



Republic of the Philippines
Department of Social Welfare and Development
Batasan Pambansa Complex, Constitution Hills
Quezon City
Telephone No. 931-8101 to 07

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27 February 2004

MEMORANDUM CIRCULAR NO. 04

**T O : All Officials and Employees
DSWD-Central Office**

**SUBJECT: Guidelines on the Use of Direct Distance Dialing (DDD) Lines in
the DSWD-Central Office**

1.0 RATIONALE

Communication has played a very vital role in the fulfillment of the mandate of the Department because of the nature of our work. Thus, telecommunication facilities were provided to offices to facilitate information gathering, coordination, and networking to officials, employees, partners, clients and the public. However, these telecommunication facilities must be used judiciously and efficiently due to limited resources of the Department.

The annual expenditures for telephones and cellular phones have significantly increased from CYs 1999 to 2003. Aside from the increase in the monthly telephone rental, the rise in communication expenditure is attributed to the increase in the number of long distance calls and facsimile service usage. An economical, efficient and effective use of these facilities must be adhered to by the users. On this, the Direct Distance Dialing system will be installed in the direct lines of DSWD-Central Office.

2.0 OBJECTIVES

- 2.1 To ensure the prudent and effective use of telephone facilities to avoid waste of government resources.
- 2.2 To provide guidelines on the monitoring and control of the long distance calls, whether official or personal in nature.

3.0 GUIDELINES

- 3.1 Offices/Bureaus/Services/Units (OBSU), with or without facsimile machine, shall be provided with Direct Distance Dialing features (DDD) for local access and/or international access if such offices require such services/facilities. Upon activation of DDD features, the 108/109 or operator-assisted features shall be immediately deactivated.

- 3.2 The Heads of Offices/Bureaus/Services/Units (HOBSU) shall be responsible for the prudent use of the telephones/cellular phones. He/She or his/her designated person/s shall create and keep the sequence of Personal Identification Number (PIN) for their telephone lines. Such PIN must be kept secret to avoid unauthorized use of the long distance facility.
- 3.3 The HOBSU shall be accountable for any long distance calls/facsimile services incurred in their monthly billing. He/She or his/her designated person shall be required to keep an Outgoing Long Distance Voice Call/Facsimile Services Weekly Monitoring Sheet (Annex A) for a long distance calls/facsimile services. Such form shall be forwarded to the Communication Unit, General Services Division, together with the telephone monthly bills and certification as to the nature of calls issued by the HOBSU.
- 3.4 A long distance call may also be requested from the Communication Unit, General Services Division, using the prescribed form (Annex B).
- 3.5 All personal long distance calls/facsimile services shall be paid through salary deductions from the payroll of HOBSU and/or the person who incurred such personal calls within one (1) month from the date of the receipt of the billing statement from the Communication Unit.
- 3.6 The Pay Phone Booth at the lobby of the Old Building, DSWD-Central Office, shall be used for personal calls. Personal long distance calls using the DSWD landlines shall be avoided.

This Memorandum shall take effect March 1, 2004.


CORAZON JULIANO-SOLIMAN
Secretary


27/13



LONG DISTANCE REQUEST FORM
Communication Unit

PARTY TO BE CALLED

Name/ Contact Person: _____

Telephone/ Celfone Nos.: _____

Purpose: _____

Requested by:

Approved By:

Date/Time Requested

Requesting Party

DSWD-Telephone Operator

Date/Time Connected

LONG DISTANCE REQUEST FORM
Communication Unit

PARTY TO BE CALLED

Name/ Contact Person: _____

Telephone/ Celfone Nos.: _____

Purpose: _____

Requested by:

Approved By:

Date/Time Requested

Requesting Party

DSWD-Telephone Operator

Date/Time Connected

OUTGOING LONG DISTANCE VOICE CALL/FAXSIMILE SERVICES

Weekly Monitoring sheet

Period

Date	Voice Call	Fax	Office	Requesting Party	No. of Pages	Subject	Recipient	Duration	Signature	Remarks

Attested by:

Approved :

HOBUSU