

NATIONAL ADVISORY COMMITTEE
PANTAWID PAMILYANG PILIPINO PROGRAM

NAC Resolution No. 15
Series of 2013

Procedural Guidelines on Handling Election-related Grievances

WHEREAS, the Pantawid Pamilyang Pilipino Program (*Pantawid Pamilya*) implementation supports the achievement of the Millennium Development Goals addressing the following:

- Eradicate extreme poverty and hunger
- Achieve universal primary education
- Reduce child mortality
- Improve maternal health
- Promote gender equality and empower women

WHEREAS, the *Pantawid Pamilya* National Advisory Committee (NAC) is an inter-agency body and the highest policy-making body that provides policy directions and guidance on matters pertinent to Pantawid Pamilyang Pilipino Program implementation;

WHEREAS, the Local and National Elections called for the department to install measures that would protect Pantawid's resources and properties from being used/abused for electioneering and political aggrandizement;

WHEREAS, ***DSWD Memorandum Circular No. 24 series of 2012*** entitled *Guidelines on the Conduct of Activities on Pantawid Pamilyang Pilipino during 2013 Campaign, National and Local Election Period*, was issued and aimed at Pantawid Pamilya Program stakeholders against politicking. Likewise, the information campaign "*Bawal ang Epal Dito*" (BAED) has been launched nationwide to prepare the Pantawid families and partners against partisan politics;

WHEREAS, in support of the campaign for clean and honest elections, the Department of the Interior and Local Government, as primary catalyst for excellence in local governance, issued **Memorandum Circular 2012-44**. This prohibits all elected officials to use the Pantawid Pamilya program in their campaign materials. The Commission on Elections, being the lead agency in enforcing laws relative to the conduct of election, has actively contributed in drafting the guidelines and to monitor its continued implementation. *Batas Pambansa Bilang 881*, otherwise known as "*Omnibus Election Code*" of the Philippines, has also covered and stipulated corresponding sanctions for election-related violations;

WHEREAS, consistent with the provision of new issuances and the Department of Social Welfare and Development's thrusts and directions, the National Advisory Committee recognizes the need for a procedural guideline for election-related grievances with the following objectives:

1. To rationalize, harmonize and ensure more effective handling of election-related complaints;
2. To reinforce DSWD workers' mandate through the enhanced election-related guidelines; and
3. To uphold the rights/privileges of the beneficiaries on the way to achieving victory for a clean and honest election.

NOW THEREFORE, BE IT RESOLVED AS IT IS HEREBY RESOLVED, the members of the NAC agree to the following:

1. The guidelines in this Memorandum-Circular are applicable to all National and Local Elections that are being conducted by the COMELEC. It also covers all election-related complaints filed under the Grievance Redress System (GRS) of Pantawid Pamilyang Pilipino Program, to be handled in accordance with the appropriate directives.
2. The enhanced procedural guidelines on managing election-related cases and sanctions shall be applied. The RPMO, based on its own context and judgment, may add/enhance the process based on the merits of the fact-finding process. However, the speed of resolution should not be compromised for process or policies that were created and approved (i.e Procedural Guidelines, NAC Resolutions, Delisting Policies, and others). Outlined below is the implementing procedure for electoral-related cases:
 - 2.1 The appropriate Person-in-Charge for election-related cases is the Cluster Grievance Officer. On sensitive/ critical level cases, such as those involving politicians, incumbent officials and DSWD personnel, the Provincial Grievance Officer should assist and/or handle such cases to fast track resolutions and feedback. The Provincial Link may instruct the SWO-III, Cluster System Focals and M&E Coordinator to assist if the number of complaints will affect the processing timeline.
 - 2.2 All modes that can be used in filing complaints shall be used by the Grievance Redress Division for capturing election-related grievances. Complaints filed using forms shall bear signature of the complainant but other forms such as text, call, e-mail and through social networking sites does not necessarily require a signature of the complainant.
3. The categories for election-related complaints shall be the following:
 - 3.1 **EXTERNAL PRESSURE** - refer to complaints involving additional requirements imposed to beneficiaries over and above stipulated program conditions; these may include, but not limited, to the involvement of an official, officer, employee or individual by means of coercion or threat in the participation of program beneficiaries in non-Pantawid activities.

In determining whether there was an established wrongdoing under this category, the validating team should verify the existence of the following incidents:

- 3.1.1** Threats applied to Pantawid beneficiaries by an incumbent Official/electoral candidate, that they will not receive their grants if they won't support or vote for him in the coming election;
- 3.1.2** Threats applied to Pantawid beneficiaries by an individual, that they will not receive their grants if they won't support or vote for his/her candidate in the coming election;
- 3.1.3** Threats applied to Pantawid beneficiaries by an incumbent Official/electoral candidate that they will be removed/delisted in the program if they won't support or vote for him in the coming election;
- 3.1.4** Threats applied to Pantawid beneficiaries by any individual, that they will be removed from the program if they won't attend rallies/election activities of their electoral candidates;
- 3.1.5** Threats applied to Pantawid beneficiary/DSWD or Pantawid Pamilya staff by an incumbent Official/electoral candidate, that they will be harmed or threatened to take their lives if they won't support for him in the coming election;
- 3.1.6** Threats applied to Pantawid beneficiary/DSWSD or Pantawid Pamilya staff by an individual, that they will be harmed or threatened to take their lives if they won't support for his/her electoral candidate in the coming election.

3.2 MISDEMEANOR – refer to offensive tendencies or manifestations of misbehaviour of beneficiaries, workers and stakeholders where other entities may be forced to express displeasure over objectionable behaviour. These complaints may include, but not limited to Collusion with Link and Collusion with Parent Leader.

In determining whether there was an established wrongdoing under this category, the validating team should verify the existence of the following incidents:

- 3.2.1** DSWD/Pantawid staff who is involved in using the Pantawid Pamilya Program's resources, activities and beneficiaries in the advancement of the political career of an electoral candidate;
- 3.2.2** Any individual who is involved in using the Pantawid Pamilya Program's resources, activities and beneficiaries in the advancement of the political interest of an electoral candidate;

3.3 OTHERS - queries and complaints that do not fall under the aforementioned types may be forwarded by any person or organization to the grievance division. These may include but not be limited to the following:

- 3.3.1** Any individual who is destroying the information/promotion materials of Pantawid Pamilya with the intent to undermine its BAED objectives;
- 3.3.2** DSWD Personnel who is actively involved in partisan politics that take advantage of DSWD resources, activities and beneficiaries to promote the political interest of certain electoral candidate/s;

- 3.3.3** Use of Pantawid activities, resources and properties by electoral candidates to advance their own political agenda. This includes the use of Pantawid Pamilya logo or other insignia identified with the program, by the electoral candidates in their campaign materials, regardless of who funded the production of said materials.; and
- 3.3.4** Claiming or advertising Pantawid Pamilya as an electoral candidate's own program for the poor to advance his / her own political agenda.

3.4 The sanctions for all three (3) categories of election-related grievances shall be the following:

3.4.1 If the concerned individual is a Pantawid Pamilya Beneficiary,

- 3.4.1.1** First Offense: Verbal warning from the Municipal Link
- 3.4.1.2** Second Offense: Written warning from the Regional Director
- 3.4.1.3** Third Offense: Suspension of grants for one (1) period

3.4.2 If the concerned individual is a DSWD / Pantawid Pamilya Staff and it was established after due process that an act in violation of the policy was committed, termination of the said employee is applied, pursuant to DSWD Memo Circular 24.

3.4.3 If the concerned individual /party is an Incumbent Official and/or incumbent official's supporter:

- 3.4.3.1** First Offense: Written warning from Regional Grievance Committee
- 3.4.3.2** Second Offense: Referral of the case to the appropriate governing agency such as the COMELEC, DILG or Ombudsman

3.4.4 If the concerned individual /party is an Electoral Candidate and/or electoral candidate's supporter:

- 3.4.4.1** First Offense: Written warning from Regional Grievance Committee
- 3.4.4.2** Second Offense: Referral of the case to the appropriate governing agency such as COMELEC, DILG and Ombudsman

4. The timeline and detailed process of redress system for election related grievances shall be as follows:

4.1 Two (2) days for data entry, categorization and assignment in the GRS

4.2 Fourteen (14) days, if the concerned party is a Pantawid Pamilya Beneficiary, with the following specific procedures:

4.2.1 Cluster Grievance Officer (CGO), with the assistance of the SWO-III or any appointed worker by the Provincial Link, validates the veracity of the complaint by visiting the concerned community thru:

4.2.1.1 Interviews with HH beneficiaries (at least 5/cluster, max 3 barangays)

4.2.1.2 Interviews with Parent Leaders (at least 1/brgy, max 3 barangays)

4.2.1.3 Interviews with Barangay Officials (max 3 barangays)

4.2.2 The investigation must gather all relevant information that may be collected from these approaches:

4.2.2.1 Who is the politician/DSWD personnel/beneficiary/individual involved?

4.2.2.2 What are the details of the complaint? (who-what-where-why questions)

4.2.2.3 How does the incident directly affect the Pantawid Pamilya Program
“Bawal ang Epal dito” campaign and its beneficiaries?

4.2.2.4 What items of evidence substantiate the complaint?

4.2.2.5 What methods of validation were utilized to gather pertinent data?
Interview with beneficiaries, direct observation and interview with the subject of complaint may be used.

4.2.3 CGO files a report to the Provincial Operations Office. When transmitting the report, the following details of resolution below must be specified:

4.2.3.1 Course of action undertaken to address the complaint

4.2.3.2 Feedback provided to the complainant

4.2.3.3 When raised, how was an appeal from the complainant handled?

4.2.3.4 When needed, what assistance was provided in order for the complaint to be endorsed to the proper government agency (e.g., COMELEC, DILG)

4.2.4 Provincial Operations Office endorses recommendation to the Regional Program Management Office.

4.2.5 Beneficiaries are not prevented to exercise their right to support electoral candidates/parties but are cautioned against using the program for campaigns. Assertions of these shall be subject for further investigation and if proven, may cause suspension of grants for one period.

4.3 Fourteen (14) days, if the concerned party is a DSWD / Pantawid Pamilya Worker, with the following specific procedures:

4.3.1 CGO, with the assistance of the SWO-III or any appointed worker by the Provincial Link, validates the veracity of the complaint by visiting the concerned community thru:

4.3.1.1 Interviews with HH beneficiaries (at least 5/cluster, max 3 barangays)

4.3.1.2 Interviews with Parent Leaders (at least 1/brgy, max 3 barangays)

4.3.1.3 Interviews with Barangay Officials (max 3 barangays)

4.3.2 The investigation must gather all relevant information that may be collected from these approaches:

4.3.2.1 Who is the politician/DSWD personnel/beneficiary/individual involved?

4.3.2.2 What are the details of the complaint? (who-what-where-why questions)

4.3.2.3 How does the incident directly affect the Pantawid Pamilya Program “Bawal ang Epal dito” campaign and its beneficiaries?

4.3.2.4 What items of evidence substantiate the complaint?

4.3.2.5 What methods of validation were utilized to gather pertinent data?

Interview with beneficiaries, direct observation and interview with the subject of complaint may be used.

4.3.3 CGO files a report to the Provincial Operations Office. When transmitting the report, the following details of resolution below must be specified:

4.3.3.1 Course of action undertaken to address the complaint

4.3.3.2 Feedback provided to the complainant

4.3.3.3 When raised, how was an appeal from the complainant handled?

4.3.3.4 When needed, what assistance was provided in order for the complaint to be endorsed to the proper government agency (e.g., COMELEC, DILG)

4.3.4 Provincial Operations Office endorses recommendation to the RPMO.

4.3.5 Staffs who were complained of being involved in partisanship may be suspended for two weeks and once grievance was found to be valid, he/she may be terminated, as specified in DSWD Memo-Circular 24.

4.4 Twenty one (21) to thirty (30) Days, If the concerned party is an Incumbent Official and/or Incumbent Official’s supporter, with the following specific procedures:

4.4.1 Referral to the PGC should be made within 24 hours upon receipt of the complaint. In cases where the Provincial LGU is involved, the complaint will be submitted to the Regional Grievance Committee (RGC) thru the RPMO. The RGC will determine appropriate action on such cases.

4.4.2 PGC members or any representative, appointed as a member of a validating team checks the veracity of the complaint by visiting the concerned community thru:

4.4.2.1 Interviews with HH beneficiaries (at least 5/cluster, max 3 barangays)

4.4.2.2 Interviews with Parent Leaders (at least 1/brgy, max 3 barangays)

4.4.2.3 Interviews with Barangay Officials (max 3 barangays)

4.4.3 The investigation must gather all relevant information that may be collected from these approaches:

- 4.4.3.1 Who is the politician/DSWD personnel/beneficiary/individual involved?
- 4.4.3.2 What are the details of the complaint? (who-what-where-why questions)
- 4.4.3.3 How does the incident directly affect the Pantawid Pamilya Program “Bawal ang Epal dito” campaign and its beneficiaries?
- 4.4.3.4 What items of evidence substantiate the complaint?
- 4.4.3.5 What methods of validation were utilized to gather pertinent data?
Interview with beneficiaries, direct observation and interview with the subject of complaint may be used.
- 4.4.4 CGO files a report to the Provincial Operations Office. When transmitting the report, the following details of resolution below must be specified:
 - 4.4.4.1 Course of action undertaken to address the complaint
 - 4.4.4.2 Feedback provided to the complainant
 - 4.4.4.3 When raised, how was an appeal from the complainant handled?
 - 4.4.4.4 When needed, what assistance was provided in order for the complaint to be endorsed to the proper government agency (e.g., COMELEC, DILG)
- 4.4.5 Validating team files a report to the PGC
- 4.4.6 PGC endorses recommendation to the RGC
- 4.4.7 RGC thru RPMO endorses recommendation to COMELEC and DILG
- 4.4.8 COMELEC and DILG to provide appropriate action
- 4.5 Twenty one (21) to thirty (30) Days, if concerned party is an Electoral Candidate and/or an electoral candidate’s supporter, with the following specific procedures:
 - 4.5.1 Referral to the PGC should be made within 24 hours upon receipt of the complaint. In cases where the Provincial LGU is involved, the complaint will be referred immediately to the RGC thru the RPMO. The RGC will determine appropriate action on such cases.
 - 4.5.2 PGC members or any representative appointed as a member of a validating team, checks the veracity of the complaint by visiting the concerned community thru:
 - 4.5.2.1 Interviews with HH beneficiaries (at least 5/cluster, max 3 barangays)
 - 4.5.2.2 Interviews with Parent Leaders (at least 1/brgy, max 3 barangays)
 - 4.5.3 The investigation must gather all relevant information that may be collected from these approaches:
 - 4.5.3.1 Who is the politician/DSWD personnel/beneficiary/individual involved?
 - 4.5.3.2 What are the details of the complaint? (who-what-where-why questions)
 - 4.5.3.3 How does the incident directly affect the Pantawid Pamilya Program “Bawal ang Epal dito” campaign and its beneficiaries?
 - 4.5.3.4 What items of evidence substantiate the complaint?

4.5.3.5 What methods of validation were utilized to gather pertinent data?

Interview with beneficiaries, direct observation and interview with the subject of complaint may be used.

4.5.4 Validating team files a report to the PGC. When transmitting the report, the following details of resolution below must be specified:

4.5.4.1 Course of action was undertaken to address the complaint

4.5.4.2 Feedback provided to the complainant

4.5.4.3 When raised, how was an appeal from the complainant handled?

4.5.4.4 When needed, what assistance was provided in order for the complaint to be endorsed to the proper government agency (e.g., COMELEC, DILG)

4.5.6 PGC endorses recommendation to the RGC

4.5.7 RGC thru RPMO endorses recommendation to COMELEC and DILG

4.5.8 COMELEC and DILG to provide appropriate action

4.5.9 Cases that are referred to the governing authority shall be considered as resolved in the GRS. Any requests for updates on such referrals must be formally undertaken, for documentation purposes.

4.6 Four (4) Days, depending on the concerned party, the following provides appropriate action and decision:

4.6.1 RPMO on DSWD/Pantawid workers and Pantawid beneficiary;

4.6.2 DILG on incumbent officials

4.6.3 COMELEC on electoral candidates.

4.7 One (1) Day, complainant is provided with feedback and C/ML to remind beneficiaries of Program's conditions and co-responsibilities

Adopted this 16th day of September, Two Thousand and Thirteen, in Quezon City.


CORAZON JULIANO-SOLIMAN

Secretary

Department of Social Welfare and Development


RIZALINO D. RIVERA

Undersecretary

Department of Education

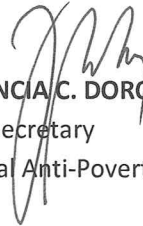

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