

## Grievance Intake and Response (Walk-in)

**Intake and response** refers to the recording of a grievance in a grievance form and providing the client an initial response, which usually involves an explanation about how the grievance will be processed by the DSWD and other actors.

The **grievance form** is an instrument where to record valid grievance transactions. It may come in a physical paper or in an electronic form, uploaded in an official website for download, or opened immediately from a website. For quick and easy recording of grievances, the grievance form is designed to record only the type, subtype, and details of the grievance in easily understandable codes and keywords. But supporting documents can be requested and attached to the grievance form.

As a general rule, anyone may **accept** a grievance from various channels but only the City/Municipal 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 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.

<b>Office or Division:</b>	4Ps – Grievance Redress Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
If 4Ps beneficiary, present the 4Ps ID for verification to 4Ps staff		Issued by the assigned City/Municipal Link, Community Facilitators of their respective Field Office		
If non-4Ps beneficiary, none				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESsing TIME</b>	<b>PERSON RESPONSIBLE</b>

<p>1. Log-in at the visitors log book located at the office lobby and present the 4Ps ID if a 4Ps beneficiary.</p>	<p>1.1. Direct the client to the 4Ps Assistance Desk.</p>	<p>None</p>	<p>2 minutes</p>	<p>Guard on duty</p>
<p>2. Proceed to the 4Ps Assistance Desk for verification of identity.</p>	<p>2.1. Receive the client, inquire what the grievance is all about, and verify the identity of the client.</p> <p>Refer to the Grievance Redress System Field Manual for the guidance on the intake of grievances.</p>	<p>None</p>	<p>5 minutes</p>	<p>Officer-of-the-Day// Assigned Focal Person</p>
<p>3. Provide details about the grievance and supporting documents, if available, depending on the type of grievance reported.</p>	<p>3.1. Encode the grievance correctly and completely in the GRS Information System/Tracker.</p> <p>3.2. If the client is a beneficiary or a former beneficiary, check the status of the concerned beneficiary in the Pantawid Pamilya Information System (PPIS).</p> <p>3.3. Check the supporting documents provided, if available.</p> <p>3.4. Assess all the data and information available and discuss with the beneficiary the findings and next steps to take.</p> <p>3.4.1. If all information is readily available to resolve the case, resolve the grievance and provide feedback to the client.</p> <p>3.4.2. If other information is needed and the grievance cannot be resolved</p>	<p>None</p>	<p>20 mins</p>	<p>Officer-of-the-Day// Assigned Focal Person</p>

	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.			
4. Accomplish the client satisfaction measurement survey	4.1 Administer the Client Satisfaction Measurement Survey  4.2. Analyze the data and include it in the Client Satisfaction Measurement Report.	None	5 minutes	Officer-of-the-Day// Assigned Focal Person
5. Proceed to the office lobby and logout from the client's logbook.	5.1. Dismiss the client gracefully.  If the grievance is already resolved, proceed to <b>Step 6.1.4.</b>	None	1 minute	Guard on Duty
6. Receive update/feedback on the status of the grievance	6.1. If the grievance is not yet resolved, endorse the grievance to the concerned office (DSWD Field Office and/or Central Office OBSU) for processing and feedback within three (3) days	None	7 hours and 7 minutes	Officer-of-the-Day// Assigned Focal Person
	6.1.2. Monitor the status of grievance and receive feedback report from the concerned office	None	2 Days	Assigned Focal Person
	6.1.3. Provide the client an update/feedback about the status of his/her grievance either through text messaging or phone call.	None	10 minutes	Officer-of-the-Day// Assigned Focal Person
	6.1.4 Update the status of the grievance in the GRS Information System/Tracker.	None	10 minutes	Assigned Focal Person
<b>Total if grievance is resolved outright</b>		None	33 minutes	

<b>Total if grievance is referred to Field Office for resolution and feedback is provided to the client</b>	None	3 days
<b>Total</b>	<b>None</b>	<b>3 days</b>