



DANGEROUS DRUGS BOARD

CITIZEN'S CHARTER

2021 1st Edition



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I. Mandate:

Republic Act 9165 or the Comprehensive Dangerous Drugs Act of 2002 mandates the Dangerous Drugs Board (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 DDB 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 DDB 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)

| | | | | |
|---|---|--|------------------------|---------------------------|
| Office or Division: | Legal Affairs Division | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C (Government to Citizen) | | | |
| Who may avail: | Drug dependents | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Requirements for Voluntary and Compulsory Confinement shall be in original copies | | 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. | | |
| Voluntary Confinement: | | | | |
| 1. Drug Dependency Examination (DDE) Result | | | | |
| 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) | | |
| Compulsory Confinement: | | 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. | | |
| 1. Drug Dependency Examination (DDE) Result | | | | |
| 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)) | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Secure referral form and other requirements for Drug Dependency Examination (DDE). | DDE is conducted by a DOH-accredited physician only | None | N/A | N/A |



| | | | | |
|---|--|------|--|---------------------------------------|
| 1.1 Go to DDB; Get a queuing number at the kiosk near the guard | DDB entertains client on a first come first serve basis | None | 1 minute | <i>Queuing System/Guard on duty</i> |
| | 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> |
| | DDB Authorized Representative signs the petition Form | None | within the day (2 minutes) | <i>Attorney III</i> |
| | DDB releases the Petition either to the applicant and/or authorized representative after scanning all submitted documents. | | within the day (2 minutes) Total of 14 minutes | <i>Administrative Aide VI / Clerk</i> |

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

This pertains to review and evaluation of an application for 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.

Applications and supporting documents are received, evaluated, and processed using the Online Application for Certification and Exemption Information System (OACEIS) which can be accessed through <https://oaceis.ddb.gov.ph/>.

| | |
|-----------------------------|--|
| Office or Division: | Legal Affairs Division |
| Classification: | Complex |
| Type of Transaction: | G2B (Government to Business Entity) |
| Who may avail: | Pharmaceutical and Chemical companies involve in the importation, exportation, manufacture/compounding and |



| | distribution of chemical mixtures, finished products, and preparations | | | |
|--|---|---|--|---|
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1.Duly notarized Application Form (Forms are downloadable after filling up). | | DDB website www.ddb.gov.ph | | |
| 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) or in any PDEA Regional Offices | | |
| 5.Formulation of the product (for manufacturers /compounders ONLY) | | Company /Applicant/Testing laboratories | | |
| CLIENT STEPS | AGENCY ACTIONS | FEE TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Open DDB website, proceed to the welcome page and then click OACEIS. Register the company by filling out the Registration Form. Sign in using the default password | 1.The system will generate a default password to be sent to the registered email address used by the authorized company representative. | P300.00 (per application/request) | | Consignee/company's representative |
| 2.Fill-out the application form, download and have it notarized. Upload the notarized application form together with the required documents. | 2. The application form, together with all required documents, shall be evaluated by the Legal Affairs Division. (Only applications with complete requirements are being processed) | | Upon receipt of the application within one (1) working day | Pharmacist / Executive Assistant III (Pharmacist) |
| 3.Pay the corresponding fee at the Cashier or through online payment | 3.Once the documents have passed the evaluation, | | | Chief, Cashier Admin Asst II |



| | | | | |
|---|--|--|---|---|
| <p>using the Linkbiz Portal of the Landbank of the Phils.</p> <p>.</p> <p>4. The client print the signed Certification/Exemption released by the Records Section.</p> | <p>OACEIS will assign a transaction number. It will also notify the company to pay the Certification fee of P300 for every application.</p> <p>The application will then be processed for endorsement to the Chief, Legal Division, and approval by the Executive Director.</p> <p>4. Once the Certificate / Exemption has been approved and signed by the Executive Director, it will be forwarded to the the Records Section. OACEIS will notify the client that the requested document is ready for release.</p> <p>5. Records Section will send the signed requested document to the client through its registered email</p> | | <p>From signing up to the release of the documents, one (1) to two (2) working days</p> | <p>Executive Asst III (Pharmacist)</p> <p>Attorney V Attorney III</p> <p>Executive Director or DDB Officials designated as OIC</p> <p>Records Officer III Records Clerk</p> |
|---|--|--|---|---|

NOTE: The system will notify the company the status of their application (step by step process) through the company authorized representative registered email



2(a). Board Resolution for Exemption for finished products /chemical mixtures containing Controlled Chemicals above the threshold limits. The client has the option whether to apply for the Special Permit from PDEA or Board Resolution for Exemption from DDB.

| | | | | |
|--|--|--|--------------------------------------|---|
| OFFICE OR DIVISION: | LEGAL AFFAIRS DIVISION | | | |
| Classification: | Highly Technical | | | |
| Type of Transaction: | G2B (Government to Business Entity) | | | |
| Who may avail: | Pharmaceutical and Chemical companies involve in the importation, exportation, manufacture/compounding and distribution of finished products, preparations and chemical mixtures | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1.Duly notarized Application Form (for both Certification and Exemption) | | DDB website (downloadable files) www.ddb.gov.ph | | |
| 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 | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit requirements through the Online Application for Certification and Exemption Information System (OACEIS) | DDB Secretariat will schedule for the deliberation in coordination with TWG Members for Exemption (DDB, PDEA, NBI, PNP) | None | Twice A Month | Executive Asst III (Pharmacist) TWG Members: Representatives from DDBS, PDEA, NBI, PNP |
| | 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> |



| | | | | |
|---|--|---|---|---|
| | Conference Secretariat assists the members of the Board | None | On the scheduled Board Meeting | <i>DDB Chairman and Members of the Board</i> |
| | Printing of the Board Resolution for Exemption | None | one (1) day (2 minutes per company) | <i>Executive Asst III (Pharmacist)</i> |
| | Conference Secretariat shall assist in the signing of the Board Resolution | None | 2 minutes for each signatory | <i>DDB Chairman and Executive Director</i> |
| 2. Payment of the corresponding fee at the Cashier. | Payment maybe made through online | (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. Printing of the signed documents by the company | Record Section will send back the signed document to the company through their registered email | None | 2 minutes | <i>Records Officer III Records Clerk</i> |
| | Members of the DDB-TWG will conduct Random Monitoring and Inspection to companies granted Exemption. | None | As scheduled by the DDB-TWG Secretariat (regular monthly basis) Total of 18 minutes | <i>DDB-TWG Members: Representatives from DDBS, PDEA, NBI, PNP</i> |



2. Media Request for Interview, Data and Information

| | | | | |
|---|--|------------------------|--|--|
| Office or Division: | MEDIA AFFAIRS AND PUBLIC RELATIONS UNIT (MAPRU) | | | |
| Classification: | G2C (Government to Client) | | | |
| Type of Transaction: | Simple | | | |
| Who may avail: | Members of the media, student publications | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Letter Request | | Requesting Party | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| Make a request via text message, phone call, electronic mail, or snail mail | | N/A | 10 minutes | <i>Requesting Party</i> |
| | Record request in Media Request Form | N/A | 10 minutes | <i>Head, MAPRU PRO I Special Assistant</i> |
| | Review request and recommend appropriate response | N/A | 10 minutes | <i>Head, MAPRU</i> |
| | Submit recommendations to the Executive Director | N/A | 10 minutes | <i>Head, MAPRU PRO I Special Assistant</i> |
| | 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> |
| | Relay response to requesting party | N/A | 10 minutes | <i>Head, MAPRU</i> |
| Conduct the interview or receive the requested information | | N/A | 1 hour depending on the interview duration Total of 4 hours and 50 minutes | <i>Requesting Party</i> |



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

| | | | | |
|---|---|--|------------------------|---------------------------|
| Office or Division: | Administrative and Financial Management Division | | | |
| Classification: | Simple | | | |
| Type of Transaction: | Government to Government | | | |
| Who may avail: | DDBS Employees | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 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 | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| I. Prepare DV by accomplishing DV Form – DDBS-FM-ACT-01 | 1. DV Form can be downloaded from the DDB Grounds Portal | None | N/A | <i>DV Originator</i> |
| II. Secure the needed supporting documents as attachments | 2. DV Checklist can be downloaded from the DDB Grounds Portal | None | N/A | <i>DV Originator</i> |
| III. Submit Disbursement Vouchers for processing and payment | 3. Budget Section 3.1. Receiving, recording and initial screening of Disbursement | None | 30 minutes | <i>Budget Clerk</i> |



| | | | | |
|--|---|------|------------------------------------|-------------------------|
| | Vouchers (DV) with attachments (Refer to checklist) | | | |
| | 3.2. Review and processing of DV | None | 40 minutes/2 hours if with payroll | <i>Admin Aide IV</i> |
| | 3.3. Preparation of Obligation Request | None | 15 minutes | <i>Admin Aide IV</i> |
| | 3.4. Signs Obligation Request certifying that funds are available | None | 15 minutes | <i>Budget Officer I</i> |
| | 3.5. Recording in the Obligation Registry | None | 15 minutes | <i>Budget Clerk</i> |
| | 3.6. Forward to Accounting Section | None | 10 minutes | <i>Budget Clerk</i> |
| | 4. Accounting Section | | | |
| | 4.1. Receive DV with complete and Propriety Supporting Documents (SDs) and Record | None | 10 minutes | <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 | None | 20 minutes | <i>Admin Offr IV</i> |



| | | | | |
|--|--|------|------------|----------------------------------|
| | Accounting Entries | | | |
| | 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>Actg Chief, AFMD</i> |
| | 4.6. DV forwarded to DEDA 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>Sociologist I</i> |
| | 5. Cashier Section | | | |
| | 5.1. Receive DV and Check Requirements | None | 10 minutes | <i>Receiving Clerk</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 & SLIIE | 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>Receiving Clerk</i> |
| | 5.8. Approval of Accountant | None | 15 minutes | <i>Admin Offr IV</i> |
| | 5.9. Approval of Head of Agency | | | <i>Executive Director</i> |
| | 5.10. Record and transmittal to servicing bank | None | 1 hour | <i>Receiving Clerk/Admin Aide II/Admin Asst II</i> |
| | | | Total of 9 hours and 55 minutes | |

2. Processing of Leave Applications

Submission of Leave Applications for Approval

| | | | | |
|---|--|--|------------------------|-----------------------------|
| Office or Division: | Administrative and Financial Management Division | | | |
| Classification: | Simple | | | |
| Type of Transaction: | Government to Government | | | |
| Who may avail: | DDBS Employees | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Application for Leave DDBS-FM-PRN-06 | | www.grounds.ddb.gov.ph/forms-and-templates | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit Leave Application for Approval | 1. Check/review the submitted Application for Leave (CSC Form No.6) if all boxes are filled-up and whether the type of leave applied is: | None | 5 minutes | <i>Clerk I Clerk II</i> |



| | | | | |
|--|--|---|---|---|
| | <p>1.1. Force/Vacation leave(5 days in advance)</p> <p>1.2. Privilege Leave (advance or late filing)</p> <p>1.3. Sick Leave (immediately upon return for work)</p> <p>1.4. Emergency Leave (due to fortuitous events)</p> <p>1.5. Study Leave</p> <p>There should be recommendation of the supervisor for the approval or disapproval of the application.</p> <p>2. Receive the filed duly accomplished Application for Leave in two(2) copies and record in the logbook.</p> <p>3. Process the Application by computing the available leave credits for both Vacation and Sick Leave.</p> <p>4. Certify Correctness of the leave balances.</p> <p>5. For approval.</p> <p>5.1. Approval/ Signature of the Chief, AFMD if application for vacation and sick leave is filed by Employees other than Division Chiefs and Unit/ Section Heads.</p> <p>5.2. For initial, for the following conditions:</p> <ul style="list-style-type: none"> - If the Application is filed by Division | <p>None</p> <p>None</p> <p>None</p> <p>None</p> <p>None</p> <p>None</p> | <p>5 minutes</p> <p>20 minutes</p> <p>3 minutes</p> <p>2 minutes</p> <p>2 minutes</p> | <p><i>Clerk I Clerk II</i></p> <p><i>Administrative Assistant II</i></p> <p><i>HRMO III</i></p> <p><i>Chief, AFMD</i></p> <p><i>Chief, AFMD</i></p> |
|--|--|---|---|---|



| | | | | |
|--|---|------|----------------------------|---------------------|
| | <p>Chiefs/ Section Chiefs/ Section/Unit Heads</p> <ul style="list-style-type: none"> - If personal travel abroad - Vacation Leave of one(1) month and above. - Study Leave | | | |
| | 6. Transmit the Application for Leave to the Office of the Executive Director for approval of application under conditions stated in 5.2. | None | 5 minutes | Clerk I Clerk II |
| | 7. Return application with approval/signature of the Executive Director from Office of the Executive Director to Human Resource Management System (HRMS). | None | | Clerk I |
| | 8. Release a copy of the processed application to the employee concerned every end of the month. | None | 5 minutes | Clerk I Clerk II |
| | 9. Retain one(1) copy at the HRMS for file. | None | 2 minutes | HRMS |
| | | | Total of 49 minutes | |

3. Processing of ICT Resolution

Submission of ICT Resolution for Approval

| | |
|----------------------------------|---|
| Office or Division: | MANAGEMENT INFORMATION SYSTEM UNIT (MISU) |
| Classification: | Government to Government |
| Type of Transaction: | Simple |
| Who may avail: | ALL DDB EMPLOYEE |
| CHECKLIST OF REQUIREMENTS | |
| WHERE TO SECURE | |
| ICT RESOLUTION FORM | grounds.ddb.gov.ph |



| CLIENT STEPS | AGENCY ACTIONS | FEE TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|----------------------------|--|----------------|--|--|
| Submit ICT Resolution Form | 1. Accept, identify and prioritize reports based on its level of urgency | None | 10 minutes | <i>Computer Programmer Computer Maintenance Technologist</i> |
| | 1.1. Identify and diagnose the cause of the problem | None | 20 minutes | |
| | 1.2. Identify if its recurring problem | None | 10 minutes | |
| | 1.3. If parts replacement is needed | None | 30 minutes | |
| | 1.4. Proposed recommendation | None | 30 minutes | <i>DDB Employees</i> |
| | 2. Create Purchase Request | | | <i>Computer Programmer Computer Maintenance Technologist</i> |
| | 2.1. Accepts and Install part replacement | None | 2 days | |
| | 2.2. Maintain and Update Record | None | 10 minutes | |
| | | | Total of 2 days 1 hour and 40 minutes | |

4. Issuance of Communication Materials

Submission of Communication Requests for Approval

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|----------------------------------|---|--|------------------------|---------------------------|
| Office or Division: | MEDIA AFFAIRS AND PUBLIC RELATIONS UNIT (MAPRU) | | | |
| Classification: | G2G (Government to Government) | | | |
| Type of Transaction: | Simple | | | |
| Who may avail: | All DDB Employees | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Communication Request Form | | grounds.ddb.gov.ph | | |
| Details of the Activity | | Approved CSW, Project Concept or Program | | |
| CLIENT STEPS | AGENCY ACTIONS | FEE TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |



| | | | | |
|---|---|-----|---|--|
| Fill up and submit Communications Request Form | Accept request | N/A | 1 minute | <i>PRO I Special Assistant</i> |
| | Review and prioritize requests based on its level of urgency | N/A | 5 minutes | <i>Head, MAPRU</i> |
| | Assign to staff member | N/A | 2 minutes | <i>Head, MAPRU</i> |
| | Draft Requested material | N/A | 15 days depending on the type of material | <i>Head, MAPRU PRO I Special Assistant</i> |
| | Review and edit draft material | N/A | 3 days depending on the type of material | <i>Head, MAPRU</i> |
| | Revise Draft | N/A | 1 day | <i>PRO I Special Assistant</i> |
| | Review revised draft | N/A | 3 hours | <i>Head, MAPRU</i> |
| | Finalize material | N/A | 1 hour | <i>PRO I Special Assistant</i> |
| | Submit to requesting party with Customer Satisfaction Feedback Form | N/A | 10 minutes | <i>PRO I Special Assistant</i> |
| Assess output and fill up Customer Satisfaction Feedback Form | | N/A | 1 day Total of 20 days 4 hours and 18 minutes | <i>DDB Officials/ Employees</i> |



Feedback and Complaints

| FEEDBACK AND COMPLAINTS MECHANISMS | |
|------------------------------------|--|
| How to send a feedback | <p>There are two (2) options to choose from by the respondents: 1. Paper and pen, 2. Online survey (Link or QR Code).</p> <p>Filled-up survey forms are dropped in the designated boxes for hard copies. As for electronic mode, access the link provided or scan the QR Code.</p> |
| How feedback is processed | <p>Responses are collected, consolidated, tabulated, classified as internal or external customers, analysed and measured on a monthly basis.</p> <p>Customer Satisfaction Reports are submitted to the concerned Division Chief / Unit Head and the Customer Satisfaction Lead.</p> <p>Reports are submitted to CSM Lead based on agreed frequency of reporting by Customer Satisfaction Representative (CSR). Division Chiefs/Unit Heads to ensure that all actions taken fully to addressed complaints and weaknesses. This includes status of CSM Average Rating, CA/PA plans and status of implementation.</p> <p>Prepare summary of CSM Report for submission to the Executive Director and attested by Quality Management Representative.</p> <p>Clients are informed of actions taken if necessary or when clients return to DDBS for transactions by the concerned Division Chief/Unit Heads/CSM Representative.</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 DDBS 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 NCCAR Form will be forwarded to the concerned division/unit for investigation.</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>Prepare Memorandum of Resolution and Recommendation.</p> <p>Indicate recommendation and corrective action in the accomplished NCCAR form.</p> <p>Review correction plan for approval of the Executive Director and implementation.</p> <p>For external it will be endorsed to records and for internal issues, a copy will be given to the complainant. The original document will be filed by the responsible division/unit. A third copy will be given to the Office of the Executive Director.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: 89296639 – OED; 89296405 – Admin</p> |
| <p>Contact information of CCB, PCC, ARTA</p> | <p>ARTA: complaints@arta.gov.ph 1-ARTA (2782) PCC: 8888 CCB: 0908-881-6565 (SMS)</p> |



VI. List of Office

| Office | Address | Contact Information |
|---------------------------|--|---|
| Head Office (only office) | 3 rd Floor, DDB-PDEA Building, NIA Road, National Government Center, East Triangle, Diliman, Quezon City, Philippines www.ddb.gov.ph | TL: 8929-1753 E-mail – info@ddb.gov.ph |