

**Republic of the Philippines**  
**Department of Social Welfare and Development**

IBP Road, Batasan Pambarisa Complex, Constitution Hills, Quezon City 1126

Telephone Nos. (632) 931-8101 to 07; Telefax: (632) 931-0191

e-mail: osec@dswd.gov.ph

Website: <http://www.dswd.gov.ph>

November 23, 2015

**MEMORANDUM FOR THE SECRETARY**

**Thru** : **U/SEC. PARISYA H. TARADJI**  
Undersecretary and National Deputy Project Director for Operations  
Pantawid Pamilyang Pilipino Program

**FROM** : **THE NATIONAL PROGRAM MANAGER**  
Pantawid Pamilyang Pilipino Program

**SUBJECT** : **Amendment to Procedural Guide for the Beneficiary Tracking Report**

May we respectfully submit the herein attached Amendment to Procedural Guide for the Beneficiary Tracking Report System. It will be used in the Pantawid Pamilyang Pilipino Program for proper monitoring of reasons for non-compliance of household/children beneficiaries to the set conditionalities of the program and to provide them with immediate and appropriate interventions.

The following are the changes made from the previous BTR guidelines:

BTR Module will be available in the Pantawid Pamilya Information System (PPIS);	Section I – Rationale and Objectives
Additional reasons with description for non-compliance of the beneficiaries in Education, Health Center Visit, and Family Development Session (FDS);	Section II – Standardized Codes: A (Education), B (Health), C (FDS)
Reasons for non-compliance were arranged alphabetically for easy reference of the field staff;	
Category were added in the guidelines for every reasons of non-compliance such as Children in Especially Difficult Circumstances (CEDC), External Pressure/Negative Environmental Influences, Dysfunctional Family Situation, Operational/System-Related-Reasons, and Supply-Side-Related-Reasons;	Section III - Category
Enhanced process in handling each case: updating, supply-side and case management;	Section IV – Concerned Units/Divisions Section V - Procedures


Report Module is incorporated to fast-track the generation of necessary reports such as list of non-compliant beneficiaries, reasons for non-compliance. These reports will be the basis for providing necessary intervention by the designated Unit/Divisions.

Section III – Category;  
B – Categorization of  
Reasons for Non-  
Compliance

For the Secretary's kind approval and signature.

Thank you.

  
DIR. LEONARDO C. REYNOSO

Approved/Disapproved  
  
CORAZON JULIANO-SOLIMAN  
Secretary

November 23, 2015

DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT

DEC 11 2015

By: [Signature] Time: 11:00 Control No. 11083-15**MEMORANDUM FOR THE SECRETARY**

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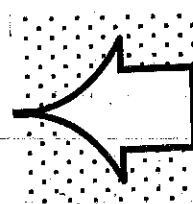
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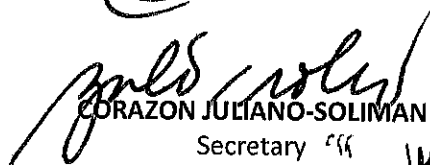
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Approved/Disapproved

  
CORAZON JULIANO-SOLIMAN  
Secretary

## **BENEFICIARY TRACKING REPORT SYSTEM**

### **TITLE: BENEFICIARY TRACKING REPORT, MONITORING OF REASONS FOR NON-COMPLIANCE OF HOUSEHOLD/CHILDREN BENEFICIARIES**

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#### **AMENDMENT TO PROCEDURAL GUIDE:**

**Monitoring of Reasons for Non-Compliance of Household/Children Beneficiaries and eventually tagged as “Not Attending School, Health Center Visit or FDS” using Offline Database called Beneficiary Tracking Report (BTR)**

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#### **I. RATIONALE AND OBJECTIVES**

It has long been recognized that because of the dynamic nature of the Program and its beneficiaries we face intermittent challenges in the implementation of the Pantawid Pamilyang Pilipino Program. It is for this reason that the Program is employing necessary efforts to rationalize and strengthen its systems and processes. In line with this, we have conducted a number of massive update initiatives to address the issue on the increasing number of beneficiaries marked as “Not Attending School”, “Dropout”, “Not Enrolled” and “No Record in the Health Center”. However, the recent Compliance data shows that there are still a significant number of beneficiaries that need to be updated with their current education and/or health data profile.

The management had developed a tracking mechanism to facilitate the proper monitoring of these beneficiaries to provide them with immediate and more appropriate interventions. The BTR Module is now being enhanced to improve the monitoring and records keeping of the various satellite offices of Pantawid. Outputs from the BTR are to be forwarded to the respective division/unit for appropriate intervention. It aims to continuously encourage the beneficiaries to comply with conditionalities set by the program. With this initiative, it will significantly decrease if not eradicate the incidence of Program beneficiaries not being compliant to the set conditions of the program.

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Given the above, the City/Municipal Links (C/MLs) plays a major role in the validation and monitoring of compliance of the beneficiaries to the set conditions of the program. As a Case Manager, the C/ML concerned must ensure the veracity of the data reflected in the Compliance Forms during the monitoring period as well as to capture the specific reason behind the non-compliance to conditions of a particular beneficiary to provide and recommend immediate intervention and action.

With a goal to strengthen the compliance of the beneficiaries and respond to the helping process of the social work it seems necessary to develop a tool that will capture the reasons for non-compliance and filing system during the data gathering process. The database when analyzed will provide valuable information as to aggregate the reasons and can be used in developing specific interventions to ensure the compliance of the beneficiaries.

## II. STANDARDIZED CODES: Reason for non-compliance

The reasons cited below are consolidated reasons gathered from the Field Offices (FOs). The list is not exclusive and it may be enriched, reduced, or modified if necessary, subject to the concurrence of system focals nationwide. The primary purpose of this list is to create a common and cohesive standard across all implementers of Pantawid.

### A. EDUCATION

BTR Code No.	REASON	DESCRIPTION	Responsible Unit/Division
1	Abandoned Child/Neglected	Household member beneficiary cannot go to school due to child maltreatment or being abandoned by their parents.	GAD/FDD (RPMO/NPMO)
2	Attend Personal Matters	Household member beneficiary did not meet the education conditionality because they attend birthday, wedding or other important events.	GAD/FDD (RPMO/NPMO)
3	Beneficiaries nowhere to be found	Beneficiary is missing/cannot be located.	BDMD (RPMO/NPMO)
4	Beneficiary registered under other facility	Beneficiary complying to the conditions of the program in other facility not reflected in the profile of the beneficiary in the Pantawid database.	BDMD (RPMO/NPMO)
5	Bullied	Household member beneficiary that is a victim of bullying in the school facility.	GAD/FDD (RPMO/NPMO)
6	Can no longer cope with the demands of school	Household member beneficiary does not want to attend school due to pressure including academic requirements, demands of the teacher that often result in fear of school authorities.	GAD/FDD (RPMO/NPMO)
7	Child in conflict with the law	Household member beneficiary is currently confined in a detention facility.	GAD/FDD (RPMO/NPMO)
8	Child Work - Fishery	Child beneficiary is engaged in work such as fishing, diving, laborer, or vendor of fish.	GAD/FDD (RPMO/NPMO)
9	Child Work - Mining	Child beneficiary engaged in work in mining area or mining related activities.	GAD/FDD (RPMO/NPMO)
10	Child Work - Farming	Child beneficiary engaged in work in the farm.	GAD/FDD (RPMO/NPMO)
11	Child Work - Domestic	Child beneficiary is working as helper/maid/gardener/housekeeper.	GAD/FDD (RPMO/NPMO)
12	Child Work (Others)	Child beneficiary is compelled to work in order to help their parents financially that not fall to child work in fishery, mining, farming, and domestic.	GAD/FDD (RPMO/NPMO)
13	Conflict with Culture/Belief/Tradition	Attending school contradicts cultural beliefs/tradition/culture of the beneficiary.	GAD/FDD (RPMO/NPMO)

BTR Code No.	REASON	DESCRIPTION	Responsible Unit/Division
14	Conflict with Livelihood	The child beneficiary assists his/her parents in their livelihood.	GAD/FDD (RPMO/NPMO)
15	Contested Compliance	The household beneficiary is not attending school due to their claim that they are compliant to conditions but tagged as non-compliant and received lower amount of grants.	GRD (RPMO/NPMO)
16	Cutting Classes	Household member beneficiary did not meet the 85% attendance rate because they cutting classes.	GAD/FDD (RPMO/NPMO)
17	Death in the Family	Household member beneficiary did not meet the 85% attendance rate due to the death of father/mother/brother/sister/relatives.	GAD/FDD (RPMO/NPMO)
18	Deceased	Household member beneficiary already died.	BDMD (RPMO/NPMO)
19	Disability	Child beneficiary suffered from a condition (physical, mental/cognitive, etc.) that render him/her to unable to comply with the conditions set by the program.	GAD/FDD (RPMO/NPMO)
20	Distance	The household residence is far-flung from facility. (i.e. the child beneficiary travels for hours to get to the nearest school facility).	IPD (RPMO/NPMO)
21	Emotionally Unprepared	Child/ren beneficiary is not yet ready to be in a school environment. Can be attributed to early child development issues.	GAD/FDD (RPMO/NPMO)
22	Family Conflict	Parent/s did not send their child/ren to the school primarily due to untoward incidence happened in the household.	GAD/FDD (RPMO/NPMO)
23	Financial	Despite the assistance being provided by the program, the parents of the child still does not have the means to send all children to school.	GAD/FDD (RPMO/NPMO)
24	Inaccessible due Terrain	Hard to reach area where the household member beneficiary is enrolled in a school facility or the facility is available but inaccessible due to lack of transportation, terrain, etc.	IPD (RPMO/NPMO)
25	Inaccessible due to no proper road access		
26	Inaccurate Data	The child has discrepancies in their data which would deem the child not eligible to the program.	BDMD (RPMO/NPMO)
		Registered households who were proven ineligible in the program/household who voluntarily renounced their rights in the program/households who were proven to have deceived the program for personal gain.	
27	Inclusion Error/Waived/Fraud		GRD (RPMO/NPMO)
28	Ineligible for CV Monitoring	Monitored child/ren not 0-18 yrs old, college, or high school graduate.	CVD/BDMD (RPMO/NPMO)
29	Lack or Loss of Interest in School	Child/ren are not interested to attend school hence were not able to meet the required 85% attendance rate for a particular month as part of conditions in education of the program.	GAD/FDD (RPMO/NPMO)

BTR Code No.	REASON	DESCRIPTION	Responsible Unit/Division
30	Moved-out but no updates filed	Household member beneficiary is not anymore living in the household and failed to inform the C/ML and did not file update.	BDMD (RPMO/NPMO)
31	Moved-out with updates already filed	Household member beneficiary is not anymore living in the household but informed the C/MLs and filed updates.	BDMD (RPMO/NPMO)
32	Multiple names reflected in CV Form	Name of household member beneficiary is reflected in CV Form more than once.	CVD (RPMO/NPMO)
33	No one to accompany in School	Household member beneficiary is unable to go to school on his/her own.	GAD/FDD (RPMO/NPMO)
34	Overage	Household member beneficiary have exceeded the age eligibility for the compliance monitoring for education which is 18 years old and if the household member turns 19 years old after June 1, the child/ren will still eligible for monitoring under continuing rule.	BDMD (RPMO/NPMO)
35	Peer Pressure	Household member beneficiary are not attending school because of peer pressure or influence from a peer group, observers or individual.	GAD/FDD (RPMO/NPMO)
36	Reduced Grants	Parent/s did not send their child/ren to the school facility due to receiving fewer amounts of grants as expected by the household despite being compliant to the program conditionalities.	GRD (RPMO/NPMO)
37	Sibling Care	The child beneficiary is asked by the parents to stay at home to take care of younger siblings.	GAD/FDD (RPMO/NPMO)
38	Sick	Child beneficiary is unable to attend school due to poor health condition during the monitoring period.	GAD/FDD (RPMO/NPMO)
39	Sickly	Child beneficiary is unable to attend school due to poor health condition more than one monitoring period/succeeding periods.	GAD/FDD (RPMO/NPMO)
40	Supply-Side due to Unavailability of School facility	No school facility is available in the area.	IPD (RPMO/NPMO)
41	Supply-Side due to Unavailability of Teacher/DCW	No Health Worker is present in the area.	IPD (RPMO/NPMO)
42	Teenage Pregnancy	The eligible child/ren for CV monitoring for education got pregnant that hinder from attending school.	GAD/FDD (RPMO/NPMO)
43	Unavoidable Circumstances	Household member beneficiary were not able to attend school due to occurrence of a calamity which are either natural or man-made.	GAD/FDD/CVD (RPMO/NPMO)
44	Victim of Armed Conflict	Occurrence of armed conflict in the area makes beneficiaries unable to attend FDS.	GAD/FDD/CVD (RPMO/NPMO)
45	Victim of Domestic Violence	The member beneficiary is a victim of violence or being abused in a domestic setting, such as in marriage or cohabitation resulting to non-compliance to set condition for education.	GAD/FDD (RPMO/NPMO)



BTR Code No.	REASON	DESCRIPTION	Responsible Unit/Division
46	<b>With Common Law Partner/Early Marriage</b>	Household member beneficiary is already cohabitating at an early age.	GAD/FDD (RPMO/NPMO)
47	<b>Wrong Entry</b>	Pertains to the inclusion of (a) child/ren in the household roster that are/is not (a) member of the household.	BDMD (RPMO/NPMO)
48	<b>Other Reasons (Pls. Specify)</b>	Other reason for non-compliance that does not fall under the above code or description.	BDMD/CVD/GRD/GAD/IPD/FDD (RPMO/NPMO)

## B. HEALTH

BTR Code No.	REASON	DESCRIPTION	Responsible Unit/Division
1	<b>Abandoned Child/Neglected</b>	Household member beneficiary cannot go to a health facility because child is suffering from maltreatment or was abandoned by their parents.	GAD/FDD (RPMO/NPMO)
2	<b>Attend Personal Matters</b>	Household member beneficiary did not meet the health center visit conditionality because they attend birthday, wedding or other important events.	GAD/FDD (RPMO/NPMO)
3	<b>Beneficiaries nowhere to be found</b>	Beneficiary is missing/cannot be located in the declared area.	BDMD (RPMO/NPMO)
4	<b>Beneficiary registered under other facility</b>	Beneficiary complying to the conditions of the program in other facility not reflected in the profile of the beneficiary in the Pantawid database.	BDMD (RPMO/NPMO)
5	<b>Child assisting parents in income generating activities</b>	Household member beneficiary did not visit health center because they are involved with their parents in generating income for family.	GAD/FDD (RPMO/NPMO)
6	<b>Conflict with Culture/Belief/Tradition</b>	Going to Health Centre contradicts cultural beliefs/ tradition/culture of the beneficiary.	GAD/FDD (RPMO/NPMO)
7	<b>Conflict with Livelihood</b>	The child beneficiary assists his/her parents in their livelihood.	GAD/FDD (RPMO/NPMO)
8	<b>Conflict with the Health Worker</b>	The child member or pregnant women did not visit health center due to personal conflict with the health service provider.	GAD/FDD (RPMO/NPMO)
9	<b>Contested Compliance</b>	The household beneficiary is not visit health center due to their claim that they are compliant to conditions but tagged as non-compliant and received lower amount of grants.	GRD (RPMO/NPMO)
10	<b>Deceased</b>	Household member beneficiary already died.	BDMD (RPMO/NPMO)

BTR Code No.	REASON	DESCRIPTION	Responsible Unit/Division
11	Death in the Family	Household member beneficiary did not visit health center due to the death of father/mother/brother/sister/relatives.	GAD/FDD (RPMO/NPMO)
12	Distance	The household residence is far-flung from facility. (i.e. the child beneficiary travels for hours to get to the nearest school facility).	IPD (RPMO/NPMO)
13	Family Conflict	Parent/s did not send their child/ren to the health facility primarily due to untoward incidence happened in the household.	GAD/FDD (RPMO/NPMO)
14	Fear of Immunization	Child beneficiaries are afraid of needles.	GAD/FDD (RPMO/NPMO)
15	For Delisting	Household beneficiaries that is not eligible in the program subject for delisting.	BDMD (RPMO/NPMO)
16	Home delivery for Pregnant Women	Pregnant beneficiary delivers baby at home.	GAD/FDD (RPMO/NPMO)
17	Inaccessible due Terrain	Hard to reach area where the household member beneficiary is monitored in health facility or the facility is available but inaccessible due to lack of transportation, terrain, etc.	IPD (RPMO/NPMO)
18	Inaccessible due to no proper road access		IPD (RPMO/NPMO)
19	Inaccurate Data	The child has discrepancies in their data which would deem the child not eligible to the program.	BDMD (RPMO/NPMO)
20	Inclusion Error/Waived/Fraud	Registered households who were proven ineligible in the program/household who voluntarily renounced their rights in the program/households who were proven to have deceived the program for personal gain.	GRD (RPMO/NPMO)
21	Lack or Loss of Interest	The household member beneficiary is not willing to go to Health Center during the scheduled check-up.	GAD/FDD (RPMO/NPMO)
22	Miscarriage	The pregnant beneficiary had a miscarriage.	GAD/FDD (RPMO/NPMO)
23	Moved-out but no updates filed	Household member beneficiary is/are not living with the household and failed to inform the C/ML and did not file update.	BDMD (RPMO/NPMO)
24	Moved-out with updates already filed	Household member beneficiary is/are not living with the household but informed the C/MLs and filed updates.	BDMD (RPMO/NPMO)
25	Multiple names reflected in CV Form	Name of household member beneficiary are reflected in CV Form many times.	CVD (RPMO/NPMO)
26	Newly Registered	Household member are not aware on the set conditions for health center visit because they are newly registered in the program.	BDMD/FDD (RPMO/NPMO)
27	No one to accompany the child to visit Health Center	Household member beneficiary unable to go to health centre on his/her own.	GAD/FDD (RPMO/NPMO)
28	Not in the area during scheduled check-up	The household member beneficiary is unable to go to Health Center during the scheduled check-up.	GAD/FDD (RPMO/NPMO)

BTR Code No.	REASON	DESCRIPTION	Responsible Unit/Division
29	Overage	Household member beneficiary have exceeded the age eligibility for the compliance monitoring for health center visit.	BDMD (RPMO/NPMO)
30	Parents attend to sick member of the HH	No one to accompany the beneficiary/ies going to the health facility.	GAD/FDD (RPMO/NPMO)
31	Parents did not follow the schedule set by the Midwife/Doctor	Beneficiary did not conform to the agreed schedule of monitoring of compliance.	FDD (RPMO/NPMO)
32	Reduced Grants	Parent/s did not send their child/ren to visit Health Center due to receiving low amount of grants despite of being compliant to the program conditionalities.	GRD (RPMO/NPMO)
33	Supply-Side due to unavailability of Health Facility	No Health facility is available in the area.	IPD (RPMO/NPMO)
34	Supply-Side due to unavailability of Health Worker	No Health Worker is present in the area.	IPD (RPMO/NPMO)
35	Transferred Residence	The beneficiary has moved out of the barangay/province/region or transfer of residency.	BDMD (RPMO/NPMO)
36	Unavoidable Circumstances	Household member beneficiary were not able to attend school due to occurrence of a calamity which are either natural or man-made.	GAD/FDD/CVD (RPMO/NPMO)
37	Victim of Armed Conflict	Occurrence of armed conflict in the area makes beneficiaries unable to attend FDS.	GAD/FDD/CVD (RPMO/NPMO)
38	Victim of Domestic Violence	The member beneficiary is a victim of violence or being abused in a domestic setting, such as in marriage or cohabitation resulting to non-compliance to set condition for health center visit.	GAD/FDD (RPMO/NPMO)
39	Wrong Entry	Pertains to the wrong inclusion of the child in the roster (the child/ren is/are not a member of the household).	BDMD (RPMO/NPMO)
40	Other Reasons (Pls. Specify)	Other reason for non-compliance that is not fall under the above code or description.	BDMD/CVD/GRD/GAD/IPD/FDD (RPMO/NPMO)

### C. FAMILY DEVELOPMENT SESSION

BTR Code No.	REASON	DESCRIPTION	Responsible Unit/Division
1	Attend Personal Matters	Household member beneficiary did not attend FDS because they attend birthday, wedding or other important events.	GAD/FDD (RPMO/NPMO)
2	Attending School	Grantee Parent is currently attending school and with conflicting schedule with the FDS.	GAD/FDD (RPMO/NPMO)

<b>BTR Code No.</b>	<b>REASON</b>	<b>DESCRIPTION</b>	<b>Responsible Unit/Division</b>
3	<b>Beneficiaries have to attend the care of other family members</b>	Beneficiary has to stay at home to take care of other family member/s.	GAD/FDD (RPMO/NPMO)
4	<b>Beneficiaries nowhere to be found</b>	Beneficiary is missing/cannot be located in the declared area. Beneficiary is not in the area during the FDS schedule.	BDMD (RPMO/NPMO)
5	<b>Conflict with Livelihood</b>	A household beneficiary is unable to attend FDS to do their livelihood/parents in income generating activities.	GAD/FDD (RPMO/NPMO)
6	<b>Conflict with Culture/Belief/Tradition</b>	Attending the FDS contradicts culture/beliefs/tradition of the beneficiary.	GAD/FDD (RPMO/NPMO)
7	<b>Contested Compliance</b>	The household beneficiary is not attending FDS due to their claim that they are compliant to conditions but tagged as non-compliant and received lower amount of grants.	GRD (RPMO/NPMO)
8	<b>Death Threat</b>	Parent/grantee did not attend the scheduled FDS for fear of his/her safety.	GAD/FDD (RPMO/NPMO)
9	<b>Death in the Family</b>	Household member beneficiary did not visit health center due to the death of father/mother/brother/sister/relatives.	GAD/FDD (RPMO/NPMO)
10	<b>Deceased</b>	Household beneficiary already died.	BDMD (RPMO/NPMO)
11	<b>Distance</b>	The beneficiary was not able to attend FDS because the venue is far-flung from their residence.	IPD (RPMO/NPMO)
12	<b>Family Conflict</b>	Parent/s did not attend FDS primarily due to untoward incidence happened in the household.	GAD/FDD (RPMO/NPMO)
13	<b>Forgot to sign the attendance</b>	Grantee beneficiary attended the FDS but were not able to sign the attendance sheet rendering him/her not present during the session.	FDD (RPMO/NPMO)
14	<b>Forgot the Schedule</b>	Grantee/Guardian not aware of the scheduled FDS.	FDD (RPMO/NPMO)
15	<b>Gambling</b>	Grantee/Guardian failed to attend FDS because they are in gambling activities.	GAD/FDD (RPMO/NPMO)
16	<b>Gave Birth</b>	Grantee/Guardian were not able to attend FDS because she is in labor on the same schedule.	GAD/FDD/BDMD (RPMO/NPMO)
17	<b>HH exceeds allowable times of Proxy</b>	Household has exceeded maximum allowable times for having a proxy to attend the FDS.	FDD (RPMO/NPMO)
18	<b>Inaccurate Data</b>	The child has discrepancies in their data which would deem the child not eligible to the program.	BDMD (RPMO/NPMO)
19	<b>Inclusion Error/Waived/Fraud</b>	Registered households who were proven ineligible in the program/household who voluntarily renounced their rights in the program/households who were proven to have deceived the program for personal gain.	GRD (RPMO/NPMO)

<b>BTR Code No.</b>	<b>REASON</b>	<b>DESCRIPTION</b>	<b>Responsible Unit/Division</b>
20	<b>Informed but didn't attend</b>	Grantee/Guardian was informed the scheduled FDS but failed to attend the FDS.	FDD (RPMO/NPMO)
21	<b>Jailed</b>	Parents/Guardian put into jail.	GAD/FDD (RPMO/NPMO)
22	<b>Laziness</b>	Parents/Guardian is hesitant/not willing to attend the scheduled FDS during the monitoring period.	GAD/FDD (RPMO/NPMO)
23	<b>Minor member as Proxy</b>	Minor beneficiary attends the FDS to proxy for their parents.	FDD (RPMO/NPMO)
24	<b>Moved-out but no updates filed</b>	Household member beneficiary is/are not living with the household and failed to inform the C/ML and did not file update.	BDMD (RPMO/NPMO)
25	<b>Moved-out with updates already filed</b>	Household member beneficiary is/are not living with the household but informed the C/MLs and filed updates.	BDMD (RPMO/NPMO)
26	<b>Multiple names reflected in CV Form</b>	Name of household member beneficiary are reflected in CV Form many times.	CVD (RPMO/NPMO)
27	<b>No Eligible beneficiaries</b>	A household has no eligible child/ren for CV monitoring either the child/ren is not 0-18 yrs old, overage, college, high school graduate.	CVD/BDMD (RPMO/NPMO)
28	<b>Not informed/ Miscommunication on the schedule of activity</b>	Beneficiary was not informed the changes on the schedule of FDS.	FDD (RPMO/NPMO)
29	<b>Not interested in the program</b>	Beneficiary is not interested to attend FDS/program.	GAD/FDD (RPMO/NPMO)
30	<b>Perennial Tardiness during FDS</b>	Recurring tardiness in attending FDS session.	GAD/FDD (RPMO/NPMO)
31	<b>PWD</b>	Parent/Guardian not able to attend FDS due to their condition (PWD).	GAD/FDD (RPMO/NPMO)
32	<b>Reduced Grants</b>	Parent/s did not attend FDS due to receiving low amount of grants despite of being compliant to the program conditionalities.	GRD (RPMO/NPMO)
33	<b>Risky Pregnancy</b>	Parent/Guardian were not able to attend FDS due to their delicate pregnancy condition.	GAD/FDD (RPMO/NPMO)
34	<b>Sick</b>	Parents/Guardian is unable to attend FDS due to poor health condition during the monitoring period.	GAD/FDD (RPMO/NPMO)
35	<b>Sickly</b>	Parents/Guardian is unable to attend FDS due to poor health condition more than one monitoring period/succeeding periods.	GAD/FDD (RPMO/NPMO)
36	<b>Transferred Residence</b>	The beneficiary has moved out of the barangay/province/region or transfer of residency.	BDMD (RPMO/NPMO)

BTR Code No.	REASON	DESCRIPTION	Responsible Unit/Division
37	Unavoidable Circumstances	Household member beneficiary were not able to attend school due to occurrence of a calamity which are either natural or man-made.	GAD/FDD/CVD (RPMO/NPMO)
38	Victim of Armed Conflict	Occurrence of armed conflict in the area makes beneficiaries unable to attend FDS.	GAD/FDD/CVD (RPMO/NPMO)
39	Victim of Domestic Violence	The member beneficiary is a victim of violence or being abused in a domestic setting, such as in marriage or cohabitation resulting to non-compliance to set condition for Family Development Session.	GAD/FDD (RPMO/NPMO)
40	Work outside the area	Parents/Guardian did not attend the scheduled FDS because they work in the other area as house helper/maid, etc.	GAD/FDD (RPMO/NPMO)
41	Wrong Entry	Pertains to the wrong inclusion of the child in the roster (the child/ren is/are not a member of the household).	BDMD (RPMO/NPMO)
42	Other Reasons (Pls. Specify)	Other reason for non-compliance that is not fall under the above code or description.	BDMD/CVD/GRD/GAD/IPD/FDD (RPMO/NPMO)

### III. CATEGORY

In view of gender dimension of these reasons for non-compliance, the standardized codes are further grouped by categories as follows:

For Education and Health:

1. Children in Especially Difficult Circumstances (CEDC)
2. External Pressure/Negative Environmental Influences
3. Dysfunctional Family Situations
4. Operational/Systems Related Reasons
5. Supply Side Related Reasons

#### A. Description

CATEGORY	DESCRIPTION
<b>Children In Especially Difficult Circumstances (CEDC)</b>	These are the reasons for non-compliance of the child/ren to the conditionalities due to Children in Especially Difficult Circumstances (CEDC), those children who are for shorter or longer periods in their lives, exposed to intense, multiple risks to their physical and mental health. Children lack proper adult care and protection, and that they lead their lives outside mainstream society. These children are socially marginalized. Children within ethnic minority communities, child laborers and children living and working in the streets are among some of the examples of this.

CATEGORY	DESCRIPTION
External Pressure/Negative Environmental Influences	<p>These are the following:</p> <ul style="list-style-type: none"> <li>➤ <b>The prenatal environment</b>, the chemical balance of the mother's body and the presence of conditions or potentially toxic substances that can alter development processes, examples are the mother's use of drugs or alcohol, mother suffered from viral or bacterial diseases, and direct traumatic injury to the fetus;</li> <li>➤ <b>The physical environment</b>, the air the child breathes, the nutritional value of food the child eats, exposure to conditions that can lead to disease, accident, or injury, including child abuse and neglect;</li> <li>➤ <b>The social/cultural environment</b>, consists of the norms, values, belief systems and morals, standards of behavior that regulate life in the cultural group in which the child is raised;</li> <li>➤ <b>The learning environment</b>, the degree and type of stimulation available in the child's immediate environment, sensory input promotes and shapes cognitive development, stimulation, in adequate quantity and intensity, promotes establishment of, and "shapes," neural pathways in the brain;</li> <li>➤ <b>The emotional environment</b>, the nature of the child's interpersonal relationships, the degree of nurturance available to the child, the emotional environment shapes personality and affects the development of self-esteem, identity, trust, the ability to enter into intimate relationships, and personal resilience.</li> </ul>
Dysfunctional Family Situation	<p>These are the reasons for non-compliance of the household to the conditionalities due to the household/family is in conflict, misbehavior, and often child neglect or abuse on the part of individual parents occurs continually and regularly, leading other members to accommodate such actions. As a result, the child left on his/her own without the guidance of adult member in the household.</p>
Operational/System Related Reasons	<p>These are the reasons for non-compliance of the household to the conditionalities that are related to the bugs in the system, not updated data of the household beneficiary, and being <b>not</b> eligible for monitoring/inclusion in the program.</p>
Supply Side Related Reasons	<p>These are the reasons for non-compliance of the household to the conditionalities that are related to the supply-side such as distance, not accessible area due to terrain/no road access, unavailable of facility/key partners in the area for them to be monitored and comply the set conditionalities of the program.</p>

## B. Categorization of Reasons for Non-Compliance

EDUCATION CODE	HEALTH CODE	FDS CODE	CODE/REASON	UNIT/DIVISION
<b>Children In Especially Difficult Circumstances (CEDC)</b>				
1	1		Abandoned Child/Neglected	GAD/FDD
		3	Beneficiaries have to attend the care of other family members	GAD/FDD
	5		Child assisting parents in income generating activities	GAD/FDD
7			Child in conflict with the law	GAD/FDD
8			Child Work – Fishery	GAD/FDD
9			Child Work – Mining	GAD/FDD
10			Child Work - Farming	GAD/FDD
11			Child Work - Domestic	GAD/FDD
12			Child Work (Others)	GAD/FDD
17	11	9	Death in the Family	GAD/FDD
19		31	Disability/PWD	GAD/FDD
		16	Gave Birth	GAD/FDD
	16		Home delivery for Pregnant Women	GAD/FDD
		23	Minor member as Proxy	GAD/FDD
	30		Parents attend to sick member of the HH	GAD/FDD
		33	Risky Pregnancy	GAD/FDD
38/39		34/35	Sick/Sickly	GAD/FDD
42			Teenage Pregnancy	GAD/FDD
44	37	38	Victim of Armed Conflict	GAD/FDD/CVD
<b>External Pressure/Negative Environmental Influences</b>				
2	2	1	Attend Personal Matters	GAD/FDD
		2	Attending School	GAD/FDD
5			Bullied	GAD/FDD
6			Can no longer cope with the demands of school	GAD/FDD
	8		Conflict with the Health Worker	GAD/FDD
13	6	6	Conflict with Culture/Belief/Tradition	GAD/FDD
14	7	5	Conflict with Livelihood	GAD/FDD
16			Cutting Classes	GAD/FDD
21			Emotionally Unprepared	GAD/FDD
	14		Fear of Immunization	GAD/FDD
23			Financial	GAD/FDD
		14	Forgot the Schedule	GAD/FDD
		13	Forgot to sign the attendance	GAD/FDD
		15	Gambling	GAD/FDD
		17	HH exceeds allowable times of Proxy	GAD/FDD
		20	Informed but didn't attend	GAD/FDD
		21	Jailed	GAD/FDD
29	21		Lack or Loss of Interest in School	GAD/FDD
		22	Laziness	GAD/FDD



EDUCATION CODE	HEALTH CODE	FDS CODE	CODE/REASON	UNIT/DIVISION
<b>External Pressure/Negative Environmental Influences</b>				
	28		Not in the area during scheduled check-up	GAD/FDD
		28	Not informed/ Miscommunication on the schedule of activity	GAD/FDD
		29	Not interested in the program	GAD/FDD
	31		Parents did not follow the schedule set by the Midwife/Doctor	GAD/FDD
35			Peer Pressure	GAD/FDD
		30	Perennial Tardiness during FDS	GAD/FDD
43	36	37	Unavoidable Circumstances	GAD/FDD
45	38	39	Victim of Domestic Violence	GAD/FDD
46			With Common Law Partner/Early Marriage	GAD/FDD
		40	Work outside the area	GAD/FDD
<b>Dysfunctional Family Situation</b>				
22	13	12	Family Conflict	GAD/FDD
33	27		No one to accompany in school/visit health center	GAD/FDD
37			Sibling Care	GAD/FDD
<b>Operational/System Related Reasons</b>				
3	3	4	Beneficiary nowhere to be found	BDMD
4	4		Beneficiary registered under other facility	BDMD
15	9	7	Contested Compliance	GRD
18	10	10	Deceased	BDMD
	15		For Delisting	BDMD
26	19	18	Inaccurate data	BDMD
27	20	19	Inclusion Error/Waived/Fraud	GRD
28			Ineligible for CV Monitoring	CVD/BDMD
	22		Miscarriage	BDMD/CVD
30	23	24	Moved-out but no updates filed	BDMD
31	24	25	Moved-out with updates already filed	BDMD
32	25	26	Multiple names reflected in CV Form	CVD
	26		Newly Registered	BDMD/CVD/FDD
		27	No Eligible beneficiaries	BDMD/CVD
34	29		Overage	BDMD
36	32	32	Reduced Grants	GRD
	35	36	Transferred Residence	
47	39	41	Wrong Entry	BDMD
<b>Supply-Side Related Reasons</b>				
20	12	11	Distance	IPD
24	17		Inaccessible due Terrain	IPD
25	18		Inaccessible due to no proper road access	IPD
40	33		Supply-Side due to unavailability of school facility	IPD
41	34		Supply-Side due to unavailability of Teacher/DCW/Health Worker	IPD

#### IV. CONCERNED UNITS/DIVISION

The following unit/division is the overall in-charge to coordinate and conduct necessary interventions for the concern of the beneficiaries.

##### A. UPDATE CASES – Beneficiary Data Management Division

To ensure that updates will be captured in the next CV generation and concerned beneficiaries will be monitored in the next CVS Monitoring period, the following steps should be undertaken:

ACTIVITY	FREQUENCY	UNIT/INDIVIDUAL CONCERNED
Provide BTR report that falls to Operational/System Related category in the reason for non-compliance to the BDMD unit for follow through with the C/MLs	Every Period	Regional/Cluster CV Focal Regional/Cluster BUS Focal
Locate the concerned beneficiaries to identify the current School or Health Center facility and their status	Every Period	City/Municipal Links
Consolidate and forward the correctly accomplished Update Forms together with the necessary documentary requirements (if necessary) to the Regional/Cluster BUS Focal or encode update using the Offline BUS as the case may be.	Every Period	City/Municipal Links
Household beneficiary should coordinate with their previous C/MLs for them to inform that they transfer to other area. Assigned C/MLs at present address should provide updating form for them to include in monitoring	Every Period	C/MLs/Regional/ Cluster BUS Focal
Forward the documents for updating of profile in the system	Every Period	Regional/Cluster BUS Focal
Encode the necessary updates	Per set Timeline	Encoders/Regional/ Cluster BUS Focal
Approval of the updates	Per set Timeline	Regional/Cluster BUS Focal/ Regional Director

For cases where children beneficiaries are marked "Not Enrolled" or "No Record in HC" in a particular period and are validated to be enrolled in a different School or visiting a different Health Center, the FO should follow the existing updating procedure.

##### B. SUPPLY-SIDE CASES – Institutional Partnership Division

For cases where supply-side is the major factor that contribute to the inability of beneficiaries to comply with the program conditionalities, the following steps should be undertaken:

ACTIVITY	FREQUENCY	UNIT/INDIVIDUAL CONCERNED
Provide BTR report that falls to Supply Side Related Reasons category in the reason for non-compliance to the IPD unit for follow through with the C/MLs and key partners.	Every Period	Regional/Cluster CV Focal Regional/Cluster IPD Focal
Recommend provision of appropriate Alternative Mode of Education (i.e. Alternative Delivery Mode, Alternative Learning System, or other specialized mode of learning necessary) and other Health Services.	Every Period	IPD (RPMO/NPMO)
Refer to DepEd for alternative forms of education available in the LGU and to DOH for the availability of Health Facility/Health Worker.	Every Period	IPD (RPMO/NPMO)
Provide access to other support interventions and recommend to DSWD Social Technology Bureau to develop alternative options for education. DepEd, DOH and the LGUs should compel to provide solution.	Every period	IPD (RPMO/NPMO)

### C. CASE MANAGEMENT – Family Development Division and Gender and Development Division

For cases (non-system issues are the main reasons for the beneficiaries' non-compliance to the program conditionalities) where case management is deemed necessary, the following are the suggested steps to be undertaken:

ACTIVITY	FREQUENCY	UNIT/INDIVIDUAL CONCERNED
Generate/Print BTR Forms.	Every Period	RPMO/NPMO CV Focal
Provide BTR Forms to be distributed to designated C/MLs and SWO III for validation/home visit.	Every Period	Regional/Cluster CV Focal/C/MLs/SWO III
Designated C/MLs and SWO III shall conduct interview with the Parent Grantee, beneficiaries to identify the cause for non-compliance to the conditionalities of the program and convince them to send back their children to School or Visit Health Centre.	Every Period	C/MLs/SWO III
C/MLs and SWO III shall accomplish the necessary documents. Treatment Plan, Progress Note and Not Attending tracking template. The parent grantee needs to sign to signify that information gathered by the C/MLs is correct.	Every Period	C/MLs/SWO III
C/MLs and SWO III shall follow through the case per family for 6 months.	Three (3) Periods	C/MLs/SWO III

ACTIVITY	FREQUENCY	UNIT/INDIVIDUAL CONCERNED
If after 6 months, all concerned household beneficiaries don't give a positive response on our counselling efforts, they will be asked to sign a waiver to signify that they are no longer interested to be part of the program.	As Need Arises	C/MLs/SWO III/ GAD/FDD (RPMO/NPMO)
Household to be referred to the Sustainable Livelihood Programs or other appropriate social service intervention, depending on the characteristics/situation of the family.	Every period	GAD/FDD (RPMO/NPMO)
If children beneficiaries finally decide to go back to School and visit Health Centre, the parent grantee shall inform the designated C/MLs for the facilitation of update process.	Every Period	C/MLs

For cases where household member/s decided to stop complying with the program conditionalities that falls to Children in Especially Difficult Circumstances, Environmental Influences and Dysfunctional Family Situation category in the reason for non-compliance. The following intervention should be undertaken:

ACTIVITY	FREQUENCY	UNIT/INDIVIDUAL CONCERNED
To be monitored using the Beneficiary Tracking Report.	Every Period	C/MLs/SWO III/ GAD/FDD (RPMO/NPMO)
Monitoring in terms of sending back to school, visit Health Center and attending FDS.	Every period	C/MLs/SWO III/ GAD/FDD (RPMO/NPMO)
Home Visitation/Case Management	Every Period	C/MLs/SWO III/ GAD/FDD (RPMO/NPMO)
Provide necessary interventions	Every Period	C/MLs/SWO III/ GAD/FDD (RPMO/NPMO)

#### C. COMPLIANCE CASES – Compliance Verification Division

After facilitating the compliance data of the beneficiaries, CVD will endorse these beneficiaries to other concerned unit for proper interventions and necessary updating.

ACTIVITY	FREQUENCY	UNIT/INDIVIDUAL CONCERNED
Facilitate the declaration of State of Calamity (Force Majeure)	Every Period	CVD (RPMO/NPMO)
Facilitate the multiple names reflected in CV Form	Every Period	ICTMS/CVD (RPMO/NPMO)

ACTIVITY	FREQUENCY	UNIT/INDIVIDUAL CONCERNED
Facilitate the household ineligible for CV Monitoring	Every Period	CVD/BDMD (RPMO/NPMO)
Provide report to unit/division concerned for proper interventions	Every Period	CVD RPMO/NPMO
Provide report for necessary updating	Every Period	CVD/BDMD (RPMO/NPMO)

#### D. COMPLAINT CASES - Grievance Redress Division

For cases where the beneficiaries is receiving low amount of grants or attesting that they are compliant to the program conditionalities yet they are receiving lower grants, the following steps should be undertaken:

ACTIVITY	FREQUENCY	UNIT/INDIVIDUAL CONCERNED
RGO should facilitate the necessary complaint-driven retro payment process for affected households.	Every Period	GRD (RPMO/NPMO)
Once certification is submitted, region must do a random verification on actual 85% attendance to school of said beneficiaries and actual attendance to Health Centre visits, Deworming and FDS.	Every Period	C/MLs/GRD RPMO
Necessary updating should be coordinated to BDMD- NPMO/BUS-RPMO.	Every Period	C/MLs/GRD/BDMD (RPMO/NPMO)
All eligible request will be encoded as excel file based on Household Matrix for Computation or Retroactive Payments and will be uploaded to the MASSIVE UPLOADING MODULE FOR RETRO.	Every Period	GRD (RPMO/NPMO)
All Retroactive payment requests will be consolidated, prepared and uploaded by the Regional Grievance Officer, certified by the Regional Deputy Program Manager, and approved by the Regional Director. Approved retroactive payment requests of Field Offices will be sent through the system to the NPMO for confirmation.	Every Period	GRD (RPMO/NPMO)
Confirmed retroactive payments will be endorsed to UFMS for payroll processing through Notice of Approved Payroll Action (NAPA).	Every Period	GRD NPMO

#### F. For Other Reasons

It will depend on the specified reason. Any concerned unit should initiate necessary interventions.

**V. PROCEDURES:**

ACTIVITY	FREQUENCY	UNIT/INDIVIDUAL CONCERNED
Generate List of Non-compliant beneficiaries – BTR Form.	Every Period	CVD - NPMO
Downloading and printing of BTR forms.	Every Period	CVS - RPMO
C/MLs shall locate the concerned beneficiaries to identify the reason for non-compliance/not attending school or health center visit or not attending FDS based on the BTR forms together with the provided interventions. C/MLs can select a maximum of 5 reasons for non-compliance of the beneficiary.	Every Period	C/MLs/SWA
C/MLs shall select all appropriate reasons for non-compliance and provided interventions in the BTR Form.	Every Period	C/MLs
SWO III will approve the accomplished BTR Forms.	Every Period	SWO III
SWA/C/MLs will forward the BTR Forms to CCVOs for encoding the reason for non-compliance in the BTR Module.	Every Period	SWA/C/MLs/Cluster CVS Focal
CCVOs will encode the reasons for non-compliance (Maximum of 5 reasons for beneficiaries with multiple reasons) and the identified interventions in the BTR Module in Provincial Operations Offices. In cases that there is no database available in the Provincial Operations Office, the BTR Form will be forwarded to RCVOs.	Every Period	Cluster CVS Focal
RCVOs/CCVOs will encode the identified reasons and interventions in the BTR Module in the Field Office if CCVO failed to encode in the POO.	Every Period	Regional/Cluster CVS Focal
RCVOs will generate and endorse the BTR Report to RBDOs to encode the equivalent code of reasons for "not attending" in Pantawid Database for capturing in Masterlist.Excel.File.	Every Period	Regional CVS Focal/ Regional BUS Focal
RCVOs/CCVOs will endorse the BTR Report to the concerned unit/division to initiate necessary interventions.	Every Period	Regional/Cluster CVS Focal
The concerned unit for the encoded code for reason for non-compliance will take the lead to coordinate with other units for the resolution of reason for non-compliance.	Every Period	RPMO/NPMO

ACTIVITY	FREQUENCY	UNIT/INDIVIDUAL CONCERNED
NPMO will provide the BTR report of children/household with reasons for non-compliance together with the provided interventions to FDD, IPD, BDMD, GAD, GRD to take the lead to Regional Focals for necessary actions.	Every Period	CVD/FDD/IPD/BDM D/GAD/GRD NPMO
RBDs will facilitate the Update Cases or the Operational/System Related category.	Every Period	BDMD (RPMO/NPMO)
GAD/FDS Focal to facilitate the conduct of case management with SWO III those BTR report that falls to Children in Especially Difficult Circumstances, External Pressure/Environmental Influences and Dysfunctional Family Situation category in the reason for non-compliance for the resolution.	Every Period	GAD/FDD/SWO III (RPMO/NPMO)
RGOs to process complaint-driven retro payment for affected households.	Every Period	GRD (RPMO/NPMO)
RCVOs/CCVOs to ensure that the children/household beneficiaries are included in the CVS monitoring every period.	Every Period	CVD (RPMO/NPMO)
IPD to facilitate the coordination with our key partners in provision of facility in the area that falls to the Supply-Side Related Reasons category.	Every Period	IPD (RPMO/NPMO)

Approved this \_\_\_\_\_ of \_\_\_\_\_, 2015 and shall take effect immediately.

Recommending approval

U/Sec. Parisya W. Taradji

Approved/Disapproved

CORAZON JULIANO-SOLIMAN  
Secretary