



# **DANGEROUS DRUGS BOARD**

## **CITIZEN'S CHARTER**

2019 (1<sup>ST</sup> Edition)



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## **I. Mandate:**

Republic Act 9165 or the Comprehensive Dangerous Drugs Act of 2002 mandates the DDB to be the policy making and strategy-formulating body in the planning and formulation of policies and programs on drug prevention and control. It shall develop and adopt a comprehensive, integrated, unified and balanced national drug abuse prevention and control strategy.

## **II. Vision:**

The DDB envisions, "Drug-Free Communities by 2022"

## **III. Mission:**

The Dangerous Drugs Board is committed to stamping out the illicit supply of and demand for dangerous drugs and precursor chemicals, and to promote regional and international cooperation in drug abuse prevention and control.

## **IV. Service Pledge:**

The Dangerous Drugs Board Secretariat (DDBS) is committed to consistently, reliably and effectively assist the Dangerous Drugs Board in policy formulation, development and implementation.

To this end, the DDBS shall:

- 1) Assist and support in the development, review, dissemination, implementation, and monitoring of identified needed policies and board regulations;
- 2) Ensure the implementation of all services and programs on regulation, preventive education, advocacy and research/studies geared towards the reduction of supply and demand for drugs;
- 3) Monitor and ensure compliance with existing laws, international conventions and/or commitments, treaties, and agreements;
- 4) Regularly update its Divisions and Units on the required standards and processes, and enhance their level of competency for a more sustained and effective delivery of services;
- 5) Continually review and upgrade its process delivery relative to external customer satisfaction.

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## **Central/Head Office**

### **External Services**



## 1. Issuance of Petition for Voluntary Submission/Compulsory Confinement of Drug Dependents

This process pertains to the treatment and rehabilitation of a drug dependent pursuant to Sections 54 and 61, Article VIII (Program for Treatment and Rehabilitation of Drug Dependents) of Republic Act 9165. VOLUNTARY CONFINEMENT OF A DRUG DEPENDENT (Section 54 of RA No. 9165 in relation to Board Regulation No. 3, Series of 2007) and COMPULSORY CONFINEMENT OF A DRUG DEPENDENT (Section 61 of RA No. 9165)

<b>Office or Division:</b>	Legal Affairs Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C (Government to Citizen)			
<b>Who may avail:</b>	Drug dependents			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Requirements for Voluntary and Compulsory Confinement shall be in original copies</b>		DOH Accredited Physician. If a drug dependent resides outside Metro Manila, they may coordinate with the nearest Treatment and Rehabilitation Center or Anti-Drug Abuse Council in their place of residence.		
<b>Voluntary Confinement:</b>				
1. Drug Dependency Examination (DDE) Result		Philippine National Police (PNP)		
2. Philippine National Police (PNP) Clearance		Philippine National Police (PNP)		
3. Certificate of No Pending Case		Regional Trial Court (RTC) and /or Municipal Trial Court (MTC)		
<b>Compulsory Confinement:</b>				
1. Drug Dependency Examination (DDE) Result		DOH Accredited Physician. If a drug dependent resides outside Metro Manila, they may coordinate with the nearest Treatment and Rehabilitation Center or Anti-Drug Abuse Council in their place of residence.		
2. Philippine National Police (PNP) Clearance		Philippine National Police (PNP)		
3. Certificate of No Pending Case		Regional Trial Court (RTC) and /or Municipal Trial Court (MTC)		
4. Letter Request executing a statement /affidavit which provides information as to the drug taking habit of the alleged drug dependent and refuses to voluntarily submit himself for treatment		From the immediate family (the parent(s)/ spouse/ relative(s))		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure referral form and other requirements for Drug Dependency Examination (DDE).	1.1 DDE is conducted by a DOH-accredited physician only	None	N/A	N/A
2. Go to DDB; Get a queuing number at the	2.1 DDB entertains client on a first come first serve basis	None	1 minute	Queuing System/Guard on duty



kiosk near the guard	2.2 DDB receives and evaluates the original copies of the requirements. Only applications with complete requirements shall be processed.	None	within the day (10 minutes)	<i>Administrative Aide VI / Clerk</i>
	2.3 DDB Authorized Representative signs the petition Form	None	within the day (2 minutes)	<i>Attorney III</i>
	2.4 DDB releases the Petition either to the applicant and/or authorized representative after scanning all the original copy of the documents.	None	within the day (2 minutes)	<i>Administrative Aide VI / Clerk</i>
<b>Total Processing Time</b>			<b>15 minutes</b>	

## **2. Issuance of Certification for Non-controlled chemicals and Certificate of Exemption for chemical mixtures/finished products and preparations containing Controlled Chemicals**

This pertains to review and evaluation of requests for a Certification stating the absence of non – controlled chemicals or a Certificate of Exemption for finished products/chemical mixtures containing controlled chemicals pursuant to Board Regulation No. 1, S. 2014. All applications shall be made PRIOR to importation and arrival of shipment.

**Note: Submission of Application form and other requirements shall be placed in an External Storage Device (CD or USB) for evaluation and processing following the correct format (Pdf / Word) required by the Board. After processing, the CD or USB may be claimed during the release of their Certificates/Exemption.**



<b>Office or Division:</b>	Legal Affairs Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2B (Government to Business)			
<b>Who may avail:</b>	Pharmaceutical and Chemical companies involve in the importation, exportation, manufacture/compounding and distribution of finished products, preparations and chemical mixtures			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Duly notarized Application Form (for both Certification and Exemption)		DDB website (downloadable files) <a href="http://www.ddb.gov.ph">www.ddb.gov.ph</a>		
2. Company Profile ( <b>For New Applicant Only</b> )		From the Company/applicant		
3. Material Safety Data Sheet / or Safety Data Sheet (with complete CAS Number) and/ or Certification from Supplier/s (for incomplete CAS) or Certificate of Analysis (complete assay for products with Controlled Chemicals)		From the exporter or supplier		
4. Updated PDEA License <b>as required (For Exemption Only)</b>		Philippine Drug Enforcement Agency (PDEA) or in any PDEA Regional Offices		
5. Formulation of the product ( <b>for manufacturers/compounders ONLY</b> )		Company /Applicant/Testing laboratories		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Open DDB website then click Legal Division and proceed to Certification and Exemption. Download the forms and follow the instructions, sample format and procedures for application.	1.1 All application form and Affidavit/sworn statement are downloadable at the DDB website ( <a href="http://www.ddb.gov.ph">www.ddb.gov.ph</a> )	None	N/A	<i>Management Information System Unit (MISU)</i>
2. Go to DDB; Get a queuing number at the kiosk near the guard	2.1 DDB entertains client on a first come first serve basis (FIFO)	None	1 minute	<i>Queuing System/Guard on duty</i>
	2.2 DDB receives and evaluates documents. Only Applications with complete requirements will be accepted and processed	None	within the day of application (10 minutes)	<i>Executive Asst III (Pharmacist)</i>





	2.3 Processing the application using the Application for Certification and Exemption Data Based System (ACEDS)	None	within the day of application (2 minutes)	<i>Executive Asst III (Pharmacist)</i>
	2.4 The Chief Legal counter check the documents processed by the pharmacists	None	within the day of application (2 minutes)	<i>Attorney V Attorney III</i>
	2.5 Staff of the Office of the Director notifies the Cashier and Records Sections regarding the approved Certificates by changing the status of the application using ACEDS	None	One (1) to two (2) days depending on the availability of the Executive Director or Officer-in-Charge (2 minutes)	<i>Executive Director or DDB Officials designated as OIC</i>
3. Payment of Fee	3.1 Client pays the Certification fee to the Cashier Section upon presentation of the claim stub <b>(NO CLAIM STUB NO CERTIFICATION POLICY)</b> . Once paid, the Cashier Section will notify the Record Section by changing the status of the application using ACEDS	Certification Fee of P300.00) pursuant to B. R. No.1, S.2014 (limited to 10 items/ per request only)	2 minutes	<i>Chief, Cashier Admin Asst II</i>
4. Release of the approved Certificate(s)	4.1 DDB releases the Certificates upon presentation of the Official Receipt. Records Section changes the status of the application using ACEDS	None	2 minutes	<i>Records Officer III Records Clerk</i>
<b>Total Processing Time</b>			<b>2 days and 19 minutes</b>	



**NOTE:** The status of the application may be checked On-Line using ACEDS at the website by typing the Transaction Number and Type of Application.

**2. (a) Board Resolution for Exemption for chemical mixtures/finished products and preparations containing Controlled Chemicals above the threshold limit.**

<b>OFFICE OR DIVISION:</b>	LEGAL AFFAIRS DIVISION			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2B (Government to Business)			
<b>Who may avail:</b>	Pharmaceutical and Chemical companies involve in the importation, exportation, manufacture/compounding and distribution of finished products, preparations and chemical mixtures			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Duly notarized Application Form (for both Certification and Exemption)		DDB website (downloadable files) <a href="http://www.ddb.gov.ph">www.ddb.gov.ph</a>		
2. Company Profile (For New Applicant Only)		From the Company/applicant		
3. Material Safety Data Sheet / or Safety Data Sheet (with complete CAS Number) and/ or Certification from Supplier/s (for incomplete CAS) or Certificate of Analysis (complete assay for products with Controlled Chemicals)		From the exporter or supplier		
4. Updated PDEA License as required (For Exemption Only)		Philippine Drug Enforcement Agency (PDEA) Central Office or in any PDEA Regional Offices		
5. Formulation of the product (For manufacturers /compounders ONLY)		Company /Applicant/Testing laboratories		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit requirements as stated in the checklist	1.1 DDB Secretariat will schedule for the deliberation in coordination with TWG Members for Exemption (DDB, PDEA, NBI, PNP)	None	Twice A Month	<i>Executive Asst III (Pharmacist)</i>  <i>TWG Members: Representatives from DDBS, PDEA, NBI, PNP</i>
	1.2 Legal prepares the draft Board Resolution to be acted upon by the Board in the next Regular Meeting	None	one (1) day (10 minutes per company)	<i>Executive Asst III (Pharmacist)</i>
	1.3 Conference Secretariat assists the members of the Board	None	On the scheduled Board Meeting	<i>DDB Chairman and Members of the Board</i>



	1.4 Printing of the Exemption using ACEDS	None	one (1) day (2 minutes per company)	<i>Executive Asst III (Pharmacist)</i>
	1.5 Conference Secretariat assist in the signing of the Board Resolution	None	2 minutes for each signatory	<i>DDB Chairman and Executive Director</i>
2. Payment of Fee	2.1 Client pays the fee to the Cashier Section. Once paid, the Cashier Section will notify the Conference Secretariat and Records Section by changing the status of the application using ACEDS.	Certification Fee of P300.00 pursuant to B. R. No.1, S.2014 (limited to 10 items per request only)	2 minutes	<i>Chief, Cashier Admin Asst II</i>
3. Claim Certification at the Records Section	3.1 DDB releases the Resolution for Exemption upon presentation of the Official Receipt. Records Section changes the status of the application using ACEDS.	None	2 minutes	<i>Records Officer III Records Clerk</i>
	3.2 Conduct of Random Inspection by the DDB-TWG Members in at least two (2) companies per month	None	As scheduled by the DDB-TWG Secretariat (regular monthly basis)	<i>DDB-TWG Members: Representatives from DDBS, PDEA, NBI, PNP</i>
<b>Total Processing Time</b>			<b>2 days and 19 minutes</b>	

**NOTE:** If the responsible Division/Unit fails to approve/disapprove an application within the prescribed processing time, said application shall be deemed approved. Provided, that



all required documents have been submitted and all required fees and charges have been paid. The claim stub together with the Official Receipt for payment of all required fees issued to the applicant shall be enough proof or has the same force and effect of a certification under this automatic approval mechanism.

### 3. Media Request for Interview, Data and Information

<b>Office or Division:</b>	MEDIA AFFAIRS AND PUBLIC RELATIONS UNIT (MAPRU)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C (Government to Citizen)			
<b>Who may avail:</b>	Members of the media, student publications			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter Request sent through postal mail, fax or email		N/A		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Make a request via text message, phone call, electronic mail, or snail mail	1.1 Record request in Media Request Form	N/A	5 minutes	<i>Requesting Party, Head, MAPRU PRO I Special Asst</i>
	1.2 Review request and recommend appropriate response	N/A	10 minutes	<i>Head, MAPRU</i>
	1.3 Submit recommendations to the Executive Director	N/A	5 minutes	<i>Head, MAPRU</i>
	1.4 Prepare requested material or secure the schedule of officials upon approval of the Executive Director	N/A	3 hours	<i>Head, MAPRU PRO I Special Assistant</i>
	1.5 Relay response or send requested information to requesting party	N/A	5 minutes	<i>Head, MAPRU</i>
<b>Total Processing Time</b>			<b>3 hours and 25 minutes</b>	



## **Central/Head Office**

### **Internal Services**



## 1. Processing of Disbursement Vouchers

To ensure that all disbursement vouchers are thoroughly reviewed for legitimacy and accuracy, and all payables are processed and documented for timely and accurate disbursement. This process covers activities from the preparation of Disbursement Vouchers (DV); submission of DV; review of DV and supporting documents; processing of DV; approval of DV; preparation of List of Due and Demandable Accounts Payable – Advice to Debit Accounts (LDDAP-ADA) or Modified Disbursement Scheme (MDS) Checks, Advice Check Issued and Cancelled (ACIC), and Summary of LDDAP-ADAs Issued and Invalidated ADA Entries (SLIIE); and transmittal to servicing bank

<b>Office or Division:</b>	Administrative and Financial Management Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Government			
<b>Who may avail:</b>	DDBS Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Disbursement Voucher DDBS-FM-ACT-01		www.grounds.ddb.gov.ph/forms-and-templates		
2. Disbursement Voucher Checklist DDBS-FM-ACT-11-01 to 50		www.grounds.ddb.gov.ph/forms-and-templates		
3. Supporting Documents (Refer to appropriate DV Checklist - depending on the purpose of payment)		Concerned officer/staff		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Prepare DV by accomplishing DV Form – DDBS-FM-ACT-01	1.1 DV Form can be downloaded from the DDB Grounds Portal	None	N/A	<i>DV Originator</i>
	2. Secure the needed supporting documents as attachments	None	N/A	<i>DV Originator</i>
	3. Submit Disbursement Vouchers for processing and payment	<b>3 Budget Section</b> 3.1 Receiving, recording and initial screening of Disbursement Vouchers (DV) with attachments (Refer to checklist at the DDB Grounds Portal) 3.2 Review and processing of DV 3.3 Review and processing of payroll	None	10 minutes
		None	40 minutes	<i>Admin Aide IV</i>
		None	2 hours	<i>Admin Aide IV</i>



	3.4 Signs Obligation Request certifying that funds are available	None	10 minutes	<i>Budget Officer</i>
	3.5 Recording in the Obligation Registry	None	10 minutes	<i>Admin Aide</i>
	3.6 Forward to Accounting Section	None	10 minutes	<i>Admin Aide</i>
	<b>Sub-Total Processing Time</b>		<b>3 hours and 20 minutes</b>	
	<b>4 Accounting Section</b>			
	4.1 Receive DV with complete and Propriety Supporting Documents (SDs) and Record	None	10 minutes/DV & Payroll	<i>Admin Aide IV</i>
	4.2 Review DVs with SDs and input Accounting Entry	None	1 hour	<i>Admin Asst II</i>
	4.3 Review and Certify to the correctness of the Accounting Entries	None	10 minutes	<i>Accountant/Adm Ofcr IV</i>
	4.4 Record and forward the DV with SDs to Chief, AFMD for approval	None	30 minutes	<i>Admin Aide IV</i>
	4.5 Review and countersign	None	5 minutes	<i>Chief, AFMD/ Actg. Chief</i>
	4.6 DV forwarded to DEDA/ED for approval of payment	None	5 minutes	<i>Dep. Exec. Dir. For Admin</i>
	4.7 DV forwarded to Cashier for LDDAP-ADA or MDS Check & ACIC preparation	None	5 minutes	<i>Admin Aide</i>
	<b>Sub-Total Processing Time</b>		<b>2 hours and 5 minutes</b>	
	<b>5 Cashier Section</b>			
	5.1 Receive DV and Check Requirements	None	10 minutes	<i>Admin Aide</i>
	5.2 Prepare and sort LDDAP-ADA and SLIIE	None	1 hour	<i>Admin Aide II</i>
	5.3 Preparation of MDS Checks and ACIC	None	1 hour	<i>Admin Asst II</i>



	5.4 Record transmittal of DV with LDDAP-ADA & SLIE	None	10 minutes	<i>Admin Aide II</i>
	5.5 Record transmittal of DV MDS Checks & ACIC	None	10 minutes	<i>Admin Asst II</i>
	5.6 Review, verify and sign	None	20 minutes	<i>Chief, Cashier</i>
	5.7 Record/Forward to Accounting for review and signature	None	10 minutes	<i>Admin Aide IV</i>
	5.8 Approval of Accountant	None	15 minutes	<i>Actg. Acct/ Admin Ofcr IV</i>
	5.9 Approval of Head of Agency	None	1 hour	<i>Executive Director</i>
	5.10 Record and transmittal to servicing bank	None	N/A	<i>Admin Aide II/Admin Asst II</i>
	<b>Sub-Total Processing Time</b>		<b>4 hours and 15 minutes</b>	
<b>Total Processing Time</b>			<b>9 hours and 40 minutes</b>	

## 2. Processing of Leave Applications

Submission of Leave Applications for Approval

<b>Office or Division:</b>	Administrative and Financial Management Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Government			
<b>Who may avail:</b>	DDBS Employees			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Application for Leave (DDBS-FM-PRN-06)			<a href="http://www.grounds.ddb.gov.ph/forms-and-templates">www.grounds.ddb.gov.ph/forms-and-templates</a>	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Leave Application for Approval	1. Receiving of applied leave application by the HRMS	None	1 minute	<i>Admin Aide</i>
	1.1. Checking if all required boxes are filled-up	None	2 minutes	<i>Admin Aide</i>
	1.2. Attach additional requirements, if needed	None	None	<i>Admin Aide</i>





	2. Processing of leave application			
	2.1. Computation of leave credits	None	5 minutes	<i>Admin Aide</i>
	2.2. Certifying of available leave credits	None	5 minutes	<i>Admin Asst II</i>
	2.3. Forward to C, HRMS for review	None	5 minutes	<i>C, HRMS</i>
	3. Transmitting processed leave application to Head of Agency or his representative	None	5 minutes	<i>Admin Aide</i>
	3.1. Approval/disapproval of applied leave application	None	1 hour	<i>Executive Director/C, AFMD</i>
4. Returned to HRMS for appropriate action				
4.1. Releasing of approved/disapproved leave application	None	10 minutes	<i>Admin Aide</i>	
4.2. Releasing one(1) copy of the leave application to HRMS for file	None	2 minutes	<i>Admin Aide</i>	
<b>Total Processing Time</b>			<b>1 hour and 35 minutes</b>	



### 3. Processing of ICT Resolution

Submission of ICT Resolution for Approval

<b>Office or Division:</b>	MANAGEMENT INFORMATION SYSTEM UNIT (MISU)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C (Government to Citizen)			
<b>Who may avail:</b>	ALL DDB EMPLOYEE			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. ICT ISSUE RESOLUTION FORM (DDBS-FM-MIS-01) 2. PURCHASE REQUEST FORM (DDB-FM-SPL-07)		DDB Intranet (templates and forms) <a href="https://grounds.ddb.gov.ph">https://grounds.ddb.gov.ph</a>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. DDB employee access the DDB Intranet and download ICT Issue Resolution Form (DDBS-FM-MIS-01)	1.1 All required forms are updated and uploaded in the DDB Intranet	None	N/A	<i>Management Information Systems Unit (MISU)</i>
2. DDB employee submits filled-up ICT Resolution Form (one copy only)	2.1 MISU reviews and prioritizes received ICT Resolution Forms based on its level of urgency	None	10 minutes	<i>Computer Programmer (CP) / Computer Maintenance Technologist (CMT)</i>
	2.2 Identify and diagnose the cause of the problem indicated in the ICT Resolution Form	None	20 minutes	<i>CP / CMT</i>
	2.3 Identify if its recurring problem	None	10 minutes	<i>CP / CMT</i>
	2.4 Propose recommendations. If parts replacement is needed, include in the recommendation needed parts to be procured	None	30 minutes	<i>CP / CMT</i>



3. DDB Employee submits filled-up Purchase Request Form (DDB-FM-SPL-07; one copy only)	3.1 Endorse purchase request for approval to the Budget Section	None	2 days	CP / CMT
	3.2 Supply Section procures recommended parts	None	N/A	Supply Section
	3.3 Receive and install part replacement	None	10 minutes	CP / CMT
4. Update Record	4.1 DDB Employee signs acceptance of resolution in the filled-up ICT Issue Resolution Form	None	10 minutes	DDB Employees
	4.2 Maintain and update record	None	30 minutes	CP / CMT
<b>Total Processing Time</b>			<b>2 days and 2 hours</b>	

#### 4. Issuance of Communication Materials

Submission of Communication Requests for Approval

<b>Office or Division:</b>	MEDIA AFFAIRS AND PUBLIC RELATIONS UNIT (MAPRU)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G (Government to Government)			
<b>Who may avail:</b>	All DDB Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Communication Request Form		<a href="https://grounds.ddb.gov.ph">https://grounds.ddb.gov.ph</a>		
Details of the Activity: Approved CSW, Letter Request or Project Concept		N/A		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill up and submit	1.1 Accept request	N/A	3 minutes	Requesting Party PRO I Special Assistant

Communications Request Form	1.2 Review and prioritize requests based on its level of urgency	N/A	2 minutes	<i>Head, MAPRU</i>
	1.3 Assign to staff member	N/A	1 minute	<i>Head, MAPRU</i>
	1.4 Draft Requested Material	N/A	3 hours	<i>Head, MAPRU PRO I Special Assistant</i>
	1.5 Review and edit draft material	N/A	1 hour	<i>Head, MAPRU</i>
	1.6 Revise Draft	N/A	1 hour	<i>PRO I Special Assistant</i>
	1.7 Review revised draft	N/A	30 minutes	<i>Head, MAPRU</i>
	1.8 Finalize Material	N/A	5 minutes	<i>PRO I Special Assistant</i>
	1.9 Submit to requesting party with Customer Satisfaction Feedback Form	N/A	5 minutes	<i>PRO I Special Assistant</i>
	2. Assess output and fill up Customer Satisfaction Feedback Form	2.1 Accept and record Customer Satisfaction Feedback Form	N/A	10 minutes
<b>Total Processing Time</b>			<b>5 hours and 56 minutes</b>	



## Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send a feedback	<p>Answer the Customer Satisfaction Survey Form at designated areas (for feedback using manual form) then drop at sealed drop box located near the transaction area.</p> <p>For computerized feedback, the Customer Satisfaction Representative (CSR) will give a number to the client for encoding in the computer/queuing machine for his/her rating in the survey located at the guard station.</p>
How feedback is processed	<p>Every month the CSR consolidates the answers/ratings written in the survey form. CSR will make a summary of the ratings together with the online customer satisfaction survey.</p> <p>Final ratings is submitted to the head of each Divisions/Units copy furnished the CSM Lead.</p>
How to file a complaint	<p>If complaint is not written recipient will transcribe to written form to be received by the Records Section. If the complaint is internal in nature and comes from a concerned DDDBS employee, the complaint shall be received by the concerned Unit Head and will still be received by the Records Section for documentation</p> <p>Contact information for queries and follow-up: 89296639 – OED; 89296405 – Admin</p>
How complaints are processed	<p>Receive complaints and forward it to the Office of the Executive Director for immediate action.</p> <p>Complaint will be referred to the concerned Divisions / Units to investigate.</p> <p>The concerned division / units will communicate with the complainant that the complaint was received and acted upon within 3 days.</p> <p>The concerned Divisions / Units will validate, investigate and resolve the complaint. They will also identify the extent of the complaint. Complete the investigative report using the NCCAR form.</p> <p>If complaint is internal, indorse to the Grievance Committee chaired by the Deputy Executive Director for Administration.</p> <p>Accomplish NCCAR to note all details and investigate the root cause.</p>



	<p>Agenda for the next meeting, minutes of previous meeting and other documents are sent to Board members/ Committee members by courier/ e-mail, 3 days before the next meeting.</p> <p>Review correction plan for approval of the Executive Director and implementation.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: 89296639 – OED; 89296405 – Admin</p>
Contact information of CCB, PCC, ARTA	ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 1-ARTA (2782) PCC: 8888 CCB: 0908-881-6565 (SMS)



## List of Offices

Office	Address	Contact Information
Head Office	3 <sup>rd</sup> Floor, DDB-PDEA Building, NIA Road, National Government Center, East Triangle, Diliman, Quezon City, Philippines	8929-1753  E-mail – info@ddb.gov.ph