

1. Grievance Intake and Response

The Grievance Intake and response is the initial phase of the whole GRS process, which starts from accepting a grievance filed by a client, recording it in the information system, and providing the client an initial response. This Standard Operating Procedure only covers walk-in transactions.

As a general rule, anyone may **accept** a grievance, request, and inquiry but only the City/Municipal Link and grievance officers may ascertain its validity and thereafter **intake** the grievance. To ‘accept’ a grievance is to receive the transaction but to ‘intake’ is to record the transaction after ascertaining its validity. Intake and response require technical know-how about the GRS, particularly on the procedures in resolving the specific types and subtypes of grievances.

Office or Division:	Pantawid Familyang Pilipino Program (4Ps) – National Program Management Office (NPMO) Grievance Redress Division (GRD) - Central Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	4Ps Beneficiaries, and General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
I. INTAKE: 1. 4Ps ID or 1 valid ID (Original Copy), Any Proof of grievance, if available		4Ps Assistance Desk, Grievance Redress Division (GRD)		
II. RESPONSE: 1. Client Satisfaction Form (CSF) (1 form per client)		4Ps Assistance Desk, GRD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
I. INTAKE				
1. Present the 4Ps ID for 4Ps beneficiary. or 1 valid ID for non-4Ps.	1. Verify the identity of the client if 4Ps beneficiary or non-beneficiary	None	2 minutes	Director IV, 4Ps
2. Proceed to the 4Ps Assistance Desk for verification of identity.	2.1 Verify the client’s identity and assess/evaluate the received complaint/s. <i>Note: Refer to the Grievance Redress System</i>	None	5 minutes	Director IV, 4Ps

	<i>Field Manual for guidance on the intake of grievances.</i>			
II. RESPONSE				
3. Provide details about the grievance and supporting documents, if available, depending on the type of grievance reported.	3.1. If the client is a beneficiary or a former beneficiary, check the status of the concerned beneficiary in the Pantawid Pamilya Information System (PPIS).	None	5 minutes	Director IV, 4Ps
	3.2. Encode the transaction correctly and completely in the GRS Information System. <i>*For instances when the GRS Information System is inaccessible, the staff may use the Client Assistance Form to intake the grievance.</i>	None	5 minutes	Director IV, 4Ps
	3.3. Check the supporting documents provided, if available.	None	2 minutes	Director IV, 4Ps
	3.4. Assess all the data and information available and discuss with the client the findings and next steps to take. <i>3.4.1 If all information is readily available to resolve the case,</i> Resolve the grievance and provide feedback to the client. and proceed to step 6.	None	15 minutes	Director IV, 4Ps

	<p>3.4.2 If other information is needed and the grievance cannot be resolved immediately,</p> <p>3.4.2.1 Explain to the client the process that will be undertaken in processing the grievance, and inform the client that he/she will be contacted thru his/her mobile number.</p> <p>3.4.2.2 Print and provide a copy of the encoded transaction to the client.</p> <p><i>*For instances when the GRS Information System is inaccessible, the client will be given an acknowledgment receipt found at the bottom of the Client Assistance Form.</i></p>			
<p>4. Wait for the updates on the status of the grievance within three (3) days.</p>	<p>4.1 Endorse the transaction to the concerned office (DSWD Field Office, and/or OBSU) for processing and updating of the transaction in the GRS Information System (GIS), reflecting the actions taken by the concerned office within three (3) working days.</p>	None	7 hours	Director IV, 4Ps
	<p>4.2 Send an email notification to the Regional Grievance Officer to inform him/her.)</p>	None	6 minutes	Director IV, 4Ps
	<p>4.3 Monitor the status of the transaction and check for updates from the</p>	None	2 Days	Director IV, 4Ps

	concerned office in the GRS Information System.			
5. Receive update/feedback on the status of the grievance.	5.1 Provide the client an update/feedback about the status of his/her concern either through text messaging or phone call. <i>*For instances when the client did not provide contact information, the provision of feedback may be coursed through the assigned City/Municipal Link.</i>	None	5 minutes	Director IV, 4Ps
	5.2 Update the status of the transaction in the GRS Information System.	None	5 minutes	Director IV, 4Ps
6. Accomplish the client satisfaction measurement Form	6.1 Administer the Client Satisfaction Measurement Survey Form.	None	5 minutes	Director IV, 4Ps
	6.2. Analyze the data collected and include in the Client Satisfaction Measurement Report.	None	5 minutes	Director IV, 4Ps
Total	If the grievance is resolved outright	None	44 minutes	
	If the grievance is referred to Field Office for resolution and feedback is provided to the client	None	3 days	