

Grievance Intake and Response

Intake and response refers to the recording of a grievance 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.

As a general rule, anyone may **accept** a grievance 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.

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		
If 4Ps beneficiary, present the 4Ps ID for verification to 4Ps staff Proof of grievance, if available If non-4Ps beneficiary, any valid ID		Issued by the assigned City/Municipal Link, Community Facilitators		
CLIENT STEPS	AGENCY ACTIONS	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 a 4Ps beneficiary. If non-4Ps beneficiary, present any valid ID.	1.1. Ensure that the client fills out the logbook and directs him/her to the 4Ps Assistance Desk.	None	2 minutes	Guard on duty
2. Proceed to the 4Ps Assistance Desk for verification of identity.	2.1. Receive the client, inquire what the concern is all about, and verify the identity of the client. Refer to the Grievance Redress System Field Manual for the guidance on the intake of grievances.	None	5 minutes	Officer-of-the-Day/ / Assigned Focal Person

<p>3. Provide details about the grievance and supporting documents, if available, depending on the type of grievance reported.</p>	<p>3.1. 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>3.2. Encode the transaction correctly and completely in the GRS Information System/Tracker.</p> <p><i>For instances when the GRS Information System is inaccessible, the staff may use GRS form to intake the grievance</i></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 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 transaction to the client.</p>	<p>None</p>	<p>20 mins</p>	<p>Officer-of-the-Day/ / Assigned Focal Person</p>
<p>4. Accomplish the client satisfaction measurement survey</p>	<p>4.1 Administer the Client Satisfaction Measurement Survey</p> <p>4.2. Analyze the data and include it in the Client Satisfaction Measurement Report.</p>	<p>None</p>	<p>5 minutes</p>	<p>Officer-of-the-Day/ / Assigned Focal Person</p>
<p>5. Proceed to the office lobby and logout from the client's logbook.</p>	<p>5.1 Dismiss the client gracefully.</p> <p><i>If the grievance has already been resolved proceed directly to step 7.2</i></p>	<p>None</p>	<p>1 minute</p>	<p>Guard on Duty</p>

6. Wait for the updates on the status of grievance within three (3) days.	6.1 Endorse the transaction to the concerned office (DSWD Field Office, Provincial/Municipal Operations Office and/or OBSU) for processing and updating of the transaction in the Grievance Information System (GIS), reflecting the actions taken by the concerned office within three (3) working days. <i>(If the transaction was received at the NPMO, the Assigned Officer of the day shall send an email notification to the Regional Grievance Officer to inform him/her.)</i>	None	7 hours and 7 minutes	Officer-of-the-Day/ / Assigned Focal Person
	6.2 Monitor the status of transaction and check for updates from the concerned office in the GRS Information System.	None	2 Days	Assigned Focal Person
7. Received update/feedback on the status of the grievance.	7.1 Provide the client an update/feedback about the status of his/her concern either through text messaging or phone call. <i>For instances 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	Assigned Focal Person
	7.2 Update the status of the transaction in the GRS Information System.	None	10 minutes	Assigned Focal Person
Total if grievance is resolved outright		None	33 minutes	
Total if grievance is referred to Field Office for resolution and feedback is provided to the client		None	3 days	
Total		None	3 days	