

# USE CASE DEVELOPMENT AND MANAGEMENT SERVICE

## SOCIAL PROTECTION USE CASE DIVISION

### 1. Responding to PhilSys-related Inquiries/Concerns of Social Protection Programs/Agencies

This process involves responding to any PhilSys-related inquiries or concerns of the interested relying parties or agencies providing social protection services.

Office or Division:	Social Protection Use Cases Division		
Classification:	Complex		
Type of Transaction:	G2G - Government to Government; G2C - Government to Citizens; G2B - Government to Business		
Who may avail:	Government or Private entities/Individuals with Social Protection concerns		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Email message to the email address spucd.staff@psa.gov.ph; or 2. Viber message; or 3. Short Message Service (SMS); or 4. Call.		Requesting Government or Private entities/Individuals with Social Protection concerns	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send queries/ Concerns.	1.1. Acknowledge the concerns received.	None	1 day	Project Development Assistant/ Information System Analyst I/ Project Development Officer I/II/III/V
None	1.2. Respond or forward the concerns to the Division Chief.	None	3 days	Project Development Assistant/

				Information System Analyst I/ Project Development Officer I/II/III/V
2. Receive the response.	2.1. Respond to the concerns of the requesting party.	None	1 day	Project Development Assistant/ Information System Analyst I/ Project Development Officer I/II/III/V
<b>TOTAL:</b>		<b>None</b>	<b>5 days</b>	