

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)
II. RESPONSE: 1. Client satisfaction Form (CSF). (1 form per client)	4Ps Assistance Desk, Grievance Redress Unit (GRU)

CLIENT STEPS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
I. INTAKE			
1. Present the 4Ps ID for 4Ps beneficiary or 1 valid ID for non-4Ps.	None	2 minutes	Jiah L. Sayson Division Chief, 4Ps
2. Proceed to the 4Ps Assistance Desk for verification of identity.	None	5 minutes	Jiah L. Sayson 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 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