

# GOOD PRACTICE DOCUMENTATION

## *Cash Card Transactions Online: Getting on the digitalization of cash card updating*

Prepared by:

**JONNA MARIE M. RANES**  
Information Officer II  
Pantawid Pamilyang Pilipino Program

### I. CONTEXT

The Pantawid Pamilyang Pilipino Program's design is to provide cash grants to all beneficiaries through cash cards. The program ensures availability of grants at the disposal of the beneficiaries anytime. With this, Pantawid Pamilya is engaging the services of the Landbank of the Philippines (LBP) and the Philippine Veterans Bank (PVB) for the possibility of an enhanced way of providing cash grants to its program recipients.

Along with the implementation in the region, there have been problems and issues encountered that affected the operation. Problems and issues such as the following:

- *submission of all cash card transactions received in bulk from the Municipal Operations Offices (MOOs);*
- *low success rate (endorsement rate) of the referred requests due to lacking attachments, incorrect templates used, lacking required data entries, duplicate requests;*
- *the prolonged processing time of all cash card transactions due to the magnitude of received requests and errors in the submitted card requests*

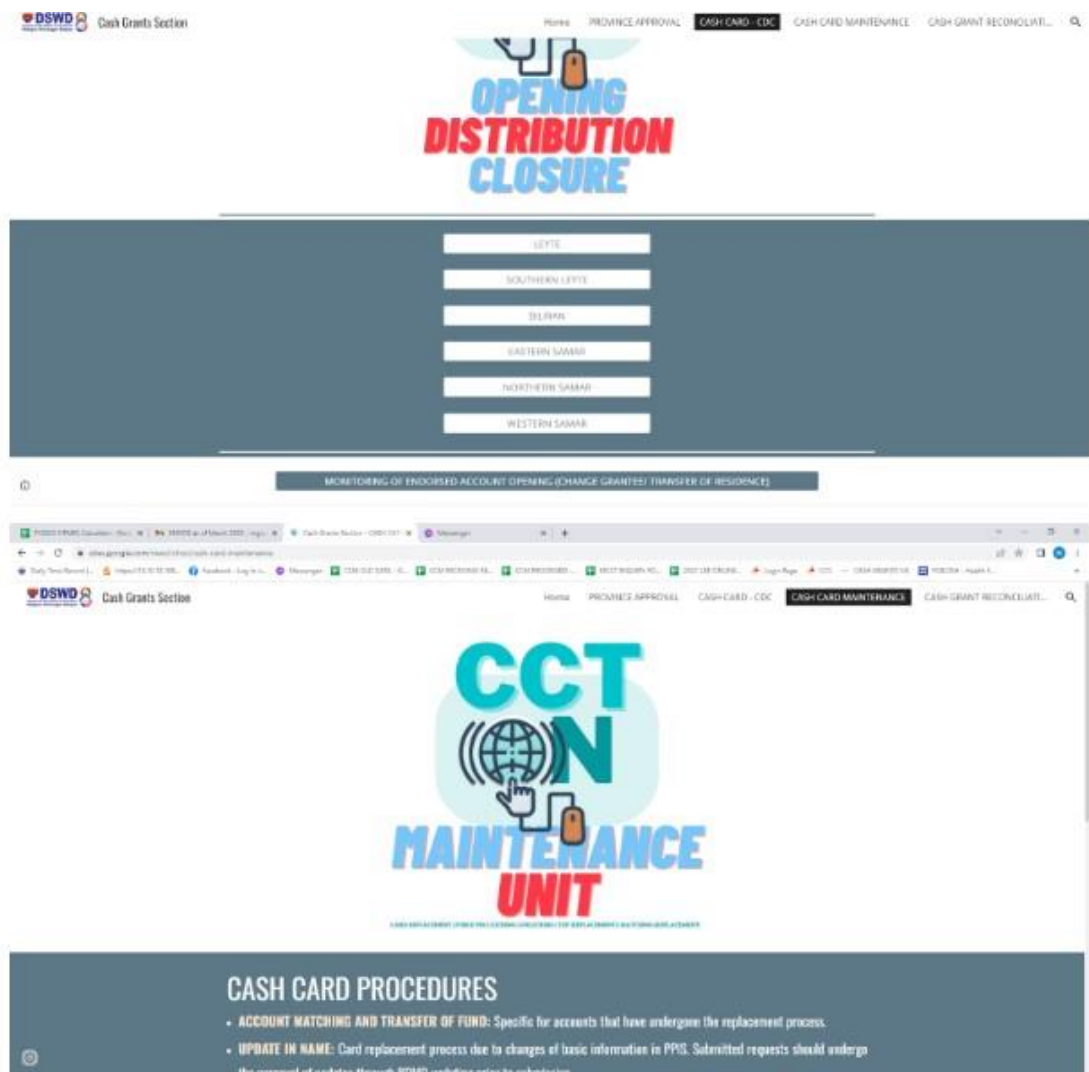
Thus, the Regional Program Management Office (RPMO) , through the initiatives of Fernan Garcia, Administrative Officer IV/Financial Analyst II, Elihu Remigio, Project Development Officer I, Geric Enrique, Senior Bookkeeper, and in guidance and leadership of Division Chief Paula Unay, thought of an initiative to enhance and further develop new strategies to better improve the delivery of services to the intended program recipients through the Cash Card Mode of Payment. Thus, the creation of an online based platform for the submission of cash card processes—the CASH CARD TRANSACTIONS ONLINE (CCT On), in the year 2021.

The **Cash Card Transactions Online**, known as **CCT On**, is an online-based innovative platform designed to digitalize and improve the traditional process of cash card updating. It allows real-time capturing of cash card transactions received from the beneficiaries at the City/Municipal Operations Office. This innovation enables the staff to view the progress of their submitted cash card requests, i.e. from approval at the POO Level to the actual processing at the RPMO.

With this technology, concurrent controls are now in place given that early detection of data errors from these requests is now possible. To ensure that the data privacy of the beneficiary is protected, unauthorized access from anyone outside the organization is not permitted. The CCT On is designed to accept entries only from authorized staff using their official email addresses and secure passwords to keep the integrity of the data.

The Cash Card Transactions Online (CCT ON) is an automation of the submission of the cash card processes that emanate from the Municipal Operations Offices (MOOs). Among these processes includes Cash Card Replacement and Force PIN, Account Opening, Account Closure, Transfer of Fund/ Cash Grants, Account Matching, Tagging as "LOCK" and Unlocking of previously tagged as "Lock".

The CCT On uses technology available online through Google Workspaces (Google Forms, Google Sites, and Google Sheets).



Feature of the CCT ON



## II. Implementation

The CCT On is an innovation/ Knowledge Management idea that sprouted from trying to achieve an online-based platform to improve the traditional process of cash card updating or processing without the need for any budgetary requirements.

Its pilot implementation started in the year 2021 until its full deployment to the Provincial Operations Offices (POOs) in that very year. The concept paper of the CCT On was approved at the level of the Chief of the Pantawid Pamilyang Pilipino Program on **March 4, 2021**. Development, enhancements and consultative activities with supervisors and colleagues happened after its approval.

On **May 28, 2021**, the CCT On was approved for Pilot Testing in recommended areas with Good and Poor internet connectivity. The pilot testing of the CCT On lasted for over four (4) months. Feedback reports of the pilot testing were collated to identify advantages and disadvantages experienced by the Municipal Roving Bookkeepers (MRBs). The CCT On received a 58.33% approval rate or 7 out of 12 MRBs recommended the full deployment of the CCT On to include the positive feedback from Provincial Links on their overall experience of the CCT On. Given the high rate of the Pilot Testing with the majority of the MRBs recommended for its implementation, the CCT On was approved for full deployment and use by the 143 cities/municipalities in the region on **October 11, 2021**.

From then on, there had been eries of orientations were provided to the users of the CCT On from the Regional Level and Provincial Operations Offices (POOs) level. The CCT On became an instrument for concurrent control that ensures accuracy in processing and timely release of cash cards/cash grants to the prprogram beneficiaries.

In 2022, The Regional Program Management Office (RPMO) Field Office VII through its Cash Grants Section made a minor enhancement to CCT On's feature based on the comments from the Central Office to the Enrolment Form of beneficiaries. The enhancement made was the addition of a Waiver to the CCT On (A waiver which includes the beneficiary consenting to the Landbank in the disclosure to the balance of cash card- disclosure of information to LBP).

On December 6-7 2022, an official meeting with the Municipal Rooving Bookkeepers to orient and system-testing the CCT On to know if the purpose of CCT On is attainable.



Meeting with the Municipal Rooving Bookkeeper

During regular meetings among Cash Grant Section, CCT On was discussed for future improvements, with the guidance of Division Chief Paula Unay and the head of Cash Grants Section Myrna Quismundo.

In 2023, there had been a memory added since CCT On needed a wide databank to cater to its surfacing and progressing needs.

### III. CHALLENGES

#### A. Security Issue

Since CCT On is a Google Workspace, it is vulnerable to data exfiltration and data leaks thus, there is a need to improve the security feature of the CCT On. To address this challenge, the CCT On will be soon created as a system to minimize the risk of hacking and make it an official monitoring tool of the program in the Field Office VIII.

#### B. Need of training or capability enhancement on the usage of Google Workspace among focal persons involved.

Everyone involved in the use of the system must also be given proper training on Google Workspace so that everyone has a share in the development; updating; and enhancement of the system. Given the bulk of work, sometimes system enhancement and updating of records is given less priority.

On September 27-30 2023, Training on Google Workspace for Administrative Assistants and Project Development Officers at the RPMO level and POO level were conducted.

### IV. LESSONS LEARNED

#### A constant need for enhancement for the evolving needs of the beneficiary

Furthermore, the CCT ON was created foremost not for transactional accounts of beneficiaries. It means that the beneficiary needs to visit the office of the Pantawid in their respective City/Municipality for the Cash Card Maintenance transactions. After this, the Municipal Rooving Bookkeeper needed to request through the CCT On for the integration of the system.

Since it is now a transactional account, the feature of CCT On was improved to way that when the beneficiary goes to the Landbank, the latter will provide report immediately so that the Cash Grant Section will integrate it into the CCT On.

### V. RESULTS/IMPACTS

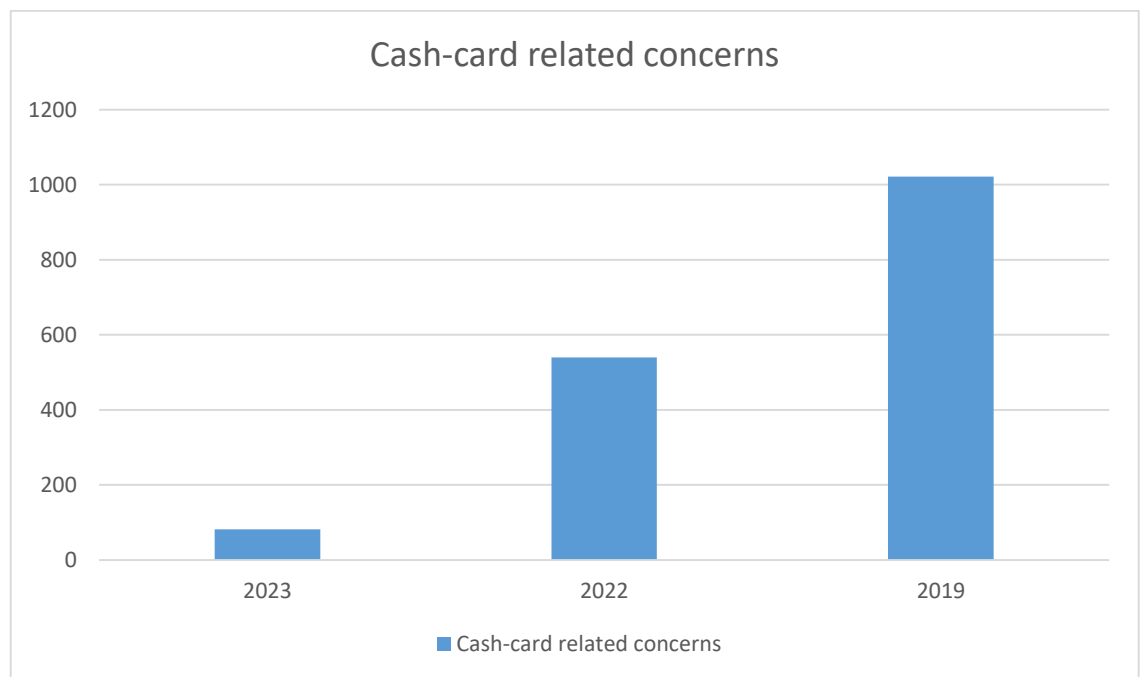
- A. CCT On being a paperless transaction helps work become expedient, cost-efficient, and gives additional convenience to its users. The information that can be generated from the CCT On can also be an input to decision-making.



- B. It helps to determine the root cause of the problem that halts the receipt of cash grants by the beneficiaries. Given the different deliverables, detection of aging transactions enables to address/prioritize urgent and important items. This also allows the Finance Cash Grants Section to flag other units, the POOs/MOOs, partner bank conduit, or concerned individuals to do the necessary course of action.
- C. At the same time, since it also serves as a repository of data, it helps assess the performance of the Cash Grant Section with its goal to provide timely and accurate cash grants to Pantawid Pamilya Program beneficiaries.

The Cash Grants Unit is expected to deliver its goal to provide cash grants to the Pantawid beneficiaries timely and accurate through ATM withdrawals with the use of the issued EMV cash cards.

- D. On the Grievance Redress aspect, the CCT On has contributed to the decrease of cash card-related grievances since 2021. The GRS data shows a downward trend of cash card-related grievances from 1,022 cases in 2019 to 540 cases in 2022 and continues to decrease with only 82 cases during the first quarter of 2023. The CCT On has contributed greatly in the accomplishment of the disbursement rate at 93.22% as of Period 6 of 2022.



The downward trend of cash card-related grievances from 2019, 2021 and 2022 which is attributed to the use of CCT On

- E. Cash card maintenance among Pantawid Pamilya beneficiaries follows a long and tedious process. Previously, before any request for a cash card-related update gets approved at the regional level, it has to be received, verified and approved first at the city or municipal level. Then it gets endorsed to the provincial level before taking its final clearance it has to be received, verified, and approved first at the city or municipal level.

Then it gets endorsed at the provincial level before getting its final clearance and approval at the regional level. The geographic and monetary constraints in submitting these physical documents even prolong the process. Consequently, at the RPMO side, these constraints make the task even more difficult because the requests now come in bulk.

It even makes the process extra laborious when RPMO detects multiple data errors leading to returns and resubmissions of these documents. Both manpower and work processes are not optimized here.

The slow and long-winded process and the lack of concurrent controls to detect errors early prolong the actual release of cash grants to Pantawid Pamilya beneficiaries. The CCT On is a breakthrough of the traditional way of submitting cash card requests in bulk thus shortening the processing time at the regional level. Particularly, it cuts short the processing time from 14 days to 7 days. Therefore, ensuring the timely recipient of cash grants by the program recipients.

- F. Moreover, the CCT On already received a total of 30, 829 transactions from the time of its full deployment in October 2021. This is way higher compared to the magnitude of transactions received using the traditional system.

The average accomplishment rate of 1,200 average monthly transactions compared to the transactional system.

## VI. IMPLICATIONS FOR REPLICATION

The RPMO ensures that this initiative will be sustained through the transfer of knowledge; the Cash Grants Section oriented staff, the Municipal Rooving Bookkeepers, on its use. Moreover, the section also cascaded a memorandum to the field staff for its full deployment after its favorable result from the pilot implementation.

Ways forward, the CCT On will function as a monitoring tool that will capture the cash card maintenance transactions directly referred by the 4Ps beneficiaries to the LBP Servicing Branch. This will provide the regional office, particularly the cash grants section with the necessary information to ensure that the release of services to its program recipients by its partner bank follows the required timeline as indicated in the Implementing Rules and Regulations. Thus, minimizing/eliminating the possible aging of transactions at LBP that halts the timely receipt of cash grants by the beneficiaries. Moreover, this will also prompt the cash grants section to facilitate the applicable cash card procedures following the transactions made by the beneficiaries at the LBP Designated Branch to ensure the continuity of their receipt of cash grants.

Furthermore, The Cash Grants Section plans to discuss CCT On during Provincial Staff meeting so that the case workers have real-time access to the system.



For the Monitoring and Evaluation aspect of the CCT On, whatever input in the system is stored automatically in a database wherein an end-user could view and monitor the updates if the submitted transactions.

The RPMO, particularly the Cash Grants Section, uses the CCT to monitor the compliance of the documents needed for each type of cash card maintenance transaction and for reportorial purposes.

#### IV. TESTIMONIALS

Here are some of the testimonials from the Municipal Rooving Bookkeepers from across the Provinces of Eastern Visayas regarding the advantage of CCT On in their day-to-day work.

1. *“ For me, using the CCT-On is so advantageous in our work as a Municipal Rooving Bookkeeper (MRB). First I can simply verify or monitor the progress of my requests, whether they are processed successfully or rejected with reasons. Second, it aids in the quick and easily facilitation of requests since RPMO can directly access to it. Third, since I currently handle four municipalities, this online platform is helpful for easily accessing or processing any cash card concerns. Lastly, through this, I can immediately address any queries or concern of my beneficiaries regarding cash card.”*

- MA. IVORY AMOR R. PONCE  
Municipal Rooving Bookkeeper of CABUCGAYAN, CAIBIRAN, CULABA & KAWAYAN

2. *“The CCT On fast tracks the cash card maintenance requests including cash card replacement, force pin, locking, unlocking and matching of accounts thus ensuring compliance to the Ease of Doing Business as compared to the manual submission of cash card requests.”*

-EVELYN GEMENTEZA  
AA III / Municipal Rooving Bookkeeper of Sogod, Liloan & San Francisco Southern Leyte

3. *“All cash card-related requests are paperless and become available online upon submission through the CCT On. The CCTON makes our cash card requests faster than the traditional process of submitting cash card maintenance, cash card reconciliation, cash card opening, and account closure requests.”*

-ARLENE OPERIO  
AA III / Municipal Rooving Bookkeeper of Libagon, San Juan, Anahawan & St. Bernard Southern Leyte

4. ***“The use of CCT On can fast-track all cash card requests and minimize findings of the submitted attachments through early detection of uploaded requests. CCT On enhances convenience, reduces paperwork, and provides tracking and notification, improving overall efficiency and user experience.”***

-ROGELIO A. PENSONA, JR.  
AA III / Municipal Rooving Bookkeeper of Salcedo, Mercedes & General Macarthur Eastern Samar

5. ***“The CCT On provides real-time access to the status of referred request which helps me as an MRB to also provide feedback to my beneficiaries to make them updated of their referred cash card concern/s. The CCT On is a user-friendly online platform, can be easily accessed and is organized per type of cash card request. Since it’s an online-based platform, the CCT On provides faster turn-out as compared to the traditional/manual procedures.”***

-Mary Rose N. Comora  
AA III/ MRB of La Paz & Burauen, Leyte

6. ***“The CCT On speeds up the cash card processes and is less prone to error. The CCT On is also a user-friendly online-based platform.”***

-LARRY RAMIREZ  
AA III / MRB of Calbayog City & Pagsanghan, Western Samar

CONTRIBUTORS	CONTACT INFORMATION
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<b>FERNAN GARCIA</b> Administrative Officer IV - Financial Analyst II	09308265771
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Prepared by:

  
**JONNA MARIE MARQUEZ-RANES**  
Information Officer II

Reviewed and noted by:

**PAULA B. UNAY**  
PDO V/DC, PPPMD



# Other Attachment(s)



Meeting with the Municipal Rooving Bookkeeper



March 4, 2021

**FOR :** MS. PAULA B. UNAY  
Project Development Officer V  
Pantawid Pamilya

**FROM :** THE FINANCIAL ANALYST II  
Cash Grants, Pantawid Pamilya

**SUBJECT :** CONCEPT PAPER: CASH CARD TRANSACTIONS ONLINE (CCT ON)

**I. RATIONALE**

The Pantawid Pamilyang Pilipino Program's design is to provide cash grants to all beneficiaries through cash cards. This is to ensure availability of grants at the disposal of the beneficiaries anytime. With this, Pantawid Pamilya is engaging the services of the Landbank of the Philippines (LBP) and the Philippine Veterans Bank (PVB) for the possibility of enhanced way in providing cash grants to its program recipients.

As the current Information Systems used by the program are being enhanced and further developed, new strategies and approaches such as creation of an *online based platform* on the submission of cash card processes is a one-step closer to further improve the delivery of services to the program recipients through Cash Card Mode of Payment.

The Cash Card Transactions Online or CCT On is an online based platform that captures all cash card transactional processes. The CCT On uses the existing Google workspace (Google Forms, Google Sheets, Google Sites) that aims to capture all cash card related transactions that emanates from the Municipal Operations Offices. As an online transactional platform, the CCT On helps the frontline program implementers to act on beneficiary concerns that need immediate cash card process in no time – that is making sure that all cash card related transactions are received at the Regional Office in real-time. The CCT On will be the breakthrough of the traditional way of submitting cash card requests in bulk thus shortening the processing time at the regional level and therefore ensuring the timely receipt of cash grants by the program recipients.

**II. ISSUES/GAPS**

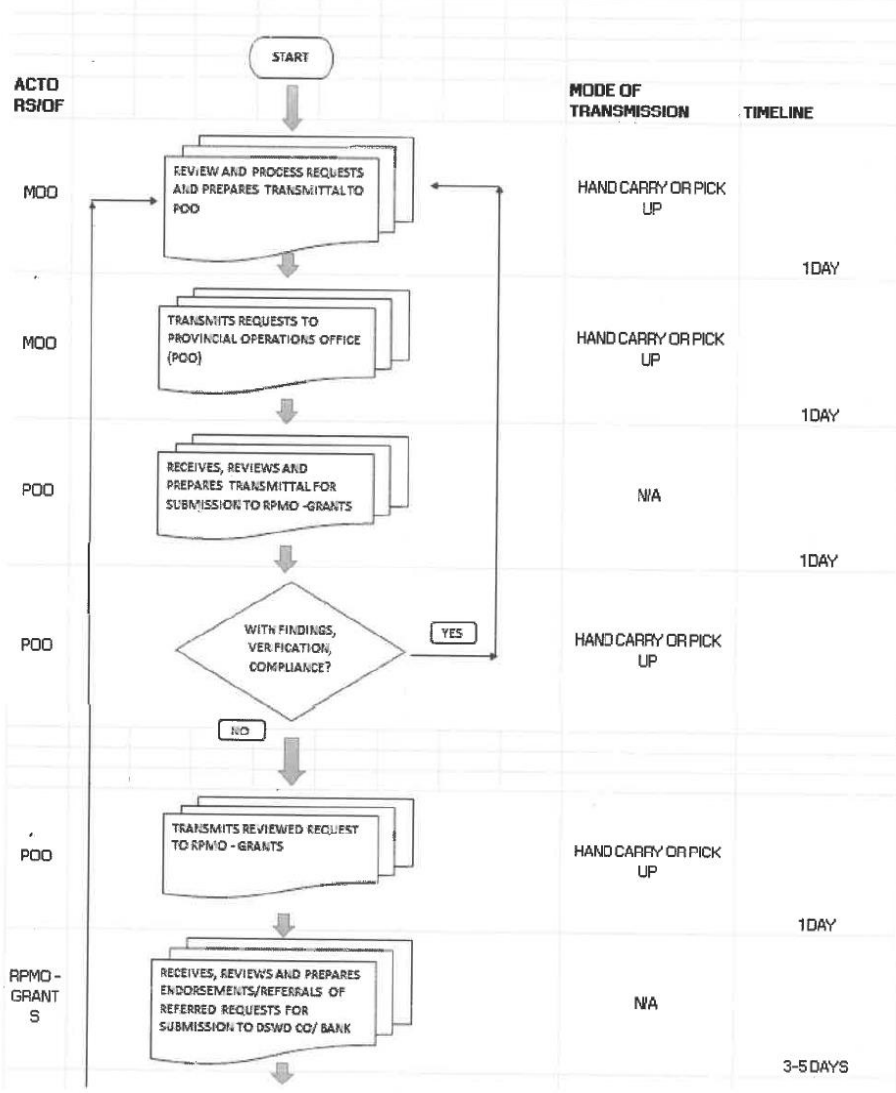
The conceptualization of the CCT On addresses the following long term issues in the Cash Grants Unit such as:

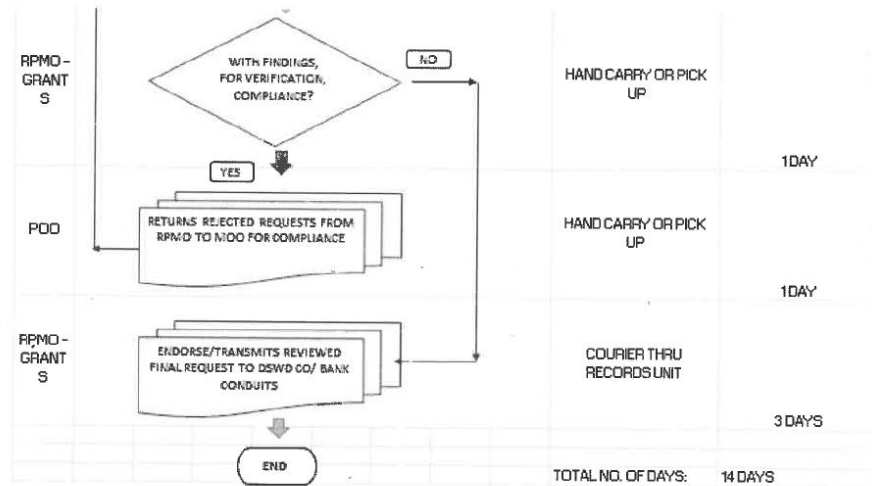
- Submission of all cash card transactions received in bulk from the Municipal Operations Offices (MOOs);
- Low success rate (endorsement rate) of the referred requests due to lacking attachments, incorrect templates used, lacking required data entries, duplicate requests;
- The prolonged processing time of all cash card transactions due to the magnitude of received requests and errors in the submitted cash card requests;



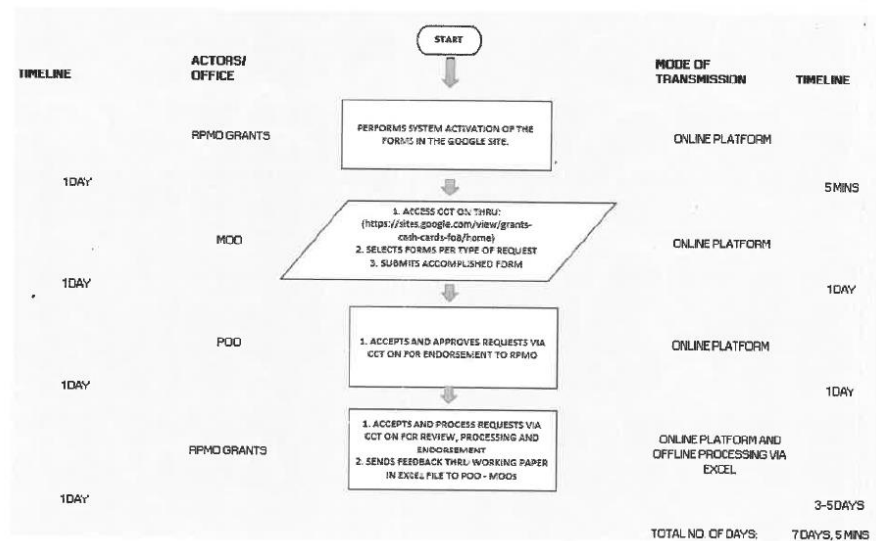
III. PROCESS FLOW CHART  
a. CURRENT PROCESS

CURRENT PROCESS FLOW CHART





**b. PROPOSED ONLINE PROCESS**



**IV. EXPECTED OUTPUT**

The Cash Card Transactions Online (CCT ON) is an automation of the submission of the cash card processes that emanates from the Municipal Operations Offices. Among these processes includes Cash Card Replacement and Force PIN, Account Opening, Account Closure, Transfer of Fund/Cash Grants, Account Matching, Tagging as "LOCK" and Unlocking



of previously tagged as "Lock". CCT ON uses a technology available online through Google Workspaces (Google Forms, Google Site and Google Sheets).

Through the CCT ON, the processing time from submission to endorsement of cash card transactions are made shorter from 14 days to 7 days and 5 minutes. To properly manage the submission of different cash card transactions, the administrator of the CCT ON may set a timeline for the activation of each cash card processes. This also sets the deadline for each cash card transactions referred to the regional office for processing. Example of the activation and processing timeline is shown on the table below:

TRANSACTIONS	ACTIVATION SCHEDULE	PROCESSING SCHEDULE
ACCOUNT OPENING	MONDAY TO WEDNESDAY (8AM – 5PM)	THURSDAY AND FRIDAY OF THE SAME WEEK
ACCOUNT CLOSURE	THURSDAY AND FRIDAY (8AM – 5PM)	MONDAY OF THE FOLLOWING WEEK
TRANSFER OF FUND_REGULAR	MONDAY – TUESDAY (8AM – 5PM)	WEDNESDAY TO FRIDAY OF THE SAME WEEK
TRANSFER OF FUND_REPLACEMENT	MONDAY – TUESDAY (8AM – 5PM)	WEDNESDAY TO FRIDAY OF THE SAME WEEK
LOCKING	DAILY (8AM – 12NN)	DAILY (1PM – 5PM)
UNLOCKING	MONDAY – WEDNESDAY (8AM – 5PM)	THURSDAY OF THE SAME WEEK
ACCOUNT MATCHING_REGULAR	WEDNESDAY – THURSDAY (8AM – 5PM)	FRIDAY
ACCOUNT MATCHING_REPLACEMENT	WEDNESDAY – THURSDAY (8AM – 5PM)	FRIDAY
CASH CARD REPLACEMENT	DAILY (8AM – 12NN)	DAILY (1PM – 5PM)
FORCE PIN	DAILY (8AM – 12NN)	DAILY (1PM – 5PM)

Once activated, the CCT ON accepts submission of cash card transactions via the google site's google form which will then be consolidated in the google sheets. The CCT ON can be accessed by the MOO staffs through this link: <https://sites.google.com/view/grants-cash-cards-fo8/home>. Submission of cash card requests via the CCT On may be done through laptop or desktop computers or even through mobile phones with stable internet connection either via WiFi or Mobile Data.

The CCT On will be Pilot Tested in some municipalities prior to full implementation to gain feedback and recommendations from the MOOs. Also, the conduct of the Pilot Testing shall also be the basis for possible improvements of the CCT On. There will also be series of scheduled orientations that will be given to the Cash Grants Unit, POOs and MOOs on the use of the CCT On. On the other hand, submission of cash card requests through the traditional way will not be totally abolished in consideration to areas with slow internet connection. But it is expected that majority of the referred cash card processing requests are already done online via the CCT On. The CCT On is still a work in progress project—continuous improvement may still take place even if the system is already deployed and in use by its users.

**V. SECURITY FEATURES**

The CCT On is designed that accepts entries only from authorized staffs to ensure that all data are protected from unauthorized access from anyone outside the organization. Only authorized staff's official email addresses are given permission to access the online platform. Prior to processing at the regional level, the Provincial Link as the approving authority at the POO level shall approve all transactions using his or her official email address.

**VI. PROPONENTS**

The CCT On is a collaborative effort and sharing of individual expertise and ideas of the following Cash Grants Staff:

1. MR. FERNAN J. GARCIA – ADMINISTRATIVE OFFICER IV/FINANCIAL ANALYST II
2. MR. ELIHU REMIGIO – PROJECT DEVELOPMENT OFFICER I
3. MR. GERIC S. ENRIQUE – SENIOR BOOKKEEPER

FERNAN J. GARCIA

Recommending Approval:

MYRNA G. QUISMUNDO  
Financial Analyst III

Approved/Disapproved:

PAULA B. UNAY, RSW  
Project Development Officer V



Call for Participants for  
Training on Google Workspace



**PANTAWID PAMILYANG  
PILIPINO PROGRAM  
MANAGEMENT DIVISION**  
DSWD-GF-004 | REV 02 | 17 AUG 2022

DRN: **PPMPO-20230908 - 0278**

**MEMORANDUM**

**TO :** ALL PROVINCIAL LINKS

**FROM :** THE DIVISION CHIEF  
Pantawid Pamilyang Pilipino Program Management Division

**SUBJECT :** CALL FOR PARTICIPANTS RE: TRAINING ON GOOGLE  
WORKSPACE FOR AAs and PDOs

**DATE :** 18 SEPTEMBER 2023

The Pantawid Pamilya Capability Building Section will be conducting a **Training on Google Workspace for AAs and PDOs**, scheduled on **September 27-29, 2023** (inclusive of travel time). For **Samar, E. Samar and N. Samar** provinces the dates would be **September 27-30, 2023** (inclusive of travel time). The training venue will be at **Milka Hotel, Tacloban City**. In relation, may we request the following staff to attend the above-mentioned activity. To wit:

NO.	NAME	POSITION / DESIGNATION	AREA OF ASSIGNMENT
1	Leah Pazz Adelle A. Gacos	Administrative Assistant I	Regional Office - Accounting
2	Liza S. Borja	Administrative Assistant I	Regional Office - Accounting
3	Lizlieh Dianne M. Cañete-Sia	Administrative Assistant II	POO Leyte
4	Charity L. Hilaria	Administrative Assistant II	Regional Office/ Procurement Section
5	Marny Eiza L. Patawe	Administrative Assistant II	Regional Office
6	Divina Joy A. Monte	Administrative Assistant II	Regional Office - Personnel
7	Jessa Rhea O. Salamida	Administrative Assistant II	Regional Office
8	Brad Alec U. Berida	Administrative Assistant II	Regional Office - Personnel
9	Eduardo M. Adona Jr.	Administrative Assistant II	Regional Office - Property and Supply Section
10	Rodel M. Redoña	Administrative Officer II	Regional Office
11	Odessa P. Dulaca	Administrative Officer I - Supply and Procurement Officer I	Regional Office
12	Jelei N. Opiniano	Administrative Assistant II	POO, E. Samar

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Email: [fo8@dswd.gov.ph](mailto:fo8@dswd.gov.ph) website: <https://fo8.dswd.gov.ph> Telephone No. (053) 552-3698





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13	Berna B. Alburan	Administrative Assistant II	POO, Samar
14	Rey Joseph P. Matutes	Administrative Assistant II	POO, Biliran
15	Freah M. Macallan	Administrative Assistant II	Province of Northern Samar
16	Anilyn L. Mores	Administrative Assistant II	POO, Samar
17	Shiela O. Alvarez	Administrative Assistant II	POO, So. Leyte
18	Myca G. Romagos	Administrative Assistant II	POO, No. Samar
19	Hyacinth T. Sonio	Administrative Assistant II	POO, Leyte
20	Jenica N. Nebrija	Project Development Officer II- Systems Coordinator Officer GRS	Regional Office
21	Vivian A. Madea	Project Development Officer II - GAD	Regional Office
22	Bernardita P. Evite	Administrative Assistant III-Senior Bookkeeper	Regional Office - Accounting
23	Lezyl L. Capito	PDO II - Provincial Grievance Officer	Leyte Province
24	Saraj Marieca R. Salvacion	PDO II - Provincial Grievance Officer	Province of Western Samar
25	Alden E. Morales	PDO II - Provincial Grievance Officer	No. Samar Province
26	Ethel P. Ramos	PDO II - Child Psychologist for MCCT	Regional Office - HRMDD
27	Catherine G. Paminiano	Budget Assistant	Regional Office - Budget Section
28	Dahlia C. Lanza	Financial Analyst I	Regional Office - Budget Section
29	Eduardo M. Bacarra III	Financial Analyst I	Regional Office - Accounting
30	Marian O. Lanante	AO II - Human Relations Officer I	Regional Office - Personnel
31	Maricel B. Bordios	Administrative Assistant III	Regional Office - Personnel
32	Sharon D. So	Administrative Assistant III	Regional Office
33	Silveria Rea E. Avila	Encoder	Regional Office
34	Ediliza M. Batula	Encoder	Regional Office
35	Annabelle N. De Paz	Encoder	Regional Office
36	Luz M. Dulcero	Encoder	Regional Office



CCT On is featured in the published  
2023 Pantawid Himugso compendium

## 7 CASH CARD TRANSACTIONS ONLINE (CCT ON)



An online-based innovative platform designed to digitize and improve the traditional process of cash card updating. It allows real-time capturing of cash card transactions received from the beneficiaries at the City/Municipal Operations Office and cuts short the processing time from 34 days to 7 days.

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