

## 1. Request for information materials.

For further dissemination of information, students, researchers, organizations, media, and other DSWD OBSUs may request for printing and/or sending of soft copies of information materials from the SMD for general details about the program.

<b>Office or Division:</b>	Social Marketing Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C, G2G			
<b>Who may avail:</b>	Students, Media, Other Organizations, Researchers, All DSWD OBSUs			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1 Letter of Request 2 Information materials request form		From the requesting student, media agency, other organizations, researchers, DSWD OBSUs		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Send formal letter of request with specific details about the request to <a href="mailto:4ps_smd@dswd.gov.ph">4ps_smd@dswd.gov.ph</a>	1.Acknowledge and provide information materials request form	None	10 mins	Administrative Assistant II
2. Fill out request form completely and submit to <a href="mailto:4ps_smd@dswd.gov.ph">4ps_smd@dswd.gov.ph</a>	2.Provide copy of letter of request and form to ASD-Records Section and encode received document to EDTMS	None	10 mins	Administrative Assistant II
None	2.1 Assess the request and approve/disapprove the request	None	3 hours	Division Chief, SMD
None	2.2 If disapproved, provide feedback to the client	None	1 hour	Information Officer III
None	2.3. If approved, provide initial feedback to the client and secure approval of the request	None	1 hour	Information Officer III
None	2.4 Prepare needed soft copy and/or hard copy of information materials depending on request	None	1 day	Information Officer III Administrative Assistant II
None	2.5 Prepare and submit memo to NPMO to approve the release of materials	None	1 day	Information Officer III
None	2.6 Memo to be signed by the NPMO and return signed memo to the concerned staff	None	3 days	National Program Manager, 4Ps

None	2.7 Submit soft copy of information materials through email and/or release printed materials as requested and send customer feedback form	None	1 hour	Information Officer III Administrative Assistant II
3. Receive information materials and answer customer feedback form	3. Collect the accomplished form and record the document to the e-DTMS		10 mins	Administrative Assistant II
<b>TOTAL</b>		<b>None</b>	<b>5 days, 6 hour and 30 minutes</b>	