

1. Grievance Intake and Response

Intake and response refers to the recording of a grievance and providing the client an initial response which usually involves an explanation about how the grievance will be processed by the DSWD and other actors.

As a general rule, anyone may **accept** a grievance but only the City/Municipal Links (C/MLs) and Grievance Officers (GOs) may ascertain its validity and thereafter **intake** the grievance. To “*accept*” a grievance is to receive the transaction but to “*intake*” is to record the transaction on a grievance form after ascertaining its validity. Intake and response require technical know-how about the Grievance Redress System (GRS), particularly on the procedures in resolving the specific types and subtypes of grievances.

Office or Division:	4Ps – Grievance Redress System			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
4Ps ID - If 4Ps household beneficiary		Issued by the DSWD Field Office 1		
Any valid ID – If non-4Ps household beneficiary		Client		
Proof of grievance, if available				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log-in at the visitors’ log book located at the office lobby and present the following: 1.1 4Ps ID for 4Ps household beneficiary. 1.2 Valid ID for non-4Ps household beneficiary	1. Ensure that the client fills out the logbook. Direct the client to the Grievance Desk	None	2 minutes	<i>Guard on duty</i>

2. Proceed to the Grievance Desk for verification of identity.	2. Verify the identity of the client and inquire what the concern is all about for intake.	None	5 minutes	<i>Grievance Officer/ Monitor</i>
3. Provide details about the grievance and supporting documents if available (depending on the type of grievance reported)	<p>3.1.1. If 4Ps household beneficiary: verify the client status thru the Pantawid Pamilya Information System (PPIS).</p> <p>3.1.2. If non-4Ps household beneficiary or the subject of complaint is a non-4Ps household beneficiary: provide feedback to the client depending on the type of grievance reported and will be referred to the concerned office for appropriate action.</p> <p>3.2. Encode the transaction correctly and completely in the Grievance Module in the PPIS v3.</p> <p>3.3. Check if there are supporting documents provided. Assess all the data and information available and discuss the findings and next steps to take.</p> <p>3.3.1. If all documents are readily available to resolve the grievance, provide resolution to the grievance and</p>	None	20 minutes	<i>Grievance Officer/ Monitor</i>

	<p>immediately relay feedback to the client.</p> <p>3.3.2. If documents are not available or other information is needed and the grievance cannot be resolved immediately, explain to the client the process that will be undertaken in processing the grievance and the client will be contacted through the contact information provided in the grievance form.</p> <p>3.4. Cut/Tear the stub from the grievance form, hand over to the client, and advise to wait for updates on the status of grievance</p>			
4. Accomplish the Client Satisfaction Measurement Survey (CSMS) form.	<p>4.1. Provide the CSMS form</p> <p>4.2. Analyze the data and include it in the Client Satisfaction Measurement Report.</p>	None	5 minutes	<i>Officer-of-the-Day/ Assigned Focal Person</i>
5. Proceed to the office lobby and logout from the client's logbook.	5.1. Dismiss the client gracefully. Then proceed to Agency Action 7.2.	None	1 minute	<i>Guard on Duty</i>
6. Wait for the updates on the status of grievance within three (3) days.	6.1.1 If the grievance was received at the Regional Program Management Office (RPMO): craft a communication letter to endorse the grievance to the	None	1 day	<i>Regional Grievance Officer</i>

	<p>concerned office (Provincial/City/Municipal Operations Office (P/C/MOO) and/or Office/Bureau/Section/Unit (OBSU) for appropriate action.</p> <p>6.1.2 If the grievance was received at the POO: craft a communication letter to endorse the grievance to the RPMO or C/MOO for appropriate action.</p> <p>6.1.3 If the grievance was received at the C/MOO: secure the necessary documents and submit to the POO for appropriate action.</p> <p>6.2. The responsible grievance officer/monitors from the RPMO, P/C/MOO provide resolution in accordance to the existing GRS procedural guidelines.</p>	<p>None</p> <p>None</p> <p>None</p>	<p>1 day</p> <p>23 hours</p> <p>30 minutes</p>	<p><i>Provincial Grievance Officer</i></p> <p><i>Grievance Monitor</i></p> <p><i>Grievance Officer/ Monitor</i></p>
7. Received update/feedback on the status of the grievance.	7.1 Provide feedback to the complainant and to the concerned office regarding the grievance resolution following the resolution indicator stipulated in the National Advisory Council (NAC)	None	25 minutes	<i>Grievance Officer/ Monitor (RPMO, POOs, C/MOOs)</i>

	Resolution No. 4, Series of 2020. 7.2 Update the status of the grievance in the Grievance Module in the PPIS v.3, reflecting the actions taken by the concerned office within three (3) working days.	None	5 minutes	<i>Grievance Officer/ Monitor</i>
Total if grievance is resolved outright		None	33 minutes	
Total if grievance is referred to the concerned office for resolution and feedback is provided to the client		None	3 days	
Total		None	3 days	

2. Request for 4Ps Data

This section describes the process of providing assistance to clients and various stakeholders (general public and other government organizations) both within and outside DSWD through the sharing of public data. However, access to data will be subject to the limitations set to safeguard privacy of the beneficiaries, data security and data misappropriation. Therefore, access to data shall be carefully considered and granted in accordance with the 4Ps data sharing protocol.

In processing the request, there is an expectation that all documentary requirements have been submitted by the requesting party. Otherwise, the start of processing may take an extended period of time.

Office or Division:	4Ps - Planning, Monitoring, and Evaluation Unit (PMEU) The PMEU facilitate all data/research requests from different stakeholders, both internally and externally.	
Classification:	Highly Technical	
Type of Transaction:	G2C - Government to Citizen; G2G – Government to Government; G2B – Government to Business	
Who may avail:	Public	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Request Letter addressed to the Regional Director indicating the purpose of the request		Requesting party
One (1) Accomplished Data Request Form		4Ps Website: https://pantawid.dswd.gov.ph/citizens-charter ; 4Ps Regional Program Management Office (RPMO); and

		4Ps Provincial Operations Office (POO)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submit letter of request addressed to the Regional Director (RD) indicating the purpose of the data being requested together with the following required documents for submission:</p> <p>a. Accomplished Data Request Form</p> <p>b. Identified Data Protection Officer (DPO)</p>	<p>1. Assess the completeness of the request</p> <p>1.1. Provincial Operations Office (POO)</p> <p>1.1.1. If incomplete required documents or improperly accomplished form: return the request to the requesting party for compliance or revision.</p>	None	1 hour	<i>Provincial Link</i>
	<p>1.1.2. If in order forward the data request to the 4Ps RPMO.</p>	None	1 hour	<i>Provincial Link</i>
	<p>1.2. Regional Program Management Office (RPMO) :review the request in terms of completeness</p> <p>1.2.1. If incomplete: return the request to the POO.</p>	None	2 days	<i>Regional Monitoring and Evaluation Officer (RMEO)</i>
	<p>1.2.2. If in order: receive the completely filled out data request form and letter of request (with attachments as applicable).</p>	None	0.5 day	<i>RMEO</i>
	2.1 Encode data request to the	None	30 minutes	<i>RMEO</i>

	<p>data request monitoring tool.</p> <p>2.2 Acknowledge and assess the data request.</p> <p>2.2.1 If Request is for Primary Data: PMEU endorses the request to the concerned focal person/unit.</p> <p>2.2.2 If Request is for Secondary Data: PMEU to determine based on the submitted documents if the data being requested is public or classified.</p>	<p>None</p> <p>None</p> <p>None</p>	<p>1 day</p> <p>1 day</p> <p></p>	<p><i>RPMO</i></p> <p><i>RMEO</i></p> <p><i>RMEO</i></p>
A. For Public Data Requests				
	<p>3.1 Forward the request to the appropriate focal person/unit for data generation and preparation.</p> <p>3.1.1 If the data is in the periodic reports, IEC materials, and/or 4Ps website: provide the requesting party the resource site or provide the readily available data/CSMF</p> <p>3.1.2. If the data needs to be generated, data generation shall be undertaken by the PMEU.</p> <p>3.2 PMEU to prepare response or memo of</p>	<p>None</p> <p>None</p> <p>None</p> <p>None</p>	<p>4 hours</p> <p>2 hours</p> <p>1 day</p> <p>2 days</p>	<p><i>RMEO</i></p> <p><i>RMEO</i></p> <p><i>RMEO</i></p> <p><i>RMEO</i></p>

	<p>endorsement for the approval of the Regional Director (RD).</p> <p>3.2.1. If Approved: provide the response and the requested data to the requesting party.</p> <p>3.2.2 If Disapproved: inform the requesting party of the lacking documents for completion.</p>	<p>None</p> <p>None</p>	<p>4 hours</p> <p>1 day</p>	<p><i>RMEO</i></p> <p><i>RMEO</i></p>
4. Comply and submit the lacking documents	<p>4.1 Receive and assess the documents submitted</p> <p>4.2 Prepare and generated the requested data.</p>	None	0.5 day	<i>RMEO</i>
5. Receive the requested data. Accomplish and submit the CSMS Form	<p>5.1 Provide the requested data:</p> <p>5.1.1 If the data is in the periodic reports, IEC materials, and/or 4Ps website: refer the requesting party to the resource site</p> <p>5.1.2 Provide the readily available data.</p> <p>5.2 Provide the CSMS Form. Request to submit the accomplished CSMS form.</p>	None	0.5 day	<i>RMEO</i>
B. For Classified Data Request				
	3.1 Forward the request to the DSWD Field Office for review and evaluation of	None	3 days	<i>RPMO</i>

	<p>Division Chief, Regional DPO, for the approval of the Assistant Regional Director for Operations (ARDO)</p> <p>3.1.1 If Approved: inform requesting party and to accomplish MOA</p> <p>3.1.2. If Disapproved :inform the requesting party of the lacking documents for completion prior to approval.</p>	None	1 day	RMEO
		None	2 days	RMEO
4. Accomplish the Memorandum of Agreement (MOA) on data sharing	4.1 Prepare the MOA on data sharing between the requesting party and the DSWD FO1 – 4Ps RPMO	None	1 day	RMEO
	4.2. Forward the draft MOA to the Legal Unit for review.	None	0.5 day	RMEO
	4.3. Legal Unit to endorse the comments/inputs on the reviewed MOA (if any) to the RPMO.	None	1 day	Legal Unit
	4.4. Revise the MOA based on the comments/inputs from the Legal Unit (if any).	None	1 day	RMEO
	4.5 Prepare communication to the requesting party regarding the signing of MOA.	None	1 day	RMEO

5. Submit signed MOA	5.1. Signing of MOA between the requesting party and the DSWD FO1 – 4Ps RPM	None	3 days	Requesting party, RD, ARDO, RPC
6. Receipt of requested data and accomplish and submit the Client Satisfaction Measurement Survey (CSMS)	6.1. Provision of the data requested. Provide the requested data in the form of Encrypted Compact Disc (CD), attached to the Data Release Form. 6.2 Provide the CSMS Form and request the client to accomplish and submit the CSMS.	None	1 day	RMEO
TOTAL:				
Request for Public Data				
<ul style="list-style-type: none"> • Secondary Data 		None	1.5 days, 9 hours and 30 mins	
<ul style="list-style-type: none"> • Administrative Data - Approved - Disapproved 		None	5 days, 5 hours and 30 mins 7 days, 5 hours and 30 mins	
Requiring MOA				
<ul style="list-style-type: none"> - Approved - Disapproved 		None	13 days, 1 hour and 30 mins 15.5 days, 1 hour and 30 mins	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback?	Through client satisfaction measurement mechanism.
How feedbacks are processed?	Consolidate and analyze monthly, quarterly, semi-annually and annually to identify root cause analysis or other known quality management techniques and identify plans and actions that must be recommended for execution to resolve the issues and improve the situation.
How to file a complaint?	A complaint may be filed through any of the established modalities: <ul style="list-style-type: none"> - telephone call (072-619-4476) - electronic mail (pantawid.fo1@dswd.gov.ph) - posts, comments and chat messages via DSWD FO1 Official Facebook Page: "DSWD Field Office 1"

	<ul style="list-style-type: none"> - personal appearance (walk-in clients) - letters addressed to the Regional Director, Ms. Marie Angela S. Gopalan - Official website at fo1.dswd.gov.ph - through 8888 Citizen's Complaint Center
How complaints are processed?	<p>Complaints received through Official FB Page, the Office of the Regional Director, Official website and 8888 will be forwarded to Pantawid Pamilya Regional Program Management Office (RPMO) for action and resolution.</p> <p>The resolution of all complaint consists of:</p> <ol style="list-style-type: none"> 1. Submission/Receipt of a complaint 2. Recording of complaint 3. Data Gathering and Investigation 4. Resolution 5. Final Feedback
Contact Information	<p>Ms. Rosalyn L. Descallar Regional Program Coordinator Pantawid Pamilyang Pilipino Program (072) 619-4476</p>
Contact Information of CCB, PCC, ARTA	<p>Anti-Red Tape Authority (ARTA) complaints@arta.gov.ph 8-478-5093</p> <p>Presidential Complaint Center (PCC) pcc@malacanang.gov.ph 8888</p> <p>Contact Center ng Bayan (CCB) email@contactcenterngbayan.gov.ph</p> <p>CSC (Civil Service Commission)- 0908-881-6565</p> <ul style="list-style-type: none"> • SMS: 0908-881-6565 • Call: 165 65 <p style="padding-left: 20px;"><i>Php 5.00 + VAT per call anywhere in the Philippine via PLDT landlines</i></p> <p>Email: email@contactcenterngbayan.gov.ph Web: https://contactcenterngbayan.gov.ph Facebook: https://facebook.com/civilservicegovph</p>

List of Offices

Office	Address	Contact Information
DSWD Field Office 1	Quezon Avenue, City of San Fernando, La Union 2500	(072) 687-8000 loc. 216
Pantawid Pamilya RPMO	3F Kenny Plaza Building, Quezon Ave., Barangay II, City of San Fernando, La Union	(072) 619-4476

Ilocos Norte Provincial Operations Office	3F Jomel III Building, P. Acosta St., Barangay 14, Laoag City, Ilocos Norte	(077) 774-2100
Ilocos Sur Provincial Operations Office	3F Luisa Building, Salcedo St. Barangay III, Vigan City, Ilocos Sur	(077) 674-0137
La Union Provincial Operations Office	3F Kenny Plaza Building, Barangay II, City of San Fernando, La Union	(072) 619-4477
Pangasinan Provincial Operations Office	5 Nable Street, Barangay Pantal, Dagupan City	(075) 529-2275