

PROCESS FOR REFERRALS RECEIVED THROUGH INDIVIDUAL/ GROUP/ ASSOCIATION OR ORGANIZATION REFERRED FROM OBSUs, NGAs, NGOs, CSOs, LGUs and OTHER INSTITUTIONS

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

G2C – Government to Citizens

WHAT ARE THE REQUIREMENTS?	WHERE TO SECURE
Photocopy of any valid identification of the client/ person applying for Livelihood Assistance Grants	Government Agencies issuing identification cards such as SSS, Philhealth, PAG-IBIG, LTO, DFA, PRC, COMELEC, NBI, and others

IV. HOW TO AVAIL OF THE SERVICE

CLIENT STEPS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File the application for livelihood assistance from SLP-NPMO, OBSUs, NGAs, NGOs, CSOs, LGU, and other institutions through email.	None	10 minutes	Joanne A. Calubag <i>PDO II- Referral Management Officer</i>  <i>or Field Project Development Officer</i>
2. Wait for call/email/text or personal visit of the Project Development Officer (PDO) from the SLP-RPMO or SLP-Provincial Office.	None	6 hours	Joanne A. Calubag <i>PDO II- Referral Management Officer</i>  <i>or Field Project Development Officer</i>
3. Undergo the SLP Means Test  <i>(for NO MATCH referrals in the Listahanan database)</i>	None	6 hours	<i>Field PDO (Implementing PDO and Monitoring PDO)</i>
4. Accomplish the SLP Data Privacy Consent Form	None	10 minutes	<i>RPMO/ IPDO</i>
5. Participate in the SLP Orientation  <i>(for eligible referrals)</i>	None	30 minutes	<i>RPMO/ IPDO</i>
6. Accomplish the Letter of Intent or SLP Waiver Form	None	15 minutes	<i>RPMO/ IPDO</i>
7. Accomplish the SLP Profile Form	None	20 minutes	<i>RPMO/ IPDO</i>
8. Accomplish the Livelihood Skills Assessment Form (LSAF)	None	6hours	<i>Field PDO</i>



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IV. HOW TO AVAIL OF THE SERVICE

CLIENT STEPS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
9. Participate in the Micro-Enterprise Development Training 1 (MEDT 1) and Basic Employment Skills Training (BEST 1)	None	4 hours	IPDO/ Capacity Building Project Development Officer (CPDO)
10. Prepare and sign the Modality Application Form (MAF)	None	2 hours	<i>Field Project Development Officer</i>
11. Receive the SLP Grant	None	6 hours	<i>IPDO/ RPMO</i>
12. Fill-out the Client Satisfaction Measurement Form (CSMF)	None	5 minutes	<i>RPMO/ IPDO</i>

V. PROCESSING TIME

Activities to be undertaken by SLP-NPMO/ SLP-RPMO – 7 hours
Activities to be undertaken by SLP-RPMO – 11 days and 5 hours
<b>Total - 12 days and 4 hours</b>



# PROCESS FOR WALK-IN INDIVIDUAL SEEKING LIVELIHOOD ASSISTANCE

## 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

G2C – Government to Citizens

WHAT ARE THE REQUIREMENTS?	WHERE TO SECURE
Photocopy of any valid identification of the client/ person applying for Livelihood Assistance Grants	Government Agencies issuing identification cards such as SSS, Philhealth, PAG-IBIG, LTO, DFA, PRC, COMELEC, NBI, and others.

## IV. HOW TO AVAIL OF THE SERVICE

CLIENT STEPS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish the SLP Data Privacy Consent Form and Attendance Sheet	None	10 minutes	Joanne A. Calubag <i>PDO II- Referral Management Officer</i>  <i>or Field Project Development Officer</i>
2. Participate in the SLP Orientation	None	1 hour	Joanne A. Calubag <i>PDO II- Referral Management Officer</i>  <i>or Field Project Development Officer</i>
3. Claim the SLP Reference Slip	None	10 minutes	<i>RPMO/ IPDO</i>
4. Fill-out the Client Satisfaction Measurement Form (CSMF)	None	5 minutes	<i>PC-RPMO/ IPDO</i>
5. Wait for the call/email/text or personal visit of the IPDO from the SLP Provincial Office	None	2 hours	<i>RPMO/ IPDO</i>
6. Undergo the SLP Means Test	None	6 hours	<i>RPMO/ IPDO</i>
7. Accomplish the SLP Data Privacy Consent Form	None	10 minutes	<i>RPMO/ IPDO</i>
8. Participate in the SLP Orientation	None	30 minutes	<i>RPMO/ IPDO</i>



# PROCESS FOR WALK-IN INDIVIDUAL SEEKING LIVELIHOOD ASSISTANCE

## IV. HOW TO AVAIL OF THE SERVICE

CLIENT STEPS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
9. Accomplish the Letter of Intent or SLP Waiver Form	None	15 minutes	<i>Joanne A. Calubag PDO II- Referral Management Officer</i>  <i>or Field Project Development Officer</i>
10. Accomplish the SLP Profile Form	None	20 minutes	<i>RPMO/ IPDO</i>
11. Accomplish the Livelihood Skills Assessment Form (LSAF)	None	6 hours	<i>RPMO/ IPDO</i>
12. Participate in the Micro-Enterprise Development Training 1 (MEDT 1) and Basic Employment Skills Training (BEST 1)	None	4 hours	IPDO/ Capacity Building Project Development Officer (CPDO)
13. Prepare and sign the Modality Application Form (MAF)	None	2 hours	<i>Field Project Development Officer</i>
14. Receive the SLP Grant	None	6 hours	<i>IPDO/ RPMO</i>
15. Fill-out the Client Satisfaction Measurement Form (CSMF)	None	5 minutes	<i>RPMO/ IPDO</i>

## V. PROCESSING TIME

Activities to be undertaken by SLP-NPMO/ SLP-RPMO – 1 day, 1 hour and 15 minutes
Activities to be undertaken by SLP-RPMO – 11 days, 2hours and 5 hours
Total - 12 days and 4 hours



# GRIEVANCE MANAGEMENT PROCESS

## 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
1.Filled-up SLP Grievance Form – for walk-in clients; 2.Complaint letter received from OBSUs, NGAs, NGOs, concerned citizen, social media and others; and 3. Supporting documents -Clients Testimony -Witness Testimony (if necessary) -Barangay/ Police report (if necessary)	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. The clients shall ratify or concur on the Data Privacy Consent’s content.  <i>Proceed to customer step number 2 after approval.</i>	None	3 minutes	Joanne A. Calubag <i>PDO II- Grievance Management Officer</i> (GMO)/ Technical Officer (TO) of the day
2. Fill-up the walk-in logbook	None	2 minutes	Joanne A. Calubag PDO II- Grievance Management Officer (GMO)/ Technical Officer (TO) of the day
3. Fill-out the SLP Grievance Form	None	10 minutes	GMO/TO
4. Received the Walk-in Client Slip	None	3 minutes	GMO/TO
5. Fill-out the CSMF	None	5 minutes	GMO/TO Walk-in Client
6. Received feedback to the complaint on the action taken.	None	15 minutes	GMO/TO

## V. PROCESSING TIME

For Grievances at the SLP-Regional Level – 30 Days  
For Grievances at the SLP-Provincial Level – 27 Days  
For Grievances at the SLP-Municipal Level – 7 days and 2 hours



VI. FEEDBACKS AND COMPLAINTS MECHANISM

How to send feedback	<p>Send feedback through official email addressed to <b>SHALAINE MARIE S. LUCERO, CESO IV</b> Regional Director <a href="mailto:ord.fo7@dswd.gov.ph">ord.fo7@dswd.gov.ph</a></p> <p>thru</p> <p><b>MARIA ROSANA D. CORITICO, PDO III</b> SLP Regional Program Coordinator <a href="mailto:livelihood.fo7@dswd.gov.ph">livelihood.fo7@dswd.gov.ph</a></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 <a href="mailto:livelihood.fo7@dswd.gov.ph">livelihood.fo7@dswd.gov.ph</a></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"><li>-Full name and contact information of the complainant</li><li>-Narrative of the complain</li><li>-Evidences</li><li>-Name of the person being complained</li><li>-Send all complaints</li><li>-You can file a complaint through;</li></ul> <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><b>MARIA ROSANA D. CORITICO</b> SLP Regional Program Coordinator Email add: <a href="mailto:livelihood.fo7@dswd.gov.ph">livelihood.fo7@dswd.gov.ph</a>/ <a href="mailto:mrdcoritico@dswd.gov.ph">mrdcoritico@dswd.gov.ph</a> Tel No. (032) 2330261/ (032)232-9505 loc 17125</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: <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a> Web: <a href="https://contactcenterngbayan.gov.ph/">https://contactcenterngbayan.gov.ph/</a> FB <a href="https://facebook.com/civilservicegovph/">https://facebook.com/civilservicegovph/</a> Call: 165 65 P5+VAT per call anywhere in the Philippines via PLDT landlines</p>