



## **FIELD OFFICE II**

### **ADMINISTRATIVE SERVICE**

#### **Records and Archives Management Section**

**CITIZEN'S CHARTER**

March 2023, 2<sup>nd</sup> Edition

## **LIST OF SERVICES**

### **Frontline Service**

1. Receiving Request for Information

### **Non-Frontline Services**

1. Processing of Incoming Documents
2. Request for Messengerial Services
3. Certification and Dissemination of Administrative Issuance/s
4. Provision of Certified True Copies
5. Request for Technical Assistance on Records Management
6. Request for Disposal of Valueless Records
7. Request for Archival of Vital/Permanent Records

## FRONTLINE SERVICE

### 1. Receiving Request for Information

The Administrative Service – Records and Archives Management Division (AS – RAMS) shall be receiving and conducting an initial evaluation of requests on Freedom of Information (FOI) being received by the Department. This process covers requests for information/data of Department through FOI pursuant to Executive Order No. 02, series of 2016, on FOI.

These are information involving transactions, general operations, thrusts, and programs of the Department involving public interest subject to the procedures and limitations provided in the Executive Order 02, series of 2016.

<b>Office or Division:</b>	ADMINISTRATIVE SERVICE- RECORDS AND ARCHIVE MANAGEMENT SECTION
<b>Classification:</b>	Covered by special law (Executive Order No. 02, s. of 2016)
<b>Type of Transaction:</b>	G2C – Government to Citizens
<b>Who may avail:</b>	Individuals with Filipino Citizenship

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p><b>1. Standard Request</b></p> <p>1.1. One (1) Request letter addressed to Regional Director Lucia Suyu-Alan, #3 Dalan na Pagayaya, Carig Sur, Tuguegarao City</p> <p>1.2. Attach one (1) FOI Request Form</p> <p>1.2.1. Must state your complete name, contact information and purpose of your request</p> <p>1.2.2. Attach one (1) photocopy of government issued I.D or school I.D (for registered students) with photo</p> <p>1.3. One (1) Receiving copy (for client reference)</p>	Secure FOI Request Form in the DSWD-AS-RAMS
<p><b>2. Online Requests or through eFOI portal</b></p> <p>2.1. Visit the eFOI website</p> <p>2.1.1. Choose <u>Make a Request</u> icon</p> <p>2.1.2. Select <u>Department of Social Welfare and Development</u></p> <p>2.1.3. Click on <u>Write My Request</u></p> <p>2.1.3.1. Ensure all the mandatory fields are filled out</p> <p>2.1.4. Attach a copy of government issued I.D or school I.D (for registered students) with photo</p>	Requesting party may visit the FOI website to place their request: <a href="https://www.foi.gov.ph/">https://www.foi.gov.ph/</a>
<p><b>3. If unable to make a written request, because of illiteracy or disability</b></p> <p>3.1. Visit the nearest DSWD Office or contact Ms. Gela Flor R. Perez in DSWD-FO II at (078) 304-</p>	Requesting party may visit the nearest DSWD Field Office II

<p>1004 for inquiries</p> <p>3.2. Make verbal request to the DSWD FOI Receiving Officer (FRO) who shall reduce the request to FOI Request Form</p> <p>3.3. Provide one (1) copy of government issued I.D or school I.D (for registered students) with photo and authorization</p>	
---	--

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<p>1. Submit FOI Request with attached photocopy of any government issued I.D or school I.D (for registered students) with photo</p>	<p>1. Receive FOI Request via:</p> <p>A. the e-Freedom of Information (eFOI) Portal; or</p> <p>B. Manual request</p> <p>2. Conduct initial evaluation on the FOI Request</p> <ul style="list-style-type: none"> <li>• Check if the FOI Request Form is properly filled out with attached photocopy of any government issued I.D. or school I.D. (for registered students) with photo</li> <li>• Check if the requested information is already posted and available online.</li> <li>• Check if the requested information is substantially similar or identical to previous requests by the same party</li> </ul>	None	40 minutes	Gela Flor R. Perez <i>RAMS Head, DSWD FOI Receiving Officer</i>
<p>3. Will received notification/ requested info/data from the contact info provided</p>	<p>3. If found to be:</p> <ul style="list-style-type: none"> <li>• Available online, inform the requesting party and provide the link of posted information through the indicated contact details of the</li> </ul>	None	3 hours	DSWD FOI Receiving Officer

	<p>requesting party.</p> <ul style="list-style-type: none"> <li>• The same, from the previous request;</li> <li>• Information not maintained by the Department but is available in other Government Agencies, the same shall be forwarded to the identified Agency;</li> </ul> <p>Issue a letter or send a reply message if request was sent via eFOI portal signed by the DSWD FRO or FO Regional Director indicating the reason for full denial to the requesting party.</p>			
	4. If the request is accurate and complete, transmit the FOI request to the DSWD FDM for further evaluation and onward submission to concerned ODS for retrieval of data.	None	4 hours	DSWD FOI Receiving Officer
	5. Update status in the FOI Monitoring Tool.	None	10 minutes	DSWD FOI Receiving Officer / Outgoing Staff
	6. File FOI Request form, Transmittal endorsed to FOI Decision Maker/ODS.	None	10 minutes	DSWD FOI Receiving Officer / Outgoing Staff
<b>TOTAL</b>		<b>None</b>	<b>8 hours or 1 working day</b>	

## Endorsement of FOI Response to the Requesting Party

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<ul style="list-style-type: none"> <li>Receive response from the ODS holding the information</li> </ul>	None	15 minutes	Gela Flor R. Perez <i>RAMS Head, DSWD FOI Receiving Officer/ FO FOI Focal</i>
	<p>The FRO/FO FOI Focal shall collate and ensure that the information is complete</p> <p>If found to be incomplete, return the same to concern ODS for compliance</p>	None	1 hour	Gela Flor R. Perez <i>RAMS Head, DSWD FOI Receiving Officer/ FO FOI Focal</i>
	If the information is complete and accurate, the FRO/FO FOI Focal shall then endorse the data/information to the requesting party through a formal letter with attached ISO registered FOI Customer Feedback Form	None	5 hours	Gela Flor R. Perez <i>RAMS Head, DSWD FOI Receiving Officer/ FO FOI Focal /Outgoing Staff</i>
	<p>Transmit the approved information to the requesting party, through:</p> <p>a. Electronic mail or b. Courier service</p>	None	1 hour	Gela Flor R. Perez <i>RAMS Head, DSWD FOI Receiving Officer/ FO FOI Focal /Outgoing staff</i>
	Update status in the FOI Monitoring Tool	None	15 minutes	Gela Flor R. Perez <i>RAMS Head, DSWD FOI Receiving Officer/ FO FOI Focal</i>

	File copy of endorsement letter to the requesting party	None	15 minutes	Gela Flor R. Perez <i>RAMS Head, DSWD FOI Receiving Officer/ FO FOI Focal</i>
<b>TOTAL</b>		<b>None</b>	<b>8 hours or 1 working day</b>	

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
<b>How to send feedback</b>	Along with the data/info submitted through email: fo2@dswd.gov.ph
<b>How feedbacks are processed</b>	AS-RAMS will conduct evaluation regarding the data gathered through root cause analysis, and identify plans and actions that must recommended for execution
<b>How to file a complaint</b>	Requesting party may submit an appeal for requests that have been denied or a complaint letter addressed to DSWD Field Office II Regional Director, Lucia Suyu-Alan at #3 Dalan na Pagayaya, Carig Sur, Tuguegarao City
<b>How complaints are processed</b>	Complaint letter received by the Regional Director shall be forwarded to the concerned office to address the concern.  Reply letter shall be sent to the complainant.
<b>Contact Information</b>	<p><b>DSWD:</b> Gela Flor R. Perez DSWD– Records and Archives Management Section DSWD FOI Receiving Officer fo2@dswd.gov.ph (078) 304-1004</p> <p><b>ARTA:</b> complaints@arta.gov.ph (02) 8-478-5093</p> <p><b>PCC:</b> pcc@malacanang.gov.ph 8888</p> <p><b>CSC:</b> feedback@csc.gov.ph 0917-8398272</p> <p><b>Contact Center ng Bayan:</b> SMS : 0908 881 6565 Call : 165 56 P5.00 + VAT per call anywhere in the Philippines</p>

	via PLDT landlines Email : <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a> Facebook : <a href="https://facebook.com/civilservicegovph/">https://facebook.com/civilservicegovph/</a> Web : <a href="https://contactcenterngbayan.gov.ph/">https://contactcenterngbayan.gov.ph/</a>
--	---



## NON- FRONTLINE SERVICES

### 1. Processing of Incoming Documents

Administrative Service-Records and Archives Management Section (AS – RAMS) shall review and receive communications from the stakeholders/interested parties and encode the document details in the Enhanced Document and Transaction Management System (EDTMS) and disseminate to DSWD Office/s by AS-RAMS in-house messengerial.

<b>Office</b>	ADMINISTRATIVE SERVICE - RECORDS AND ARCHIVES MANAGEMENT SECTION
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2C Government-to-Citizens G2B Government-to-Businesses G2G Government-to-Government
<b>Who may avail</b>	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. One (1) communication/mail (original copy) with complete attachment 2. One (1) Receiving copy (for client reference)	To be prepared by the client without any prescribed format.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the communication/mail together with the receiving copy to the DSWD-RAMS staff  2. Keep the receiving copy of the forwarded communication/mail for future reference	Review document details such as: <ul style="list-style-type: none"> <li>● Name of the recipients/ sender;</li> <li>● Document address;</li> <li>● Completeness of attachments (if there is any);</li> <li>● Document Reference Number.</li> </ul> <p>All documents shall be processed and recorded into the EDTMS accordingly.</p>	None	1 minute	Receiving/Assigned Clerk
	If incomplete, return to sender and indicate in the	None	1 minute	Receiving/Assigned Clerk

	Request for Messengerial Service (RMS) form the missing attachment.			
	Provide the customer feedback form to the requesting party.	None	2 minutes	Receiving/ Assigned Clerk
	Stamp "Receive" the document and assign to concerned staff through the EDTMS.  If a communication has been received from a courier, such communication shall be sanitized for 10 minutes (if applicable).	None	1 minute	Receiving/ Assigned Clerk
	Review and process the documents.	None	2 minutes	Assigned Clerk
	Prepare Incoming Documents Transmittal Sheet to be endorsed to the RAMS Section Head for review/approval.	None	3 minutes	Assigned Clerk
	Review and sign for approval of Incoming Documents Transmittal Sheet by the RAMS Section Head.	None	2 minutes	RAMDS Section Head
	Route the document to the concerned office and request the receiving clerk to accomplish the Incoming Documents Transmittal Sheet.	None	10 minutes	Assigned Clerk
	Update the document status in the EDTMS by stating the following info: <ul style="list-style-type: none"> <li>● Name of the Incoming/ Receiving Clerk;</li> <li>● Date and time of receipt.</li> </ul>	None	3 minutes	Assigned Clerk
	File Transmittal Sheet	None	3 minutes	Assigned Clerk
<b>TOTAL</b>		<b>None</b>	<b>28 minutes</b>	

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
<b>How to send feedback</b>	Upon submission of the communication, stakeholders/interested parties are requested to accomplish the Client Satisfaction Measurement Survey Form to be given by the receiving clerk of the AS-RAMS.
<b>How feedbacks are processed</b>	Accomplished Client Satisfaction Measurement Survey Form is consolidated on a monthly basis. AS-RAMS will conduct evaluation regarding the data gathered through root cause analysis, and identify plans and actions for execution
<b>How to file a complaint</b>	1.3. Interested parties may submit complaint letter addressed to Regional Director, Lucia Suyu-Alan at #3 Dalan na Pagayaya, Carig Sur, Tuguegarao City
<b>How complaints are processed</b>	Complaint letter shall be forwarded to the concerned Division Chief to address the concern. A reply letter shall be sent to the complainant
<b>Contact Information</b>	<p><b>DSWD:</b> Gela Flor R. Perez DSWD– Records and Archives Management Section fo2@dswd.gov.ph (078) 304-1004</p> <p><a href="mailto:grievance.fo2@dswd.gov.ph">grievance.fo2@dswd.gov.ph</a> (078) 304-1004</p> <p><b>ARTA:</b> complaints@arta.gov.ph (02) 8-478-5093</p> <p><b>PCC:</b> pcc@malacanang.gov.ph 8888</p> <p><b>CSC:</b> feedback@csc.gov.ph 0917-8398272</p> <p><b>Contact Center ng Bayan:</b> SMS : 0908 881 6565 Call : 165 56 P5.00 + VAT per call anywhere in the Philippines via PLDT landlines Email : email@contactcenterngbayan.gov.ph Facebook : <a href="https://facebook.com/civilservicegovph/">https://facebook.com/civilservicegovph/</a> Web : <a href="https://contactcenterngbayan.gov.ph/">https://contactcenterngbayan.gov.ph/</a></p>

## 2. Request for Messengerial Services

Administrative Service-Records and Archives Management Division (AS – RAMS) shall review and receive communications from the DSWD office/s and encode document details in the Enhanced Document and Transaction Management System and disseminate to Private Individual, Government Agencies, DSWD Field Offices, Stakeholders and Partners through Philippine Postal, messengerial and courier services of the AS-RAMS.

<b>Office</b>	ADMINISTRATIVE SERVICE - RECORDS AND ARCHIVES MANAGEMENT DIVISION
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2G Government-to-Government G2C Government-to-Citizens G2B Government-to-Businesses
<b>Who may avail</b>	DSWD Field Office officials and employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. One (1) communication/mail (original copy) 2. Attach one (1) Records Transmittal Sheet 3. One (1) communication/mail (photocopy for AS-RAMS reference) 4. One (1) receiving copy (for client reference)	1. Communication/mail to be prepared by client without any prescribed format. 2. Records Transmittal Sheet to secure in the DSWD-AS-RAMS

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the communication/mail in proper mailing format and complete attachment and Records Transmittal Sheet (GASRAMS-RPS-01) together with the receiving copy to the DSWD-RAMS	Review document details such as:  •Name of the recipients/ sender; •Document address; • Completeness of attachments (if there is any). • Document Reference Number.  All documents shall be processed and recorded into the EDTMS accordingly.	None	3 minutes	Receiving/ Assigned Clerk
2. Keep the	If incomplete, return to	None	1 minute	Receiving/ Assigned

receiving copy of the forwarded communication/mail for future reference	sender and indicate in the RMS form the missing attachment.			Clerk
	Provide the customer feedback form to the requesting party and receiving agency for messengerial.	None	2 minutes	Receiving/ Assigned Clerk
	Stamp "Receive" the document and assign to concerned staff through the EDTMS.  If a communication has been received from a courier, such communication shall be sanitized for 10 minutes, if applicable.	None	15 minutes	Receiving/ Assigned Clerk
	Review and process the documents.	None	2 minutes	Assigned Clerk
	Prepare Outgoing Documents Transmittal Sheet (ODTS) to be endorsed to the Section Head for review/ approval.  If messengerial, attach the Messenger Locator Slip (MLS) for review/approval of the Division Chief (CO) Section Head (FO).  1. For courier: - Attach Proof of Delivery (POD)  2. For postal: - Attach necessary stamp  3. For messengerial: - Prepare MLS	None	3 minutes	Assigned Clerk

	Review and sign for approval the Outgoing Documents Transmittal Sheet/MLS.	None	2 minutes	RAMS Section Head
	Disseminate document to the recipient through any of the following:  1. Private Courier; 2. Philpost; 3. Messengerial.	None	1 minute	Assigned Clerk
	Update the document status and approve task in the EDTMS by stating the following info:  • Name of the recipient; • Date and time of receipt.  If the document was disseminated through PhilPost, the messenger shall update status of documents in the Transmittal Sheet and forward the same to the assigned staff.  If messengerial, upon return, review and sign for approval the MLS by the Division Chief concerned.	None	3 minutes	Assigned Clerk
	File POD, Transmittal Sheet and MLS	None	1 minute	Assigned Clerk
<b>TOTAL</b>		<b>None</b>	<b>34 minutes</b>	

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
<b>How to send feedback</b>	Upon submission of the communication, DSWD personnel are requested to accomplish the Client Satisfaction Measurement Survey Form to be given by the receiving clerk of the AS-RAMS.
<b>How feedbacks are</b>	Accomplished Client Satisfaction Measurement Survey Form is

<b>processed</b>	consolidated on a monthly basis. AS-RAMS will conduct evaluation regarding the data gathered through root cause analysis, and identify plans and actions for execution
<b>How to file a complaint</b>	Interested parties may submit complaint letter addressed to Regional Director, Lucia Suyu-Alan at #3 Dalan na Pagayaya, Carig Sur, Tuguegarao City
<b>How complaints are processed</b>	Complaint letter shall be forwarded to the concerned Division Chief to address the concern. A reply letter shall be sent to the complainant
<b>Contact Information</b>	<p><b>DSWD:</b> Gela Flor R. Perez DSWD– Records and Archives Management Section fo2@dswd.gov.ph <a href="mailto:grievance.fo2@dswd.gov.ph">grievance.fo2@dswd.gov.ph</a></p> <p><b>ARTA:</b> complaints@arta.gov.ph (02) 8-478-5093</p> <p><b>PCC:</b> pcc@malacanang.gov.ph 8888</p> <p><b>CSC:</b> feedback@csc.gov.ph 0917-8398272</p> <p><b>Contact Center ng Bayan:</b> SMS : 0908 881 6565 Call : 165 56 P5.00 + VAT per call anywhere in the Philippines via PLDT landlines Email : email@contactcenterngbayan.gov.ph Facebook : <a href="https://facebook.com/civilservicegovph/">https://facebook.com/civilservicegovph/</a> Web : <a href="https://contactcenterngbayan.gov.ph/">https://contactcenterngbayan.gov.ph/</a></p>

### 3. Certification and Dissemination of Administrative Issuance/s

Administrative Service-Records and Archives Management Section (AS – RAMS) shall review and receive Administrative issuances from the DSWD Offices for numbering, certification, dissemination, digitization in the Document Management System and archival in AS-RAMS.

<b>Office</b>	ADMINISTRATIVE SERVICE - RECORDS AND ARCHIVES MANAGEMENT DIVISION
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2G Government-to-Government
<b>Who may avail</b>	DSWD Field Office officials and employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. One (1) Administrative Issuance (original copy) 2. One (1) Receiving copy (for client reference)	To be prepared by the client with prescribed format set by the Department.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the issuances in proper format and complete attachment together with the receiving copy to the DSWD-RAMD	Review document details such as: <ul style="list-style-type: none"> <li>• ISO standard template;</li> <li>• Completeness of attachments;</li> <li>• Document Reference Number.</li> </ul> <p>All documents shall be processed and recorded into the EDTMS accordingly.</p>	None	3 minutes	Receiving/Assigned Clerk
1. Keep the receiving copy of the forwarded communication/mail for future reference	If incomplete, indicate in the form the missing attachment and return to the requesting office.	None	2 minutes	Receiving/Assigned Clerk
	Stamp "Receive" the document and assign to concerned staff through the EDTMS.	None	3 minutes	Receiving/Assigned Clerk
	Review and assign number series using the official numbering	None	10 minutes	RAMS Head



	<p>machine;</p> <p>Reproduce number of copies thru photocopier for certification of true copy;</p> <p>Stamp Certified True Copy;</p> <p>Update status in the EDTMS.</p>			
	Review and sign the reproduced copies of issuance/s as "Certified True Copy".	None	10 minutes	RAMS Head
3. Receive "Certified True Copy" of issuance	Prepare and print Transmittal Sheet.	None	5 minutes	Outgoing Clerk
	Review and sign the Transmittal Sheet.	None	2 minutes	RAMS Head
	Issue copy/ies of the issuance/s to concerned offices and disseminate thru email if applicable.	None	10 minutes	Outgoing Clerk /RAMS Head
	Provide the customer feedback form to the requesting party.	None	2 minutes	Outgoing Clerk /RAMS Head
	Update the document status in the EDTMS and monitoring report upon dispatch by stating the name of receiver and date received.	None	5 minutes	Outgoing Clerk /RAMS Head
	File original copy/ies of Administrative Issuance/s and Transmittal Sheet.	None	3 minutes	Outgoing Clerk /RAMS Head
<b>TOTAL</b>		<b>None</b>	<b>47 minutes</b>	

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
<b>How to send feedback</b>	Upon submission of the communication, stakeholders/interested parties are requested to accomplish the Client Satisfaction Measurement Survey Form to be given by the receiving clerk of the AS-RAMS.
<b>How feedbacks are processed</b>	Accomplished Client Satisfaction Measurement Survey Form is consolidated on a monthly basis. AS-RAMS will conduct evaluation regarding the data gathered through root cause analysis, and identify plans and actions for execution.
<b>How to file a complaint</b>	Interested parties may submit complaint letter addresses to Regional Director, Lucia Suyu-Alan at #3 Dalan na Pagayaya, Carig Sur, Tuguegarao City
<b>How complaints are processed</b>	Complaint letter shall be forwarded to the concerned Division Chief to address the concern. A reply letter shall be sent to the complainant
<b>Contact Information</b>	<p><b>DSWD:</b> Gela Flor R. Perez DSWD– Records and Archives Management Section fo2@dswd.gov.ph</p> <p><a href="mailto:grievance.fo2@dswd.gov.ph">grievance.fo2@dswd.gov.ph</a></p> <p><b>ARTA:</b> complaints@arta.gov.ph (02) 8-478-5093</p> <p><b>PCC:</b> pcc@malacanang.gov.ph 8888</p> <p><b>CSC:</b> feedback@csc.gov.ph 0917-8398272</p> <p><b>Contact Center ng Bayan:</b> SMS : 0908 881 6565 Call : 165 56 P5.00 + VAT per call anywhere in the Philippines via PLDT landlines Email : email@contactcenterngbayan.gov.ph Facebook : <a href="https://facebook.com/civilservicegovph/">https://facebook.com/civilservicegovph/</a> Web : <a href="https://contactcenterngbayan.gov.ph/">https://contactcenterngbayan.gov.ph/</a></p>

#### 4. Provision of Certified True Copies

Administrative Service-Records and Archives Management Division (AS – RAMS) shall provide certified true copies of received and stored original copy of records from the DSWD Offices.

<b>Office</b>	ADMINISTRATIVE SERVICE - RECORDS AND ARCHIVES MANAGEMENT SECTION
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2G Government-to-Government
<b>Who may avail</b>	DSWD Field Office officials and employees

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
One accomplished Document Request Form	To be prepared by the requesting party with prescribed format set by the Department.

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present the accomplished Document Request Form	Receive the request for copies of filed documents through hardcopy or e-mail;  If receipt is through hardcopy, the Receiving Clerk shall endorse the request to the Focal Person.	None	3 minutes	Receiving Clerk
2. Keep the receiving copy of the forwarded communication/mail for future reference	Review and assess the details of the request and check availability of the requested document/s;  If not available, return the document request form or reply to email/system with remarks indicating the unavailability of the requested document/s.	None	5 minutes	RAMS Head

3. Receive "Certified True Copy" of issuance	Retrieve requested document/s through Document Management System/Mobile File Compactor/Records Data Center/Storage Area; reproduce needed copy/ies and stamp Certified True Copy.	None	10 minutes	Assigned Clerk/RAMS Head
	Approve the Request;  Review and sign as "Certified True Copy" of the reproduced copy/ies of document/s.	None	5 minutes	RAMS Head
	Issue certified true copy/ies of the document/s to requesting office.	None	10 minutes	RAMS Head Outgoing Clerk
	Provide the customer feedback form to the requesting party.	None	2 minutes	RAMDS Head Outgoing Clerk
	Update the status of request thru ASETS/EDTMS/ Monitoring Report or reply thru email.	None	5 minutes	RAMDS Head Outgoing Clerk
	File Document Request and Transmittal Sheet.	None	3 minutes	RAMDS Head Outgoing Clerk
<b>TOTAL</b>		<b>None</b>	<b>43 minutes</b>	

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
<b>How to send feedback</b>	Upon submission of the communication, stakeholders/interested parties are requested to accomplish the Client Satisfaction Measurement Survey Form to be given by the receiving clerk of the AS-RAMS.
<b>How feedbacks are processed</b>	Accomplished Client Satisfaction Measurement Survey Form is consolidated on a monthly basis. AS-RAMS will conduct evaluation regarding the data gathered through root cause analysis, and identify plans and actions for execution.
<b>How to file a complaint</b>	Interested parties may submit complaint letter addresses to Regional Director, Lucia Suyu-Alan at #3 Dalan na Pagayaya, Carig Sur, Tuguegarao City
<b>How complaints are processed</b>	Complaint letter shall be forwarded to the concerned Division Chief to address the concern. A reply letter shall be sent to the complainant
<b>Contact Information</b>	<p><b>DSWD:</b> Gela Flor R. Perez DSWD– Records and Archives Management Section fo2@dswd.gov.ph <a href="mailto:grievance.fo2@dswd.gov.ph">grievance.fo2@dswd.gov.ph</a></p> <p><b>ARTA:</b> complaints@arta.gov.ph (02) 8-478-5093</p> <p><b>PCC:</b> pcc@malacanang.gov.ph 8888</p> <p><b>CSC:</b> feedback@csc.gov.ph 0917-8398272</p> <p><b>Contact Center ng Bayan:</b> SMS : 0908 881 6565 Call : 165 56 P5.00 + VAT per call anywhere in the Philippines via PLDT landlines Email : <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a> Facebook : <a href="https://facebook.com/civilservicegovph/">https://facebook.com/civilservicegovph/</a> Web : <a href="https://contactcenterngbayan.gov.ph/">https://contactcenterngbayan.gov.ph/</a></p>

## 5. Request for Technical Assistance on Records Management

Administrative Service-Records and Archives Management Division (AS – RAMS) provides technical support for disposition of documents wherein examination/review and inspection of files for records analysis are conducted to determine its proper disposition in accordance with the approved Records Disposition Schedule (RDS) of the Department and rules and regulations of the National Archives of the Philippines.

The said technical assistance are as follows:

1. Maintenance and Safekeeping of Physical Records
2. Disposal of Valueless Records
3. Digitization of Vital/Permanent Records
4. Good Housekeeping to Records Management pursuant to the 7S Methodology Principles
5. Orientation on Enhanced Document and Transaction Management System
6. Process of receiving FOI Request

<b>Office</b>	ADMINISTRATIVE SERVICE - RECORDS AND ARCHIVES MANAGEMENT DIVISION
<b>Classification</b>	Highly Technical
<b>Type of Transaction</b>	G2G Government-to-Government
<b>Who may avail</b>	DSWD Field Office and Field Offices

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. One (1) request letter 2. Attach one (1) Technical Assistance Request Form 3. One (1) Receiving copy (for client reference)	1. Request letter to be prepared by client without any prescribed format 2. Technical Assistance Request Form to secure in the DSWD-AS-RAMS

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the letter request and/or Technical Assistance Request Form together with the receiving copy to the AS-RAMS	Receive Request for Technical Assistance on Records Management thru communication/email/	None	2 minutes	Requesting Party Receiving Clerk
'2. Keep the receiving copy of the	Review the Request details such as:	None	3 minutes	Receiving Clerk

forwarded communication/mail for future reference	<ul style="list-style-type: none"> <li>• Name of the recipients/ sender;</li> <li>• Document address; and</li> <li>• Completeness of attachments (if there is any). and</li> <li>• Document Reference Number.</li> </ul>			
'3. Receive the Reply letter and will prepare for the scheduled date of activity	If incomplete, indicate in the form the missing attachment and return to the requesting office.	None	2 minutes	Receiving Clerk
	Stamp "Receive" the Request Form and endorse it to the RAMDS Head for instruction;  All documents shall be processed and recorded into the EDTMS.	None	2 minutes	Receiving Clerk
	Upon receipt of document, reassign task in EDTMS; and  Endorse to the RAMD Head.	None	1 minute	Receiving Clerk
	Review the Request and assign task to concerned focal person.	None	5 minutes	RAMS Head
	Inform the requesting office of the available schedule of the conduct of the Technical Assistance.	None	10 minutes	Receiving Clerk  RAMS Head
	Approve the Request for Technical Assistance.	None	3 minutes	RAMS Head
	Conduct the Technical Assistance Session.	None	30 minutes	RAMS Head/Assigned

				Clerk
	Provide the customer feedback form to the requesting party.	None	5 minutes	RAMDS Head/Assigned Clerk
	Prepare and submit Technical Assistance Report to the requesting office.	None	60 mins.	RAMDS Head/Assigned Clerk
	Update the document status in EDTMS with the following info: <ul style="list-style-type: none"> <li>• Action Date/Time</li> <li>• Final Action taken</li> </ul>	None	3 minutes	Assigned Clerk
	File accomplished Request and Technical Assistance Report.	None	2 minutes	Assigned Clerk
	<b>Total</b>	<b>None</b>	<b>2 hours and 8 minutes</b>	

### **FEEDBACK AND COMPLAINTS MECHANISM**

<b>How to send feedback</b>	Upon submission of the communication, stakeholders/interested parties are requested to accomplish the Client Satisfaction Measurement Survey Form to be given by the receiving clerk of the AS-RAMS.
<b>How feedbacks are processed</b>	Accomplished Client Satisfaction Measurement Survey Form is consolidated on a monthly basis. AS-RAMS will conduct evaluation regarding the data gathered through root cause analysis, and identify plans and actions for execution
<b>How to file a complaint</b>	Interested parties may submit complaint letter addresses to Regional Director, Lucia Suyu-Alan at #3 Dalan na Pagayaya, Carig Sur, Tuguegarao City
<b>How complaints are processed</b>	Complaint letter shall be forwarded to the concerned Division Chief to address the concern. A reply letter shall be sent to the complainant

<b>Contact Information</b>	<b>DSWD:</b> Gela Flor R. Perez DSWD– Records and Archives Management Section fo2@dswd.gov.ph
----------------------------	--



[grievance.fo2@dswd.gov.ph](mailto:grievance.fo2@dswd.gov.ph)

**ARTA:**

complaints@arta.gov.ph  
(02) 8-478-5093

**PCC:**

pcc@malacanang.gov.ph  
8888

**CSC:**

feedback@csc.gov.ph  
0917-8398272

**Contact Center ng Bayan:**

SMS : 0908 881 6565

Call : 165 56

P5.00 + 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/>

## 6. Request for Disposal of Valueless Records

Administrative Service-Records and Archives Management Division (AS – RAMS) provides technical support for proper disposal of valueless records pursuant with rules and regulations of the National Archives of the Philippines (NAP). This valueless records are those which have already reached its retention period based on the approved Records Disposition Schedule of the Department and not involved nor connected in any administrative or judicial cases with approved request authority to dispose from the NAP.

<b>Office</b>	ADMINISTRATIVE SERVICE - RECORDS AND ARCHIVES MANAGEMENT DIVISION
<b>Classification</b>	Highly Technical
<b>Type of Transaction</b>	G2G Government-to-Government
<b>Who may avail</b>	DSWD Field Office officials and employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. One (1) request letter 2. Attach one (1) Records Disposal Request Form 3. One (1) Receiving copy (for client reference)	1. Request letter to be prepared by client without any prescribed format 2. Records Disposal Request Form to secure in the DSWD-AS-RAMS

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the letter request with : Records Disposal Request together with the receiving copy to the AS-RAMS	Review document details such as: <ul style="list-style-type: none"> <li>• Name of the recipients/ sender;</li> <li>• Completeness of attachments (if there is any);</li> <li>• Document Reference Number.</li> </ul>	None	3 minutes	Receiving Clerk
2. Keep the receiving copy of the forwarded communication/mail for future reference	If incomplete, indicate in the Routing and Tracking Slip the missing attachment and return to the requesting office.	None	2 minutes	Receiving Clerk
	Stamp "Receive" Request Form and endorse it to	None	5 minutes	Receiving Clerk

	RAMD/S Head for instruction;  All documents shall be recorded thru the EDTMS accordingly.			
3. Provide necessary actions if there are findings during ocular inspection. If none, prepare documents for turn-over to AS-RAMS	Review the document and assign task to concerned technical staff	None	15 minutes	RAMDS Head
	Appraise the enlisted records in the Request in accordance to DSWD and National Archives of the Philippines Records Disposition Schedules.	None	30 minutes	RAMS Head/Assigned Clerk
	Conduct inspection to validate the physical condition and completeness of the records from the Request; If there are findings, inform the concerned RMO/RC or indicate such in the Request as the reason for disapproval and return the same to the requesting office;  If there are no significant findings, inform the ODS to endorse the records to the RAMS for archival.  Include in the Request form the date of inspection.	None	1 hour	RAMS Head/Assigned Clerk
	Endorse to RAMD/S Head for signature/ approval of the	None	5 minutes	RAMD/S Head

	submitted Request and forward to focal person/staff in-charge.			
4. Turn-over of requested records for disposal to AS-RAMS	Receive actual documents for disposal. Indicate the date and time of receipt in the Request for Records disposal.	None	1 hour	RAMS Head/Assigned Clerk
5. Receive copy of approved Request for Disposal Form	Issue copy of the approved Request for Records Disposal to the requesting offices, for reference.	None	5 minutes	RAMS Head/Assigned Clerk
	Provide the customer feedback form to the requesting office.	None	2 minutes	RAMS Head/Assigned Clerk
	Update the status of the document in the EDTMS indicating the approval and archival date.	None	2 minutes	RAMS Head/Assigned Clerk
	File Request for Records Disposal	None	2 minutes	RAMS Head/Assigned Clerk
<b>TOTAL</b>			<b>3 hours and 11 minutes</b>	

### **FEEDBACK AND COMPLAINTS MECHANISM**

<b>How to send feedback</b>	Upon submission of the communication, stakeholders/interested parties are requested to accomplish the Client Satisfaction Measurement Survey Form to be given by the receiving clerk of the AS-RAMS.
<b>How feedbacks are processed</b>	Accomplished Client Satisfaction Measurement Survey Form is consolidated on a monthly basis.  AS-RAMS will conduct evaluation regarding the data gathered through root cause analysis, and identify plans and actions for execution
<b>How to file a complaint</b>	Interested parties may submit complaint letter address to Regional Director, Lucia Suyu-Alan at #3 Dalan na Pagayaya, Carig Sur, Tuguegarao City

<b>How complaints are processed</b>	Complaint letter shall be forwarded to the concerned Division Chief to address the concern. A reply letter shall be sent to the complainant
<b>Contact Information</b>	<p><b>DSWD:</b> Gela Flor R. Perez DSWD– Records and Archives Management Section fo2@dswd.gov.ph <a href="mailto:grievance.fo2@dswd.gov.ph">grievance.fo2@dswd.gov.ph</a></p> <p><b>ARTA:</b> complaints@arta.gov.ph (02) 8-478-5093</p> <p><b>PCC:</b> pcc@malacanang.gov.ph 8888</p> <p><b>CSC:</b> feedback@csc.gov.ph 0917-8398272</p> <p><b>Contact Center ng Bayan:</b> SMS : 0908 881 6565 Call : 165 56 P5.00 + VAT per call anywhere in the Philippines via PLDT landlines Email : email@contactcenterngbayan.gov.ph Facebook : <a href="https://facebook.com/civilservicegovph/">https://facebook.com/civilservicegovph/</a> Web : <a href="https://contactcenterngbayan.gov.ph/">https://contactcenterngbayan.gov.ph/</a></p>

## 7. Request for Archival of Vital/Permanent Records

Administrative Service-Records and Archives Management Division (AS – RAMS) provides technical support for proper archival of vital/permanent records of the Department in accordance with rules and regulations of the National Archives of the Philippines and approved Records Disposition Schedule of the Department.

Vital records are those which are required to recreate the Department’s legal and financial status, to preserve its rights, and to ensure that it can continue to fulfill its obligations to its stakeholders and client in the event of disaster. These records are the ones required in order to operate an office, such as Administrative Issuances, Land Titles, Annual Reports, Plantillas of Personnel, Adoption Files, Case Folders, etc.

This records shall be digitized, upload in the Documents Management System and archive in the Mobile File Compactor of the AS-RAMS to ensure the preservation, safe keeping and accessibility of historical, permanent and vital records of the Department for future reference.

<b>Office</b>	ADMINISTRATIVE SERVICE - RECORDS AND ARCHIVES MANAGEMENT DIVISION
<b>Classification</b>	Highly Technical
<b>Type of Transaction</b>	G2G Government-to-Government
<b>Who may avail</b>	DSWD Field Office officials and employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. One (1) request letter 2. Attach one (1) Records Archival Request Form 3. One (1) Receiving copy (for client reference)	1. Request letter to be prepared by client without any prescribed format 2. Request for Records Archival Form to secure in the DSWD-AS-RAMS

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the letter request with Records Archival Request Form together with the receiving copy to the AS-RAMS	Receive Request for Records Archival	None	1 minute	Requesting Party  Receiving Clerk
2. Keep the receiving copy of the forwarded communication/mail for future reference	Review of Request for Records Archival details such as:  • Name of the recipients/ sender;	None	3 minutes	RAMS Head/Assigned Clerk

	<ul style="list-style-type: none"> <li>• Completeness of attachments (if there is any);</li> <li>• Document Reference Number.</li> </ul>			
3. Provide necessary actions if there are findings during ocular inspection. If none, prepare documents for turn-over to AS-RAMS	If incomplete, indicate in the Routing and Tracking Slip the missing attachment and return to the requesting office.	None	2 minutes	RAMS Head/Assigned Clerk
	Stamp "Receive" the Request for Records Archival and endorse it to RAMS Head for instruction;  All documents shall be recorded through the EDTMS accordingly.	None	3 minutes	RAMS Head/Assigned Clerk
	Review the request and assign task to concerned focal person/staff in-charge.	None	5 minutes	RAMDS Head
	Appraise the enlisted records in the Request in accordance to DSWD and National Archives of the Philippines Records Disposition Schedules.	None	10 minutes	RAMS Head/Assigned Clerk
	Conduct inspection to validate the physical condition and completeness of the records from the Request;	None	30 minutes	RAMS Head/Assigned Clerk

	<p>If there are findings, inform the concerned Records Management Officer/Custodian or indicate such in the Request as the reason for disapproval and return the same to the requesting office;</p> <p>If there are no significant findings, inform the ODS to endorse the records to the RAMS for archival.</p>			
	Endorse to RAMS Head for signature/approval of the submitted Request and forward to focal person/staff in-charge.	None	5 minutes	RAMS Head
4. Turn-over of records for archival to AS-RAMS	Receive actual documents for archival. Indicate the date and time receipt in the Request for records archival.	None	2 minutes	RAMS Head/Assigned Clerk
	Check, sort, classify and label the records for archival based on existing guidelines, maintain back-up copies and stored in a secured electronic data storage as submitted by the requesting office.	None	30 minutes	RAMS Head/Assigned Clerk
	Archive the records in the Records Data Center/Storage Area;  Update Inventory of Records Holding.	None	2 minutes	RAMS Head/Assigned Clerk



Receive copy of approved Records Archival Request Form	Issue copy of the approved Request for Records Archival to the requesting offices, for reference.	None	5 minutes	RAMS Head/Assigned Clerk
	Provide the customer feedback form to the requesting office.	None	2 minutes	RAMS Head/Assigned Clerk
	Update the status of the document in the EDTMS indicating the approval and archival date.	None	2 minutes	RAMS Head/Assigned Clerk
	File Request for Records Archival	None	2 minutes	RAMS Head/Assigned Clerk
<b>TOTAL</b>		<b>None</b>	<b>1 hour and 44 minutes</b>	

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
<b>How to send feedback</b>	Upon submission of the communication, stakeholders/interested parties are requested to accomplish the Client Satisfaction Measurement Survey Form to be given by the receiving clerk of the AS-RAMS.
<b>How feedbacks are processed</b>	Accomplished Client Satisfaction Measurement Survey Form is consolidated on a monthly basis.  AS-RAMS will conduct evaluation regarding the data gathered through root cause analysis, and identify plans and actions for execution.
<b>How to file a complaint</b>	Interested parties may submit complaint letter address to Regional Director, Lucia Suyu-Alan at #3 Dalan na Pagayaya, Carig Sur, Tuguegarao City
<b>How complaints are processed</b>	Complaint letter shall be forwarded to the concerned Division Chief to address the concern. A reply letter shall be sent to the complainant
<b>Contact Information</b>	<b>DSWD:</b> Gela Flor R. Perez DSWD– Records and Archives Management Section fo2@dswd.gov.ph

[grievance.fo2@dswd.gov.ph](mailto:grievance.fo2@dswd.gov.ph)

**ARTA:**

complaints@arta.gov.ph  
(02) 8-478-5093

**PCC:**

pcc@malacanang.gov.ph  
8888

**CSC:**

feedback@csc.gov.ph  
0917-8398272

**Contact Center ng Bayan:**

SMS : 0908 881 6565

Call : 165 56

P5.00 + 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/>