



DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT

# CITIZEN'S CHARTER

2022

## EXTERNAL SERVICES

### 7. **Pantawid Pamilyang Pilipino Program**

The Pantawid Pamilyang Pilipino Program, commonly known as 4Ps, has recently been institutionalized under Republic Act No. 11310. This is one of the strategies of the national government, spearheaded by the Department of Social Welfare and Development (DSWD), to break the intergenerational cycle of poverty by investing in the health, nutrition, and education of identified poorest of the poor households with 0-18 years old children based on the assessment of the Listahanan program.

4Ps adapts the Conditional Cash Transfer (CCT) scheme wherein program beneficiaries are only able to receive their education and health grants upon compliance to set conditions including the 85% school attendance rate, regular visit to health facilities, and attendance to Family Development Sessions (FDS).

It currently serves around 279,106 household beneficiaries from all 7 cities and 136 municipalities in all the 6 provinces of Leyte, Southern Leyte, Biliran, (Western) Samar, Eastern Samar, and Northern Samar, of the Eastern Visayas Region.

## 7.1 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 Link and grievance officers 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 in a grievance form after ascertaining its validity. Intake and response require technical know-how about the GRS, particularly on the procedures in resolving the specific types and subtypes of grievances.

<b>Office or Division:</b>	4Ps – Grievance Redress Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
If 4Ps beneficiary, present the 4Ps ID for verification to 4Ps staff  Proof of grievance, if available  If non-4Ps beneficiary, any valid ID		Issued by the assigned City/Municipal Link, Community Facilitators		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCES- SING TIME</b>	<b>PERSON RESPON SIBLE</b>
1. Log-in at the visitors log book located at the office lobby and present the 4Ps ID if a 4Ps beneficiary. If non-4Ps beneficiary, present any valid ID.	1.1. Ensure that the client fills out the logbook and directs him/her to the 4Ps Assistance Desk.	None	2 minutes	Guard on duty
2. Proceed to the 4Ps Assistance Desk for verification of identity.	2.1. Receive the client, inquire what the concern is all about, and verify the identity of the client.  Refer to the Grievance Redress System Field Manual for the guidance on the intake of grievances.	None	5 minutes	Officer-of-the-Day/ / Assigned Focal Person

<p>3. Provide details about the grievance and supporting documents, if available, depending on the type of grievance reported.</p>	<p>3.1. If the client is a beneficiary or a former beneficiary, check the status of the concerned beneficiary in the Pantawid Pamilya Information System (PPIS).</p> <p>3.2. Encode the transaction correctly and completely in the GRS Information System/Tracker.</p> <p><i>For instances when the GRS Information System is inaccessible, the staff may use GRS form to intake the grievance</i></p> <p>3.3. Check the supporting documents provided, if available.</p> <p>3.4. Assess all the data and information available and discuss with the beneficiary the findings and next steps to take.</p> <p>3.4.1. If all information is readily available to resolve the case, resolve the grievance and provide feedback to the client.</p> <p>3.4.2. If 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 inform the client that he/she will be contacted thru his/her mobile number.</p> <p>Print and provide a copy of the encoded transaction to the client.</p>	<p>None</p>	<p>20 mins</p>	<p>Officer-of-the-Day/ / Assigned Focal Person</p>
<p>4. Accomplish the client satisfaction measurement survey</p>	<p>4.1 Administer the Client Satisfaction Measurement Survey</p> <p>4.2. Analyze the data and include it in the Client Satisfaction Measurement Report.</p>	<p>None</p>	<p>5 minutes</p>	<p>Officer-of-the-Day/ / Assigned Focal Person</p>
<p>5. Proceed to the office lobby and logout from the client's logbook.</p>	<p>5.1 Dismiss the client gracefully.</p> <p><i>If the grievance has already been resolved proceed directly to step 7.2</i></p>	<p>None</p>	<p>1 minute</p>	<p>Guard on Duty</p>

6. Wait for the updates on the status of grievance within three (3) days.	6.1 Endorse the transaction to the concerned office (DSWD Field Office, Provincial/Municipal Operations Office and/or OBSU) for processing and updating of the transaction in the Grievance Information System (GIS), reflecting the actions taken by the concerned office within three (3) working days. <i>(If the transaction was received at the NPMO, the Assigned Officer of the day shall send an email notification to the Regional Grievance Officer to inform him/her.)</i>	None	7 hours and 7 minutes	Officer-of-the-Day/ / Assigned Focal Person
	6.2 Monitor the status of transaction and check for updates from the concerned office in the GRS Information System.	None	2 Days	Assigned Focal Person
7. Received update/feedback on the status of the grievance.	7.1 Provide the client an update/feedback about the status of his/her concern either through text messaging or phone call.  <i>For instances when the client did not give or cannot provide contact information, the provision of feedback may be coursed through the assigned City/Municipal Link.</i>	None	10 minutes	Assigned Focal Person
	7.2 Update the status of the transaction in the GRS Information System.	None	10 minutes	Assigned Focal Person
<b>Total if grievance is resolved outright</b>		None	33 minutes	
<b>Total if grievance is referred to Field Office for resolution and feedback is provided to the client</b>		None	3 days	
<b>Total</b>		<b>None</b>	<b>3 days</b>	

## 7.2 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 Pantawid 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.

<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Any stakeholder (general public and government organization)			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ol style="list-style-type: none"> <li>One (1) Accomplished Data Request Form or Letter of Request</li> <li>Submit accomplished CSMF</li> </ol>			4Ps Regional Monitoring & Evaluation Officer (email address: <a href="mailto:lasruiz@dswd.gov.ph">lasruiz@dswd.gov.ph</a> or <a href="mailto:fo8@dswd.gov.ph">fo8@dswd.gov.ph</a> )	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client sends filled up data request form	1. Receipt of completely filled out data request form or letter of request (with attachments as applicable).	None	2 hours	Regional Monitoring and Evaluation Officer (RMEO)
	1.1 Encoding of data request to monitoring tool or thru Electronic Document Management System (EDMS) of the incoming data request.		30 mins	RMEO
	1.2. Acknowledgement and assessment by the Regional Monitoring and Evaluation Officer (RMEO).		2 hours	RMEO

	1.2.1. If Primary Data, endorse the request to the concerned Division, Unit, or Program Component Focal Person		30 mins	RMEO
	1.2.2. If Secondary Data, determine if the data that are being requested are <b>public or classified</b> based on the submitted documents.		1 day	RMEO
2. Receive requested data and fill out the client survey form	2. If the data requested is identified as <b>Public Data</b> , the RMEO will forward the request to the appropriate Division/Unit/ Program Component Focal Person for data generation and preparation.	None	4 hours	RMEO
	2.1 If the data is in the periodic reports, IEC materials, and/or Pantawid Pamilya website, the RMEO will refer the client to the resource site or provide the readily available data and client satisfaction survey form.		1 day	RMEO
	2.2.1 If the data needs to be generated, data generation shall be undertaken by the RMEO.		5 days	RMEO
	2.2.2. Preparation of memo endorsement to the Regional Director (RD) for approval.		6 hours	RMEO
	2.2.2.1. If the data request is approved, provide the data request to the client and submit a request to accomplish the client satisfaction measurement form		4 hours	RMEO
	2.2.2.2. If the data request is disapproved, provide the data request to the client and submit a request to accomplish the client satisfaction measurement form.		4 hours	RMEO
	2.3. If the data requested is identified as <b>Classified Data</b> , the request will be forwarded to the NPMO for review and evaluation. The RMEO will provide initial comments prior to endorsing the request to the		3 days	RMEO

	Data Protection Officer (DPO) and RD.			
	2.3.1 If the request is valid, a Memorandum of Agreement (MOA) on data sharing between the requesting party and the Department/RPMO will be prepared by RMEO prior to the release of data requested.		6 days	RMEO
	2.3.1.1. Sharing of the draft MOA to the client for review.		4 hours	RMEO
	2.3.1.2. Review of the MOA and endorsement of comments/inputs to RMEO from the Legal Unit.		3 days	Legal Unit
	2.3.1.3. Revision of the MOA based on the Legal Unit's comments.		2 days	RMEO
	2.3.1.4. Sharing of MOA to the client.		4 hours	RMEO
	2.3.1.5. Acknowledgement of receipt of MOA approved by the client.		4 hours	RMEO
	2.3.1.6. Preparation of communication to client regarding MOA signing		4 hours	RMEO
	2.3.1.7. Signing of MOA with the client		1 day	RMEO
	2.3.1.8. Provision of the data request to the client and submission of request to accomplish the client satisfaction measurement form.		4 hours	RMEO
	2.3.2. If the data request is disapproved, provide the data request to the client and submit a request to accomplish the client satisfaction measurement form.		4 hours	RMEO
	<b>TOTAL:</b>	<b>None</b>	<b>Output 1: 2 days, 6 hours and 30 mins</b>	



			<p><b>Output 2:</b> 6 days, 6 hours and 30 mins</p> <p><b>Output 3.1 (Approved MOA):</b> 19 days, 2hrs and 30 mins</p> <p><b>Output 3.2 (Disapproved MOA):</b> 4 days, 2hrs and 30 mins</p>
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FEEDBACK AND COMPLAINTS MECHANISM	
How to send a feedback	<p>For <b>inquiries and follow-ups</b>, the client is advised to directly coordinate with the concerned division that received the request. The following contact details are however accessible in case the concerned division/section/unit/component focal person does not respond within reasonable time:</p> <p style="padding-left: 40px;">Email: <a href="mailto:pbunay@dswd.gov.ph">pbunay@dswd.gov.ph</a></p> <p style="padding-left: 40px;">Telephone number: (053) 321-2040 voip number 18011</p> <p>For <b>completed services</b>, the client is encouraged to fill out a Client Satisfaction Survey Form downloadable from <a href="https://pantawid.dswd.gov.ph/citizens-charter">https://pantawid.dswd.gov.ph/citizens-charter</a> and submit it to the concerned division where the request was made or through any of the contact details provided above.</p>
How feedback is processed	<p>A technical staff is assigned to read daily all <b>inquiries and follow ups</b> sent to <a href="mailto:pbunay@dswd.gov.ph">pbunay@dswd.gov.ph</a>. These are forwarded to the concerned division/section/unit or component focal person who is expected to provide a response to the client via email or phone call within three (3) days from receipt of email from the client.</p> <p>On the other hand, satisfaction surveys for <b>completed services</b> are being analyzed by the concerned division/section/unit or component focal person as among the bases to improve its service delivery.</p>
How to file complaint	<p>The client may directly communicate through the contact details provided below:</p> <p style="padding-left: 40px;">Email: <a href="mailto:pbunay@dswd.gov.ph">pbunay@dswd.gov.ph</a></p> <p style="padding-left: 40px;">Telephone number: (053) 321-2040 voip number 18011</p>
How complaints are processed	<p>All complaints about service delivery received through any of the channels above are directly forwarded to the Office of the Regional Program Manager and are automatically treated as a confidential case. It shall be primarily guided by violations and penalties under the Ease of Doing Business Act <a href="https://arta.gov.ph/about/violations-and-penalties">https://arta.gov.ph/about/violations-and-penalties</a></p>

	Service delivery complaints shall be automatically considered as highly technical transactions due to its nature. The client shall be provided feedback 20 days from the filing of the complaint.
Contact Information of ARTU, PCC, CCB	<p><b>Anti Red-Tape Authority (ARTA):</b>  <a href="mailto:arta.fo8@dswd.gov.ph">arta.fo8@dswd.gov.ph</a>            0945-216-3676</p> <p><b>Presidential Complaint Center (PCC):</b>  <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a>            8888</p> <p><b>Contact Center ng Bayan (CCB):</b>            SMS: 0908-881-6565            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>            Web: <a href="https://contactcenterngbayan.gov.ph">https://contactcenterngbayan.gov.ph</a>            Facebook: <a href="https://facebook.com/civilservicegovph">https://facebook.com/civilservicegovph</a></p>

Office	Address	Contact Information
Pantawid Pamilyang Pilipino Program	2 <sup>nd</sup> Flr. DSWD Candahug Office, DSWD Field Office VIII, Government Center, Candahug, Palo, Leyte 6501	(053) 321-2040 voip number 18011