

**Department of Social Welfare and Development
National Capital Region**

FOR : ALL CENTER/RESIDENTIAL CARE FACILITIES
ALL UNITS/SECTIONS
ALL RPMOs (Pantawid, SLP and RCTSU)

FROM : THE REGIONAL DIRECTOR

SUBJECT : Business Process and Requirements Analysis (BPRA) and Process Flow Chart of Pantawid Pamilya

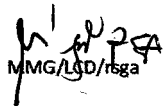
DATE : June 6, 2018

This is to share with you the Business Process and Requirements Analysis (BPRA) and Process Flow Chart on Grievance Redress System Enhanced Procedural Guidelines of Pantawid Pamilyang Pilipino Program as per result of the Technical Assistance Session on July 21, 2018 and inputs/comments of Policy Development and Planning Section.

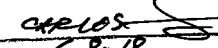
1. Request for Social Services
2. Partner's Performance
3. Facility Issues
4. Misbehavior of Beneficiaries-Collection of Fees
5. Ineligibility
6. Misbehavior of Beneficiaries- False Representation/Fraud
7. Cash Card Related Issues
8. Appeal for Reinstatement

For your information and guidance.

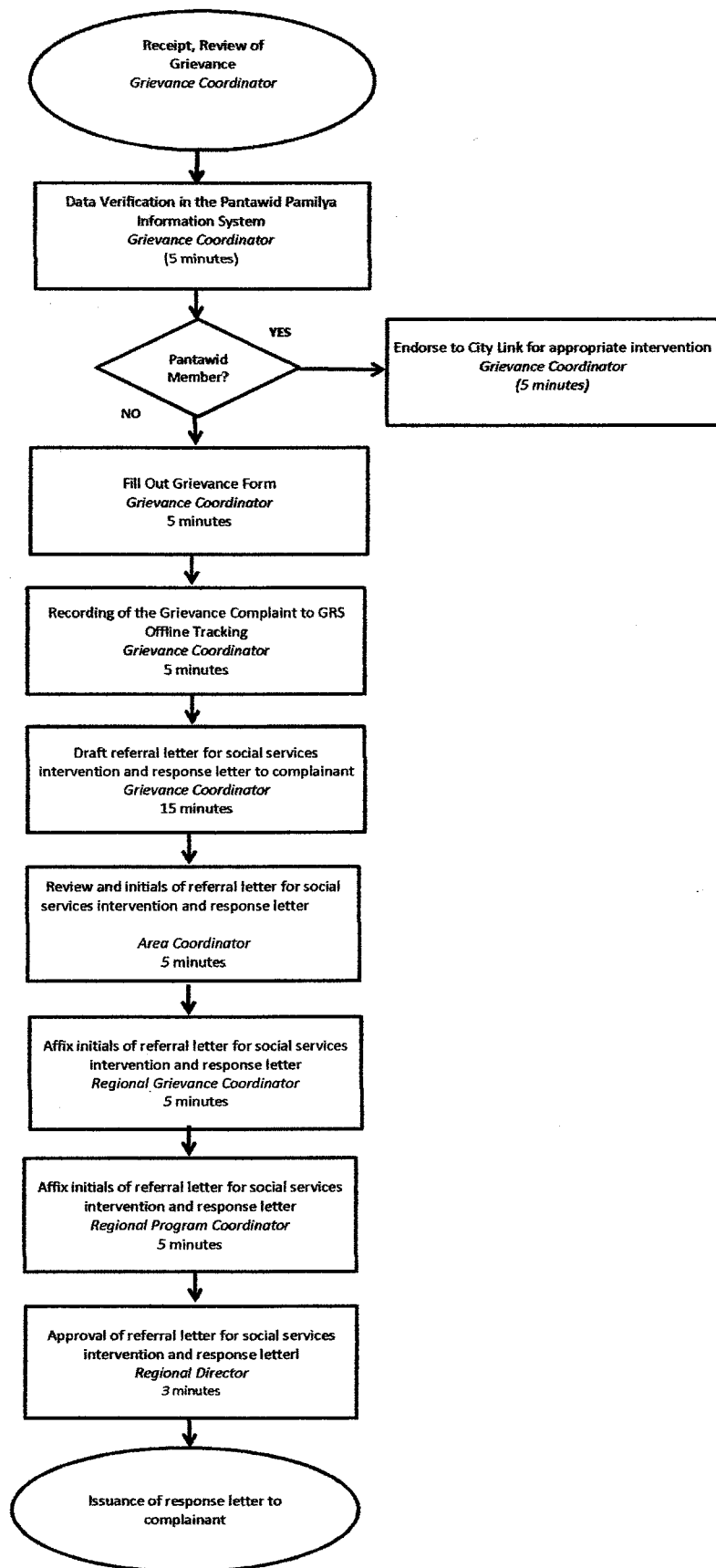

VINCENT ANDREW T. LEYSON


MMG/LSD/rsga

DSWD-NCR
RECORDS MANAGEMENT SECTION

Received by: 
Date/Time: 6-8-18
PPU

Department of Social Welfare and Development
NATIONAL CAPITAL REGION
PANTAWID PAMILYANG PILIPINO PROGRAM
PROCESS FLOW CHART OF GRIEVANCE REDRESS SYSTEM ON RESOLUTION OF REQUEST FOR SOCIAL SERVICE





BUSINESS PROCESS AND REQUIREMENTS ANALYSIS

Minimum Deliverable: Resolution of Request for Social Services
Grievance Redress System

[A] PROCESSES				[B] REQUIREMENTS					[10] Remarks
[1]	[2] Task	[3] Responsible Person	[4] Time Frame	[5] Output	[6] Policy	[7] Application	[8] Material/Infra	[9] Competency	
1.	Receipt, Review of Grievance by Grievance Coordinator	Grievance Coordinator	3 minutes	Filed Grievance Form	GRS Enhanced Procedural Guidelines	N/A	Grievance form	N/A	
2.	Data Verification on Pantawid Pamilya Information System by Grievance Officer	Grievance Coordinator	5 minutes	Filed Grievance Form		PPIS	Computer	Data recording	If active, proceed to the next process; if not provide immediate feedback
3.	Fill out of Grievance Form	Grievance Coordinator	5 minutes	Filed Grievance Form		N/A	Grievance form	N/A	
4.	Recording of Grievance Complaint to GRS Offline Tracking	Grievance Coordinator	5 minutes	GRS Offline Tracking		Microsoft excel	Computer	Data recording	
5.	Draft referral letter for social services intervention and response letter to complainant	Grievance Officer	15 minutes	Referral letter		MS word	Computer, Paper, Pen and printer	Writing skill	NHTU, CIU, SLP and CSWDO or SSD
6.	Review and Initial of	Area	5 minutes	Referral letter with	GRS Enhanced	N/A	Paper and	Analytical	



DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT
Policy and Plans Division [PPD]
Planning Unit [PU]

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Business Process and Requirements Analysis (BPRA) and Process Flow Chart"

	referral letter	Coordinator	5 minutes	Initials	Procedural Guidelines	pen	skill
7.	Affix initial of referral letter and response letter	Regional Grievance Officer	5 minutes	Referral letter with initials	N/A	Paper and pen	Analytical skill
8.	Affix initial referral letter and response letter	Regional Program Coordinator	5 minutes	Referral letter with initials	N/A	Paper and pen	Analytical skill
9.	Forwarding the referral letter to AA of Assistant Regional Director to Operations	Admin Asst of RPMO	3 minutes	Tracking of Documents	N/A	Paper, pen and logbook	Data recording
10.	Review and affix initial for the referral letter and response letter	Assistant Regional Director for Operations	3 minutes	Referral letter with initials	N/A	Paper and pen	Analytical skill
11.	Approval of referral letter and response letter	Regional Director	3 minutes	Approved referral letter	N/A	Paper and pen	Analytical skill
12.	Issuance of response letter to complainant	Grievance Coordinator; City Link	5 minutes	Notice Letter	N/A	Paper and pen	Communication skill

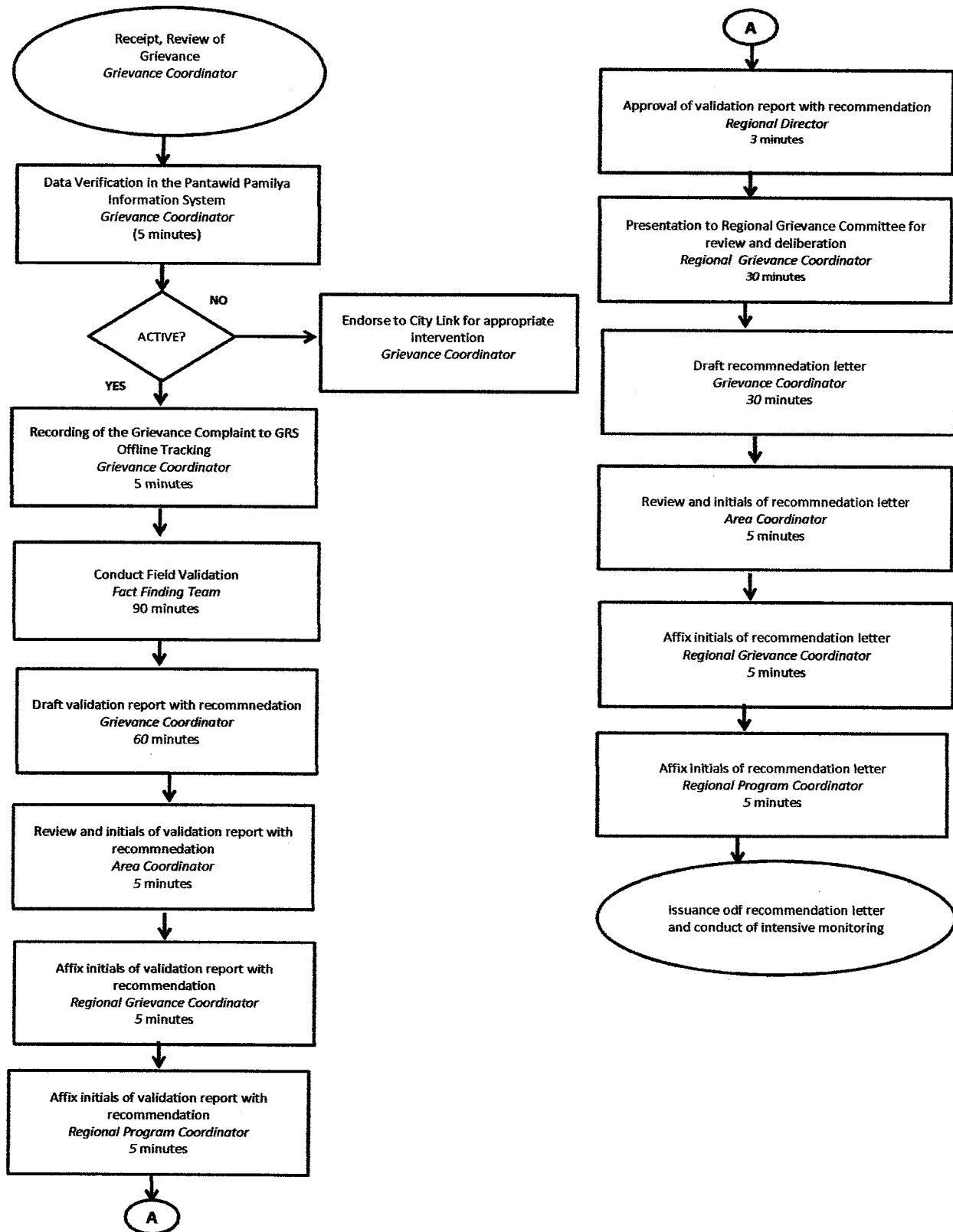
Fill-up instructions for [A] Processes:

- [1] Indicate the sequential number assigned to the task to emphasize procedure.
- [2] Indicate the detailed description of the task/action performed by the responsible person.
- [3] Indicate the full name and position of the responsible person who performs the task.
- [4] Indicate the actual or average time consumed to complete the task/action.
- [5] Indicate the detailed description of the product or result attained after completing the task.

Fill-up Instructions for [B] Requirements:

- [6] Indicate the title of the policy, rules or regulation that govern the process and performance of task and/or indicate necessary enhancements to improve the policy, rules or regulations.
- [7] Indicate the title of the application necessary to support the efficient performance of task and/or indicate necessary enhancements to improve the current application.
- [8] Indicate the hardware and services necessary to support the effective performance of task and/or indicate the necessary enhancements to improve the existing hardware and services.

Department of Social Welfare and Development
NATIONAL CAPITAL REGION
PANTAWID PAMILYANG PILIPINO PROGRAM
PROCESS FLOW CHART OF GRIEVANCE REDRESS SYSTEM ON PARTNER'S PERFORMANCE





BUSINESS PROCESS AND REQUIREMENTS ANALYSIS

Minimum Deliverable: Resolution of Grievance on Partner's Performance
Grievance Redress System

[A] PROCESSES					[B] REQUIREMENTS			[10] Remarks	
[1]	[2]	[3]	[4]	[5]	[6]	[7]	[8]	[9]	
No	Task	Responsible Person	Time Frame	Output	Policy	Application	Material/Infra	Competency	
1.	Receipt and review of inputs of grievance report	Grievance Coordinator	3 minutes	Filed grievance form	GRS Enhanced Procedural Guidelines	N/A	Grievance Form	N/A	
2.	Data Verification in the PPIS/Memorandum	Grievance Coordinator	5 minutes			PPIS	Computer, paper, pen, printer	Data Analysis	
3.	Recording of the grievance to GRS Database	Grievance Coordinator	5 minutes	GRS Offline Tracking		GRS Database, Microsoft Excel	Computer	Data recording	
4.	Conduct Field Validation – Fact Finding Team	Social Welfare Officer III/Grievance Coordinator/IP DO/RPMO/City Link	90 minutes	Written explanation of concerned partner/stakeholders		N/A	Paper and pen	Analytical skill, and communication skill	(Lack/absence of IPDO Focal/RPMO should be documented.)
5.	Preparation of validation report and initial recommendation based on the conducted field validation of Fact Finding team.	Grievance Coordinator	60 minute	Validation report with recommendation		N/A	Computer, printer, paper	Writing skill	
6.	Review and initial	Area	5 minutes	Memo with	N/A		Paper and pen	Analytical	



	of validation report with recommendation	Coordinator		initials				skill	
7.	Affix initial of validation report with recommendation	Regional Grievance Officer	5 minutes	Memo with initials	GRS Enhanced Procedural Guidelines	N/A	Paper and pen	Analytical skill	
8.	Affix initial of validation report with recommendation	Regional Program Coordinator	5 minutes	Memo with initials		N/A	Paper and pen	Analytical skill	
9.	Forwarding of validation report with recommendation to ARDO AA	RPMO AA	2 minutes			N/A	Paper and pen	Data recording	
10.	Review and affix initial of validation report with recommendation	ARDO	3 minutes	Memo with initials		N/A	Paper and pen	Analytical skill	
11.	Approval of validation report with recommendation	Regional Director	3 minutes	Approve/disap prove memo		N/A	Paper and pen	Analytical skill	
12.	Presentation to Regional Grievance Committee for review and deliberation	Regional Grievance Committee	30 minute	Approve/disap prove recommendati on		MS Powerpoint	Paper and pen	Analytical skill and communicat ion skill	

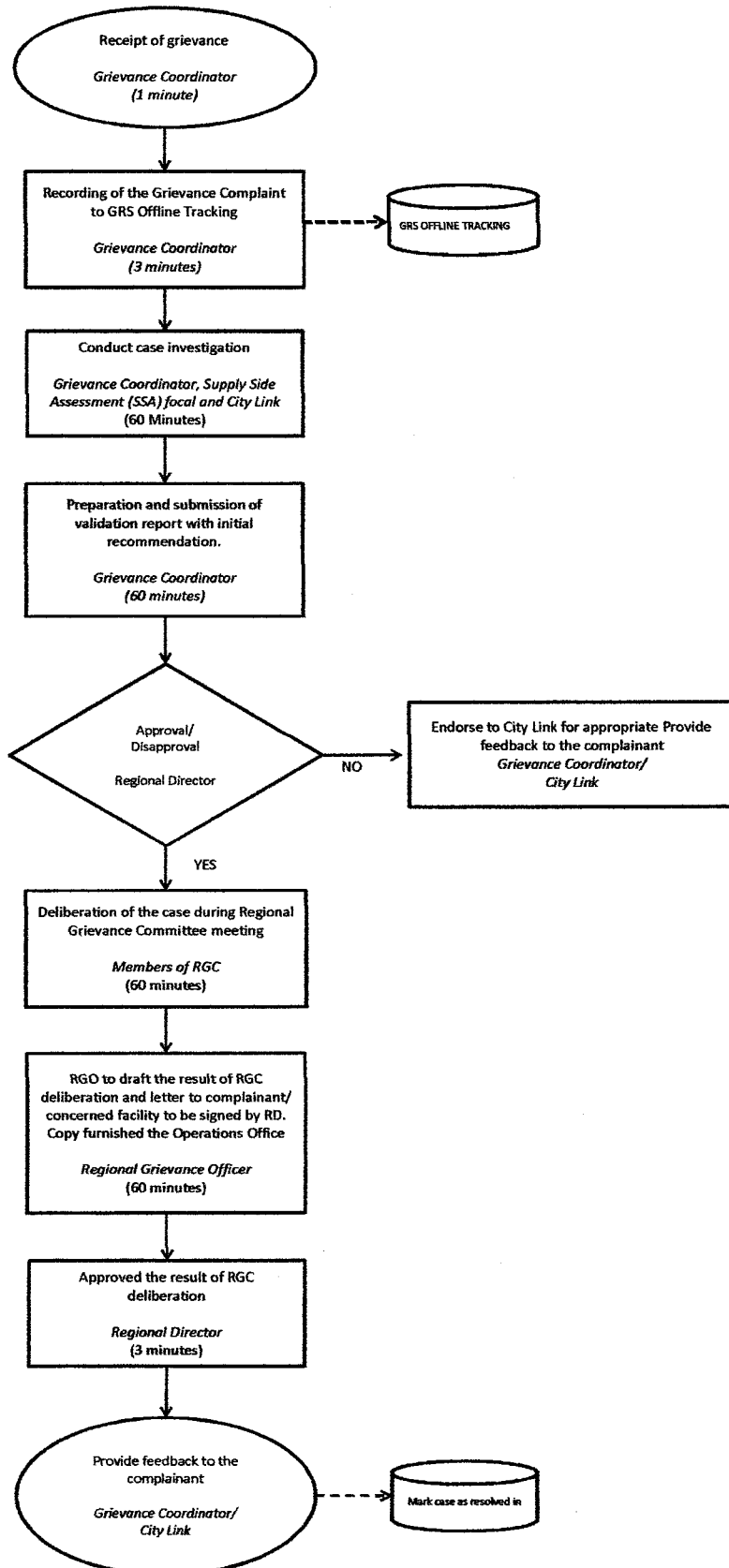


13.	Drafting of recommendation letter	Regional Grievance Officer	30 minute	Resolution and letter to concerned stakeholder	GRS Enhanced Procedural Guidelines	Microsoft Word	Computer, paper and printer	Writing skill	For the stake holder and letter to the concerned complainant based on the final resolution deliberated by the Regional Grievance Committee
14.	Review and initial of recommendation letter	Regional Program Coordinator	5 minutes	Resolution and letter to concerned stakeholder with initials		N/A	Paper and pen	Analytical skill	
15.	Affix initial of recommendation letter	ARD	3 minutes	Memo with initials		N/A	Paper and pen	Analytical skill	
16.	Approval of recommendation letter	Regional Director	3 minutes	Approve/disapprove memo		N/A	Paper and pen	Analytical skill	
17.	Issuance of letter and intensive monitoring	City Link/ Grievance Coordinator	20 minutes	Marked case as resolved		N/A	Paper and pen	Communication skill	



Fill-up instructions for [A] Processes: [1] Indicate the sequential number assigned to the task to emphasize procedure. [2] Indicate the detailed description of the task/action performed by the responsible person. [3] Indicate the full name and position of the responsible person who performs the task. [4] Indicate the actual or average time consumed to complete the task/action. [5] Indicate the detailed description of the product or result attained after completing the task.	Fill-up Instructions for [B] Requirements: [6] Indicate the title of the policy, rules or regulation that govern the process and performance of task and/or indicate necessary enhancements to improve the policy, rules or regulations. [7] Indicate the title of the application necessary to support the efficient performance of task and/or indicate necessary enhancements to improve the current application. [8] Indicate the hardware and services necessary to support the effective performance of task and/or indicate the necessary enhancements to improve the existing hardware and services. [9] Indicate the knowledge, skills and attitude that the responsible person must possess to effectively perform the task and/or additional KAS that must be acquired by the responsible person. [10] To be filled by the analyst to indicate action or additional information needed.
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Department of Social Welfare and Development
NATIONAL CAPITAL REGION
PANTAWID PAMILYANG PILIPINO PROGRAM
PROCESS FLOW CHART OF GRIEVANCE REDRESS SYSTEM ON FACILITY ISSUES





BUSINESS PROCESS AND REQUIREMENTS ANALYSIS

Minimum Deliverable: Resolution of Grievance on Facility Issues
Grievance Redress System

[A] PROCESSES				[B] REQUIREMENTS					[10] Remarks
[1]	[2]	[3]	[4]	[5]	[6]	[7]	[8]	[9]	
No.	Task	Responsible Person	Time Frame	Output	Policy	Application	Material/Infra	Competency	
1.	Receipt of Feedback Report with inputs from Area Coordinator	Grievance Coordinator	3 minutes	Filed grievance	GRS Enhanced Procedural Guidelines	N/A	Grievance form	N/A	
2.	Review of the submitted feedback Report	Grievance Coordinator	5 minutes	Feedback report		N/A	Paper and pen	Analytical skill	
3.	Recording of the Grievance Complaint to GRS Offline Tracking	Grievance Coordinator	5 minutes	GRS offline tracking		Microsoft Excel	Computer	Data recording	
4.	Conduct case investigation	Grievance Coordinator, Supply Side Assessment (SSA) focal and City Link	60 Minutes	Feedback report		N/A	Computer, printer, paper and pen	Analytical skill	
5.	Preparation and submission of validation report with initial recommendation.	Grievance Coordinator	60 minutes	Validation report		N/A	Computer, printer, paper and pen	Writing skill	
6.	Review and Initials of Validation Report	Area Coordinator	5 minutes	Validation report with initials		N/A	Paper and pen	Analytical skill	
7.	Review and initial of Validation Report	Regional Grievance Officer	5 minutes	Validation report with initials		N/A	Paper and pen	Analytical skill	
8.	Review and initial of Validation Report	Regional Program	5 minutes	Validation report with initials		N/A	Paper and pen	Analytical skill	



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	Coordinator	3 minutes	initials						
9.	Forwarding the documents to AA ARDO by AA RPMO	AA RPMO	3 minutes	Tracking of documents	N/A	Paper and pen	Data recording		
10.	Review and initial of Validation Report	ARDO	3 minutes	Validation report with initials	N/A	Paper and pen	Analytical skill		
11.	Review and approval of Regional Director	Regional Director	3 minutes	Validation report with inputs	N/A	Paper and pen	Analytical skill		
12.	Deliberation of the case during Regional Grievance Committee meeting.	Members of RGC, Regional Grievance Officer, Grievance Officer and SSA Focal	60 minutes	PPT Presentation	Microsoft Power point	Microphone, LCD projector, Computer, Paper and pen	Analytical skill and communication skill		
13.	RGO to draft the result of RGC deliberation and letter to complainant/ concerned facility to be signed by RD. Copy furnished the Operations Office	Regional Grievance Officer	60 minutes	Result of RGC deliberation and letter to concerned facility	Microsoft Word	Computer, Printer	Analytical skill and writing skill		
14.	Review and initial of result of RGC deliberation and letter to concerned facility	Regional Program Coordinator	5 minutes	Result of RGC deliberation and letter to concerned facility with initials	N/A	Paper and pen	Analytical skill		
15.	Review and approval of ARDO	ARDO	3 minutes	Result of RGC deliberation and letter to concerned	N/A	Paper and pen	Analytical skill		

GRS
Enhanced
Procedural
Guidelines

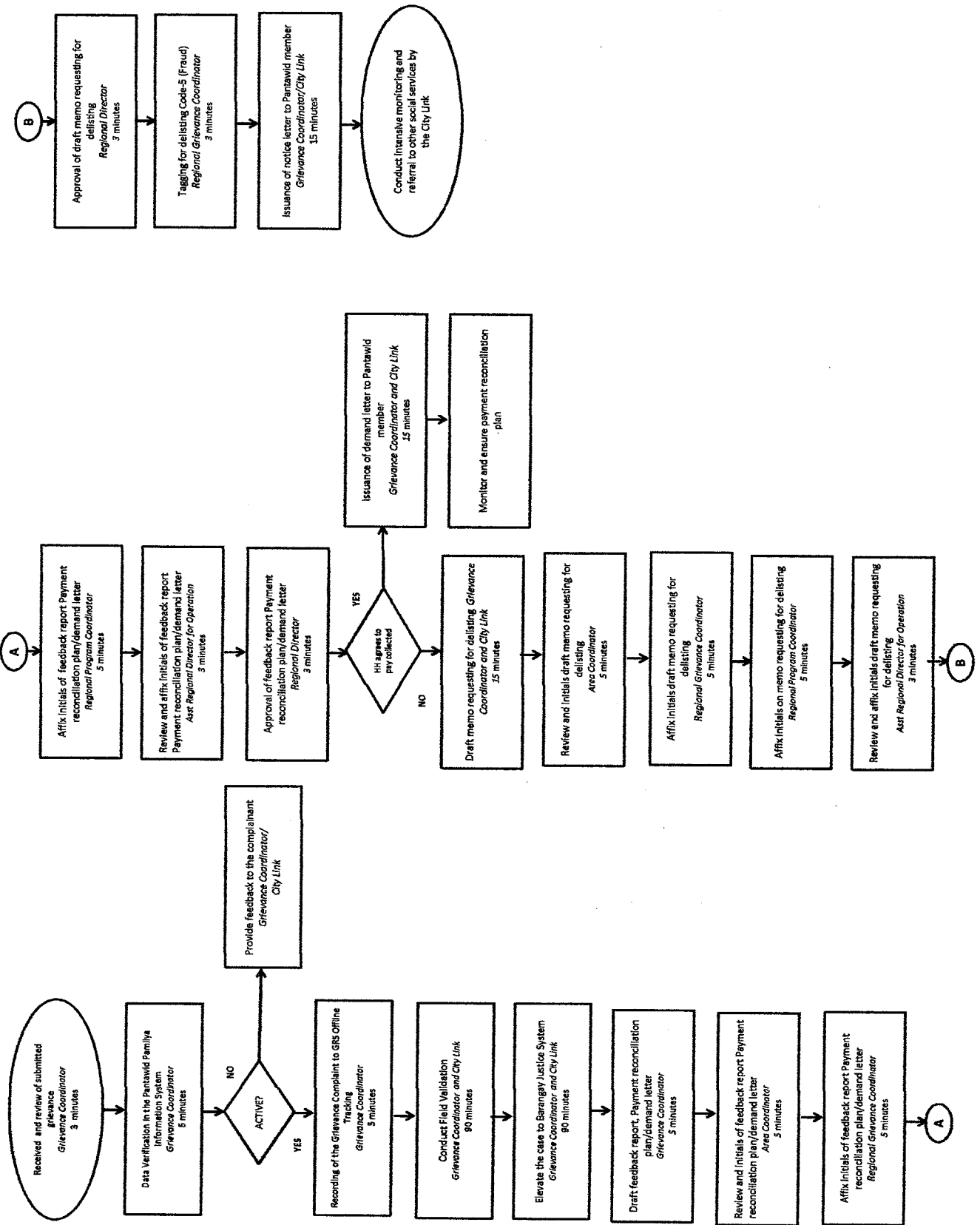


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					facility with initials								
16.	Review and approved/disapproved by RD	Regional Director	3 minutes	Approved memo									
17.	To serve the letter to facility focal/complainant	Grievance Coordinator/City Link	15 minutes	Letter to complainant/concerned facility									
Fill-up instructions for [A] Processes: [1] Indicate the sequential number assigned to the task to emphasize procedure. [2] Indicate the detailed description of the task/action performed by the responsible person. [3] Indicate the full name and position of the responsible person who performs the task. [4] Indicate the actual or average time consumed to complete the task/action. [5] Indicate the detailed description of the product or result attained after completing the task.					Fill-up Instructions for [B] Requirements: [6] Indicate the title of the policy, rules or regulation that govern the process and performance of task and/or indicate necessary enhancements to improve the policy, rules or regulations. [7] Indicate the title of the application necessary to support the efficient performance of task and/or indicate necessary enhancements to improve the current application. [8] Indicate the hardware and services necessary to support the effective performance of task and/or indicate the necessary enhancements to improve the existing hardware and services. [9] Indicate the knowledge, skills and attitude that the responsible person must possess to effectively perform the task and/or additional KAS that must be acquired by the responsible person. [10] To be filled by the analyst to indicate action or additional information needed.								

PROCESS FLOW CHART OF GRIEVANCE REDRESS SYSTEM ON RESOLUTION OF MISBEHAVIOR OF BENEFICIARY - COLLECTION OF FEES





BUSINESS PROCESS AND REQUIREMENTS ANALYSIS

Minimum Deliverable: Resolution of Misbehavior of Beneficiaries - Collection of Fees
Grievance Redress System

[A] PROCESSES				[B] REQUIREMENTS					[10] Remarks
[1] No.	[2] Task	[3] Responsible Person	[4] Time Frame	[5] Output	[6] Policy	[7] Application	[8] Material/Infra	[9] Competency	
1	Receipt of Grievance	Grievance Coordinator	3 minutes	Filed Grievance Form	GRS Enhanced Procedural Guidelines	N/A	Grievance Form	N/A	
2	Verify Household in the PPIS. If Active, proceed; If not active, Case Closed and provide feedback to complainant	Grievance Coordinator	5 minutes	Household was verified		PPIS	Computer, Master list	Data analysis	If Active, proceed; If not active, Case Closed and provide feedback to complainant
3	Encode Complaint to Offline Tracking	Grievance Coordinator	5 minutes	GRS Offline Tracking		GRS Database	Computer, MS Excel	Data recording	
4	Conduct Field Validation	Grievance Coordinator and City Link	90 minutes	Result of Validation/ written explanation of the concerned HH		N/A	Paper and Pen	Analytical skill	
5	Elevate the case to Barangay Justice System	Grievance Coordinator, SWO III, City Link, Barangay Focal	90 minutes	Minutes of the meeting/ Confirmation of Agreement		N/A	Paper and Pen, Computer	Analytical skill	If the subject of complainant agrees to settle the account
6	Draft feedback report to RD	Grievance Coordinator and City Link	30 minutes	Feedback Report, Payment reconciliation plan/demand letter		N/A	Computer, paper, pen and printer	Writing skill	
6.1	Review and Initials on feedback report	Area Coordinator	5 minutes	Feedback Report, Payment reconciliation		N/A	Paper and pen	Analytical skill	



[A] PROCESSES				[B] REQUIREMENTS					[10] Remarks
[1]	[2]	[3]	[4]	[5]	[6]	[7]	[8]	[9]	
No.	Task	Responsible Person	Time Frame	Output	Policy	Application	Material/Infra	Competency	
	Payment reconciliation plan/demand letter			plan/demand letter with initials					
6.2	Affix initials on feedback report Payment reconciliation plan/demand letter	Regional Grievance Officer	5 minutes	Feedback Report, Payment reconciliation plan/demand letter with initials		N/A	Paper and pen	Analytical skill	
6.3	Affix initials on feedback report, Payment reconciliation plan/demand letter	Regional Program Coordinator	5 minutes	Feedback Report, Payment reconciliation plan/demand letter with initials		N/A	Paper and pen	Analytical skill	
6.4	Forwarding the documents to AA/ARDO by AA/RPMO	AA/RPMO	5 minutes	Tracking of documents	GRS Enhanced Procedural Guidelines	N/A	Paper, pen, logbook	Data recording	
6.5	Review and affix initials on feedback report, Payment reconciliation plan/demand letter	Assistant Regional Director – RDPM	3 minutes	Feedback Report, Payment reconciliation plan/demand letter with initials		N/A	Paper and pen	Analytical skill	
6.6	Approval of Feedback Report, Payment reconciliation plan/demand letter	Regional Director	3 minutes	Approved/disapproved Feedback Report, Payment reconciliation plan/demand letter		N/A	Paper and pen	Analytical skill	
6.7	If yes, issuance of demand letter to Pantawid member	Grievance Coordinator and City Link	15 minutes	Demand letter		N/A	Paper and pen	Communication skill	
6.8	Monitor and ensure payment reconciliation plan (until full payment is made). CASE CLOSED	City Link, Moving Roving Bookkeeper		Marked case as resolved in GRS database		N/A	Paper and pen	Analytical skill	

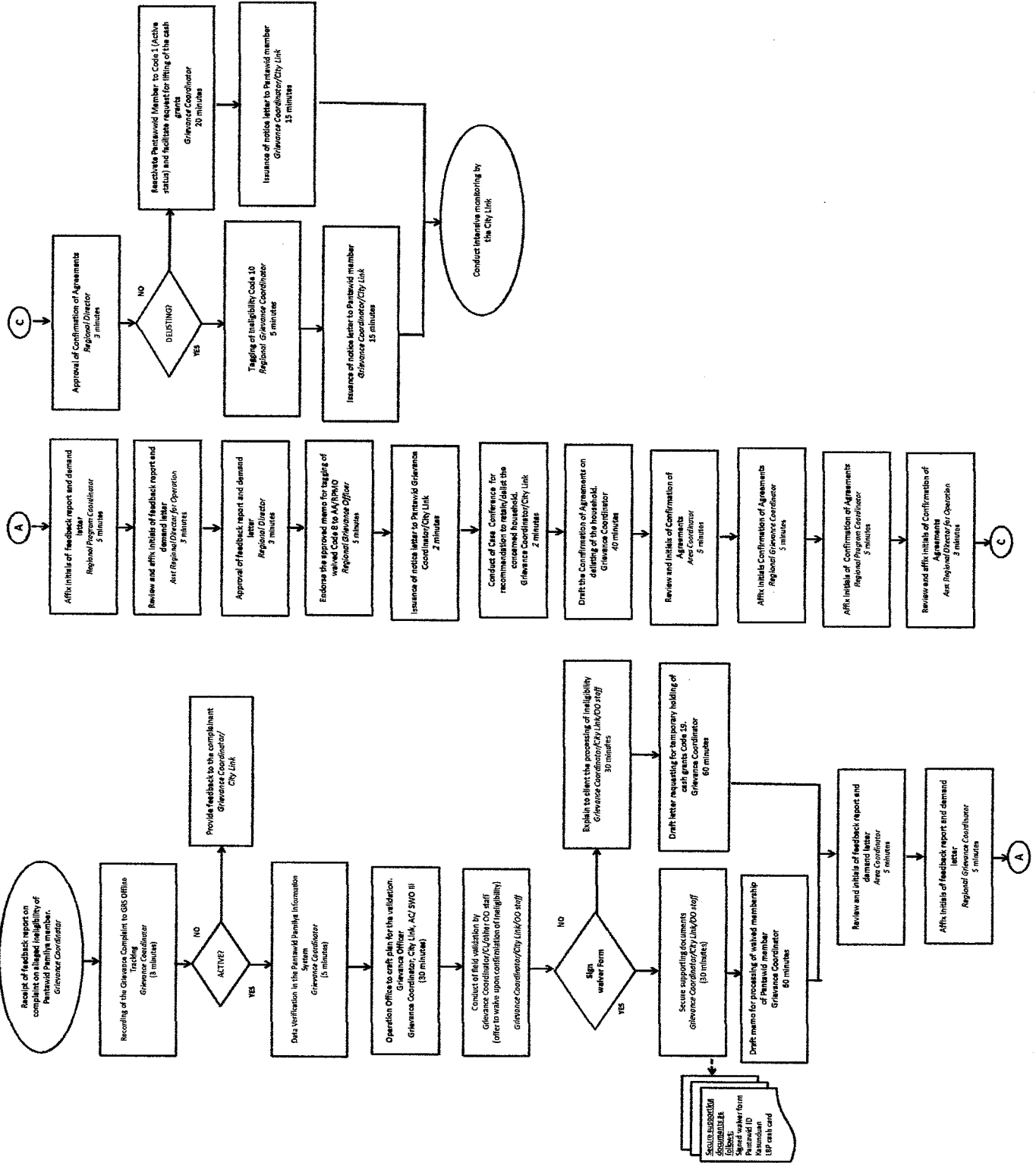


[A] PROCESSES				[B] REQUIREMENTS					[10] Remarks
[1] No.	[2] Task	[3] Responsible Person	[4] Time Frame	[5] Output	[6] Policy	[7] Application	[8] Material/Infra	[9] Competency	
7	If No, Draft memo Requesting for Delisting	Grievance Coordinator	60 minutes	Request for Delisting, Notice to Member	GRS Enhanced Procedural Guidelines	N/A	Computer, paper and printer	Analytical skill and writing skill	If the member disagrees to settle the account.
7.1	Review and Initials memo Requesting for Delisting	Area Coordinator	5 minutes	Feedback Report, Payment reconciliation plan/demand letter with initials		N/A	Paper and pen	Analytical skill	
7.2	Review and Initials memo Requesting for Delisting	Regional Grievance Officer	5 minutes	Feedback Report, Payment reconciliation plan/demand letter with initials		N/A	Paper and pen	Analytical skill	
7.3	Review and Initials memo Requesting for Delisting	Regional Program Coordinator	5 minutes	Feedback Report, Payment reconciliation plan/demand letter with initials		N/A	Paper and pen	Analytical skill	
7.4	Forwarding the documents to AA/ARDO by AA/RPMO	AA/RPMO	2 minutes	Tracking of documents		N/A	Paper, pen and printer	Data recording	
7.5	Review and Initials memo Requesting for Delisting	Assistant Regional Director - RDPM	3 minutes	Feedback Report, Payment reconciliation plan/demand letter with initials		N/A	Paper and pen	Analytical skill	
7.6	Approval of memo Requesting for Delisting	Regional Director	3 minutes	Approved/disapproved Feedback Report, Payment reconciliation plan/demand letter		N/A	Paper and pen	Analytical skill	
8	Tagging for delisting Code-5 (Fraud)	Regional Grievance	3 minutes	Tagged as Code 5		PPIS	Computer, Internet	Data analysis	



[A] PROCESSES				[B] REQUIREMENTS				[10] Remarks	
[1] No.	[2] Task	[3] Responsible Person	[4] Time Frame	[5] Output	[6] Policy	[7] Application	[8] Material/Infra		[9] Competency
9	Issuance of notice to Pantawid Pamilya member	Grievance Coordinator and City Link	10 minutes	Notice to Pantawid member		N/A	Paper and pen	Communication skill	
10	For intensive monitoring and referral to other social services	GC and CL				N/A	Paper and pen	Analytical skill	
Fill-up Instructions for [A] Processes: [1] Indicate the sequential number assigned to the task to emphasize procedure. [2] Indicate the detailed description of the task/action performed by the responsible person. [3] Indicate the full name and position of the responsible person who performs the task. [4] Indicate the actual or average time consumed to complete the task/action. [5] Indicate the detailed description of the product or result attained after completing the task.				Fill-up Instructions for [B] Requirements: [6] Indicate the title of the policy, rules or regulation that govern the process and performance of task and/or indicate necessary enhancements to improve the policy, rules or regulations. [7] Indicate the title of the application necessary to support the efficient performance of task and/or indicate necessary enhancements to improve the current application. [8] Indicate the hardware and services necessary to support the effective performance of task and/or indicate the necessary enhancements to improve the existing hardware and services. [9] Indicate the knowledge, skills and attitude that the responsible person must possess to effectively perform the task and/or additional KAS that must be acquired by the responsible person. [10] To be filled by the analyst to indicate action or additional information needed.					

Department of Social Welfare and Development
NATIONAL CAPITAL REGION
PANTAWID PAMILYANG PAUPHINO PROGRAM
PROCESS FLOW CHART OF GRIEVANCE REDRESS SYSTEM ON INELIGIBILITY





BUSINESS PROCESS AND REQUIREMENTS ANALYSIS

Minimum Deliverable: Resolution of Ineligibility
Grievance Redress System

[A] PROCESSES					[B] REQUIREMENTS				[10] Remarks
[1] No.	[2] Task	[3] Responsible Person	[4] Time Frame	[5] Output	[6] Policy	[7] Application	[8] Material/Infra	[9] Competency	
1.	Receipt of feedback report on complaint on alleged ineligibility of Pantawid Pamilya member.	Grievance Coordinator	3 minutes	Filed Grievance Form	GRS Enhanced Procedural Guidelines	Grievance Form	N/A	N/A	
2.	Verify the status and gather information on the household through PPIS (database).	Grievance Coordinator	5 minutes	Filed Grievance Form		PPIS	Computer, paper, pen	Data Analysis	If active, proceed to the next process; if not provide immediate feedback
3.	Recording of the Grievance Complaint to GRS Offline Tracking	Grievance Coordinator	5 minutes	GRS Offline Tracking		GRS Database, Microsoft Excel	Computer	Data Recording	
4.	Operation Office to craft plan for the validation. Grievance Officer.	Grievance Coordinator, City Link, AC/ SWO III	30 minutes	Validation plan		N/A	Paper, pen	Analytical skill	
5.	Conduct field validation to concerned household	Grievance Coordinator, City Link or other OO staff as needed	60 minutes	Feedback Report		N/A	Paper, pen	Analytical skill	The validating team explains the guidelines and the procedures of the program with regard to eligibility of Pantawid member and



										encourage them to voluntarily waive their membership to the program if found ineligible.
6.	If the household voluntarily signed the waiver form. Grievance Officer secures supporting documents. If No, Explain to client the processing of Ineligibility	Grievance Coordinator, City Link	30 minutes	Signed waiver form including the Pantawid ID, Kasunduan and LBP Cash Card if available	GRS Enhanced Procedural Guidelines	N/A	Paper, pen	Communication skill		
7.	To draft memo for processing of waived membership of Pantawid member and letter requesting for temporary holding of cash grants Code 19.	Grievance Coordinator	60 minutes	Letter for tagging of waived/letter to Pantawid member		MS Word	Computer, paper, printer	Writing skill		While waiting for the result of the deliberation.
8.	Review and initial of Area Coordinator on memo for processing of waived membership of Pantawid member and letter requesting for temporary holding of cash grants Code 19.	Area Coordinator	5 minutes	Letter for tagging of waived/letter to Pantawid member with initials		N/A	Paper, pen	Analytical skill		
10.	Affix initial of RGO on memo for processing of waived membership of	Regional Grievance Officer	5 minutes	Letter for tagging of waived/letter to		N/A	Paper, pen	Analytical skill		



	Pantawid member and letter requesting for temporary holding of cash grants Code 19.			Pantawid member with initials					
11.	Affix initial of RPC on memo for processing of waived membership of Pantawid member and letter requesting for temporary holding of cash grants Code 19.	Regional Program Coordinator	5 minutes	Letter for tagging of waived/letter to Pantawid member with initials	N/A	Paper, pen	Analytical skill		
12.	Forwarding the memo to AA ARDO	AA RPMO	3 minutes	Tracking of document	N/A	Paper, pen, logbook	Data recording		
13.	Review and affix initial ARDO on memo for processing of waived membership of Pantawid member and letter requesting for temporary holding of cash grants Code 19.	ARDO	3 minutes	Letter for tagging of waived/letter to Pantawid member with initials	N/A	Paper, pen	Analytical skill		
14.	Approval of memo for processing of waived membership of Pantawid member and letter requesting for temporary holding of cash grants Code 19.	AA/RD	3 minutes	Approved/Disapproved Letter for tagging of waived/letter to Pantawid member	GRS Enhanced Procedural Guidelines	Paper, pen	Analytical skill		
15.	AA-OO to endorse the approved memo for tagging of waived Code 8 to AA/RPMO to be done by the RGO	AA-OO; Regional Grievance Officer	5 minutes	Tracking of document; Tagging of Waived Code-8		Paper, pen, logbook	Data recording		
16.	Issuance of notice letter to	Grievance	2 minutes	Notice letter to	N/A	Paper, pen	Communic		



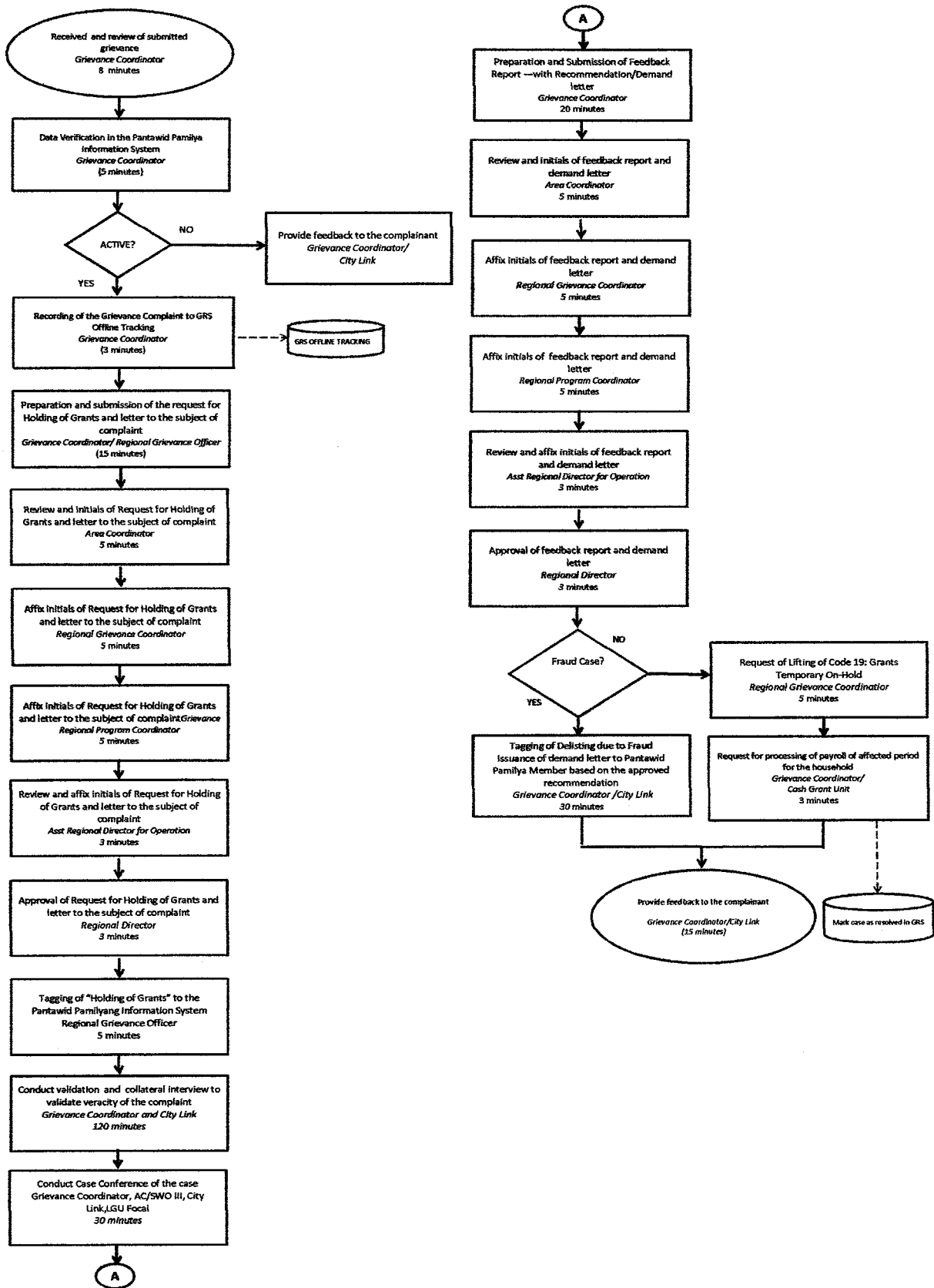
DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT
Policy and Plans Division [PPD]
Planning Unit [PU]

**"Monitoring and Evaluation Workshop on the Preparation of
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	Pantawid member	Coordinator, City Link		Pantawid member			ation skill	
17.	Conduct Case Conference for recommendation to retain/delist the concerned household.	Grievance Coordinator, City Link, AC/SWO III, LGU Focal, and IP Tribal Leader (if the subject of complaint is an IP)	60 minutes	Minutes of the case conference/ Confirmation of Agreement/Result of case conference	N/A	Paper, pen,	Analytical skill	
18.	Draft Confirmation of Agreements on delisting of the household.	Grievance Coordinator	40 minutes	Result of Case Conference	MS Word	Computer	Writing skill	
19.	Review and initial of Confirmation of Agreements	Area Coordinator	5 minutes	Result of Case Conference with Initials	N/A	Paper, pen	Analytical skill	
20.	Affix initial of Confirmation of Agreements	Regional Grievance Officer	5 minutes	Result of Case Conference with Initials	N/A	Paper, pen	Analytical skill	
21.	Affix initial of Confirmation of Agreements	Regional Program Coordinator	5 minutes	Result of Case Conference with Initials	N/A	Paper, pen	Analytical skill	
22.	Forwarding the memo to AA-ARDO	AA RPMO	5 minutes	Tracking of docs.	N/A	Paper, pen	Recording skill	
23.	Review and Initial Confirmation of Agreements	ARDO	5 minutes	Result of Case Conference with Initials	N/A	Paper, pen	Analytical skill	
24.	Approval of Confirmation of Agreements	Regional Director	5 minutes	Approved/Disapproved result of case conference	N/A	Paper, pen	Analytical skill	
25.	Tagging of Ineligibility Code 10 to AA RPMO to be done by the RGO.	Regional Grievance Officer	5 minutes	Tagged as code 19 grs temporary on	N/A	Paper, pen	Recording skill, Data analysis	



					hold							
26.	Issuance of notice letter to Pantawid member	Grievance Coordinator/City Link	15 minutes		Issuance of notice letter	N/A	Paper, pen	Communication skill				
27.	When recommended to retain- the household will be reactivated to Code 1 Active status and Grievance Coordinator to facilitate request for lifting of the cash grants (special payroll)	Grievance Coordinator, Regional Grievance Officer, Cash Grant Focal/MRB	20 minutes		Approved result of case conference	N/A	Computer	Analytical skill				
28.	Issuance notice letter to Pantawid member.	Grievance Coordinator/ City Link	15 minutes		Notice letter the household	N/A	Paper, pen	Communication skill				
29.	Conduct intensive monitoring by the City Link	City Link			Marked case as resolved in GRS Database	N/A	Paper, pen	Analytical skill				
Fill-up instructions for [A] Processes: [1] Indicate the sequential number assigned to the task to emphasize procedure. [2] Indicate the detailed description of the task/action performed by the responsible person. [3] Indicate the full name and position of the responsible person who performs the task. [4] Indicate the actual or average time consumed to complete the task/action. [5] Indicate the detailed description of the product or result attained after completing the task.						Fill-up instructions for [B] Requirements: [6] Indicate the title of the policy, rules or regulation that govern the process and performance of task and/or indicate necessary enhancements to improve the policy, rules or regulations. [7] Indicate the title of the application necessary to support the efficient performance of task and/or indicate necessary enhancements to improve the current application. [8] Indicate the hardware and services necessary to support the effective performance of task and/or indicate the necessary enhancements to improve the existing hardware and services. [9] Indicate the knowledge, skills and attitude that the responsible person must possess to effectively perform the task and/or additional KAS that must be acquired by the responsible person. [10] To be filled by the analyst to indicate action or additional information needed.						





BUSINESS PROCESS AND REQUIREMENTS ANALYSIS

Minimum Deliverable: Resolution of Misbehavior of Beneficiary – False Representation/Fraud
Grievance Redress System

[A] PROCESSES				[B] REQUIREMENTS					[10] Remarks
[1] No.	[2] Task	[3] Responsible Person	[4] Time Frame	[5] Output	[6] Policy	[7] Application	[8] Material/Infra	[9] Competency	
1	Receipt of Grievance	Grievance Coordinator	3 minutes	Filed Grievance Form	GRS Enhanced Procedural Guidelines	Grievance Form	N/A	N/A	
2	Review of the submitted Grievance	Grievance Coordinator	5 minutes			N/A	Paper, pen	Analytical skill	
3	Data Verification in the Pantawid Pamilya Information System	Grievance Coordinator	5 minutes			PPIs	Computer	Data Analysis	If active, proceed to the next process; if not provide immediate feedback
4	Recording of the Grievance Complaint to GRS Offline Tracking	Grievance Coordinator	5 minutes	GRS Offline Tracking		GRS Database, Microsoft Excel	Computer	Data Recording	
5	Preparation and submission of the request for Holding of Grants and letter to the subject of complaint	Grievance Coordinator	45 minutes	Memo to request for Holding of Grants Letter to Pantawid Member		MS Word	Computer, Printer, Paper	Analytical and Writing skill	
6	Review and Initials of Request for Holding of Grants and letter to the subject of complaint	Area Coordinator	5 minutes	Memo to request for Holding of Grants Letter to Pantawid Member w/ initials		N/A	Paper, pen	Analytical skill	
7	Affix initial for	Regional	5 minutes	Memo to request		N/A	Paper, pen	Analytical	



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	Holding of Grants and letter to the subject of complaint	Grievance Officer		for Holding of Grants Letter to Pantawid Member w/ initials			skill	
8	Review and Initial for Holding of Grants and letter to the complaint	Regional Program Coordinator	5 minutes	Memo to request for Holding of Grants Letter to Pantawid Member w/ initials	GRS Enhanced Procedural Guidelines	N/A	Analytical skill	Paper, pen
9	Receipt and Tracking of Request for Holding of Grants and letter to the pantawid member to ARDO Admin Assistant	RPMO Admin Assistant	2 minutes	Tracking of documents		N/A	Recording skill	Logbook, Tracking of documents
10	Review and affix Initial for Holding of Grants and letter to the complaint (pantawid member)	ARDO	3 minutes	Memo to request for Holding of Grants Letter to Pantawid Member w/ initials		N/A	Analytical skill	Paper, pen
11	Approval of Request for Holding of Grants and letter to the subject of complaint (pantawid member) with LOGO	Regional Director	3 minutes	Approved or disapproved memo and letter to pantawid member		N/A	Analytical skill	Paper, pen
12	Tagging of "Holding of Grants" to the Pantawid Pamilyang Information System	Regional Grievance Officer	5 minutes	Approved memo		N/A	Data analysis and Analytical skill	Computer
13	Issuance of Notice Letter to the Pantawid member	City Link/ Grievance Coordinator	15 minutes	Notice Letter		N/A	Communicati on skill	Computer, Paper



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14	Conduct validation to the complainant, the subject of complaint and conduct collateral interview (to validate veracity of the complaint)	Grievance Coordinator and City Link	120 minutes	Feedback report Sworn Statement Other necessary pertinent document	GRS Enhanced Procedural Guideline	N/A	Paper, pen	Communicati on skill, writing skill and analytical skill	
15	Conduct Case Conference	Grievance Coordinator, AC/SWO III, City Link, LGU Focal	30 minutes	Minutes of the Meeting/ Confirmation of Agreement Feedback report with Recommendation		N/A	Computer, printer, paper	Critical thinking and data analysis	
16	Preparation and Submission of Feedback Report — with Recommendation/De mand letter	Grievance Coordinator	20 minutes	Feedback report		MS word	Computer, printer, paper	Analytical and writing skill	
17	Review and Initials of Feedback Report with Recommendation/De mand letter from Admin Assistant	Area Coordinator	5 minutes	Feedback report w/ recommendation with initials		N/A	Paper, pen	Analytical skill	
18	Affix Initials of Feedback Report with Recommendation/De mand letter from Admin Assistant	Regional Grievance Officer	5 minutes	Feedback report w/ recommendation with initials		N/A	Paper, pen	Analytical skill	



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19	Affix Initials of Feedback Report with Recommendation/De mand letter from Admin Assistant	Regional Program Coordinator	5 minutes	Feedback report w/ recommendation with initials	GRS Enhanced Procedural Guideline	N/A	Paper, pen	Analytical skill	
20	Forwarding of feedback report with recommendation/De mand Letter from RPMO Admin to ARDO Admin Assistant	RPMO Admin	2 minutes	Tracking of documents		N/A	Paper, pen, logbook	Recording skill	
21	Review and affix Initials of Feedback Report with Recommendation/De mand Letter with initials to Admin Assistant	ARDO	3 minutes	Feedback report w/ recommendation with initials		N/A	Paper, pen	Analytical skill	
22	Approval of Feedback Report with Recommendation/De mand Letter with initials to Admin Assistant	Regional Director	3 minutes	Feedback report w/ recommendation with initials	GRS Enhanced Procedural Guideline	Microsoft Excel	Paper, pen	Analytical skill	
23	Validated fraud case? If No, Tagging of Lifting of Hold	Regional Grievance Officer	5 minutes	Approved Memo		PPLS	Computer	Data Analysis, and analytical skill	
24	Request for processing of payroll of affected period for the household (if	Grievance Coordinator Cash Grant	3 minutes			PPLS	Computer	Data Analysis	



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lifted)	Unit	30 minutes	Notice Letter	MS Word	Paper, pen	Writing skill
25	Grievance Coordinator/ City Link					
	If yes, Tagging of Delisting due to Fraud Issuance of demand letter to Pantawid Pamilya Member based on the approved recommendation					
26	For monitoring and referral of the Pantawid member to other social services		Marked case as resolved in GRS Database	N/A	Paper, pen	Analytical skill

Fill-up Instructions for [A] Processes:

[1] Indicate the sequential number assigned to the task to emphasize procedure.

[2] Indicate the detailed description of the task/action performed by the responsible person.

[3] Indicate the full name and position of the responsible person who performs the task.

[4] Indicate the actual or average time consumed to complete the task/action.

[5] Indicate the detailed description of the product or result attained after completing the task.

Fill-up Instructions for [B] Requirements:

[6] Indicate the title of the policy, rules or regulation that govern the process and performance of task and/or indicate necessary enhancements to improve the policy, rules or regulations.

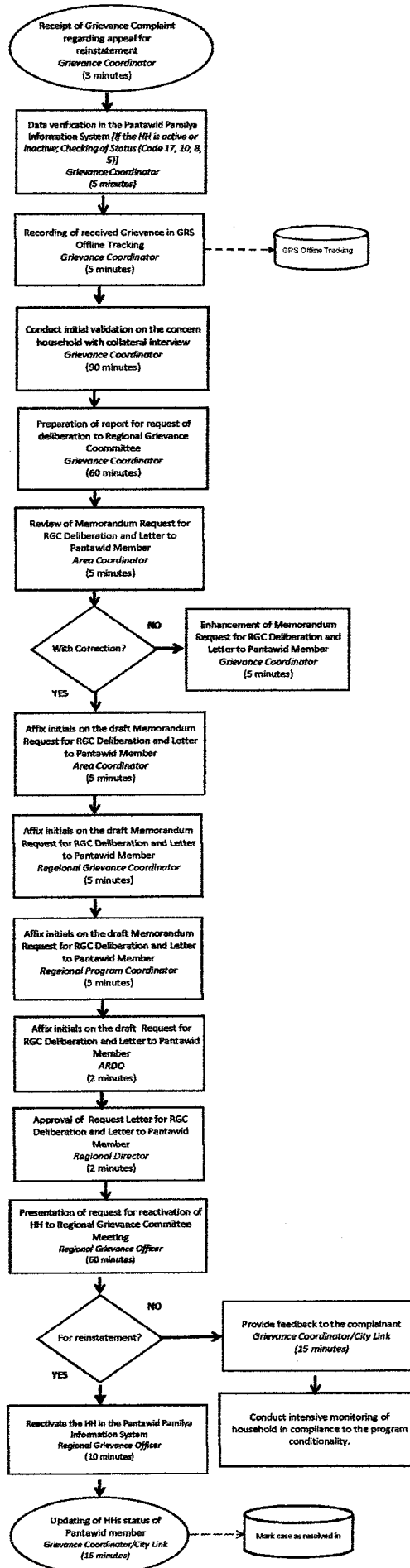
[7] Indicate the title of the application necessary to support the efficient performance of task and/or indicate necessary enhancements to improve the current application.

[8] Indicate the hardware and services necessary to support the effective performance of task and/or indicate the necessary enhancements to improve the existing hardware and services.

[9] Indicate the knowledge, skills and attitude that the responsible person must possess to effectively perform the task and/or additional KAS that must be acquired by the responsible person.

[10] To be filled by the analyst to indicate action or additional information needed.

Department of Social Welfare and Development
NATIONAL CAPITAL REGION
PANTAWID PAMILYANG PILIPINO PROGRAM
PROCESS FLOW CHART OF GRIEVANCE REDRESS SYSTEM ON APPEAL FOR REINSTATEMENT





BUSINESS PROCESS AND REQUIREMENTS ANALYSIS

Minimum Deliverable: Resolution of Appeal for Reinstatement
Grievance Redress System

[A] PROCESSES										[B] REQUIREMENTS				[10] Remarks
[1]	[2]	[3]	[4]	[5]	[6]	[7]	[8]	[9]						
No.	Task	Responsible Person	Time Frame	Output	Policy	Application	Material/Infra	Competency						
1	Receipt of grievance complaint regarding appeal for reinstatement	Grievance Coordinator	3 minutes	Filed Grievance Form	GRS Enhanced Procedural Guidelines	N/A	Grievance Form	N/A						
2	Data verification in the Pantawid Pamilya Information System <i>[If the HH is active or Inactive; Checking of Status (Code 17, 10, 8, 5)]</i>	Grievance Coordinator	5 minutes	Grievance Form with Findings		PPIS	Computer, paper, pen	Data Analysis						
3	Recording of received grievance in GRS Offline Tracking	Grievance Coordinator	5 minutes			GRS Database, Microsoft Excel	Computer, paper, pen	Data Recording						
4	Conduct validation on the concern household with collateral interview	Grievance Coordinator & City Link	90 minutes	Feedback Report		N/A	Paper and Pen							
5	Preparation of report for request of deliberation to Regional Grievance Committee	Grievance Coordinator	60 minutes	Memorandum Request for RGC Deliberation and Letter to Pantawid Member		N/A	Paper, pen	Analytical skill and writing skill						



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[A] PROCESSES					[B] REQUIREMENTS				[10] Remarks
[1] No.	[2] Task	[3] Responsible Person	[4] Time Frame	[5] Output	[6] Policy	[7] Application	[8] Material/Infra	[9] Competency	
6	Review and initials Memorandum Request for RGC Deliberation and Letter to Pantawid Member	Area Coordinator	5 minutes	Memorandum Request for RGC Deliberation and Letter to Pantawid Member with Initials	GRS Enhanced Procedural Guidelines	N/A	Paper, pen	Analytical skill	
7	Affix initials Memorandum Request for RGC Deliberation and Letter to Pantawid Member	Regional Grievance Officer	5 minutes	Memorandum Request for RGC Deliberation and Letter to Pantawid Member with Initials		N/A	Paper, pen	Analytical skill	
8	Affix initials on Memorandum Request for RGC Deliberation and Initial to Letter to Pantawid Member	Regional Program Coordinator	5 minutes	Signed Memorandum Request for RGC Deliberation and Letter to Pantawid Member with Initials		N/A	Paper, pen	Analytical skill	
9	Forwarding of Memorandum Request for RGC Deliberation and Letter to Pantawid Member to ARDO's	RPMO's Administrative Assistant	2 minutes	Tracking of Documents		Microsoft Excel	Logbook, Document Tracking	N/A	



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		[A] PROCESSES				[B] REQUIREMENTS				[10] Remarks
[1] No.	[2] Task	[3] Responsible Person	[4] Time Frame	[5] Output	[6] Policy	[7] Application	[8] Material/Infra	[9] Competency		
10	Administrative Assistant Affix Initials Memorandum Request for RGC Deliberation and Letter to Pantawid Member	Assistant Regional Director-Operations	3 minutes	Signed Memorandum Request for RGC Deliberation		N/A	Paper, pen	Analytical skill		
11	Approval of Memorandum Request for RGC Deliberation and Letter to Pantawid Member	Regional Director	3 minutes	Approved Memorandum Request for RGC Deliberation and Letter to Pantawid Member		N/A	Paper, pen	Analytical skill		
12	Presentation of request for reactivation of HH to Regional Grievance Committee Meeting during RAC Meeting	Regional Grievance Officer	30 minutes	PPT Case Report	GRS Enhanced Procedural Guidelines	MS Powerpoint	Computer	Reporting skill		
13	If recommended for reinstatement, the household will be reinstated to the Pantawid Pamilya Information System.	Regional Grievance Officer	10 minutes	Reinstated HH in PPIS		PPIS	Computer	N/A		



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[A] PROCESSES				[B] REQUIREMENTS					[10] Remarks
[1] No.	[2] Task	[3] Responsible Person	[4] Time Frame	[5] Output	[6] Policy	[7] Application	[8] Material/Infra	[9] Competency	
14	If disapproved, Provide feedback to the complainant	Grievance Coordinator	15 minutes	Letter to Pantawid Member		Microsoft Word	Computer, Printer, Logo Paper	N/A	
15	For intensive monitoring of household in compliance to the program conditionality.	City Link		Household Intervention Plan, Case Folder		N/A	N/A	Analytical skill	
16	If approved, Reactivate the HH in the Pantawid Pamilya Information System	Grievance Coordinator	10 minutes	Updated HHs status		PPIS	Computer, Printer	Computer Literacy	
17	Updating of HHs status of Pantawid member	Grievance Coordinator	10 minutes	Updated HHs status		PPIS	Computer, Printer	Computer Literacy	
Fill-up instructions for [A] Processes:					Fill-up Instructions for [B] Requirements:				
[1] Indicate the sequential number assigned to the task to emphasize procedure.					[6] Indicate the title of the policy, rules or regulation that govern the process and performance of task and/or indicate necessary enhancements to improve the policy, rules or regulations.				
[2] Indicate the detailed description of the task/action performed by the responsible person.					[7] Indicate the title of the application necessary to support the efficient performance of task and/or indicate necessary enhancements to improve the current application.				
[3] Indicate the full name and position of the responsible person who performs the task.					[8] Indicate the hardware and services necessary to support the effective performance of task and/or indicate the necessary enhancements to				
[4] Indicate the actual or average time consumed to complete the task/action.									
[5] Indicate the detailed description of the product or result attained after									

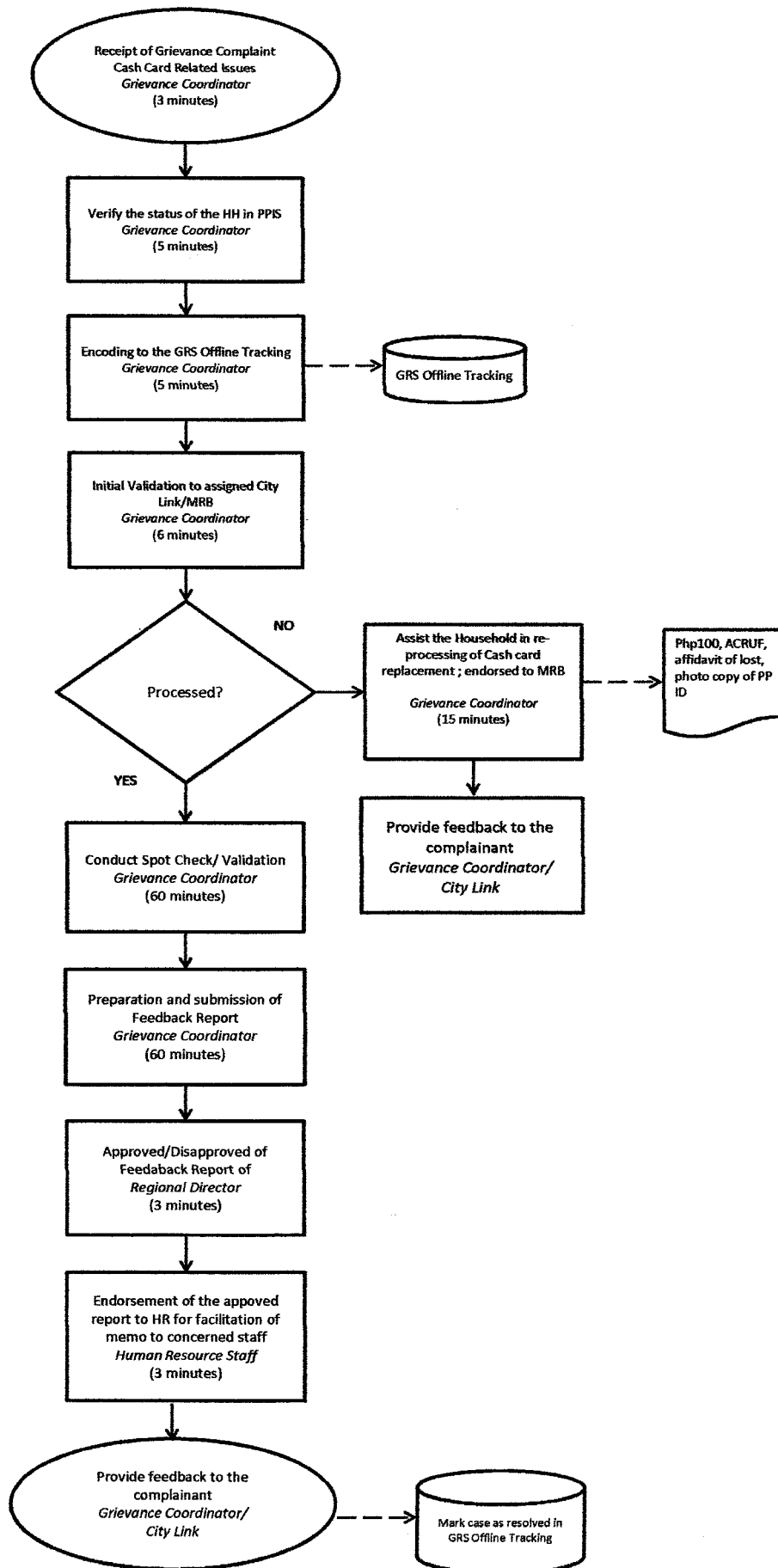


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**"Monitoring and Evaluation Workshop on the Preparation of
Business Process and Requirements Analysis (BPRA) and Process Flow Chart"**

[A] PROCESSES					[B] REQUIREMENTS				[10] Remarks	
[1]	[2]	[3]	[4]	[5]	[6]	[7]	[8]	[9]		
No.	Task	Responsible Person	Time Frame	Output	Policy	Application	Material/Infra	Competency		
completing the task.					improve the existing hardware and services.					
					[9] Indicate the knowledge, skills and attitude that the responsible person must possess to effectively perform the task and/or additional KAS that must be acquired by the responsible person.					
					[10] To be filled by the analyst to indicate action or additional information needed.					

Department of Social Welfare and Development
NATIONAL CAPITAL REGION
PANTAWID FAMILYANG PILIPINO PROGRAM
PROCESS FLOW CHART ON GRIEVANCE RESRESS SYSTEM CASH CARD-RELATED ISSUES





BUSINESS PROCESS AND REQUIREMENTS ANALYSIS

Minimum Deliverable: Resolution Cash Card-Related Issues
Grievance Redress System

[A] PROCESSES					[B] REQUIREMENTS				[10] Remarks
[1]	[2]	[3]	[4]	[5]	[6]	[7]	[8]	[9]	
No.	Task	Responsible Person	Time Frame	Output	Policy	Application	Material/Infra	Competency	
1	Receipt of Grievance Complaint on Cash Card Related Issues	Grievance Coordinator	3 minutes	Filed Grievance Form	GRS Enhanced Procedural Guidelines	N/A	Grievance Form	N/A	
2	Data Verification in the Pantawid Pamilya Information System if the HH is active or inactive	Grievance Coordinator	5 minutes	Filed Grievance Form with findings		PPIS	Computer	Data Analysis	If active, proceed to the next process; if not provide immediate feedback
3	Encoding in the GRS Database	Grievance Coordinator	5 minutes	GRS Offline Tracking		GRS Database, Microsoft Excel	GRS Offline tracking	Data Recording	
4	Initial Validation to assigned City Link	Grievance Coordinator	3 minutes	Filed Grievance Form with findings		N/A	Paper, pen	Analytical Skills	
5	Verify the cash card status to assigned MRB [if processed/not processed]	Grievance Coordinator	3 minutes	Filed Grievance Form	Revised Guidelines and Procedures	Microsoft Excel/Word	N/A	N/A	
6	Feedback to the Household regarding the cash card replacement status(If unprocessed cash card replacement)	Grievance Coordinator	5 Minutes	Grievance Slip		Microsoft Word	N/A	Writing Skills	
7	If not processed: Assist the household in re-processing of cash card replacement	Grievance Coordinator	15 minutes	Filed ACRUF	N/A	paper, pen, Php100 affidavit of lost, photo			If suspected pawned cash card, incident report is



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"Monitoring and Evaluation Workshop on the Preparation of
Business Process and Requirements Analysis (BPRA) and Process Flow Chart"

					on Cash card processing		copy of PP ID		necessary.
8	Endorse the needed requirements to MRB for processing of cash card replacement	Grievance Coordinator	5 minutes	Receiving copy/slip	N/A		Paper, pen	N/A	
9	Conduct validation if there is delayed in processing of CC	Grievance Coordinator	60 minutes	Feedback report	GRS enhanced procedural guidelines		Computer, paper, pen, printer	Analytical skills	
10	Preparation and submission of feedback report	Grievance Coordinator	60 minutes	Feedback report and letter to staff		MS Word	Computer, printer, paper	Writing skills	
11	Review and initial of feedback report	Area Coordinator	15 minutes	Feedback Report With initials		N/A	Paper, pen	Analytical skills	
13	Review and initial of feedback report	Regional Grievance Coordinator	5 minutes	Feedback Report With initials		N/A	Paper, pen	Analytical skills	
14	Review and initial of feedback report	Regional Program Coordinator	5 minutes	Feedback Report With initials		N/A	Paper, pen	Analytical skills	
15	Forwarding of feedback report to ARDO AA	RPMO Admin Assistant	3 minutes	Tracking of Documents		Microsoft Excel	Computer, logbook		
16	Review and initial of feedback report	ARDO	5 minutes	Feedback Report With initials		N/A	Paper, pen	Analytical skills	
17	For review and approval/disapproval of Regional Director on the feedback report	Regional Director	3 minutes	Approved/disapproved of the feedback report		N/A	Paper, pen	Analytical skills	
18	Endorsement of the approved report to HR for facilitation of memo to concerned staff	Grievance Coordinator	3 minutes	Tracking of documents		N/A	Paper, pen	N/A	
19	Issuance of letter to concerned staff	Human Resource	3 minutes	N/A		N/A	Paper, pen	N/A	



20.	Feedback to complainant & Intensive Monitoring of filed cash card replacement status	Department Grievance coordinator /City Link	15 minutes	Marked as resolved in GRS Database		N/A	Paper, pen	Communication skills	
Fill-up instructions for [A] Processes: [1] Indicate the sequential number assigned to the task to emphasize procedure. [2] Indicate the detailed description of the task/action performed by the responsible person. [3] Indicate the full name and position of the responsible person who performs the task. [4] Indicate the actual or average time consumed to complete the task/action. [5] Indicate the detailed description of the product or result attained after completing the task.					Fill-up Instructions for [B] Requirements: [6] Indicate the title of the policy, rules or regulation that govern the process and performance of task and/or indicate necessary enhancements to improve the policy, rules or regulations. [7] Indicate the title of the application necessary to support the efficient performance of task and/or indicate necessary enhancements to improve the current application. [8] Indicate the hardware and services necessary to support the effective performance of task and/or indicate the necessary enhancements to improve the existing hardware and services. [9] Indicate the knowledge, skills and attitude that the responsible person must possess to effectively perform the task and/or additional KAS that must be acquired by the responsible person. [10] To be filled by the analyst to indicate action or additional information needed.				