

**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**

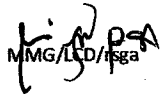
DATE : **July 9, 2018**

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.

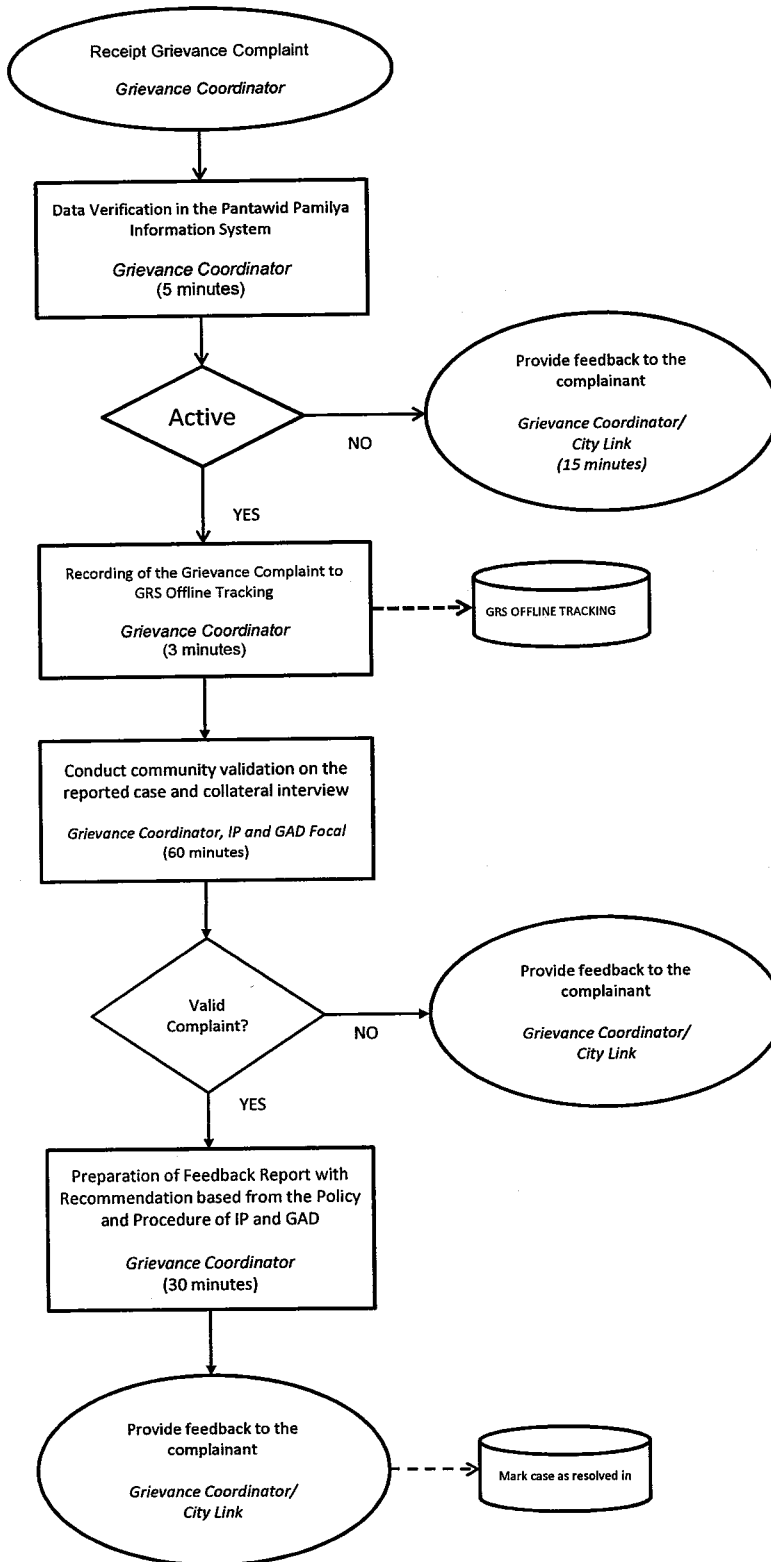
1. IP GAD Related Issues
2. Grievance on Staff Performance
3. Payment Including Retroactive Payment

For your information and guidance.


VINCENT ANDREW T. LEYSON


MMG/LCD/isa

GRS: PROCESS FLOW CHART ON IP & GAD RELATED ISSUES





14.	Conduct of field for ^{verification} and collateral interviews	Grievance Coordinator/City Link/SWO III/AC/HR/RPMO	120 minutes			N/A	Paper and pen	Communication skill and analytical skill	Follow CSC rules, DSWD Code of Conduct, EO 292
15.	Preparation of Feedback Report with recommendation/s	Head of the Fact-finding team/ Grievance Coordinator	30 minutes	Feedback Report		MS word	Paper, pen, computer and printer	Writing skill	Prepare a report which identify initial recommendation/s based on CSC ruling if the concern employee is contractual, however if the concern employee is MOA/Cost of services basis shall be the DSWD Code of Conduct
16.	Review of the Feedback Report with recommendation/s	Regional Program Coordinator	5 minutes	With input/s and initial of RPC	GRS Enhanced Procedural Guidelines	N/A	Paper and pen	Analytical skill	
17.	Forwarding of Feedback Report with recommendation/s to AA of ARDO	RPMO AA	5 minutes		DSWD Code of Conduct; MC 021; RACCS 2017; CSC	N/A	Paper, pen and logbook	Data recording	
18.	Review and Initial Feedback Report with recommendation/s	ARDO	3 minutes	With initial and input/s of ARDO		N/A	Paper and pen	Analytical skill	
19.	Review and Approval of the Feedback Report with recommendation/s	Regional Director	3 minutes	Approved or disapproved		N/A	Paper and pen	Analytical skill	The Regional Director may request for revalidation



20.0	Forwarding of the approved/disapproved Feedback Report to HR	Grievance Coordinator, Human Resource	2 minutes	Tracking of docs		N/A	Paper, pen and logbook	Data recording	
21.	Preparation of Memo for written explanation to the concerned staff. <i>Approved by HR</i>	Human Resource <i>Granny Featon</i>	20 minutes	Written letter from the concerned staff		N/A	Paper, pen, computer and printer	Writing skill	
22.	If concerned staff is a contractual employee, for monitoring and follow through	Grievance Coordinator				N/A	Paper and pen	Analytical skill	Shall be marked as resolved after receipt of recommendation from NPMO
23.	If concerned staff is a MOA/Cost of Service employee, deliberation of Pantawid Grievance Committee	AC, SWO III, RGO, HR	60 minutes	Minutes of the meeting/ Confirmation of Agreements		N/A	Paper and pen	Analytical skill	
24.	Provide feedback to OO and concerned staff with recoms/sanctions	Human Resource	60 minutes	Memorandum/Letter to concerned staff		N/A	Paper and pen	Communication skill	
25.	Forwarding of Feedback Report to AA of ARDO	RPMO AA	3 minutes		DSWD Code of Conduct; MC 021; RACCS 2017; CSC	N/A	Paper, pen and logbook	Data recording	
26.	Review Feedback Report.	ARDO/ARDA	3 minutes	With input/s and Initial/s of ARDO		N/A	Paper and pen	Analytical skill	
27.	Review and Initial Feedback Report to approve/disapprove	Regional Director	3 minutes	Approved or disapproved		N/A	Paper and pen	Analytical skill	



<p>Fill-up instructions for [A] Processes:</p> <ul style="list-style-type: none">[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.	<p>Fill-up instructions for [B] Requirements:</p> <ul style="list-style-type: none">[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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BUSINESS PROCESS AND REQUIREMENTS ANALYSIS

Minimum Deliverable: Resolution of IP and GAD Related Issues
Grievance Redress System

[1]	[2]	[A] PROCESSES				[B] REQUIREMENTS				[10] Remarks
		[3] Responsible Person	[4] Time Frame	[5] Output	[6] Policy	[7] Application	[8] Material/Infra	[9] Competency		
1	Receipt of Grievance Complaint regarding IP and GAD related issues	Grievance Coordinator	3 minutes	Filed Grievance Form	N/A	N/A	Grievance form	N/A		
2	Data verification in the PPS and encoding of Grievance complaint; If not active PP member provide feedback to complainant	Grievance Coordinator	5 minutes	GRS Offline Tracking, PPS	N/A	MS Excel	Computer	Data recording		
3	If yes, conduct community validation on the reported case and collateral interview	Grievance Coordinator; IP and GAD Focal	120 minutes	Feedback report to Operations Office	N/A	MS Word	Computer	Analytical skill		
4	Preparation of Feedback Report	Grievance Coordinator	30 minutes	Feedback report; Referral letter	N/A	MS Word	Computer, printer and paper	Writing skill	with recommendation based from the policy and procedure of IP and GAD	
5	Review and provide inputs on submitted Feedback Report	Area Coordinator	5 minutes	Memorandum with inputs	N/A	N/A	Paper and pen	Analytical skill		
6	Affix and Initials of Regional Grievance Officer	Regional Grievance Officer	5 minutes	Memorandum with inputs	N/A	N/A	Paper and pen	Analytical skill		

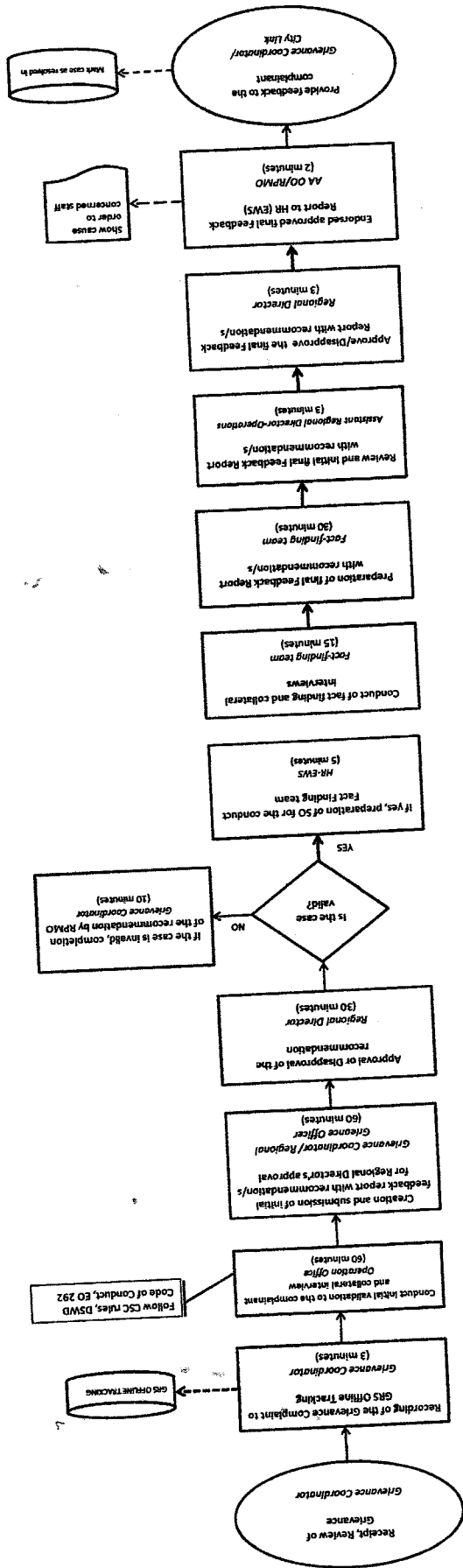


7	Affix and Initials of Regional Program Coordinator	Regional Program Coordinator	5 minutes	Memorandum with inputs	N/A	N/A	Paper and pen	Analytical skill	
8	Forwarding of documents of AA RPPMO to AA ARDO	Administrative Assistant RPPMO	3 minutes	Tracking of Documents	N/A	N/A	Paper, pen and logbook	Data recording	
9	Review and affix of Assistant Regional Director for Operations	Assistant Regional Director to Operations	3 minutes	Memorandum with inputs	N/A	N/A	Paper and pen	Analytical skill	
10	Approved/Disapproved of Memorandum	Regional Director	3 minutes	Approved/Disapproved of Memorandum	N/A	N/A	Paper and pen	Analytical skill	
11	For feedbacking to Pantawid Pamilya member regarding the result of complaint	Grievance Coordinator	15 minutes	Approved memorandum; letter to pantawid-member	N/A	MS Word	Computer, Paper, Printer	Communication skill	
12	Forwarding of documents of AA ARDO to AA OO	Administrative Assistant OO	3 minutes	Tracking of Documents	N/A	N/A	Paper, pen and logbook	Data recording	
13	Endorse copy to GAD and IP Focal for case management	Administrative Assistant OO	3 minutes	Tracking of Documents	N/A	N/A	Paper, pen and logbook	Data recording	
14	Filing of report in case folder	Administrative Assistant OO	3 minutes	Tracking of Documents	N/A	N/A	Paper, pen and logbook	Data recording	
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					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				



<p>completing the task.</p>	<p>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.</p>
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GRS: PROCESS FLOW CHART ON GRIEVANCE ON STAFF PERFORMANCE





BUSINESS PROCESS AND REQUIREMENTS ANALYSIS

Minimum Deliverable: Resolution of Grievance on Staff Performance
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 complaint regarding on the staff performance.	Grievance Coordinator	3 minutes	Filed Grievance Form		N/A	Grievance form	N/A		
2.	Review of submitted Grievance Form	Grievance Coordinator	30 minutes			N/A	Paper and pen	Analytical skill		
3.	Recording of received grievance in GRS Logbook and Grievance Tracking	Grievance Coordinator	5 minutes	GRS Offline Tracking	GRS Enhanced Procedural Guidelines	Microsoft Excel	Computer, paper, and pen	Data Recording		
4.	Conduct initial validation to the complainant and collateral interview	Grievance Coordinator/ Human Resource Officer	10 minutes	Initial Feedback Report to Operations Office (Grievance Coordinator)	Guidelines	N/A	Paper and pen	Analytical skill	Include Courtesy call to the Punong Barangay	



5.	Preparation and Submission of Initial Feedback Report to	Grievance Coordinator	30 minutes	Initial Feedback Report		MS word	Computer, printer, paper	Writing skill	
6.	Affix initials of Area Coordinator	Area Coordinator	5 minutes	With input/s and initial of AC		N/A	Paper and pen	Analytical skill	
7.	Affix initials of Regional Grievance Officer	Regional Grievance Coordinator	5 minutes			N/A	Paper and pen	Analytical skill	
8.	Affix initials of Regional Grievance Officer	Regional Program Coordinator	10 minutes	With input/s and initial of RPC		N/A	Paper and pen	Analytical skill	
9.	Forwarding of Initial Feedback Report to AA of ARDO	RPMD AA	3 minutes			N/A	Paper and pen	Data recording	
10.	Review and provide initials on feedback report	ARDO	3 minutes	With input/s and initial of ARDO		N/A	Paper and pen	Analytical skill	
11.	Approve/ disapprove of initial feedback report	Regional Director	3 minutes	Approved or disapproved		N/A	Paper and pen	Analytical skill	
12.	Receipt of Approved Initial Feedback Report and If the case is invalid, completion of the recommendation by RPMD	Grievance Coordinators	10 minutes			N/A	Computer, printer, paper	Analytical skill	
					GRS Enhanced Procedural Guidelines				



13	If yes, preparation of SO for the conduct of Fact Finding team	Human Resource (Employees Welfare Section/EWS)	3 minutes			N/A	Computer, paper, pen	Analytical skill	
14.	Review and Approval of the Fact-Finding Team Composition	Regional Director	3 minutes	Approved or disapproved the composition of fact-finding team		N/A	Paper and pen	Analytical skill	
15.	Conduct of fact finding and collateral interviews	Grievance Coordinator/City Link/SWO III/AC/HR/RPMO	120 minutes			N/A	Paper and pen	Communication skill and analytical skill	Follow CSC rules, DSWD Code of Conduct, EO 292
16.	Preparation of final Feedback Report with recommendation/s	Head of the Fact-finding team/ Grievance Coordinator	30 minutes	Feedback Report		MS word	Paper, pen, computer and printer	Writing skill	Prepare a report which identify initial recommendation/s based on CSC ruling if the concern employee is contractual, however if the concern employee is MOA/Cost of services basis shall be the DSWD Code of Conduct
17.	Affix and Initials the final Feedback Report with recommendation/s	Regional Program Coordinator	5 minutes	With input/s and initial of RPC	GRS Enhanced Procedural Guidelines DSWD Code of	N/A	Paper and pen	Analytical skill	

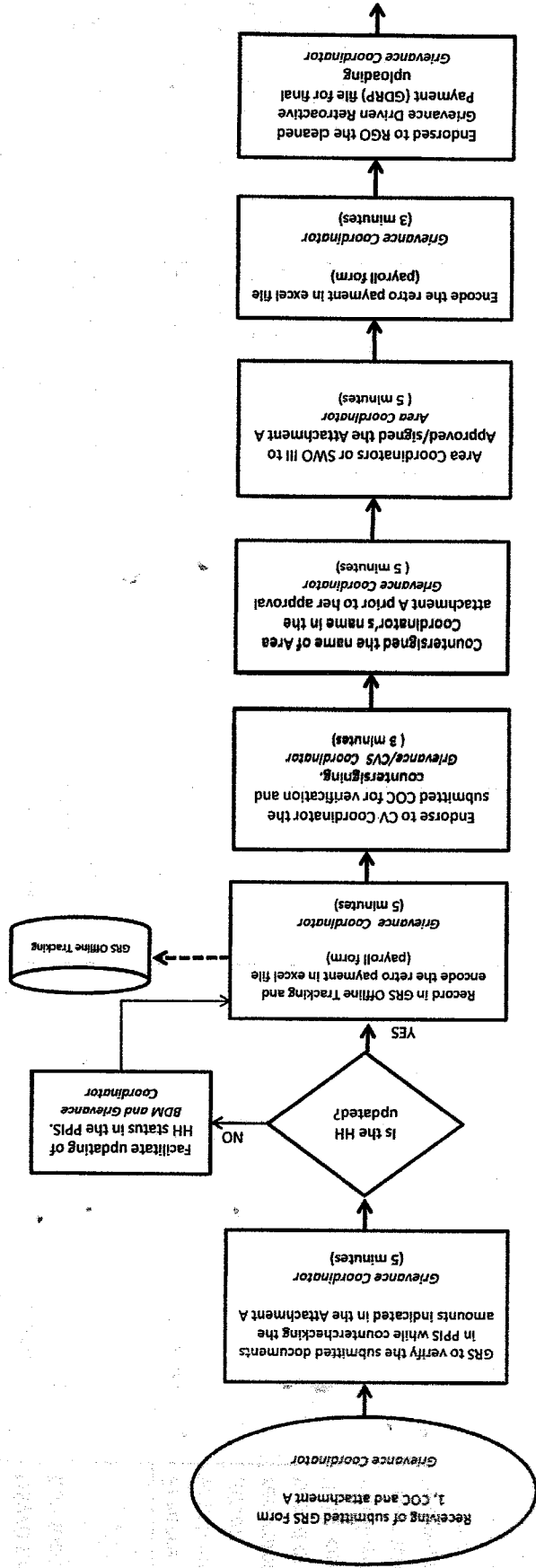


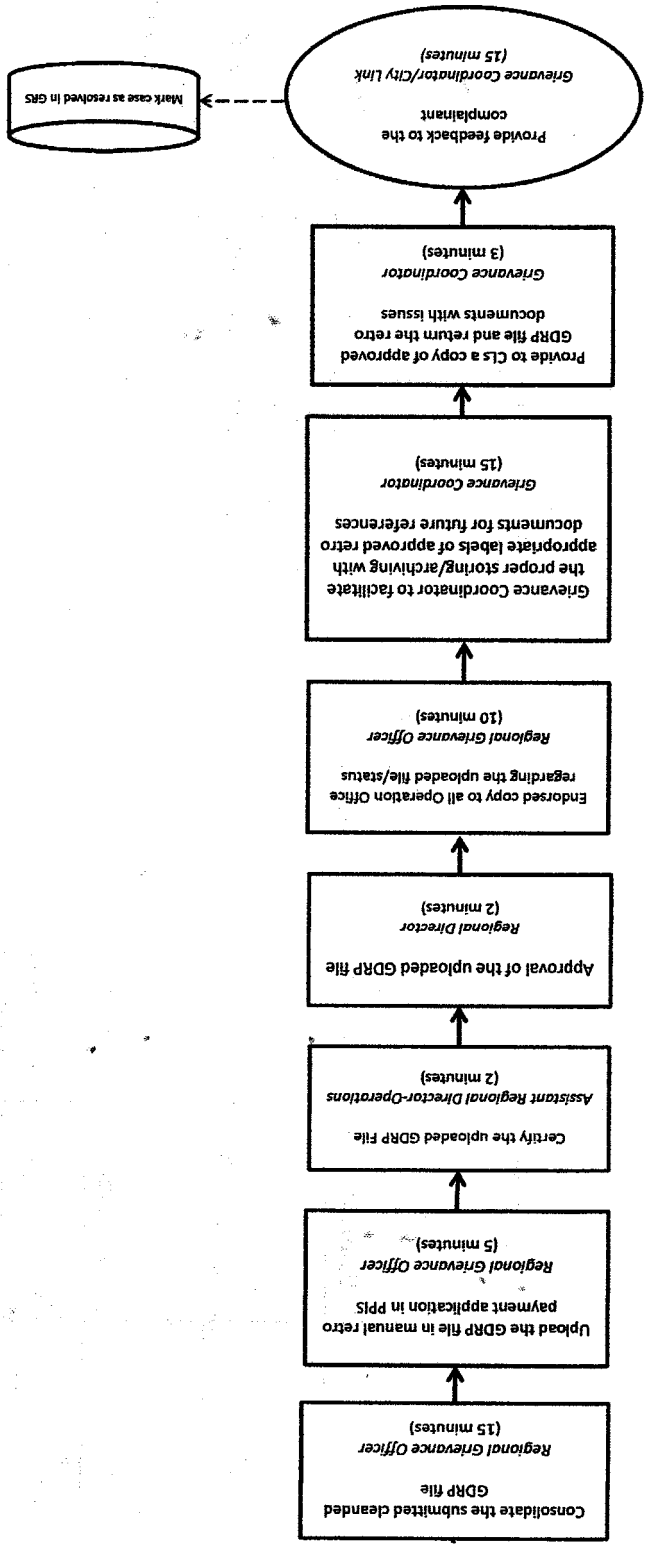
18.	Forwarding of final Feedback Report with recommendation/s to AA of ARDO	RPMO AA	5 minutes		Conduct; MC 021; RACCS 2017; CSC	N/A	Paper, pen and logbook	Data recording	
19.	Review and Initial final Feedback Report with recommendation/s	ARDO	3 minutes	With initial and input/s of ARDO		N/A	Paper and pen	Analytical skill	
20.	Approve/Disapprove the final Feedback Report with recommendation/s	Regional Director	3 minutes	Approved or disapproved		N/A	Paper and pen	Analytical skill	The Regional Director may request for revalidation
21.	Endorsed approved final Feedback Report to HR (EWS)	AA OO/RPMO EWS	2 minutes	Tracking of docs; Written letter from the concerned staff		N/A	Paper, pen and logbook	Data recording	
22.	Receipt of approved final feedback report by HR (EWS)	AA HR	2 minutes	Tracking of docs		N/A	Paper, pen and logbook	Data recording	Shall be marked as resolved after receipt of recommendation from NPMO With waiting time on the result



Fill-up instructions for [A] Processes:	Fill-up Instructions for [B] Requirements:
<p>[1] Indicate the sequential number assigned to the task to emphasize procedure.</p> <p>[2] Indicate the detailed description of the task/action performed by the responsible person.</p> <p>[3] Indicate the full name and position of the responsible person who performs the task.</p> <p>[4] Indicate the actual or average time consumed to complete the task/action.</p> <p>[5] Indicate the detailed description of the product or result attained after completing the task.</p>	<p>[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.</p> <p>[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.</p> <p>[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.</p> <p>[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.</p> <p>[10] To be filled by the analyst to indicate action or additional information needed.</p>

GRS: PROCESS FLOW CHART ON PAYMENT-RELATED ISSUES INCLUDING RETROACTIVE PAYMENT PROCESS







BUSINESS PROCESS AND REQUIREMENTS ANALYSIS

Minimum Deliverable: Resolution of Payment Related Issues including Retroactive Payment
Grievance Redress System

[1] No.	[2] Task	[A] PROCESSES				[B] REQUIREMENTS				[10] Remarks
		[3] Responsible Person	[4] Time Frame	[5] Output	[6] Policy	[7] Application	[8] Material/Infra	[9] Competency		
1	Receiving of submitted GRS Form 1, Certificate of Compliance (COC) and attachment A.	Grievance Coordinator	3 minutes	Tracked grievance	GRS enhanced procedural guidelines	N/A	Grievance Form	N/A		
2	GRS to verify the submitted documents in PPS while counterchecking the amounts indicated in the Attachment A	Grievance Coordinator	5 minutes	Filed GRS forms with findings		PPIS	Computer	Data Analysis		
3	If not updated, facilitate updating of HH status in the PPS.	BDM and Grievance Coordinators	3 minutes	Tracking of documents		N/A	Computer	Analytical skill		
4	If yes, record in GRS Offline Tracking and encode the retro payment in excel file (payroll form)	Grievance Coordinator	5 minutes	Grievance Form		PPIS	Computer	Analytical skill		
5	Record in GRS Offline Tracking and encode the retro payment in excel file (payroll form)	Grievance Coordinator	5 minutes	Recorded grievance		GRS Database, MS Excel	Computer	Data recording		
6	Endorse to CV Coordinator the submitted COC for verification and countersigning.	Grievance Coordinator	3 minutes	Initialed COC		MS	Ballpen, Facility Focals Specimen Signatures			
7	Countersigning of COC and Attachment A	Area Coordinator and CV Coordinator	3 minutes	COC and Attachment A with initials		N/A	Paper, pen	Analytical skill		
8	Area Coordinators or SWO III to	Area	5 minutes	Approved		N/A	Paper, pen			



9	Approved/signed the Attachment A. Encode the retro payment in excel file (payroll form).	Coordinator/SW O III		Attachment A					
		Grievance Coordinator	3 minutes	Attachment B		MS Excel, PPS	Computer	Recording skills	
10	Cleaning and uploading of Attachment B/raw file (excel) Endorsed to RGO the cleaned Grievance Driven Retroactive Payment (GDRP) file for final uploading	Grievance Coordinator	20 minutes	Cleaned Attachment B					
		Grievance Coordinator	3 minutes	Cleaned GDRP file		MS Excel, PPS	Computer	Data Analysis	
11	Consolidate the submitted attachment B of 10 Operations Offices	RGO	15 minutes	Consolidated cleaned Attachment B					
12	Upload the GDRP file in manual retro payment application in PPIS	RGO	5 minutes	Uploaded Attachment B					
		ARDO	2 minutes	Certified GDRP file		MS Excel, PPS	Computer	Data Analysis	
13	Approval of the uploaded GDRP file	RD	2 minutes	Approved GDRP file					
14	Endorsed copy of uploaded file/status to OOs	RGO	15 minutes	Uploaded GDRP file					
						MS Excel, PPS	Computer	Organizing skill; Communication skill	
15	Facilitate the proper storing/archiving with appropriate labels of approved retro documents for future references.	Grievance Coordinator	15 minutes	Boxed retro forms with proper label					
16	Provide to CLS a copy of approved GDRP file and return the retro documents with issues.	Grievance Coordinator	3 minutes		GRS enhanced procedural guidelines				
						N/A	Paper, pen & merit box	Organizing skill	
17	Provide feedback to complainant	City Links/ Grievance Coordinator	15 minutes	Marked case as resolved in GRS Database	GRS enhanced procedural guidelines				
						MS Excel, Word etc.	Computer, paper, pen	Communication skill	
18									



19	Tagging the case as resolve in the GRS Offline tracking	Grievance Coordinators	2 minutes			MS Excel	Computer	Data analysis	
<p>Fill-up instructions for [A] Processes:</p> <ul style="list-style-type: none">[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.					<p>Fill-up Instructions for [B] Requirements:</p> <ul style="list-style-type: none">[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.				