

GRIEVANCE MANAGEMENT PROCESS FOR SLP-RPMO

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 Referral/endorsement letter from OBSUs, NGA’s, NGOs, concerned citizen, social media and others.	SLP Regional Management Office DSWD Field Office VII Cebu City

IV. HOW TO AVAIL OF THE SERVICE

CLIENT STEPS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Walk – in Clients	None	10 minutes	Joanne A. Calubag <i>PDO II- Grievance Management Officer</i> Jonathan F. Fernandez <i>PDO II- Referral Management Officer</i>
2. 2. Fill-up the SLP Grievance Intake Form	None	10 minutes	Joanne A. Calubag PDO II- Grievance Management Officer Jonathan F. Fernandez PDO II- Referral Management Officer
3. Fill-up the CSMF	None	20 minutes	Joanne A. Calubag PDO II- Grievance Management Officer Jonathan F. Fernandez PDO II- Referral Management Officer

GRIEVANCE MANAGEMENT PROCESS FOR SLP-RPMO

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 -19 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	<p>Send feedback through official email addressed to SHALAINE MARIE S. LUCERO, CESO IV Regional Director ord.fo7@dswd.gov.ph</p> <p>thru</p> <p>MARIA ROSANA D. CORITICO, PDO III SLP Regional Program Coordinator livelihood.fo7@dswd.gov.ph</p>
How feedbacks are processed	<p>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.</p> <p>For follow-ups or queries, the contact information are as follows:</p> <p>Contact no. (032) 2330261/ (032) 232-9505 loc 17125 Email add livelihood.fo7@dswd.gov.ph</p>
How to file a complaint	<p>To file a complaint, via email, written communication or SMS with the following details:</p> <ul style="list-style-type: none">-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; <p>DSWD Field office VII Sustainable Livelihood Program Corner MJ Cuenco and Gen Maxilom Streets, Cebu City Tel no. (032) 2330261/ (032) 232-9505 loc 17125</p>
How complaints are processed	<p>All complaints received will be processed by the Grievance and Referral Management Officer.</p> <p>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.</p>
Contact Information of CCB, PCC, ARTA	<p>MARIA ROSANA D. CORITICO SLP Regional Program Coordinator Email add: livelihood.fo7@dswd.gov.ph/ mrdcoritico@dswd.gov.ph Tel No. (032) 2330261/ (032)232-9505 loc 17125 Mobile no. 09369224416</p> <p>Or</p> <p>Send Feedback on government services, whether positive or negative, to the Contact Center ng Bayan via the following access channels: SMS: 0908 881 6565 Email: email@contactcenterngbayan.gov.ph Web: https://contactcenterngbayan.gov.ph/ FB https://facebook.com/civilservicegovph/ Call: 165 65 P5+VAT per call anywhere in the Philippines via PLDT landlines</p>

REFERRAL MANAGEMENT PROCESS FOR SLP-RPMO

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 Referral/endorsement letter from OBSUs, NGA’s, NGOs, concerned citizen, social media and others.	SLP Regional Management Office DSWD Field Office VII Cebu City

IV. HOW TO AVAIL OF THE SERVICE

CLIENT STEPS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Walk – in Clients	None	10 minutes	Jonathan F. Fernandez <i>PDO II- Referral Management Officer</i> <i>or Field Project Development Officer</i>
2. Fill-up the SLP Profile Form and Walk-in Clients Slip	None	20 minutes	Jonathan F. Fernandez <i>PDO II- Referral Management Officer</i> <i>or Field Project Development Officer</i>
3. Received of information letter	None	1 day	Jonathan F. Fernandez <i>PDO II- Referral Management Officer</i> <i>or Field PDO (Implementing PDO and Monitoring PDO)</i>
4. Livelihood Assistance Grant (LAG) disbursement	None	1 day	Baby Ann Nara <i>AA II- Cash</i> <i>Or Regional Cashier</i>

REFERRAL MANAGEMENT PROCESS FOR SLP-RPMO

V. PROCESSING TIME

19 days, 7 hours and 10 minutes

VI. FEEDBACKS AND COMPLAINTS MECHANISM

How to send feedback	<p>Send feedback through official email addressed to SHALAINE MARIE S. LUCERO, CESO IV Regional Director ord.fo7@dswd.gov.ph</p> <p>thru</p> <p>MARIA ROSANA D. CORITICO, PDO III SLP Regional Program Coordinator livelihood.fo7@dswd.gov.ph</p>
How feedbacks are processed	<p>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.</p> <p>For follow-ups or queries, the contact information are as follows:</p> <p>Contact no. (032) 2330261/ (032) 232-9505 loc 17125 Email add livelihood.fo7@dswd.gov.ph</p>
How to file a complaint	<p>To file a complaint, via email, written communication or SMS with the following details:</p> <ul style="list-style-type: none">-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; <p>DSWD Field office VII Sustainable Livelihood Program Corner MJ Cuenco andGen Maxilom Streets, Cebu City Tel no. (032) 2330261/ (032) 232-9505 loc 17125</p>
How complaints are processed	<p>All complaints received will be processed by the Grievance and Referral Management Officer.</p> <p>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.</p>
Contact Information of CCB, PCC, ARTA	<p>MARIA ROSANA D. CORITICO SLP Regional Program Coordinator Email add: livelihood.fo7@dswd.gov.ph/ mrdcoritico@dswd.gov.ph Tel No. (032) 2330261/ (032)232-9505 loc 17125 Mobile no. 09369224416</p> <p>Or</p> <p>Send Feedback on government services, whether positive or negative, to the Contact Center ng Bayan via the following access channels: SMS: 0908 881 6565 Email: email@contactcenterngbayan.gov.ph Web: https://contactcenterngbayan.gov.ph/ FB https://facebook.com/civilservicegovph/ Call: 165 65 P5+VAT per call anywhere in the Philippines via PLDT landlines</p>