



# REFERRAL MANAGEMENT PROCESS FOR SLP-SWAD BOHOL

# I. OFFICE OR DIVISION

PROMOTIVE DIVISION- SLP

# II. SCHEDULE OF AVAILABILITY OF SERVICE

MONDAY- FRIDAY (8:00 AM-5:00 PM)

# III. WHO MAY AVAIL OF THE SERVICE

G2C – Government to Citizens

WHAT ARE THE REQUIREMENTS?	WHERE TO SECURE
Filled-out SLP Profile Form- for Walk-in Clients	SLP Provincial Office DSWD SWAD Office
	Circumferential Road, Barangay Poblacion 3, Tagbilaran City, Bohol

## IV. HOW TO AVAIL OF THE SERVICE

CLIENT STEPS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Walk – in Clients	None	10 minutes	FERNANDO T. VILLARIN  PDO II – PMEO  CHRISTOPHER B.  AÑANA – PDO II - CBO
2. Fill-out the SLP Profile Form and Walk- in Clients Slip	None	20 minutes	FERNANDO T. VILLARIN  PDO II – PMEO  CHRISTOPHER B.  AÑANA – PDO II - CBO
3. Received of information letter	None	1 day	FERNANDO T. VILLARIN  PDO II – PMEO  CHRISTOPHER B.  AÑANA – PDO II - CBO
4. Livelihood Assistance Grant (LAG) disbursement	None	1 day	HENRIETTA E. HORA  AA IV – SWAD Bohol

#### V. PROCESSING TIME

19 days, 7 hours and 10 minutes

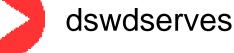
















# GRIEVANCE MANAGEMENT PROCESS FOR SLP-SWAD BOHOL

## I. OFFICE OR DIVISION

PROMOTIVE DIVISION- SUSTAINABLE LIVELIHOOD PROGRAM (SLP)

## II. SCHEDULE OF AVAILABILITY OF SERVICE

MONDAY- FRIDAY (8:00 AM-5:00 PM)

#### III. WHO MAY AVAIL OF THE SERVICE

All DSWD FOs, DSWD OBSUs, or other Agencies/Institutions Citizen/ Program Participants

WHAT ARE THE REQUIREMENTS?	WHERE TO SECURE
Filled1.Filled-up SLP Grievance Form – for walk-in clients Grievance/ Complaint received from OBSUs, NGAs, NGOs, concerned citizen, social media and others.  2. Supporting documents SLP Profile Form- for Walk-in Clients	SLP Provincial Office DSWD SWAD Office Circumferential Road, Barangay Poblacion 3, Tagbilaran City, Bohol
Referral/endorsement letter from OBSUs, NGA's, NGOs, concerned citizen, social media and others.	

#### IV. HOW TO AVAIL OF THE SERVICE

CLIENT STEPS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Walk – in Clients	None	10 minutes	FERNANDO T. VILLARIN
			PDO II – PMEO
			CHRISTOPHER B.
			AÑANA – PDO II - CBO
2. 2. Fill-out the SLP	None	10 minutes	FERNANDO T. VILLARIN
Grievance Intake Form			PDO II – PMEO
			CHRISTOPHER B.
			AÑANA – PDO II - CBO
3. Fill-out the CSMF	None	20 minutes	FERNANDO T. VILLARIN
			PDO II – PMEO
			CHRISTOPHER B.
			AÑANA – PDO II - CBO

#### V. PROCESSING TIME

43 days,1 hour and 10 minutes - 57 days,1 hour and 10 minutes –RPMO 9 days, 1 hour and 10 minutes – PMO Level 7 days,1 Hour and 12 minutes – Municipal Level















## VI. FEEDBACKS AND COMPLAINTS MECHANISM

How to send feedback

Send feedback through official email addressed to

SHALAINE MARIE S. LUCERO, CESO IV Regional Director ord.fo7@dswd.gov.ph

thru

MARIA ROSANA D. CORITICO, PDO III

SLP Regional Program Coordinator

livelihood.fo7@dswd.gov.ph

How feedbacks are processed

The GRMO verifies the nature of requests/feedbacks within one working day. The same will be referred to the Provincial Office concerned where the client is located. Upon receiving the reply from the concerned Provincial Office, the client will be informed through the contact information provided.

For follow-ups or queries, the contact information are as follows:

Contact no. (032) 2330261/ (032) 232-9505 loc 17125

Email add livelihood.fo7@dswd.gov.ph

How to file a complaint

To file a complaint, via email, written communication or SMS with the following details:

- -Full name and contact information of the complainant
- -Narrative of the complain
- -Evidences
- -Name of the person being complained
- -Send all complaints
- -You can file a complaint through;

SLP Provincial Office DSWD SWAD Office

Circumferential Road, Barangay Poblacion 3, Tagbilaran City, Bohol

processed

How complaints are All complaints received will be processed by the Grievance and Referral Management Officer.

> The GRMO browses evaluates, and determines the complaints received on a daily basis. The GRMO shall coordinate with the concerned Provincial Office to answer the complaint and shall investigate, if necessary. After the concern has been addressed or after the conduct of the investigation, the Provincial Coordinator shall prepare a feedback report to RPC, for appropriate action. The

GRMO shall give the feedback to the clients via mail or email.

Contact Information SLP Provincial Office

JIMMY A. CRUSIO

**SLP Provincial Coordinator** 

Email add: slpbohol.fo7@dswd.gov.ph

Tel No. (038) 427-1405 Mobile no. 0921-708-5185













