

1. GRIEVANCE INTAKE AND RESPONSE

The **Grievance Intake and Response** is the initial phase of the whole Grievance Redress System (GRS) process, which starts from accepting a grievance filed by a client, recording it in the information system, and providing the client an initial response. This Citizens Charter only covers walk-in transactions.

As general rule, anyone may **accept** a grievance, request, and inquiry but only the City/Municipality Link and grievance officers may ascertain its validity and thereafter **intake** the grievance. To ‘accept’ a grievance is to receive the transaction but to ‘intake’ is to record the transaction in a grievance form of the Grievance Information System after ascertaining its validity. Intake and response require technical know-how about the GRS, particularly on the procedures in resolving the specific types and subtypes of grievances.

Office or Division:	4Ps Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"><li>• If 4Ps beneficiary, 4Ps ID;</li><li>• If non-4Ps beneficiary, none.</li></ul>		Issued by the assigned City/Municipal Link, Community Facilitators		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log-in at the visitors’ log book located at the office lobby and present the 4Ps Id if 4Ps beneficiary.	1. Ensure that the client fills out the logbook and direct him/her to the 4Ps Assistance Desk.	None	2 minutes	Guard on duty
2. Proceed to the 4Ps Assistance Desk for verification of identity.	2. Receive the client, inquire what the grievance is all about, and verify the client’s identity.  <i>Refer to the Grievance Redress System Sub-Manual for the guidance on the intake of grievances.</i>  2.1 If the client is a beneficiary, check the status of the	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

	concerned beneficiary in the Pantawid Pamilya Information System (PPIS).			
3. Provide details about the grievance and supporting documents, if available, depending on the type of grievance reported. Fill out a grievance form.	<p>3. Encode the transaction correctly and completely in the Pantawid Pamilya Information System (PPIS).</p> <p><i>For instance when the PPIS is inaccessible, the staff may use GRS Grievance Form to intake the grievance.</i></p> <p>1. Check the supporting documents provided, if available.</p> <p>2. Assess all the data and information available and discuss with the beneficiary the findings and next steps to take.</p> <p>1. If all information is readily available to resolve the case, resolve the grievance and provide feedback to the client.</p> <p>2. If other information is needed and the grievance cannot be resolved immediately, explain to the client the process that will be undertaken in processing the grievance, and inform the client that he / she will be contacted thru his / her mobile number.</p> <p>Print and provide a copy of the encoded</p>	None	20 mins.	<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>

	transaction to the client.  <i>For instance when the PPIS is inaccessible, the beneficiary will be given an acknowledgement receipt found at the bottom of the grievance form.</i>			
4. None	1. Administer the client Satisfaction Measurement Survey Form 2. Analyze the data and include it in the Client Satisfaction Measurement Report.	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
5. Proceed to the exit area for dismissal.	1 Dismiss the client gracefully.	None	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. None	1. Endorse the transaction to the concerned office (Other DSWD Field Office, Provincial /Municipal Operations Office and/or OBSU) for processing and updating of the transaction in the PPIS, reflecting the actions taken by the concerned office within three (3) working days.  (If the transaction was received at the Field	None	7 hours and 7 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

	Office, the Assigned Officer of the Day shall send an email notification to the Provincial Grievance Officer to inform him/her.)			
	1.2. Monitor the status of the transaction and check for updates from the concerned office in the PPIS.	None	2 working days	<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
	1.3. Provide the client an update/ feedback about the status of his / her concern either thru text messaging or phone call.  <i>For instance when the client did not give or cannot provide contact information, the provision of feedback may be coursed through the assigned City/Municipal Link.</i>	None	10 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
	1.4. Update the status of the grievance in the PPIS.	None	10 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 if grievance is resolved outright</b>		<b>None</b>	<b>33 minutes</b>	
<b>Total if grievance is referred to OBSU/s for resolution and feedback is provided to the client.</b>		<b>None</b>	<b>3 working days</b>	

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback?	Customer Feedback Form shall be provided to the client after issue of the approved property clearance
How is feedback processed?	Duly accomplished customer feedback forms shall be consolidated once a month, identifying issues and concerns of the clients which shall be discussed for appropriate action. Status on the identified issues and concerns shall be monitored on a monthly basis.
How to file a complaint?	You can write your complaint/s in the comment section of the <i>Client Satisfaction Survey Form (DSWD-QMS-GF-005)</i> from the receiving admin staff of the Section
How complaints are processed?	<p>Upon receipt of complaint the concerned section shall make necessary evaluation and investigation to create a report for information and appropriate action of the concerned officials. Feedback shall be provided to the client.</p> <p>For inquiries and follow-ups, clients may contact PSS through (085) 303-8620 local 243 or through email: <a href="mailto:property.focrg@dswd.gov.ph">property.focrg@dswd.gov.ph</a></p>
Contact information of ARTA, CSC, PCC	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478 m-5091 / 8478-5093 / 8478-5099</p> <p>CSC: 8931-8092 / 8931-7939 / 8931-7935</p> <p>PCC: <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a> 8736-8645 / 8736-8603 / 8736-8629 / 8736-8621</p>
Contact Center ng Bayan (CCB)	<p>SMS: 0908 881 6565</p> <p>Email: <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a></p> <p>Web: <a href="https://contactcenterngbayan.gov.ph">https://contactcenterngbayan.gov.ph</a></p> <p>FB: <a href="https://facebook.com/civilservicegovph">https://facebook.com/civilservicegovph</a></p> <p>Call: 165 65 (P5+VAT per call anywhere in the Philippines via PLDT landlines)</p>

Office	Address	Contact Information
Property and Supply Section	DSWD Field Office Caraga, Capitol Site Compound, Butuan City, Agusan del Norte, 8600	Tel Nos.: (085) 303-8620 loc 243  Email: <u><a href="mailto:property.focrg@dswd.gov.ph">property.focrg@dswd.gov.ph</a></u>