



# DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT

## **CITIZEN'S CHARTER HANDBOOK**

5<sup>th</sup> Edition

2023

# Quality Policy

## DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT

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

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

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

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

## **I. Mandate:**

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

## **II. Vision:**

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

## **III. Mission:**

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

## **IV. Service Pledge:**

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

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

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

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

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# **Field Office XI**

## **External Services**

**Office of the Regional Director (ORD)  
Legal Unit  
External Services**

## 1. Rendering Legal Opinions and Advice on Matters Brought by External Clients

This refers to the request for written legal advice or opinion from the external clients of the DSWD Field Office XI relative to its social protection mandate, programs, and services.

<b>Office or Division:</b>	Office of the Regional Director-Legal Unit			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	DSWD FO XI External Clients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter request		Requesting Party		
2. Other relevant documents		Requesting Party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. External client submits a letter request with complete information and other relevant documents, if any, to the Records and Archives Management Section (RAMS)	1.1 The RAMS receives and endorses the letter request with complete information and other relevant documents to the Legal Unit.	None	5 minutes	<i>Designated RAMS Employee</i>
	1.2 If the documents are complete, Legal Assistant II receives the request and stamps "RECEIVED" with date, time, and name of the receiving officer, then record in the record book.	None	5 minutes	<i>Legal Assistant II</i>
	1.3 If incomplete, return the request to	None	5 minutes (Note: Only if the documents	<i>Legal Assistant II</i>

	the client and advise him/her to complete the necessary documents.		are incomplete)	
2. External client will be advised when to claim the written legal opinion or advice from the Legal Unit	2.1 Lawyer reads and assesses what is needed for the request.	None	15 minutes	<i>Attorney III</i>
	2.2 Lawyer reads and studies the request.	None	20 minutes	<i>Attorney III</i>
	2.3 Lawyer or Legal Assistant conducts any research necessary for the request such as reviewing pertinent laws and regulations.	None	<b>Complex:</b> 4 days <b>Highly technical:</b> 17 days	<i>Attorney III or Legal Assistant II</i>
	2.4 Lawyer formulates the legal advice or opinion sought.	None	8 hours	<i>Attorney III</i>
3. External client receives the legal opinion or advice sought	3.1 Legal Assistant hands or sends the legal advice or opinion duly signed by the lawyer to the Regional Director for approval.	None	5 minutes	<i>Legal Assistant II</i>



	3.2 The Regional Director approves the legal advice or opinion by affixing his signature therein.	None	8 hours	<i>Regional Director</i>
	3.3 The Regional Director returns the approved legal advice or opinion to the Legal Unit.	None	5 minutes	<i>Designated ORD Employee</i>
	3.4 Legal Assistant hands or sends the approved legal advice or opinion to the RAMS.	None	5 minutes	<i>Legal Assistant II</i>
	3.5 Designated RAMS employee releases the legal advice or opinion to the external client.	None	5 minutes	<i>Designated RAMS Employee</i>
	3.6 Designated RAMS employee transmits the received copy of the legal advice or opinion to the Legal Unit.	None	10 minutes	<i>Designated RAMS Employee</i>
	3.2 Legal Assistant records the received copy in the	None	5 minutes	<i>Legal Assistant II</i>

	Record Book and files the same in the office folder / envelope.			
<b>TOTAL</b>		<b>None</b>	<b>Complex:</b> 6 working days, 1 hour, and 20 minutes  <b>Highly technical:</b> 19 working days, 1 hour, and 20 minutes	

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	The Legal Unit will provide a Client Satisfaction Survey Form (CSSF).
How feedbacks are processed	Accomplished CSSFs will be consolidated and compiled every Friday. The Client Satisfaction Measurement Survey Report will be submitted to the RAMS every 30 <sup>th</sup> day of the month.
How to file a complaint	Complaints may be filed and addressed in person or via email to the Office of the Regional Director-Legal Unit at <a href="mailto:legal.fo11@dswd.gov.ph">legal.fo11@dswd.gov.ph</a> for appropriate action.
How complaints are processed	After the evaluation of a complaint, the responsible person in the ORD-Legal Unit will act upon it accordingly.
Contact Information of CCB, PCC, ARTA	CCB: 0908-881-6565 (SMS) 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>
	PCC: 8888
	ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a>

**Office of the Regional Director (ORD)  
Social Marketing Unit  
External Services**

## 1. Handling 8888 Complaints and Grievances

The Social Marketing Unit of the Office of the Regional Director is responsible for ensuring the efficient and effective, concrete and specific response of the Agency to the concerns, complaints, and request for assistance of the clients referred by the 8888 Citizens' Complaint Hotline in compliance with the 72-hour directive of the president.

<b>Office or Division</b>	Office of the Regional Director – Social Marketing Unit			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C – Government to Citizen			
<b>Who may Avail</b>	General Public			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Complaint/Grievance coursed through 8888 Citizens' Complaint Hotline		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client courses through his/her grievances/ concerns to the 8888 Citizens' Complaint Hotline through text or call	1.1 Upon receipt of the 8888 Complaint from the DSWD Agency Operations Center (AOC), receives the referral letter and records the ticket reference code and client information to 8888 database/matrix.	None	5 minutes	<i>Receiving staff of the Social Marketing Unit (SMU)</i>
	1.2 Review and assesses the complaint/request of the client and endorses the same to the 8888 focal person of the concerned program/division.	None	5 minutes	<i>Technical Staff SMU</i>
	1.3 If the contact information is provided, directly contact and act on the concern of the client.	None	2 days, 25 minutes	<i>8888 Focal Person</i>

	<p>1.4 If the client is anonymous, cite the action provided to the concern of the client.</p> <p>Provide signed official document with concrete and specific action to SMU.</p>			
	<p>1.5 Receive the signed official document/ memorandum of responses.</p> <p>Review and assess the action undertaken by the offices if it is concrete and specific.</p>	None	10 minutes	<i>Technical Staff</i> SMU
	<p>1.6 If the response is not concrete and specific – clarify with 8888 focal person of program concerned for revision.</p> <p>If the response received is concrete and specific – endorse said document/memorandum to AOC and request the closure of the ticket to the Hotline 8888 Portal.</p>	None	10 minutes	<i>Administrative Staff</i> SMU

	1.7 Update the database/matrix and mark as closed.	None	5 minutes	<i>Administrative Staff</i> SMU
<b>TOTAL</b>		<b>None</b>	<b>3 days</b>	

## 2. Facilitation of Media Interview

The Social Marketing Unit of the Office of the Regional Director is responsible for undertaking advocacy, social marketing, and networking activities to promote social change and to nurture DSWD's relationships with its public and stakeholders.

<b>Office or Division</b>	Office of the Regional Director – Social Marketing Unit			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C – Government to Citizen			
<b>Who may Avail</b>	Media Institutions/Media Practitioners			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request for Media Interview on regular topic (except for hot issues)		Requesting Media Institution/Media Practitioner		
SMU Service Request Form		Social Marketing Unit		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client submits request for media interview through SMU Service Request Form or through written correspondence coursed through the Office of the Regional Director	1.1 Receives and reviews the request/ documents	None	5 minutes	<i>Receiving staff of the Social Marketing Unit (SMU)</i>
	1.2 Endorses the request/ documents to the Regional Information Officer	None	5 minutes	<i>Administrative Staff</i> SMU
	1.3. Reviews the request/ documents and writes instructions to technical staff	None	10 minutes	<i>Regional Information Officer</i>
	1.4 Technical staff prepares briefers,	None	8 hours	<i>Information Officer</i> SMU

	conducts research based on guide questions, in coordination with focal program person of concerned program, division, and/or section and with previously approved briefers as reference			
	1.5 Regional Information Officer reviews the draft briefers submitted by technical staff; returns to technical staff with suggested inputs	None	1 hour	Information Officer SMU
	1.6 Technical staff inputs comments; return revised draft briefers to Regional Information Officer	None	5 hours	<i>Regional Information Officer</i>
	1.7 If there is no further comment, Regional Information Officer endorses draft briefers to Regional	None	5 minutes	<i>Administrative Staff SMU</i>

	Director for review			
	1.8 If there are comments, Regional Director returns draft document to Regional Information Officer  If no further comments, the Regional Director approves the briefer and returns the same to the SMU	None	15 minutes	<i>Outgoing staff</i> Office of the Regional Director
	1.9 The SMU coordinates with media institution/medi a practitioner on the schedule of interview with the Spokesperson or designated talking head identified by the Secretary	None	15 minutes	<i>Administrative Staff</i> SMU
<b>TOTAL</b>		<b>None</b>	<b>1 day, 6 hours, 55 minutes</b>	



<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	Accomplish the Client Satisfaction Measurement Survey Form through online link.
How feedback are processed	<p>The administrative staff of the Social Marketing Unit will compile all the submitted forms at the end of the day.</p> <p>Feedback requiring actions from the Social Marketing Unit will have a response within three (3) days upon receipt of the feedback.</p>
How to file a complaint	<p>Complaints may also be filed through email or forwarded to the Records Unit. The following information must be provided:</p> <ul style="list-style-type: none"> <li>• Name of person being complained;</li> <li>• Incident complained of; and</li> <li>• Evidence (if applicable).</li> </ul>
How complaints are processed	<p>The Records Officer will forward the complaint to the Office of the Regional Director who will forward it to the concerned unit for appropriate action.</p> <p>The concerned unit will give feedback to the client within three (3) days upon receipt of the complaint.</p>
Contact Information of CCB, PCC, ARTA	CCB: 0908-881-6565 (SMS) 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>
	PCC: 8888
	ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a>

**Office of the Regional Director (ORD)  
Social Technology Unit  
External Services**

## 1. Provision of Technical Assistance on Social Marketing for the Institutionalization of Completed Social Technologies (STs)

Refers to request for technical assistance to institutionalize (i.e., adopt or replicate) completed Social Technologies (ST). Technical assistance may include orientation on completed STs as part of social marketing activities, capability building activities, advocacy and lobbying with policy making bodies.

Office or Division:	Social Technology Unit (STU)			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government G2C - Government to Citizen			
Who may avail:	National Government Agencies (NGAs), Local Government Units (LGUs), Non-Government Organizations (NGOs), Civil Society Organizations (CSOs), and Academe			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Written and signed request letter with complete contact details (name and contact information) of the requesting party,		Requesting Office		
2. Details of the technical assistance needed				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Local Government Units, NGOs, Academe, and other National Government Agencies write an official request through email or other electronic platforms to DSWD-Field Office through Social Technology Units (STUs) requesting for technical assistance and provide the details of the TA being requested from the bureau.	1.1. Receive the Signed Document on the Request for TA; Review attachments and signatures; Tag as priority ISO/EODB document; Affix routing slip; and Record the document in the Tracking System.	None	30 minutes	Administrative Staff Social Technology Unit
	1.2. Forward the document to the Head of Office via email			

	or printed copy			
	1.3 Assess the requested assistance and identify the concerned division/ staff who will take action on the request. For Field Offices where STUs are under the ARD for Operations, the ARDOs will be copy-furnished with the request.	None	4 Hours	<i>Regional Director</i>
	1.4 Review the document, provide instructions and assign to Technical Staff who will act on the request, and forward the document to the Administrative Staff to record the instruction through hard or electronic copy in the Tracking System	None	4 hours	<i>Division Chief/ Section Head/ Unit Head</i>
	1.5 Review the request and its attachment.	None	1 hour	<i>Technical Staff</i>
	1.6 Coordinate with the requesting or the needed technical assistance	None	3 hours	

	1.7 Prepare response to the request to include result of coordination with respective offices	None	2 hours	
	1.7.1 Insert the Client Satisfaction Measurement Survey Form / Link in the response if the requested service was already provided through the response.			
	1.7.2 Insert schedule of follow-through activities and actual conduct of meetings, orientation or capability building activities, if the requested service requires.			
	1.8. Review the response to the requesting office	None	4 hours	<i>Division Chief/ Section Head/ Unit Head</i>

	1.9. Forward the document to the Head of Office, review completeness of attachments and affix e-signatures/ initials, proper use of templates	None	30 minutes	<i>Administrative Staff</i>
	1.10 Review the response 1.10.1. If approved, sign the document and forward to outgoing staff, copy furnished the Document Tracker for recording in the Tracking System If not approved, go back to number 1.8.	None	4 hours	<i>Regional Director</i>
	1.11 Forward the Signed Document Response to the requesting office, through email or mail, record in the monitoring/ tracking tool	None	30 minutes	<i>Administrative Staff</i>
	1.12 Keep a copy of the file in the Records/Filing System	None	30 minutes	
	1.13 As may be needed and agreed with the	None	2 days	<i>Focal Person STU</i>

	requesting party, conduct actual technical assistance activity (meeting, orientation and capability building activity), either via face-to-face or online means. Administer the Client Satisfaction Survey.			
	1.14 Keep a copy of the CSS and include in the periodic preparation of CSMR (refer to the DSWD Client Satisfaction Measurement Survey and Continual Improvement System Procedure Manual)	None	1 hour	<i>Administrative Staff</i>
<b>TOTAL</b>		<b>NONE</b>	<b>5 days, 2 hours</b>	

## 2. Sharing of Data, Information, and Knowledge Products on Social Technologies (STs)

Refers to request to share data, information, and knowledge products regarding completed Social Technologies. The data or information may include reports on completed Social Technology, disaggregated data, and other knowledge products such as manual, training modules on Social Technologies.

The service aims to provide accurate and relevant data, and knowledge products on social technologies that respond to the emerging needs of the poor, vulnerable, and disadvantaged sectors that the DSWD and other intermediaries ought to serve. The requested data may be used for policy, program formulation, and implementation.

Office or Division:	Social Technology Unit (STU)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government G2C - Government to Citizens			
Who may avail:	National Government Agencies (NGAs), Local Government Units (LGUs), Non-Government Organizations (NGOs), Civil Society Organizations (CSOs), and Academe			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.) Letter of Request		From the requesting NGAs, LGUs or CSOs		
2.) Template of data requirement (if applicable)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Local Government Units, NGOs, Academe, and other National Government Agencies write an official request through email or other electronic platforms to STB requesting for data, information, and knowledge products regarding completed Social Technologies. For Field Offices where STUs are under the ARD for Operations, the ARDOs will be copy furnished with the request.	1.1 Receive the Signed Document or accomplished Request Form (request for data, information, and other knowledge products) ; Review attachments and signatures; Tag as priority ISO/EODB document; Affix routing slip; and Record the document in the Tracking System	None	45 minutes	Administrative Staff



	1.2 Forward the document/email to the Head of Office via email or printed copy.			
	1.3 Assess the request and provide instruction and forward the document to the Division Chief concerned, copy furnished the Document Tracker for recording / tracking.	None	4 hours	<i>Regional Director</i>
	1. 3.1 For Field Offices where STUs are under the ARD for Operations, the ARDOs will be copy-furnished with the request.			
	1.4 Review the document, provide instructions and assign to Technical Staff who will act on the request, and forward the document to the Administrative Staff to record the instruction through hard or	None	4 hours	<i>Division Chief/ Section Head / Unit Head</i>

	<p>electronic copy. If the office has a separate Document Tracker, copy furnish him/her for updating and tracking.</p>			
	<p>1.5 Review the request and determine source and method of sharing data.</p>	None	1 day	<i>Technical Staff</i>
	<p>1.5.1 If available in the website, include the link from the STB website or FO website.</p>			
	<p>1.5.2 If not available, coordinate with the requesting party if necessary to ensure that data to be shared are not privileged and sensitive information in adherence to the Data Privacy Act (DPA); with the Program Focal Person/s to</p>			

	generate the data needed; and with the PDPS for regional data.			
	1.5.3 If not compliant with the Data Privacy Act and DSWD Research Protocol, inform the requesting party following the DSWD Data Privacy Manual or endorse to the Policy Development and Planning Bureau (PDPB) or Field Office Policy and plans Division (PPD).			
	1.6. Prepare response to the requesting party; Include Client Satisfaction Measurement Survey			
		None	1 hour	<i>Technical Staff</i>

	1.7. Review the response to the requesting office:			
	1.7.1. If approved, submit to the Head of Office, copy furnished the Document Tracker for recording.	None	2 hours	<i>Designated Division Chief / Section / Unit Head</i>
	1.7.2. If not approved, go back to Number 1.6.			
	1.8. Review the response.			
	1.8.1. If approved, sign the document and forward to outgoing staff, copy furnished the Document Tracker for recording.			
	1.8.2 If not approved, go back to Number 1.7.			
	1.9. Forward the response to the requesting office,	None	30 minutes	<i>Administrative Staff</i>

	through email or mail, record in the monitoring/ tracking tool.			
	<b>TOTAL</b>	<b>NONE</b>	<b>2 days, 6 hours, 15 minutes</b>	

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	Clients can send a feedback either through e-mail or snail mail addressed to the DSWD Official email ad (fo11@dswd.gov.ph) or through the Client's Satisfaction Measurement Survey Form and drop it at the designated drop box of Social Technology Unit inside the CBSS Office.
How feed backs are processed	<ul style="list-style-type: none"> <li>• Before end of the month, the Staff in-charge opens the drop box and consolidate all feedback submitted.</li> <li>• For feedback requiring answers, this will be forwarded to concerned staff and will then respond immediately through contact number of the concerned party.</li> <li>• For inquiries and follow-ups, clients may contact the following telephone number: 227-1964 local 1147.</li> </ul>
How to file a complaint	<p>Clients can file complaint either thru e-mail or snail mail addressed to the Regional Director or through SMS. Client who file the complaint should provide the following information:</p> <ul style="list-style-type: none"> <li>• Name of person being complained</li> <li>• Incident</li> <li>• Evidence</li> <li>• Specific Date and Time</li> </ul> <p>For inquiries and follow-ups, clients may contact the following telephone number: 227-1964 local 1147.</p>
How complaints are processed	<ul style="list-style-type: none"> <li>• Upon receipt of the complaints, social worker/concerned staff conducts interview to the clients regarding the complaints and assess/evaluate client's complaints.</li> <li>• After evaluation of the complaints, staff in-charge will create a report and submit it to the Section Head for information and appropriate action.</li> <li>• The staff in-charge will then provide feedback to the client. A consultation meeting may be done with the complainant depending on the degree of complaint.</li> <li>• For inquiries and follow-up, clients may contact the following telephone number: 227-1964 local 1147.</li> </ul>

Contact information of: ARTA, PCC, CCB	CCB: 0908-881-6565 (SMS) Call: 165 56 P5.00 + VAT per call anywhere in the Philippines via PLDT landlines <i>Email:</i> <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a> <i>Facebook:</i> <a href="https://facebook.com/civilservicegovph/">https://facebook.com/civilservicegovph/</a> <i>Web:</i> <a href="https://contactcenterngbayan.gov.ph/">https://contactcenterngbayan.gov.ph/</a> <i>PCC:</i> 8888 <i>ARTA:</i> <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a>
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### List of Offices

Office	Address	Contact Information
Office of the Regional Director	DSWD Field Office XI R. Magsaysay Avenue corner D. Suazo Street, Davao City	Head Legal Unit (082) 227-1964 local 1121  Unit Head Social Marketing Unit (082) 227-1964 local 1160  Unit Head Social Technology Unit (082) 227-1964 local 1147