



# GRIEVANCE INTAKE AND RESPONSE

## I. OFFICE OR DIVISION

PANTAWID PAMILYANG PILIPINO PROGRAM (4Ps) – Field Office VII

### II. SERVICE CLASSIFICATION

SIMPLE

# II. SCHEDULE OF AVAILABILITY OF SERVICE

MONDAY – FRIDAY (8:00 AM – 5:00 PM)

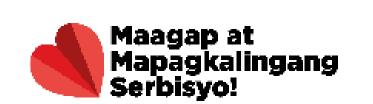
## III. WHO MAY AVAIL OF THE SERVICE

G2C: Government to Citizens - 4Ps Beneficiaries, and General Public

| WHAT ARE THE REQUIREMENTS  | WHERE TO SECURE                                   |  |  |
|--|---|--|--|
| I.INTAKE:  1. 4Ps ID or 1 Valid ID (Original Copy), Any proof of grievance, if available.      | 4Ps Assistance Desk, Grievance Redress Unit (GRU) |  |  |
| <ul><li>II. RESPONSE:</li><li>1. Client satisfaction Form (CSF). (1 form per client)</li></ul> | 4Ps Assistance Desk, Grievance Redress Unit (GRU) |  |  |

| CLIENT STEPS  | FEES TO<br>BE PAID | PROCESSING<br>TIME | PERSON<br>RESPONSIBLE                 |
|---|--------------------|--------------------|---------------------------------------|
| I. INTAKE   |                    |                    |                                       |
| <ol> <li>Present the 4Ps ID for 4Ps</li> <li>beneficiary or 1 valid ID for non-<br/>4Ps.</li> </ol>                         | None               | 2 minutes          | Jiah L. Sayson<br>Division Chief, 4Ps |
| 2. Proceed to the 4Ps Assistance Desk for verification of identity.   | None               | 5 minutes          | Jiah L. Sayson<br>Division Chief, 4Ps |
| II. RESPONSE  |                    |                    |                                       |
| 3. Provide details about the grievance and supporting documents, if available, depending on the type of grievance reported. | None               | 27 minutes         | Jiah L. Sayson Division Chief, 4Ps    |
| 4. Wait for the updates on the status of the grievance within three (3) days.   | None               | 3 days             | Jiah L. Sayson<br>Division Chief, 4Ps |
| 5. Receive update/feedback on the status of the grievance.  | None               | 10 Minutes         | Jiah L. Sayson  Division Chief, 4Ps   |
| 6. Accomplish the client satisfaction measurement Form  | None               | 10 Minutes         | Jiah L. Sayson Division Chief, 4Ps    |















## V. PROCESSING TIME

If grievance is resolved outright - 44 Minutes

If the grievance is referred to field office for resolution and feedback is provided to the client - 3 Days

### VI. FEEDBACK AND COMPLAINTS MECHANISM

LANDLINE NUMBER: 232-9505 LOC. 17128

EMAIL ADDRESS: pantawid.fo7@dswd.gov.ph









