

2. ISSUANCE OF PANTAWID PAMILYA CERTIFICATION

This service has been offered in order to facilitate clients inquiring for their membership to the Pantawid Pamilyang Pilipino Program. Pantawid Pamilyang Information System (PPIS) is used as main tool for status verification of applicants categorized as active, inactive, appealable, graduated and even delisted beneficiaries.

Office or Division:	4Ps Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Pantawid Pamilya Members and/or Authorized Representative/s			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form		Regional Program Management Office (RPMO) – Pantawid Pamilyang Pilipino Program		
Pantawid Pamilya ID		Requester/s or Authorized Representative/s		
Representative				
Authorization to Inquire Status with original signature (in line with Republic Act 10173 or Data Privacy Act of 2012)		Person being represented		
Pantawid ID or any valid government-issued IDs (1 original and 1 photocopy)		DSWD, Pag-IBIG, LTO, BIR, PhilHealth, Comelec		
Request Form		Regional Program Management Office (RPMO) – Pantawid Pamilyang Pilipino Program		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the Public Assistance Complaints Center (PACC) and present the purpose	1. Attending staff to ask the client's purpose  Issue referral slip Direct the client/s to Pantawid Pamilyang Pilipino Program Office	None	2 minutes	PACC Desk Officer and/or clerk
2. Submit the requirements to the attending staff	2. Attending staff to check the requirements based on the checklist 1. Issue Acknowledgement Slip to client once checked	None	3 minutes	Frances May T. Ordeniza PDO II / Regional Grievance Officer

	<p><i>NOTE: Additional documents may be required under special circumstances .</i></p>			<p><b>Rey C. Gomez</b> PDO I / Regional Grievance Monitoring Officer</p> <p><b>Carla Jade S. Mendoza</b> Social Welfare Assistant</p>
<p>3. Interview with the Attending staff / Regional Systems Focal Person/s</p>	<p>Attending Staff conducts interview with the client/s</p> <ol style="list-style-type: none"> <li>1. Conduct interview to client/s and records pertinent information</li> <li>2. Answers further queries, issues or concerns</li> </ol>	None	5 minutes	<p><b>Frances May T. Ordeniza</b> PDO II / Regional Grievance Officer</p> <p><b>Rey C. Gomez</b> PDO I / Regional Grievance Monitoring Officer</p> <p><b>Carla Jade S. Mendoza</b> Social Welfare Assistant</p>
<p>4. Fill up the Request Form and answer further questions if there is.</p>	<p>Check the details of the clients in the Pantawid Pamilya Information System (PPIS) to determine the membership status of the household.</p> <p>4.1 Issue acknowledgement slip to client once the accomplished form is processed.</p>	None	10 minutes	<p><b>Frances May T. Ordeniza</b> PDO II / Regional Grievance Officer</p> <p><b>Rey C. Gomez</b> PDO I / Regional Grievance Monitoring Officer</p> <p><b>Carla Jade S. Mendoza</b> Social Welfare Assistant</p>
<p>5. Check the correctness of the details/ information reflected in the Certification</p>	<p>Prepares the Certification and facilitates its approval</p>	None	2 minutes	<p><b>Frances May T. Ordeniza</b> PDO II / Regional Grievance Officer</p>

				<b>Rey C. Gomez</b> PDO I / Regional Grievance Monitoring Officer  <b>Carla Jade S. Mendoza</b> Social Welfare Assistant
	1. Approval of the certification		2 minutes	<b>Crislea D. Celeste</b> Project Development Officer V / Division Chief  <b>Jehmymah L. Moscatiles</b> PDO III / Assistant Regional Program Coordinator  <b>Jonas C. Peregrino</b> ITO I / Regional Information Technology Officer
	2 Give to the client the certification once approved		1 minute	<b>Frances May T. Ordeniza</b> PDO II / Regional Grievance Officer  <b>Rey C. Gomez</b> PDO I / Regional Grievance Monitoring Officer  <b>Carla Jade S. Mendoza</b> Social Welfare Assistant
6. Accomplish the Client Satisfaction Survey Form	Administer the Client Satisfaction Survey Form to clients	None	5 minutes	<b>Frances May T. Ordeniza</b> PDO II / Regional Grievance Officer

				<b>Rey C. Gomez</b> PDO I / Regional Grievance Monitoring Officer  <b>Carla Jade S. Mendoza</b> Social Welfare Assistant
	<b>TOTAL:</b>	None	30 minutes	

FEEDBACK AND COMPLAINTS

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback?	Write your feedback on the services provided through the Client’s Satisfaction Measurement Form to be provided by our attending Pantawid Pamilya staff. A space below is provided for you to write further comments. Return the fully accomplished Client’s Satisfaction Measurement Form to the attending Pantawid Pamilya staff for consolidation.
How feedback is processed?	Every 20 <sup>th</sup> to 25 <sup>th</sup> day of the month, the assigned staff consolidates all accomplished Client’s Satisfaction Measurement Forms within the Division and results are reviewed by the Division Chief. Approved monthly consolidation is submitted to the Human Resource and Management Division for further review and consolidation in the regional level.  Feedback requiring responses are communicated to concerned offices for appropriate action. Responses are relayed to the complainant three (3) working days after the receipt of the feedback.
How to file complaints?	Citizen with complaints relative to Pantawid Pamilyang Pilipino Program and / or the availed services may file their respective complaints directly to the Regional Program Management Office at DSWD Field Office Caraga. They may also file complaint/s through the Provincial/Municipal Operations Offices for escalation of concern to the abovementioned program using the Grievance / Complaint Form.  Complaints can also be filed via Pantawid Hotline (09693270254) or e-mail ( <a href="mailto:pantawid.focrg@dswd.gov.ph">pantawid.focrg@dswd.gov.ph</a> ) with the following information: <ul style="list-style-type: none"><li>• Name of Complainant</li><li>• Address</li><li>• Name of Person/Entity being complained</li><li>• Issue/Concern</li><li>• Evidence</li></ul>
How complaints are processed?	Complaints received by respective offices are escalated to the Regional/Provincial Grievance Officer/s for verification and veracity of complaint for at least 72 hours upon receipt of the complaint.  Grievance Officer/s shall send report to the Regional Grievance Officer / Regional Program Coordinator for appropriate action.

Contact Information	<p>For Pantawid Pamilyang Pilipino Program concerns, you may contact: Pantawid Hotline - 09693270254 Pantawid e-mail address – <a href="mailto:pantawid.focrg@dswd.gov.ph">pantawid.focrg@dswd.gov.ph</a></p> <p>ARTA : <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> PCC: 8888</p> <p><b>CONTACT CENTER NG BAYAN:</b> SMS : 0908 881 6565 Call : 165 56 P 5.00 + VAT per call anywhere in the Philippines via PLDT landlines Email : <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a> Facebook : <a href="https://facebook.com/civilservicegovph/">https://facebook.com/civilservicegovph/</a> Web : <a href="https://contactcenterngbayan.gov.ph/">https://contactcenterngbayan.gov.ph/</a></p>
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