</p> <p>2.2 Administer Client Satisfaction Measurement Survey (CSMS) during the release of approved data request.</p>	None	30 minutes	<i>NHTO Supervising Administrative Officer/ NHTS Regional Field Coordinator (RFC)</i>
<b>TOTAL:</b>		<b>None</b>	<b>3 days</b>	

#### 4. 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

<b>Office or Division:</b>	National Household Targeting Office (NHTO) and National Household Targeting Sections (NHTS)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen (G2C)			
<b>Who may avail:</b>	All walk-in clients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>One (1) Valid Identification Card / Proof of Identity</li> <li>One (1) original copy of Walk-in Name Matching Form</li> </ol>		<ol style="list-style-type: none"> <li>Provided by the Requesting Party</li> <li>NHTO/NHTS Grievance Officer</li> </ol>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Provide Valid Identification Card / Proof of Identity and fill-out the name matching form	<ol style="list-style-type: none"> <li>Interview the client to evaluate the validity of the request as to its purpose: <ul style="list-style-type: none"> <li><i>Invalid</i> – Inform the client on the grounds for the denial of the request based on the DSWD MC 15, s. 2021. <i>End of process</i></li> <li><i>Valid</i> – Provide the name matching form upon confirming the validity of the request and proceed for processing the name matching</li> </ul> </li> </ol>	None	30 minutes	<i>Section Head of Advocacy and Capacity Building Section (ACBS) / Regional Field Coordinator (RFC)</i>
2. Receive the Name Matching result	<ol style="list-style-type: none"> <li>Explain the result of Name Matching</li> </ol>	None	5 minutes	<i>Section Head of ACBS / RFC</i>
3. Fill-out the Client the Satisfactory Measurement Survey (CSMS)	<ol style="list-style-type: none"> <li>Provide the client the CSMS form per Committee on Anti- Red Tape (CART) guidelines.</li> </ol>	None	5 minutes	<i>Section Head of ACBS / RFC</i>
<b>TOTAL:</b>		<b>None</b>	<b>40 minutes</b>	

## **NATIONAL HOUSEHOLD TARGETING OFFICE**

# **NON-FRONTLINE (INTERNAL) SERVICES**

## 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.

<b>Office or Division:</b>	National Household Targeting Office (NHTO) and National Household Targeting Sections (NHTS)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Government to Government (G2G), Government to Business (G2B), Government to Citizen			
<b>Who may avail:</b>	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.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>1. One (1) original/copy of 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)</li> <li>2. One (1) original/certified true copy of document indicating the appointed and NPC- registered Data Protection Officer</li> <li>3. One (1) original copy of accomplished Non-Disclosure Agreement (NDA)</li> <li>4. One (1) copy of 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</li> </ol>		Provided by the Requesting Party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<ol style="list-style-type: none"> <li>1. Endorse the letter of request with attached e-copy of data requirements (if available) to NHTO/NHTS.</li> </ol>	<ol style="list-style-type: none"> <li>1.1 Receive and record the request in the document transaction/tracking system.</li> <li>1.1.1 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.</li> </ol>	None	15 minutes	<i>NHTO Supervising Administrative Officer/ NHTS Regional Field Coordinator (RFC)</i>

	1.1.2 Forward the request to the NHTO Director/ NHTS Policy and Plans Division (PPD) Chief for approval.			
	1.2 Review, input comment, and decide if the request is for processing or not, then endorse it to the NHTO Operations Division Chief/ RFC.	None	6 hours	<i>NHTO Director/ NHTS PPD Chief</i>
	1.3 Input recommendations and endorse it to the designated Data Privacy Officer (DPO)	None	6 hours	<i>NHTO Operations Division Chief/ NHTS RFC</i>
	1.4 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	<p>2.1 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.</p> <ul style="list-style-type: none"> <li>• If Approved – Communicate with the requesting party, facilitate the signing of the NDA, and review all the documentary requirements</li> <li>• If Disapproved- Return to requesting party</li> </ul>	None	2 hours	<i>NHTO Operations Division Chief/ NHTS RFC</i>



	<p>and prepare a Denial of Request for Data Form highlighting the grounds for such denial. <i>End of process.</i></p> <p>2.1.1 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>			
	2.2 Generate the requested data.	None	1 day	<i>NHTO Database Management Section Head/ NHTS Information Technology Officer</i>
	2.3 Review result of the data generation.	None	1 day	<i>NHTO Quality Management Section Head/ NHTS Regional Field Coordinator</i>
	<p>2.4 Secure the data by adding password protection to the file.</p> <p>2.4.1 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"> <li>Other storage device may apply as long as it is approved by the IT Head and the</li> </ul>	None	1 day	<i>NHTO Quality Management Section Head &amp; IT Division Chief/ NHTS Information Technology Officer</i>

	<p>storage device is provided by the requesting party.</p> <ul style="list-style-type: none"> <li>• 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.</li> </ul> <p>2.4.2 Counter sign in the DRF.</p> <p>2.4.3 Finalize the memo, attach the Data Release Form (DRF) and secure data then forward it to the Administrative unit.</p>			
	2.5 Track and scan the document before releasing the result to the requesting party.	None	10 minutes	<i>Supervising Administrative Officer/NHTS RFC</i>
3. Call NHTO/NHTS for retrieval of password upon receipt of the result and submit the signed Certificate of Acceptance	<p>3.1 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.</p> <p>3.1.1 Administer the Client Satisfactory Measurement Survey (CSMS) form per Committee on Anti-</p>	None	10 minutes	

	Red Tape (CART) guidelines.			
<b>TOTAL:</b> <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>		<b>None</b>	<b>5 days, 1 hour and 35 minutes</b>	

## 2. 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.

<b>Office or Division:</b>	National Household Targeting Office (NHTO) and National Household Targeting Sections (NHTS)			
<b>Classification:</b>	Complex, Highly Technical			
<b>Type of Transaction:</b>	Government to Government (G2G), Government to Business (G2B), Government to Citizen			
<b>Who may avail:</b>	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.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>1. One (1) original/copy of letter of request (Indicate reason for name matching)</li> <li>2. One (1) electronic copy (Preferably in CSV format) of the name to be matched which includes the following: <ul style="list-style-type: none"> <li>• Complete name (Last name, First Name, Middle Name, Extension Name)</li> <li>• Birth Date (YYYY-MM-DD format)</li> <li>• Philippine Standard Geographic Classification of (PSGC) Province, City/Municipality, and Barangay</li> </ul> </li> <li>3. One (1) original 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)</li> <li>4. One (1) copy of List of Personnel who will access, process, and safeguard the Listahanan data, including the employed data processing</li> </ol>		Provided by the Requesting Party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Provide the letter of request together with the electronic copy of the names for name matching	<ol style="list-style-type: none"> <li>1.1 Receive and record the request.</li> <li>1.1.1 Endorse request to the NHTO Director / Regional Director</li> </ol>	None	15 minutes	<i>NHTO Supervising Administrative Officer/ NHTS Regional Field Coordinator (RFC)</i>

	<p>1.2 Provide instruction to facilitate/review the request.</p> <p>1.2.1 Endorse to the NHTO OD Chief / Policy and Plans Division (PPD) Chief.</p>	None	2 hours	<i>NHTO Director / Regional Director</i>
	<p>1.3 Provide recommendations on the request.</p> <p>1.3.1 Endorse to the assigned Project Development Officer (PDO) to inform the client about the status of their request.</p>	None	1 hour	<i>NHTO-OD Chief / PPD Chief</i>
	<p>1.4 Inform the client on the status of data request based on the DSWD AO 19, s. 2021.</p> <ul style="list-style-type: none"> <li>• Disapproved – Sign the letter of disapproval and endorse to the client. <i>End of process</i></li> <li>• Approved – Notify and provide the NDA and documentary requirements to the client</li> </ul>	None	1 hour	<i>NHTO Project Development Officer/ NHTS- RFC</i>
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	<p>2.1 Review all documentary requirements including the NDA submitted by the client.</p> <ul style="list-style-type: none"> <li>• Non-Compliant – Inform the client regarding the incomplete requirement via email.</li> </ul>	None	2 hours	<i>NHTO Project Development Officer / NHTS RFC</i>

Officer (DPO) / Compliance Officer for Privacy (COP)	<ul style="list-style-type: none"> <li>● Compliant –             <ol style="list-style-type: none"> <li>a. Sign the NDA and endorse to the DPO for signature</li> <li>b. Endorse the signed NDA to Information Technology Division (ITD) for processing</li> </ol> </li> </ul>			
	2.2 Review the compliance of the electronic copy of names with the required template/ format: <ul style="list-style-type: none"> <li>● Non-Compliant – Inform the client about the findings via email</li> <li>● Compliant – Process the request within the set deadline depending on the volume or number of names to be matched</li> </ul>	None	1 day (5,000 and below)  3 days (5,001 – 50,000)  7 days (50,001 – 400,000)  18 days (400,001 – 1,000,000)	<i>NHTO Database Management Section Head/ NHTS Regional Information Technology Officer (RITO)</i>
3. Provide a storage device that is approved by the IT Chief or request for a Google Drive link	3.1 Secure the data by adding a password to the file. <ol style="list-style-type: none"> <li>3.1.1 Prepare the Data Release Form (DRF).</li> <li>3.1.2 Draft the response memorandum.</li> <li>3.1.3 Save the results in a compact disc (CD), Universal Serial Bus (USB) stick, or hard drive.</li> <li>3.1.4 Sign the DRF.</li> <li>3.1.5 Endorse the finalized documents to NHTO Director / PPD Chief.</li> </ol>	None	3 hours	<i>NHTO Database Management Section Head and IT Division Chief/ NHTS RITO</i>
	3.2 Sign the memorandum and endorse to the Administrative Assistant for releasing.	None	1 hour	<i>NHTO Director/ Regional Director</i>

4 Receive the results of name matching	4.1 Track and scan a copy of the documents for record keeping 4.1.1 Release the document to the client	None	10 minutes	<i>NHTO Supervising Administrative Officer/ NHTS Regional Field Coordinator (RFC)</i>
5. Fill-out the Client Satisfactory Measurement Survey (CSMS)	5 Provide the client the CSMS form per Committee on Anti- Red Tape (CART) guidelines	None	10 minutes	<i>NHTO Database Management Section Head and IT Division Chief/ NHTS RITO</i>
<p style="text-align: right;"><b>TOTAL:</b></p> <p><i>*With possible extension on the actual data processing and 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>		None	<p>For 5000 names and below: 2 days, 3 hours and 35 minutes</p> <p>For 5,001 - 50,000 names: 4 days, 3 hours and 35 minutes</p> <p>For 50-000 – 400,000 names: 8 days, 3 hours and 35 minutes</p> <p>For 400,001- 1,000,000 names: 21 days, 3 hours and 35 minutes</p>	

### 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.

<b>Office or Division:</b>	National Household Targeting Office (NHTO) and National Household Targeting Sections (NHTS)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Government (G2G)			
<b>Who may avail:</b>	DSWD Offices/Bureaus/Services/Units			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. One (1) original or copy of letter of request (specify purpose and data requested)		Provided by the Requesting Party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit a letter or email re: request for Listahanan data – addressed to the NHTO Director/ Regional Director.	1.1 Receive and record the request.	None	30 minutes	<i>NHTO Supervising Administrative Officer/ NHTS Regional Field Coordinator (RFC)</i>
	1.1.1 Forward request to NHTO Operations Division/ National Household Targeting Section (NHTS), then furnish the NHTO Director/ Regional Director and the Policy and Plans Division (PPD) a copy of the request			
	1.2 Review the request based on AO 19 s.2021.			
1.2.1 Input comment/s then endorse to the NHTO Statistics Section/ NHTS Associate Statistician				
	1.3 Provide instruction based on the data requested. If the request is:	None	3 hours	<i>NHTO Statistics Section Head/ NHTS RFC</i>



	<ul style="list-style-type: none"> <li>● <b>Not clear</b> <ol style="list-style-type: none"> <li>a. In case of vague data request, instruct the Associate Statisticians to coordinate with the data users (through emails, recorded calls or text) and clarify the data requirement.</li> <li>b. In case the requested data is not available in the Listahanan database, instruct the Associate Statistician to coordinate with the requesting party and provide recommendations on other data available in the Listahanan.</li> </ol> </li> <li>● <b>Clear</b> - Forward request to the Associate Statistician for data generation.</li> </ul>			
	<p>1.4 Generate the requested data from the Listahanan database, and export into excel or any format available.</p> <p>1.4.1 Draft response letter to the requesting party and attach routing slip.</p> <p>1.4.2 Submit to the NHTO Statistics Section Head/ NHTS RFC for review.</p>	None	1 day	<i>NHTO and NHTS Associate Statisticians</i>
	<p>1.5 Review the generated statistical /raw data. In case the generated data is:</p>	None	3 hours	<i>NHTO Statistics Section Head/ NHTS - RFC</i>

	<ul style="list-style-type: none"> <li>• Not accurate – Return the generated statistical/raw data to the Associate Statisticians for revision.</li> <li>• Accurate – Submit to the NHTO Operations Division Chief / FO PPD Chief for review and recommending approval.</li> </ul>			
	1.6 Countersign response letter and endorse the same to the NHTO Director/ Regional Director for approval.	None	2 hours	<i>Operations Division Chief/ PPD Chief</i>
	1.7 Approval of the facilitated data request for release to the requesting party. <ul style="list-style-type: none"> <li>• <b><i>If Disapproved</i></b> – Provide note on the reason of disapproval; then return the facilitated request to the Operations Division / NHTS for revision.</li> <li>• <b><i>If Approved</i></b> – Sign the response letter for data release.</li> </ul>	None	5 hours	<i>NHTO Director/ Regional Director</i>
2 Receive the data requested and fill-out the CSMS form	2.1 Track and facilitate the release of the approved data request to the requesting party. 2.1.1 Administer Client Satisfaction Measurement Survey (CSMS) during the	None	30 minutes	<i>NHTO Supervising Administrative Officer/ NHTS Regional Field Coordinator (RFC)</i>

	release of approved data request.			
<b>Total:</b>		<b>None</b>	<b>3 days</b>	

# **FEEDBACK AND COMPLAINTS MECHANISM**

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
<b>How to send feedback?</b>	<p>For walk-ins: Client may fill-out the feedback form to be provided by the NHTO/NHTS Administrative Personnel and drop it in the designated feedback and complaints drop box.</p> <p>For online: Survey form link can be access through: <a href="http://bit.ly/NHTOCSMF2024">http://bit.ly/NHTOCSMF2024</a> or you may email at <a href="mailto:nhto@dswd.gov.ph">nhto@dswd.gov.ph</a></p>
<b>How feedbacks are processed?</b>	<p>For walk-ins: The Administrative/Grievance Officer complies and records all feedback submitted. For feedback requiring answers, these are forwarded to the concerned personnel/section/division and response shall be provided to the client within three (3) days upon receipt of feedback.</p> <p>For emails/calls: The Receiving Officer verifies the nature of the feedback/complaint and shall endorse to the concerned personnel/section/division via email. Upon receiving the reply form the concerned personnel/section, the client shall be informed via email or phone call.</p> <p>For concerns and inquiries, the clients may send an email to <a href="mailto:nhto@dswd.gov.ph">nhto@dswd.gov.ph</a></p>
<b>How to file complaint?</b>	<p>To file a complaint, the client may provide the following details via email:</p> <ul style="list-style-type: none"> <li>a.) Full name and Contact Information of the Complainant</li> <li>b.) Sex (Male or Female)</li> <li>c.) Narrative/details of the complaint</li> <li>d.) Evidence</li> <li>e.) Name of the person/office being complained</li> </ul> <p>Clients may send all complaints to <b>Authority on Anti Red Tape (ARTA)</b> <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> or call at 8478-5099, 09-69-257-7242, 0928-690-4080</p> <p>Or you may course them through:</p> <p><b>Presidential Action Center (PACe)</b> <a href="mailto:pace@op.gov.ph">pace@op.gov.ph</a> Hotline 8888 or 82498310 loc. 8175 or 8182 Tel Nos. 8736-8645, 8736-8603, 8736-8606, 8736-8629, 8736-8621</p>

	<p><b>Contact Center ng Bayan (CCB)</b>  <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a>          0908-881-6565</p>
<p>How complaints are being processed?</p>	<p>All complaints received by ARTA will be evaluated by the ARTA Committee on Anti-Red Tape (ARTA CART).</p> <p>The ARTA CART reviews and evaluates the complaints received on daily basis. The ARTA CART shall coordinate with the concerned Office/s to address the complaint and shall investigate, if necessary. After the concern has been addressed or after the conduct of the investigation, the ARTA CART shall submit an incident report to the Director General, for appropriate action.</p> <p>The ARTA CART shall give the feedback to the clients via email.</p> <p>For follow-ups or queries, the contact information are as follows:          8478-5091 or 8478-5093.</p>

## LIST OF OFFICES

Office	Address	Contact Information
DSWD Central Office – NHTO	IBP Road, Batasan Pambansa Complex, Constitution Hills, Quezon City	Tel No: 8951-2803
DSWD Field Office NCR - NHTS	#389 San Rafael Street, Legarda Manila	Hotline: 8-734-4252
DSWD Field Office CAR- NHTS	#40 North Drive , Baguio City	Trunkline: (074) 661-0430
DSWD Field Office I - NHTS	Quezon Avenue, City of San Fernando, La Union	Trunkline: (072) 687-8000
DSWD Field Office II - NHTS	#3 Dala na Pagayaya, Regional Center, Carig Sur, Tuguegarao City, Cagayan	Trunkline: (02)8539-47-10
DSWD Field Office III - NHTS	Government Center, Maimpis, San Fernando Pampanga	Trunkline: (02)8246-70-21
DSWD Field Office IV-A - NHTS	Alabang Zapote Road, Alabang Muntinlupa	Tel Nos: 807-1518/ 807-4142
DSWD Field Office MIMAROPA - NHTS	#1680 F.T. Benitez cor. Malvar Street, Malate Manila	Trunkline: (02)5-336-8107
DSWD Field Office V - NHTS	Magnolia St. PBN Buraguis, Legazpi City	Phone No: 0918-4022315
DSWD Field Office VI - NHTS	M.H. Del Pilar Street Molo, Iloilo City	Trunkline: (033) 330-7860
DSWD Field Office VII - NHTS	MJ Cuenco Avenue corner Avenue, Brgy. Carreta, Cebu City	Trunklines: 232-95-09/ 233-8798/ 233-0261
DSWD Field Office VIII - NHTS	Magsaysay Boulevard, Tacloban City	Tel No: (053) 552-3698
DSWD Field Office IX - NHTS	General Vicente Alvares Street Zamboanga City	Tel No: (062)991-6030
DSWD Field Office X - NHTS	Masterson Avenue, Upper Carmen, Cagayan De Oro City	Trunklines: 858-81-34/ 858-89-59
DSWD Field Office XI - NHTS	R. Magsaysay Avenue corner D. Suazo St. Davao City	Trunkline: 227-19-64
DSWD Field Office XII - NHTS	Purok Bumanoag, Brgy. Zone III, Coronadal City, south Cotabato	Trunkline: 228-36-07
DSWD Field Office CARAGA - NHTS	R. Palma Street, Butuan City	Trunkline: 085) 085-303-8620