

Department of Social Welfare and Development
Pantawid Pamilyang Pilipino Program (4Ps)
NATIONAL ADVISORY COMMITTEE

NAC Resolution No. 2
Series of 2010

Sanctions for Various Cases Filed Under the Grievance and Redress System (GRS)

Whereas, the 4Ps National Advisory Committee (NAC) is an interagency body that provides policy directions and guidelines to the PMO on matters pertinent to project implementation.

Whereas, the Grievance and Redress System (GRS) has been established to provide a systematic, professional, rules-based procedures for handling grievances and appeals.

Whereas, the NAC as the National Grievance Committee, is responsible for issuing final decisions to cases referred by the Regional Grievance Committees including appeals against termination of beneficiary from the program.

Whereas, to ensure efficient, expeditious and transparent resolution of grievance and appeals, the NAC in its regular meeting on August 31, 2010, deliberated on a list of recommended policies for implementation.

Wherefore, Resolved as it is hereby Resolved by the members of the NAC in a meeting assembled, to approve the said policies 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.
 - 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 (RAC). Appeals shall no longer be entertained as the decision of the NAC is deemed final.
2. **False information.** Refer to 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. False Information is considered a grave offense which when proven is a ground for Termination without option for appeal.
3. **Conduct unbecoming of LGU Officials.** Refer to complaints against local government officials committing the following acts against one or more 4Ps





beneficiaries: extortion (i.e. asking money from beneficiaries), coercion, (i.e. imposition of additional conditions such as but not limited to mobilizing grantees for election related activities) and other fraudulent activities that undermine among others, the integrity of the registration process and the verification of compliance. Such acts shall be meted the following sanctions:


- 3.1. **First Offense:** Written warning from Regional Grievance Committee.
- 3.2. **Second Offense:** Referral of the case to appropriate agency appropriate agency such as but not limited to DILG and Office of the Ombudsman.
4. **Conduct unbecoming of partner agencies.** Refer to complaints against implementing partners that do not conform to 4Ps policies and objectives, such as but not limited to, asking payment for school and health fees and imposing additional conditions. Complaints shall be referred to the higher authority of the concerned agency for appropriate action.
5. **Conduct unbecoming of 4Ps Workers.** Refer to complaints against any program staff engaging in activities such as collecting money and engaging 4Ps beneficiaries to perform non-4Ps related activities. Sanctions for erring workers shall be in accordance with Civil Service Rules and the corresponding administrative or criminal charges shall likewise be filled as appropriate.


Adopted this 31st Day of August Two Thousand and Ten, in Quezon City.


SEC. CORAZON JULIANO-SOLIMAN
Department of Social Welfare and
Development

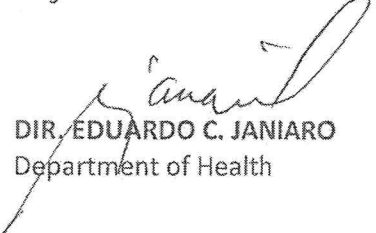

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