

Department of Social Welfare and Development  
PANTAWID PAMILYANG PILIPINO PROGRAM

**NAC Resolution No. 20**  
**Series of 2014**

**Procedural Guidelines on Misdemeanour Cases with Amendment to the Approved Policy on  
Misbehaviour of Beneficiaries as stipulated in NAC Resolution 2 and 10**

WHEREAS, the Pantawid Pamilyang Pilipino Program (*Pantawid*) supports the achievement of the Millennium Development Goals as follows:

- Eradicating 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, and highest policy-making body that provides policy directions and guidance on matters pertinent to Pantawid Pamilyang Pilipino Program implementation;

WHEREAS, the Grievance Redress System (GRS) of the Pantawid program has been receiving complaints on cash card pawning and making use of *Pantawid* documents as loan collateral, use of grants for gambling, use of grants on vices, collection of fees and false representation of beneficiaries in the program;

WHEREAS, the grants received by the beneficiaries through their compliance to the program conditions are owned by the Government, which does not authorize the grantee to pawn or use it as loan collateral or to any transaction or undertaking whatsoever;

WHEREAS, to ensure proper utilization of grants, sanctions have to be imposed for every violation so that beneficiaries will recognize and prioritize the education and health of their children only through this program;

WHEREAS, Pantawid Pamilyang Pilipino Program is sincere and truthful in its drive to prevent and end all cases on collateral/pawning committed by beneficiaries stating among others under NAC Resolutions No.2, Series of 2010 entitled "Sanctions for Various Cases Filed under the Grievance and Redress System (GRS)":

Wherefore, Resolved as it is hereby resolved by the members of the NAC in a meeting assembled, said policies have already been approved as follows:

1. Misbehavior of beneficiaries: Refer to complaints filed against beneficiaries pawning their cash cards, using the cards for loan collateral and use of cash grants for livelihood activities.
  - 1.1. First Offense: A verbal warning from the Municipal Link (ML)
  - 1.2. Second Offense: Suspension of grants for 3 months

- 1.3. Third Offense: Termination from the program issued by the NAC based on the recommendation from the Regional Advisory Committee. Appeals shall no longer be entertained as the decision of the NAC is deemed final.

WHEREAS, specified on the NAC Resolution 2, section 1.2, second offense was amended by NAC Resolution 10 to mean as third offense and stated thus, "Termination from the program issued by the NAC based on the recommendation from the Regional Advisory Committee (RAC). Appeals shall no longer be entertained as the decision of the NAC is deemed final";

Whereas, NAC Resolution 10, Series of 2012 further states that in response to complaints filed against misbehaviour of beneficiaries who pawned their cash cards, use the cards for collateral and or use grants to livelihood activities, the following revisions in the first article of the NAC Resolution 2 shall be made to emphasize the best interest of the child. The revised statement shall read as:

- "1.2. Second offense that suspension of household grantee for 3 months; temporary change of grantee shall be made to another responsible adult member, or in the absence of an eligible household member, to MSWDO until suspension period has concluded. "

WHEREAS, NAC Resolution 2 has an existing provision on false information which states that "cases filed against households who were registered as 4ps beneficiaries based on fraudulent information or statements made during the conduct of household assessments and misrepresentation or assuming the identity of a potential beneficiary during registration process, is considered a grave offense; which when proven is a ground for termination without option for appeal".

WHEREAS, to continuously educate and improve beneficiaries' life and socio-economic status, the Department of Social Welfare and Development enjoined the public for cooperation, partnership and vigilance to help make these cash grants work for the beneficiaries' welfare as originally intended;

WHEREAS, consistent with the Department of Social Welfare and Development's evolving thrusts and directions, the National Advisory Committee recognizes the need for an amendment on the approved policy for misbehaving beneficiaries and provision of guidelines to all staffs with the following objectives:

1. To ensure a more effective handling of beneficiary misdemeanour complaints;
2. to strengthen the program as a major support to eradicate extreme poverty;
3. to guide program staff in resolving misdemeanour complaints filed against Pantawid beneficiaries through enhanced procedural guidelines and corresponding sanctions, as amended.

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

- I. Definition of Terms:
  - a. PAWNING OF CASH CARD – the cash card of the Pantawid beneficiary is given to a loan financier/loan sharks as security for money borrowed or credit on items/goods;

- b. GAMBLING – to bet/play a game of chance or stakes using the cash grants released by the program to a Pantawid beneficiary;
  - c. COLLECTION OF FEES – to collect any amount of money from a Pantawid beneficiary for whatever purpose;
  - d. VICES – habitual or frequent indulgence in drinking alcohol, prohibited drugs, gambling and other undesirable practices committed by beneficiaries by using grants for these acts ;
  - e. FRAUD – An act of deceit, cheating or trickery made by a dishonest individual in order to receive benefits as a member of the program;
  - f. FALSE REPRESENTATION – a fabricated/made-up representation of a beneficiary purposefully to deceive the program and receive the grants outside the knowledge of both the true beneficiary and the program;
  - g. SANCTION – a penalty imposed for violating the standing rule on the prohibition of misusing the grants offered by the program i.e. pawning/collateral of cash cards, engaging in vices and gambling, despite verbal and written warning from Municipal Links and other pantawid staffs;
  - h. BENEFICIARIES – active households or families registered in the Pantawid Pamilya Pilipino Program;
  - i. CASH GRANTS – monetary assistance released to the Pantawid Pamilya beneficiaries offered by the Philippine Government on condition that they comply with the monthly obligation set by the program;
- II. Supplementary Amendments to NAC Resolutions 2 and 10
1. The guidelines in this NAC Resolution are applicable to all misdemeanor complaints filed against Pantawid program beneficiaries under the Grievance Redress System of Pantawid Pamilyang Pilipino Program.
  2. The enhanced procedural guidelines and sanctions shall be applied on all misdemeanor cases.
    - 2.1 The Regional Program Management Office (RPMO), however, may enhance or opt to ingest any additives to the standard process of conducting validation, based on the local context, merits and circumstances of the case.
    - 2.2 The appropriate person to take charge of the case is the Cluster Grievance Officer (CGO), Provincial Grievance Officer (PGO) and Regional Grievance Officer (RGO). The Provincial Link may instruct the Social Welfare Officer III (SWO-III), Cluster System Focal and Monitoring and Evaluation Coordinator to assist to a speedy resolution of the case, when necessary.

- 3. MISDEMEANOR case filed against program beneficiaries**— refers to tendencies or behaviour of beneficiaries viewed and expressed by external entities as offensive, objectionable and contrary to acceptable social, moral and legal standards. Misdemeanour complaints of the program may include, but not limited to, (1) misuse of grants (pawning of cash cards, loan collateral, and vices), (2) collection of Fees and (3) false representation of beneficiaries in the program.

**3.1** To determine facts of a wrong doing/s committed by the beneficiary, any of the following must be established:

- 3.1.1** Pantawid Pamilya beneficiary who pawned his cash card to a certain individual with the cash card validated not in his/her possession;
- 3.1.2** Pantawid Pamilya beneficiaries who used Pantawid documents i.e. Pantawid ID, *Kasunduan*, and cash cards as loan collateral;
- 3.1.3** Pantawid Pamilya beneficiaries who have been reported/caught in the act, as using the cash grants in illegal and legal gambling activities;
- 3.1.4** Pantawid Pamilya beneficiaries who collect fees in any amount, from their co-beneficiaries of the program; and
- 3.1.5** Households that intentionally provide fake information to official documents required by the program office; submitting forged/spurious documents and making false representation of genuine beneficiaries

**3.2** Households that were reported committing the aforementioned offenses shall be dealt with using the Case Management Process to be administered by the assigned Municipal Link. The said will ensure that assessment, intervention, monitoring and review of the case per household are well-taken. Once sufficient details of the case filed against a program beneficiary has been established and would lead to apply appropriate sanction, every activity/decision shall be fully informed to the concerned beneficiary both orally and in writing.

Below are the sanctions for misdemeanour grievances:

**3.2.1** If the complaint is on misuse of grants- pawning of cash cards and using it as loan collateral:

- 3.2.1.1** First Offense: Counselling by the Municipal Link and a written warning from the head of Provincial Operations Office.
- 3.2.1.2** Second Offense: Counselling by the Social Welfare Officer III and a written warning from the Regional Director; Household's grants shall be suspended/ not released for one (1) payment period or two months.
- 3.2.1.3** Third Offense: Delisting of the concerned household under GRS Fraud duly approved by the Regional Director and tagging to be facilitated by the Regional Grievance Officers. The household's delisted status is non-appealable.



**3.1.1** If the complaint is on misuse of grants- drug abuse, alcoholism and gambling:

- 3.1.1.1** First Offense: Counselling by the Municipal Link and written warning from the head of Provincial Operations Office. The case must be elevated to the Barangay Justice System for their appropriate action especially on the existence of illegal gambling in their area;
- 3.1.1.2** Second Offense: Counselling by the Social Welfare Officer III and a written warning from the Regional Director. The concerned household's cash grants for 1 period or two months shall be suspended/not released. The case must be elevated to the Barangay Justice System for their appropriate action especially on the existence of illegal gambling in their area;
- 3.1.1.3** Third Offense: Delisting of the concerned household under GRS Fraud duly approved by the Regional Director and tagging to be facilitated by the Regional Grievance Officers. The household's delisted status is non-appealable. The case must be elevated to the Barangay Justice System for their appropriate action especially on the existence of illegal gambling in their area;

**3.1.2** If the complaint is on collection of fees, the RPMO may explore the following arrangements and sanctions, depending on the gravity of the case:

- 3.1.2.1** Total amount of collected fees shall be returned to the beneficiaries per agreed terms and schedule of payments. The said agreement shall be signed in the presence of concerned Provincial Operations Officers (Provincial Link, Provincial Grievance Officer, SWO III and Municipal Link), the affected beneficiary/ies and the person that committed misbehaviour.
- 3.1.2.2** Recommendation from the Provincial Operations Office on delisting of concerned beneficiary from the program shall be forwarded to RPMO for approval and facilitation of delisting, if necessary.

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<sup>1</sup> *\*Note: Once reported that a household has pawned her cash card, immediate request for blocking (freezing) to the Cash Card Focal of the Finance Unit of RPMO shall be facilitated. Once the card is back at the hands of the beneficiary, Finance Unit shall immediately request for lifting of CC for household to continuously receive his/her cash grants. The cash grants are for the sole use of the household for the education of the children and health/nutrition of the whole family/household. The ML assigned in the area shall monitor every progress of this case and has to include discussion of these prohibitions of the program, in every Family Development Sessions.*

<sup>2</sup> *It is not within the jurisdiction of DSWD to punish any individual addicted in gambling and alcoholism. However, the program does not tolerate the abuse and misuse funds of the government to support these vices.*

<sup>3</sup> *Collection of fees for whatever purpose is strictly prohibited by the Program. The cash grants are for the sole use of the household for the education of the children and health/nutrition of the whole family/household. The ML assigned in the area has to include discussion of these prohibitions of the program, in every Family Development Sessions.*

**3.1.3** If the complaint is on false representation of household beneficiary:

**3.1.3.1** If it was established after due process that a fraudulent act was committed, delisting of the concerned household from the program under GRS Fraud shall be undertaken by the Regional Program Management Office through the Regional Grievance Officer. The processed grants that were already released to the false grantee will be discontinued and the false grantee must agree to return the claimed grants. Refusal to do so would warrant a case that shall be pursued by DSWD against him/her. If in any case, the false grantee is included in the list of potential households for future registration, their household may be registered on a condition that the unpaid received payment shall be deducted from grants they are about to obtain from the program. A written agreement must be made between the household and DSWD upon registration and the deduction have to be facilitated by the Finance Unit of the program.

**3.1.3.2** Once the real grantee is found and claimed the true identity of the delisted household, the said delisted entry may be reinstated back to "Active" <sup>4</sup>status subject to compliance of the program conditions after being reassessed as still eligible for the program. Reassessment would require re-administration of Household Assessment Form (HAF) by the assigned Grievance Officer of the area, re-running of Proxy Means Test (PMT) by the Regional Grievance Officer. The result of the aforementioned shall be endorsed to the Regional Program Management Office for reactivation of HH to the program. The real grantee will have to continue to comply and receive the benefits until its termination from the program.

**4.** Detailed process of redress system for misdemeanour grievance filed against Pantawid beneficiaries shall be as follows:

- 4.1** Upon intake of the complaint, the Municipal Link (ML) forwards the case study report to the concerned Cluster Grievance Officer (CGO).
- 4.2** For data entry, categorization and assignment in the Unified Information and Communication System- Customer Relations Management (UNICS-CRM).
- 4.3** 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:

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<sup>4</sup> Status of the beneficiary shown in the database that means he/she is officially registered and regularly monitored as fulfilling the conditions set by the program in order to receive grants.

- 4.3.1** Interviews with HH beneficiaries (at least 5/cluster, max 3 barangays)
- 4.3.2** Interviews with Parent Leaders (at least 1/brgy, max 3 barangays)
- 4.3.3** Interviews with Barangay Officials (max 3 barangays)

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

- 4.4.1** Who is beneficiary/individual involved?
- 4.4.2** What are the details of the complaint? (who-what-where-why questions)
- 4.4.3** How does the incident directly affect the Pantawid Pamilya Program and its beneficiaries?
- 4.4.4** What proof/evidence substantiate the complaint?
- 4.4.5** What methods of validation were utilized to gather pertinent data? Interview with beneficiaries, direct observation, checklist, and interview with the subject of complaint may be used.
- 4.4.6** Complete administration of HAF

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**4.5** Cluster Grievance Officer / Provincial Grievance Officer based on the result of investigation to check authenticity of the actions that shall be undertaken depending on the findings and CGO files a report to the Provincial Operations Office. When transmitting the report, the following details of resolution below must be specified:

- 4.5.1** Course of action undertaken to address the complaint
- 4.5.2** Initial Feedback provided to the complainant ( must be in written form; acknowledgement by beneficiary)
- 4.5.3** How was an appeal filed by the complainant handled?
- 4.5.4** What kind of assistance was provided for the complaint to reach to the proper authority to handle the case

**4.6** Provincial Operations Office endorses recommendation to the RPMO.

**4.7** RPMO provides appropriate action and decision. RGO to draft final report containing the result of PMT re-run, ECR with the recommendation made by the Provincial Operations Office. The Regional Directors shall provide action/instruction on the case.

**4.8** Complainant and subject of complaint is provided with final feedback and C/ML to remind beneficiaries of Program's conditions and co-responsibilities

**4.9** The case shall then be updated in the UNICS-CRM by the concerned Grievance Officer.

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<sup>5</sup> During validation/interviews with the community, secure documentary proof (photographs, certificates, affidavits, etc.) to ascertain the facts and be included in the fact-finding report. The said information/documents shall also be kept and filed for future reference.

This NAC Resolution shall be reviewed after two years of implementation to check its efficacy and relevance to the program. Changes in this resolution may be revised or amended.

Adopted this 26<sup>th</sup> of August, 2014 at Quezon City, Philippines.



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