

# GRIEVANCE INTAKE AND RESPONSE

## I. OFFICE OR DIVISION

PANTAWID PAMILYANG PILIPINO PROGRAM

## II. SERVICE CLASSIFICATION

SIMPLE

## II. SCHEDULE OF AVAILABILITY OF SERVICE

MONDAY – FRIDAY (8:00 AM – 5:00 PM)

## III. WHO MAY AVAIL OF THE SERVICE

G2C – GOVERNMENT TO CITIZEN

WHAT ARE THE REQUIREMENTS	WHERE TO SECURE
1. If 4Ps beneficiary, present the 4Ps ID for verification to 4Ps staff 2. Proof of grievance, if available 3. If non-4Ps beneficiary, any valid ID (e.g. PhilSys ID)	Issued by the assigned City/Municipal Link, Community Facilitators

## IV. HOW TO AVAIL

CLIENT STEPS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log-in at the visitor’s log book located at the office lobby and present the 4Ps ID if a 4Ps beneficiary. If non-4Ps beneficiary, present any valid ID.	None	2 minutes	Guard on duty
2. Proceed to the 4Ps Assistance Desk for verification of identity.	None	5 minutes	Francisca P. Sumasino <i>Provincial Grievance Officer</i>
3. Provide details about the grievance and supporting documents, if available, depending on the type of grievance reported.	None	20 minutes	Francisca P. Sumasino <i>Provincial Grievance Officer</i>
4. Accomplish the client satisfaction measurement survey	None	5 minutes	Francisca P. Sumasino <i>Provincial Grievance Officer</i>
5. Proceed to the office lobby and logout from the client’s logbook.	None	1 minute	Guard on duty
6. Wait for the updates on the status of grievance within three (3) days.	None	2 days, 7 hours and 7 minutes	Francisca P. Sumasino <i>Provincial Grievance Officer</i>
7. Received update/feedback on the status of the grievance.	None	20 minutes	Francisca P. Sumasino <i>Provincial Grievance Officer</i>

## V. PROCESSING TIME

Initial Resolution - 33 Minutes

Final Resolution - 3 Days

## VI. FEEDBACK AND COMPLAINTS MECHANISM

LANDLINE NUMBER: 232-9505 LOC. 17128

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