

Department of Social Welfare and Development
Pantawid Pamilyang Pilipino Program

NPMO ORDER No. 04
Series of 2022

**GUIDANCE NOTE ON THE MANAGEMENT OF AGING INACTIVE
PANTAWID HOUSEHOLDS**

I. RATIONALE

The Republic Act 11310 or the *4Ps Act* institutionalized the Pantawid Pamilyang Pilipino Program as the national poverty reduction strategy and a human capital investment program that provides conditional cash transfer to poor households for a maximum period of seven years. To be eligible beneficiaries, the households must be classified as poor and near-poor, have members who are aged zero (0) to eighteen (18) years old or have members who are pregnant at the time of registration and willing to comply with the Program conditions.

Through the data management process of the National Program Management Office (NPMO), it is able to identify households that are still eligible for monitoring and whether they comply with the set conditions which serve as the basis of their cash grants to be received. As of June 30, 2022, a total of 281,503 households were identified to have been aging as Inactive since 2011 which include: (1) households that were validated to have transferred to areas where the Program is not implemented (CS 11 - Moved to Non-PP Area Through BUS Type 3 in the Pantawid Pamilya Information System (PPIS)); (2) households that are no longer found in their declared address and did not process/file a request for transfer of residence (CS 12 - Moved out of the Area Without Notice in the PPIS); (3) households that no longer have eligible member for education monitoring (CS 15 - No Eligible member of HH for CVS monitoring in the PPIS); and households whose exit was temporarily suspended during the state of health calamity period brought by the COVID 19 pandemic (CS 26 - Deferred Exit due to NAC Resolution No. s. 2020).

It is deemed necessary to provide guidance on the appropriate actions regarding aging Inactive households, specifically on the process of delisting them from the Program, indicating the lack of willingness to comply with the conditions and policies of the Program.



II. LEGAL BASES

1. Republic Act No. 11310: An Act Institutionalizing the Pantawid Pamilyang Pilipino Program.

1.1. Section 6 states that to be eligible for the cash grants, households or families must meet the Program's criteria such as:

- 1.1.1.** Classified as poor and near-poor based on the Standardized Targeting System and the poverty threshold issued by the Philippine Statistics Authority (PSA) at the time of selection;
- 1.1.2.** Have members who are aged zero (0) to eighteen (18) years old or have members who are pregnant at the time of registration; and
- 1.1.3.** Willing to comply with the conditions.

1.2. Section 11 layouts the conditions for entitlement of the Program. All qualified household-beneficiaries shall comply with all of the following conditions as a requirement for continued program eligibility:

- 1.2.1.** Pregnant women must avail of prenatal services, give birth in a health facility attended by a skilled health professional, and receive post-partum care and post-natal care for her newborn;
- 1.2.2.** Children zero (0) to five (5) years old must receive regular preventive health and nutrition services including check-ups and vaccinations;
- 1.2.3.** Children one (1) to fourteen (14) years old must avail of deworming pills at least twice a year;
- 1.2.4.** Children three (3) to four (4) years old must attend daycare or preschool classes at least eighty-five percent (85%) of them time;
- 1.2.5.** Children five (5) to eighteen (18) years old must attend elementary or secondary classes at least eighty-five percent (85%) of their time; and
- 1.2.6.** At least one (1) responsible person must attend family development sessions conducted by the DSWD, at least once a month.

1.3. Section 12 states that if the responsible person of the household-beneficiary fails to comply with the conditions, he/she shall at first be notified in writing and the payment of cash grants will immediately be terminated. After four (4) months of noncompliance, the household-beneficiary shall be subject to case management process of DSWD.

However, if the household-beneficiary still does not comply within one (1) year even after being notified, it shall be removed from the Program.

2. Implementing Rules and Regulations of Republic Act No. 11310: An Act Institutionalizing the Pantawid Pamilyang Pilipino Program.

2.1. Section 34 of Rule XV. Exit from 4Ps states that a qualified household-beneficiary shall be deemed to exit from the Program, whichever comes first, when:

- 2.1.1.** The last monitored child in the household turns 19 years old;
- 2.1.2.** The last monitored child in the household finishes high school;
- 2.1.3.** The household reaches the 7-year duration in the Program;
- 2.1.4.** The household is no longer poor based on the latest assessment thru the adopted standardized targeting system;
- 2.1.5.** The household voluntarily waives its membership from the Program; or
- 2.1.6.** The household commits offenses wherein the sanction is delisting, subject to the standards to be developed by the DSWD.

III. OBJECTIVES

This Guidance Note shall provide direction to the Regional Program Management Offices (RPMOs) on the management of identified Aging Inactive households. Specifically, this aims to:

- Prescribe the process of managing aging inactive households; and
- Provide the procedures on the automatic delisting of aging inactive households through the creation of the new client status “**CS 29 - Delisted due to Aging Inactive Status in the Program**”.

IV. COVERAGE

This Guidance Note covers the households that are registered in Regular Conditional Cash Transfer (RCCT) that have been inactive in the Program and tagged with inactive Client Status (CS) in the Pantawid Pamilya Information System (PPIS) for **six (6) consecutive months**.

V. OPERATIONAL DEFINITION OF TERMS

1. Delisted Households - Households that were validated by the Field Offices to be no longer eligible in the Program

1.1. Client Status 5 (CS 5) Fraud - The grantee of the household was filed with a case and proved to have committed fraudulent acts such as: (1)

collection of fees in any form; (2) misrepresentation; and (3) provision of false information

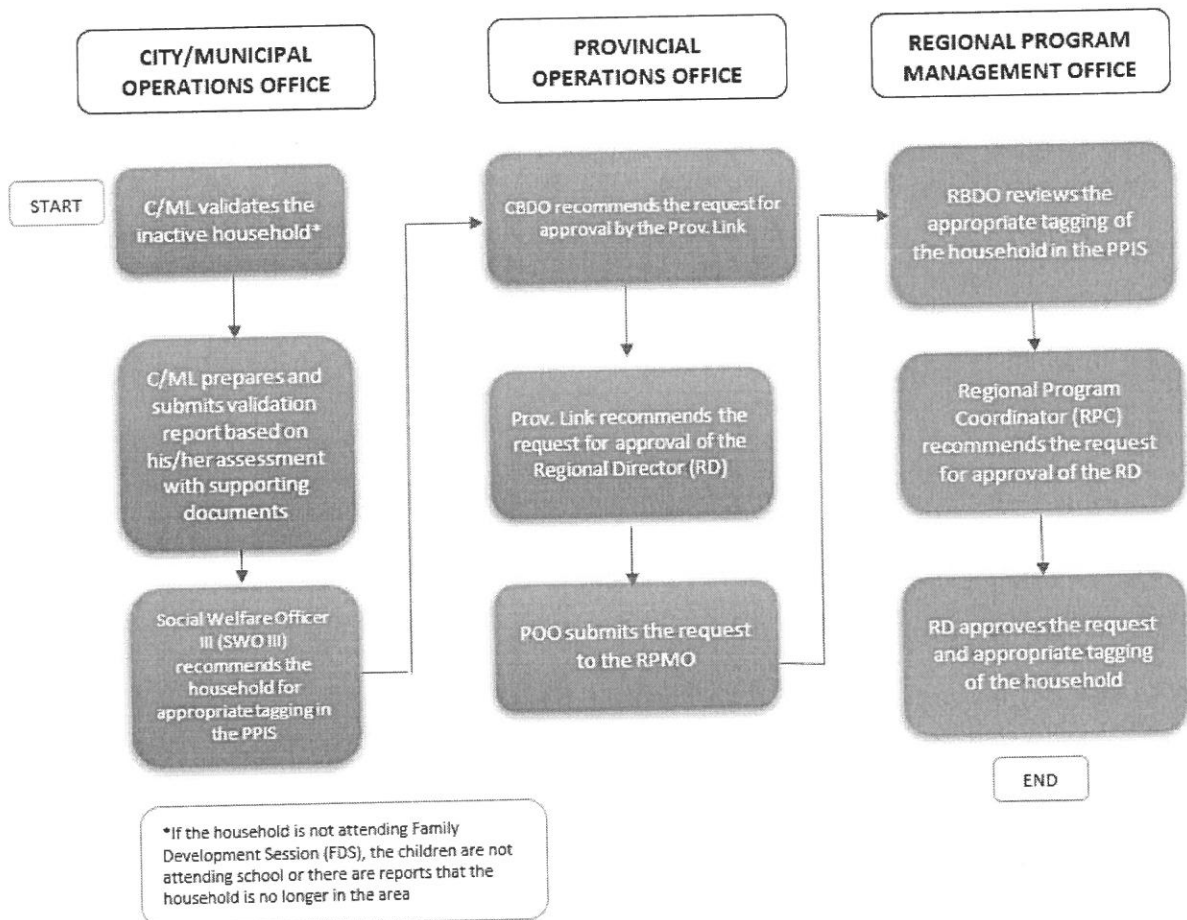
- 1.2. **Client Status 6 (CS 6) Duplicates** - Households that were found and validated to have the same details with another household
- 1.3. **Client Status 8 (CS 8) Waived** – Households that have voluntarily signed a waiver expressing disinterest to be a beneficiary of the Program
- 1.4. **Client Status 10 (CS 10) GRS Ineligibility** – Households that were filed with a grievance case questioning their eligibility to the Program; after thorough investigation, these households were found to be ineligible
- 1.5. **Client Status 14 (CS 14) No Eligible (0-18 y/o) for CVS Monitoring** - Households that were validated and certified by the RPMO as no longer having eligible member for compliance monitoring in the Program
- 1.6. **Client Status 29 (CS 29) Delisted due to Aging Inactive Status in the Program** – Households that were automatically delisted and tagged as CS 29 in the PPIS as a result of being inactive in the Program for 6 consecutive months
2. **Eligible Households** - Households that are classified as poor and near-poor based on the Standardized Targeting System and the poverty threshold issued by the Philippine Statistics Authority (PSA) at the time of selection, have members who are aged zero (0) to eighteen (18) years old or have members who are pregnant at the time of registration; and willing to comply with the conditions specified by Republic Act 11310
3. **Inactive Households** - refer to registered households that is temporarily not monitored based on the deactivation criteria of the Program
 - 3.1. **Client Status 11 (CS 11) Moved to Non-Pantawid Pamilya (PP) Area Through BUS Type 3** - Households that transferred to another location without coverage of 4Ps
 - 3.2. **Client Status 12 (CS 12) Moved out of the Area Without Notice** - Households who are no longer found in their declared address and did not process and/or request for transfer of residence
 - 3.3. **Client Status 15 (CS 15) No Eligible Member of Household (HH) for CVS Monitoring** - Households identified by the PPIS as no longer having eligible members for compliance monitoring in the program

3.4. Client Status 26 (CS 26) Deferred Exit due to NAC Resolution No. 2 s2020 - Households whose last monitored child turned 19 years old and/or finished high school during the last school year of 2020; Their exit was deferred based on National Advisory Committee (NAC) Resolution No. 2 Series of 2020.

4. Pantawid Pamilya Information System - or the PPIS is the main source of data on the profile of 4Ps households, compliance verification, beneficiary updates, generated payroll, and other related data

VI. VALIDATION/ASSESSMENT, REPORTING AND PROCESSING OF INACTIVE HOUSEHOLDS IN THE PROGRAM

The following shows the process of deactivation of households in the Program:



VII. DETECTION OF AGING INACTIVE HOUSEHOLDS

1. The households that are tagged as CS 11,12,15 for **six (6) consecutive months** from the date of their tagging as such in the PPIS shall be identified as **aging Inactive**. These shall be detected through the automatic routinary check procedure in the PPIS during the bi-monthly scheduled approval of encoded updates based on the approved Pantawid timeline.
2. Upon identification of the PPIS of the aging Inactive households, the households shall automatically be tagged as **Client Status 29 (CS 29) Delisted due to Aging Inactive Status in the Program**.

VIII. AUTOMATIC DELISTING OF AGING INACTIVE HOUSEHOLDS

1. Households Tagged as Inactive from 2011 to December 2021

The identified 281,503 aging inactive households including households tagged as CS 26 as of June 30, 2022 shall be automatically delisted from the Program upon approval of this Guidance Note and shall be tagged as **CS 29 - Delisted due to Aging Inactive Status in the Program**. (Please refer to Annex 1 for the regional breakdown of aging inactive households per Client Status and Annex 2 for the implementation mechanism)

2. Households Tagged as Inactive from July 2022 onwards

- 2.1. The households tagged as inactive for **6 months** from the date of tagging as such in the PPIS shall be automatically delisted from the Program and shall be automatically tagged as **"CS 29 - Delisted due to Aging Inactive Status in the Program"**.

- 2.2.1 The grace period of 6 months prior to the automatic delisting shall serve as a chance for the households to update their information in relation to their eligibility in the Program specifically if they still have eligible member for monitoring.

For households tagged as CS 15, the following must be followed:

- 2.2.2. If validated as having eligible members for compliance monitoring in the Program, the household should be tagged as CS 1 – Active, if not, CS 14.
- 2.2.3. If validated to have moved out from the area without prior notice, the household should be tagged as CS 12.

- 2.2. The grace period of 6 months prior to the automatic delisting shall also serve as the period for the validation of the inactive households by the

City/Municipal Links (C/MLs). At the end of 6 months and no resolution was made, the automatic delisting of the household applies. (*Please refer to Annex 3 for the guide*)

Depending on the results of the validation, the households should be appropriately tagged in the PPIS which includes the following:

2.2.1. If the households tagged as CS 12 did not notify the RPMOs/Field Offices (FOs)/NPMO within the grace period of 6 months, they will be part of the aging inactive households for automatic delisting.

2.2.2 If the households tagged as CS 15 were validated to have moved out from the area without prior notice to their assigned C/ML, they should be appropriately tagged as CS 12 in the PPIS. The reckoning date of the grace period of 6 months for these households shall be the date of the tagging as CS 15 given that both CS 15 and CS 12 are Inactive status.

For example, the household is tagged as CS 15 on December 31, 2020 but was validated and tagged as CS 12 on July 31 2021, the reckoning date of the grace period is still December 31, 2020.

If the households still did not notify the RPMOs/FOs/NPMO within the given grace period, they will be part of the aging inactive households for automatic delisting.

2.2.3. Households tagged as CS 15 should be subject for assessment by the City/Municipal Links following the Kilos-Unlad Case Management Strategy.

2.2.4. Households tagged as CS 26 should also be subject for transition assessment and exit planning by the City/Municipal Links and properly endorsed to concerned local government units for post-service intervention if they are no longer eligible for monitoring in the Program.

2.3. If in case the households tagged as **CS 29 - Delisted due to Aging Inactive Status in the Program** were validated to have a status of any of the following, they should be appropriately tagged with the corresponding Client Status in the PPIS:

FROM (OLD CLIENT STATUS):	TO (NEW CLIENT STATUS):	APPROPRIATE TAGGING IN THE PPIS BY:
CS 29	CS 5	Cluster/Provincial/Regional Grievance Officers
	CS 8	



FROM (OLD CLIENT STATUS):	TO (NEW CLIENT STATUS):	APPROPRIATE TAGGING IN THE PPIS BY:
	CS 10	
	CS 6	Cluster/Regional Beneficiary Data Officers
	CS 14	

IX. ENHANCEMENTS IN THE PANTAWID PAMILYA INFORMATION SYSTEM

The PPIS shall be enhanced upon the effectivity of this Guidance Note to integrate the following features as specified in Part V. Automatic Delisting of Aging Inactive Households.

1. Creation of the new status: *CS 29 - Delisted due to Aging Inactive Status in the Program* to categorize households that are aging inactive in the Program for 2 years
2. Tagging of the identified 281,503 aging inactive households as *CS 29 - Delisted due to Aging Inactive Status in the Program* in the PPIS as identified in Part VII. Automatic Delisting of Aging Inactive Households Section 1.
3. A routinary check procedure will be placed in the PPIS that will identify the aging Inactive households. This shall be an automatic procedure during the bi-monthly scheduled approval of encoded updates based on the approved Pantawid timeline. Upon identification that a household is aging inactive, it shall automatically tag the household as *CS 29 - Delisted due to Aging Inactive Status in the Program*.
4. Levels of access of the Cluster/Provincial/Regional Grievance Officers and Cluster/Regional Beneficiary Data Officers in the PPIS will be enhanced in accordance with section 2.4. of Part VII. **AUTOMATIC DELISTING OF AGING INACTIVE HOUSEHOLDS** in order for them to tag the households appropriately upon approval of this Guidance Note.

X. APPEAL FOR REINSTATEMENT

The delisted CS 29 households may appeal for reinstatement following the Grievance Redress System's process.

XI. ADMINISTRATIVE ACCOUNTABILITY

Every staff shall observe diligent and conscientious effort to validate, capture and update only correct and accurate information. Every staff must adhere to Section 24 of the 4Ps Act which provides the following penalties:

- b. A public official who commits any of the acts provided herein shall be penalized with temporary disqualification to hold public office. Administrative sanctions shall be imposed without prejudice to prosecution in the proper courts.

XII. EFFECTIVITY

Effective immediately this CY 2022 until further any issuance, memorandum, or directive issued by the undersigned inconsistent with this Guidance Note are hereby modified, amended or superseded.

Let copies of this Guidance Note be distributed to all Field Offices for strict compliance.

Approved this 11 day of July 2022 and shall take effect immediately.


APPROVED/DISAPPROVED:


GEMMA B. GABUYA

Director IV and National Program Manager
Pantawid Pamilyang Pilipino Program
National Program Management Office

ANNEX 1
Number of Aging Inactive Households per Region for Automatic Delisting

REGION	11 - Moved to Non-PP Area through BUS type 3	12 - Moved out of the Area Without Notice	15 - No Eligible member of HH for CVS monitoring	26 - Deferred Exit due to NAC Resolution No. 2 s. 2020	TOTAL
NCR	-	6,616	17,710	4,596	28,922
CAR	2	756	271	175	1,204
I	2	2,079	1,535	38	3,654
II	8	815	128	14	965
III	-	6,102	3,965	312	10,379
IV-A	1	8,013	6,402	547	14,963
MIMAROPA	3	3,348	8,359	-	11,710
V	-	6,165	2,848	438	9,451
VI	-	2,679	3,274	229	6,182
VII	-	3,202	11,684	2,753	17,639
VIII	-	8,496	3,264	225	11,985
IX	-	7,247	7,741	1,697	16,685
X	-	8,681	262	-	8,943
XI	-	3,750	12,382	2,070	18,202
XII	-	3,171	13,446	3,280	19,897
CARAGA	-	7,224	3,768	92	11,084
BARMM	4	52,417	26,344	10,873	89,638
TOTAL	20	130,761	123,383	27,339	281,503

Note:

This will be a one-time action of delisting. After these cases have been delisted, these cases are considered closed.

ANNEX 2

Implementation Mechanism for the Automatic Delisting of Aging Inactive Households in the Pantawid Pamilya Information System
(With reference to Annex 1)

ACTION	RESPONSIBLE OFFICE/ DIVISION	TIMELINE	OUTPUT/TAGGING IN PPIS
1. Preparation and submission of Change Request Form (CRF) for the tagging of 281,503 aging Inactive households and system enhancements to Information and Communications Technology Management Service (ICTMS)	Beneficiary Data Management Division (BDMD) – National Program Management Office (NPMO)	Two (2) working days upon approval of the Guidance Note	Approved and signed CRF with attached list of aging Inactive households
2. Receipt of CRF and facilitation of request	ICTMS – Central Office	Three (3) working days upon receipt of CRF	A. 281,503 aging Inactive households are tagged as CS 29
3. Testing of the system enhancements: 3.1. Creation of CS 29; and 3.2. Automatic tagging of households as CS 29	BDMD - NPMO	One (1) working day upon receipt of User Acceptance Test (UAT)	B. CS 29 is created as an additional Client Status C. PPIS is enhanced to automate the tagging of CS 29 of future aging Inactive households that will be detected
4. Provision of official memorandum to the Field Offices (FOs) regarding the deployment of CRF	BDMD - NPMO	Upon deployment of CRF	Official memorandum for all FOs


ANNEX 3
Management of Aging Inactive Households

ACTION	RESPONSIBLE PERSON/OFFICE	REQUIRED SUPPORTING DOCUMENTS	OUTPUT/TAGGING IN PPIS
1. A Household is tagged as either of the following Inactive Client Status (CS) in the PPIS:			
1.1.CS 11 – Moved to Non-PP Area Through BUS Type 3	Cluster/Regional Beneficiary Data Officers (C/RBDO)	<ul style="list-style-type: none"> Barangay Certificate C/ML Validation Report (Reference: Beneficiary Data Management Field Operations Manual-Version 3) 	Household is tagged as CS 11
1.2.CS 12 – Moved out of the Area Without Notice		<ul style="list-style-type: none"> Barangay Certificate C/ML Validation Report (Reference: Beneficiary Data Management Field Operations Manual-Version 3) 	Household is tagged as CS 12
1.3.CS 15	Automatic tagging through PPIS	No required supporting documents	Household is tagged as CS 15
2. Validation of Inactive households within 6 months	City/Municipal Links (C/MLs)	No required supporting documents	Validation Report (Prelude/required before number 3 below)
3. Appropriate tagging of CS of the household in the PPIS depending on validation:			
3.1.CS 1 - Active if the household has eligible child/ren for education monitoring (Reactivation)	Cluster/Regional Beneficiary Data Officers (C/RBDO)	For previously tagged CS 11: <ul style="list-style-type: none"> Pantawid Pamilya ID Barangay Certificate C/ML's Validation Report 	Household is tagged as CS 1
		For previously tagged CS 12: <ul style="list-style-type: none"> Pantawid Pamilya ID Barangay Certificate C/ML's Validation Report 	
		For previously tagged CS 15: <ul style="list-style-type: none"> Pantawid Pamilya ID School enrolment Certificate/School ID of eligible child/ren for monitoring C/ML's Validation Report 	
3.2.CS 14 – No Eligible (0-18 y/o) for CVS Monitoring (Certified by RPMO) if the household has no eligible child/ren for education monitoring	Cluster/Regional Beneficiary Data Officers (C/RBDO)	C/ML Certificate (Please refer to Annex 4 for the template)	Household is tagged as CS 14
3.3.CS 29 Delisted due to Aging Inactive Status in the Program if the household is aging inactive	Automatic identification and tagging through PPIS	No required documents	Household is tagged as CS 29

CERTIFICATION TEMPLATE:



Republic of the Philippines
Department of Social Welfare and Development
FIELD OFFICE ____



**CERTIFICATION
FOR DELISTING OF INELIGIBLE HOUSEHOLD**

This is to certify that the household of (Grantee's Name) with ID No. _____ no longer has any eligible member for monitoring in the Pantawid Pamilyang Pilipino Program (4Ps) and is recommended for tagging as **CS 14 - No Eligible (0-18 y/o) for CVS Monitoring (Certified by RPMO)** in the Pantawid Pamilya Information System (PPIS).

This certification is being issued as a requirement for the appropriate tagging of the status of the household in the PPIS.

Given this ____ day of ____ 2022.

Certified by:

(_____ NAME _____)
CITY/MUNICIPAL LINK
(AREA OF ASSIGNMENT)

Recommended by:

Approved by:

(_____ NAME _____)
PROVINCIAL LINK
(AREA OF ASSIGNMENT)

(_____ NAME _____)
REGIONAL DIRECTOR
(FIELD OFFICE)