

Department of Social Welfare and Development  
**PANTAWID PAMILYANG PILIPINO PROGRAM**  
**NATIONAL ADVISORY COUNCIL (NAC)**

**NAC Resolution No. 05**  
Series of 2021

**AMENDMENT TO NAC RESOLUTION 4, S. 2020, OR THE “4PS GRIEVANCE REDRESS SYSTEM RESOLUTION STANDARDS AND INDICATORS” TO LIFT THE SIX-MONTH PRESCRIPTIVE PERIOD UNDER APPEALS AND TO CLARIFY FURTHER THE PROVISIONS UNDER IMPLEMENTER ISSUE**

WHEREAS, Republic Act No. 11310 or “An Act Institutionalizing the Pantawid Pamilyang Pilipino Program”, otherwise known as the “4Ps Act” defines 4Ps as the national poverty reduction strategy and a human capital investment program that provides conditional cash transfer to poor households for a maximum of seven (7) years, to improve the health, education, and nutrition aspect of their lives.

WHEREAS, Section 14 of the 4Ps Act mandates the Department of Social Welfare and Development (DSWD) as the lead agency and shall serve as the central planning, coordinating, implementing, and monitoring body of the program. In the implementation of the 4Ps Act, the DSWD shall, among other functions, recommend to the National Advisory Council (NAC) measures and policies for the responsive delivery of the commitments under the 4Ps Act.

WHEREAS, Section 15 (d) of RA No. 11310 Act stipulates that the NAC shall, among other functions, promulgate a grievance redress system and accept complaints and grievances pertaining to the implementation of the 4Ps; and

WHEREAS, NAC Resolution No.4, series of 2020, promulgated on November 23, 2020 adopted a Grievance Redress System in 4Ps that also defined the types and sub-types of grievances and resolution indicators.

WHEREAS, under appeals, or requests to be reinstated back to the program coming from beneficiaries who have ceased to receive cash grants and the associated benefits due to temporary or permanent termination, **a prescriptive period of six months after the last receipt of cash grants** was provided for.

WHEREAS, imposing such prescriptive period is no longer necessary given the seven-year maximum stay in the program, as provided for under Section 4 of RA No. 11310, which states that the 4Ps shall **“provide conditional cash transfer to poor households for a maximum period of seven (7) years, to improve the health, nutrition and education aspect of their lives.”**

WHEREAS, under program implementer issue, which refers to a grievance against a program implementer (staff of the DSWD and its partner agencies) that affects the beneficiary experience and integrity of the program and correct and timely receipt of

cash grants, the following were observed: (i) **incorrect reporting of compliance data** only points to beneficiary complaints on erroneous compliance reported by staff and (ii) **inaction to requests** and **delayed action to requests** have not been sufficiently distinguished.

WHEREAS, the Ease of Doing Business and Efficient Government Service Delivery Act of 2018<sup>1</sup> can also be emphasized in the case of inaction/delayed action to requests and serve as a reference to determine whether an action is timely executed based on the type of transaction involved.

Now therefore, pursuant to the powers vested to the NAC, it is **RESOLVED** as it is hereby resolved to introduce the following amendments to NAC Resolution No. 4, series of 2020:

1. Amend the following provisions, to read:

<b>From</b>	<b>To</b>	<b>Nature of amendment</b>
6. Appeal – refers to a request to be reinstated back to the program coming from beneficiaries who have ceased to receive cash grants and the associated benefits due to termination, temporary or permanent. <b>The grace period to file appeals is six months after the last receipt of cash grants.</b>	6. Appeal – refers to a request to be reinstated back to the program coming from erroneously delisted beneficiaries who have ceased to receive cash grants and the associated benefits due to termination, temporary or permanent.	<b>Removed the six-month grace period</b>
<b>8.2.1. Incorrect reporting of compliance data</b> - when a program implementer has reported compliance/noncompliance data incorrectly, and such incorrect reporting has affected the correct and timely receipt of cash transfers	<b>8.2.1. Incorrect reporting of information and data</b> - when a program implementer has incorrectly reported beneficiary information and/or data, and such has affected the correct and timely receipt of cash transfers	<b>Removed “compliance data” and generalized to include other possible data/information</b>


<sup>1</sup> Republic Act No. 11032 also known as **Ease of Doing Business and Efficient Government Service Delivery Act of 2018**

<p><b>8.2.2. Inaction to requests</b> - when a program implementer fails to act, intentionally or unintentionally, on a particular transaction and whose inaction has affected the correct and timely receipt of cash grants</p> <p><b>8.2.3. Delayed action to requests</b> - when a program implementer fails to act, intentionally or unintentionally, on a particular transaction and whose inaction has affected the correct and timely receipt of cash grants</p> <p>Grievances involving personnel in the civil service shall be handled by the Human Resource Department or Office of the respective agency, not the GRS focal persons, for proper handling and investigation.</p>	<p><b>8.2.2. Inaction to requests</b> - when a program implementer did not act on a particular transaction, intentionally or unintentionally, and such inaction has affected the correct and/or timely receipt of cash grants</p> <p><b>8.2.3. Delayed action to requests</b> - when a program implementer failed to act, <b>within a reasonable time and/or consistent with the Ease of Doing Business and Efficient Government Service Delivery Act of 2018</b>, a particular transaction, intentionally or unintentionally, and such inaction has affected the correct and timely receipt of cash grants.</p>	<p><b>Distinguished inaction versus delayed action to requests</b></p>
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2. The provisions in the NAC Resolution No. 4 Series of 2020 which are inconsistent with the provisions of this Resolution are hereby repealed, modified or amended accordingly.

Adopted this 24th day of December, Two Thousand and Twenty-One, in Quezon City.

  
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