

1. Filing of Complaint – Tanggapan ng Reklamo

Non-beneficiaries and beneficiaries of the program may visit the Tanggapan ng Reklamo to file their complaints or grievances about the implementation of the program.

Office or Division:	4Ps – Grievance Redress Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Grievance Form		Tanggapan ng Reklamo Helpdesk, 2 nd Floor Mahusay Building		
Pantawid Pamilya ID		Clients		
Evidence/s, if applicable				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client logbook in the office lobby 1.1 Give ID Card to Guard on Duty	1. Give the logbook to the client with pen 1.1 Secure the client's ID	None	2 Minutes	Guard on duty
2. Inform the Officer of the Day at the Tanggapan ng Reklamo Help Desk the nature of the visit and provide initial information	2. Receive the client, and conduct a pre-intake interview to confirm if the client is filing a complaint or request/inquiry.	None	1 minute	Officer of the Day / Walk-in Complaints Focal
3. If filing a complaint, get a Grievance Form from the Officer of the Day 3.1 If filing a request or inquiry, get a Request & Inquiry Form	3. Provide the client a Grievance Form 3.1 Provide the client a Request & Inquiry Form	None	1 Minute	Officer of the Day / Walk-in Complaints Focal
4. Accomplish the Grievance Form/ Request & Inquiry Form	4. Ensure that the Grievance Form/Request & Inquiry Form is complete and properly filled out	None	2 Minutes	Officer of the Day / Walk-in Complaints Focal
5. Provide additional and complete details with supporting documents if available	5. Check the status of the beneficiary who is being complained in the Pantawid	None	30 Minutes	Officer of the Day / Walk-in Complaints Focal

	<p>Family Information System (PPIS)</p> <p>5.1 Interview the client and write down other pertinent details in the Grievance Form/ Request & Inquiry Form</p>			
6. None	<p>6. Assess the information provided, and/or verify data in the PPIS.</p> <p>6.1. If all information is readily available to resolve the case, provide the client feedback and final resolution.</p> <p>6.2 If the case can't be resolved immediately, explain to the client the process that will be undertaken in processing the complaint/request or inquiry, and inform the client that he/she will be contacted thru the mobile number provided by the assigned Grievance Officer once a resolution has been made.</p>	None	10 Minutes	Officer of the Day / Walk-in Complaints Focal
7. Secure the acknowledgment/ follow up slip <i>*Client may contact the number provided in the slip for follow-up</i>	7. Detach the acknowledgment/ follow up slip, and give it to the client	None	2 Minutes	Officer of the Day / Walk-in Complaints Focal

8. None	<p>8. Record the grievance form in the E-DTMS and Manual Monitoring Matrix</p> <p>8.1 Endorse the grievance form to the concerned Field Office by encoding the case in the GRS Tracker</p>	None	10 Minutes	<p>Administrative Assistant II</p> <p>Officer of the Day / Walk-in Complaints Focal</p>
9. None	<p>9. Process the complaint based on grievance type resolution procedures and established time protocol, as follows:</p> <p>a) Appeals</p> <p>b) Cash Card-Related issues</p> <p>c) Facility Issues</p> <p>d) Gender-Related Issues</p> <p>e) Grievance on Partner's Performance</p> <p>f) Grievance on Staff Performance</p> <p>g) Ineligibility</p> <p>h) Misbehavior of Beneficiary</p> <p>i) Payment-related issues</p>	None	<p>10 Minutes</p> <p>up to 34 working days</p> <p>up to 29 working days</p> <p>up to 70 working days</p> <p>up to 53 working days</p> <p>up to 31 working days</p> <p>up to 40 working days</p> <p>up to 26 working days</p> <p>up to 35 working days</p> <p>up to 104 working days</p>	Administrative Assistant II

	j) Support Services Intervention (SSI) Issues		up to 104 working days	
10. None	10. Inform the client about the final resolution	None	5 Minutes	Regional Grievance Officer
Total			1 hour and 13 minutes up to 104 working days	