#### **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

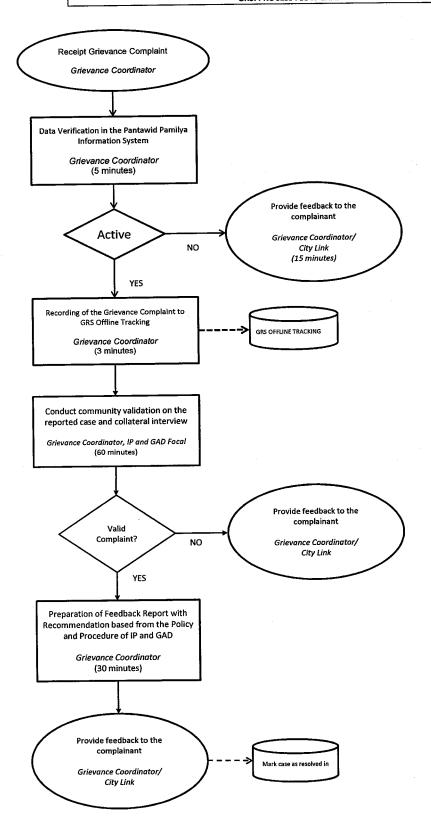
This is to share with you the Business Process and Requirements Analysis (BPRA) and Process Flow Chart on Grievance Redress System Enhanced Procedural Guidelines of Pantawid Pamilyang Pilipino Program as per result of the Technical Assistance Session on July 21, 2018 and inputs/comments of Policy Development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

MWG/LYD/IRga



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		Regional Director		, seni	ARDO/ARDA			APIVIO AA	DRAMO AA				Human Resource				7	AC, SWO III, KGO,	AC CWIO III DCO				Coordinator	Grievance			<b>A</b>	Orthony Section	Human Resource	Human Resource	Coordinator,	Grievance
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"Monitoring and Evaluation Workshop on the Preparation of Business Process and Requirements Analysis (BPRA) and Process Flow Chart"

Fill-up instructions for [A] Processes:

- [1] Indicate the sequential number assigned to the task to emphasize pr5ocedure.
- [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:

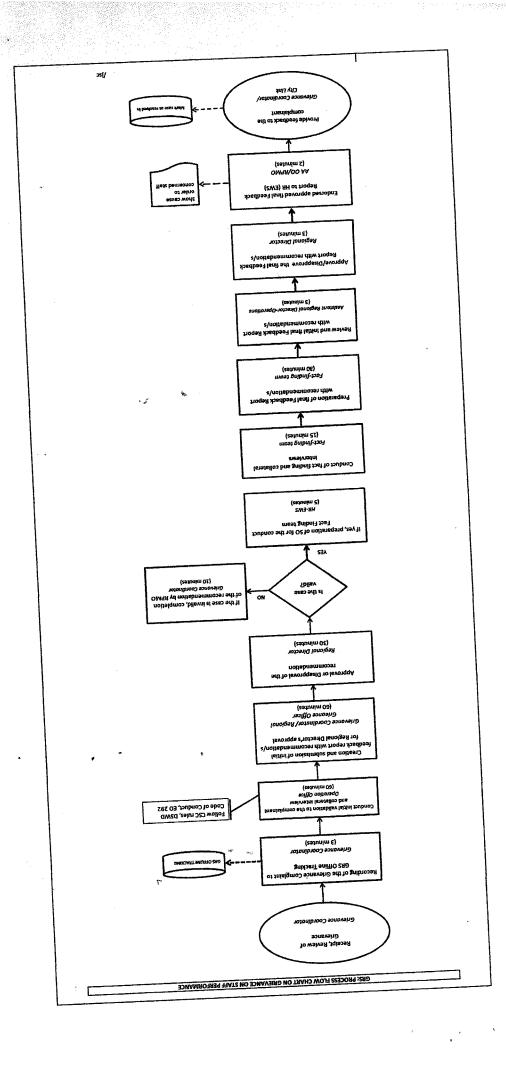
Resolution of IP and GAD Related Issues Grievance Redress System

-			f				Officer	Officer	
		pen			inputs	minutes	Grievance	Regional Grievance	
	Analytical skill	Paper and	N/A	N/A	Memorandum with	υ	Regional	Affix and initials of	6
				-	•			Feedback Report	
		pen		-	inputs	minutes	Coordinator	inputs on submitted	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
	Analytical skill	Paper and	N/A	N/A	Memorandum with	5	Area	Keview and provide	U
and GAD									7
procedure of IP				11.3 11.3 13.3 14.3 14.3 14.3 14.3 14.3					
policy and		No.	7: (1)						
based from the		paper							
recommendation		printer and	MS Word		Referral letter	minutes	Coordinator	reeuback Report	
with	Writing skill	Computer,		N/A	Feedback report;	. 30	Grievance	Preparation of	4
	.A**		17				Focal	and collateral interview	
							IP and GAD	on the reported case	
		Computer •	MS Word		Operations Office	minutes	Coordinator;	community validation	
	Analytical skill			N/A	Feedback report to	120	Grievance	If yes, conduct	ω
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						· 4		feedback to	
								member provide	
						in.		If not active PP	
		ę						cherance complaint,	
	n				PPIS	minutes	Coordinator	Grievance complaint:	
	Data recording	Computer	MS Excel	N/A	GRS Offline Tracking,	5	Grievance	Data verification in the	2
								and GAD related issues	
		form				minutes	Coordinator	Complaint regarding IP	
	N/A	Grievance	N/A	N/A	Filed Grievance Form	3	Grievance	Receipt of Grievance	<b>–</b>
[10] Kemarks	Competency	Material/Infra	Application	Policy	Output	Time Frame	Responsible Person	Task	8.
	[9]	[8]	[7]	[6]	5	<b>Æ</b>	<u> </u>	[2]	Þ
		<b>[B] REQUIREMENTS</b>	[B] F			ES	A PROCESSES		
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<u>5</u> <u>4</u>	task.	<u> </u>	res	[2]	]	Ξ	Ŧ				14			13		***************************************	12			*******	H		10			<del></del>	9			œ		-	7
[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		[3] Indicate the full name and position of the responsible person who performs the	responsible person.	[2] Indicate the detailed description of the task/action performed by the		[1] Indicate the sequential number assigned to the task to emphasize procedure.	Fill-up instructions for [A] Processes:			folder	Filing of report in case	management	and IP Focal for case	Endorse copy to GAD	to AA OO	documents of AA ARDO	Forwarding of	result of complaint	member regarding the	Pantawid Pamilya	For feedbacking to	of Memorandum	Approved/Disapproved		Director for Operations	Assistant Regional	Review and affix of	RPMO to AA ARDO	documents of AA	Forwarding of	Coordinator	Regional Program	Affix and initials of
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improve the current application. [8] Indicate the hardware and se	ance of task a	ate the title o	ments to imp	and performa	. מנכ נונכ מנוכ ס	ate the title o	structions for				N/A			A/N			A/N				MS Word		N/A				N/A			N/A			N/A
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mprove the current application. [8] Indicate the hardware and services necessary to support the	performance of task and/or indicate necessary enhancements to	[7] Indicate the title of the application necessary to support the efficient	improve the policy, rules or regulations.	process and performance of task and/or indicate necessary	ics of Legulation til	IBI Indicate the title of the nolicy rules or regulation that govern the	ents:				Data recording			Data recording			Data recording			skill	Communication	<del>16</del> -	Analytical skill				Analytical skill			Data recording		•	Analytical skill
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 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 Grievance on Staff Performance

**Grievance Redress System** 

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(1)
Frame 3 minutes
Output Filed Grievance Form
Policy
Application N/A N/A
mfra  Grievance form  Paper and pen
N/A N/A Analytical skill Data Recording



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

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recommendation by RPMO	ompletion of the		and	Initial Feedback Report	Receipt of Approved		initial feedback report	Approve/ disapprove of	report	initials on feedback	Review and provide	of ARDO	Feedback Report to AA	Forwarding of Initial		Grievance Officer	Affix initials of Regional		Grievance Officer	Affix initials of Regional		Coordinator	Affix initials of Area	reedback Report to	Submission of Initial	Preparation and
	.47			Coordinators	Grievance			Regional Director			ARDO		3	RPMO AA	Coordinator	Program	Regional	Coordinator	Grievance	Regional			Area Coordinator		Coordinator	Grievance
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# DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT Policy and Plans Division [PPD] Planning Unit [PU]

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		Coordinator		Regional													Coordinator	Grievance	finding team/	Head of the Fact-	III/AC/HR/RPMO	Link/SWO	Coordinator/City	Grievance						Regional Director	Section/EWS)	Welfare	(Employees	Human Resource
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- Agenda			GOCS	Tracking of	staff	concerned	the	letter from	docs; Written	Tracking of				disapproved	Approved or	of ARDO	and input/s	With initial				
				4.																2017: CSC	021; RACCS	Conduct; MC
				N/A						N/A					N/A		,	N/A			,	N/A
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With waiting time on the result	from NPMO	recommendation	resolved after	Shall be marked as	-						-	revalidation	request for	Director may	The Regional				-			

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

Fil-up instructions for [A] Processes:

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Fill-up Instructions for [B] Requirements:

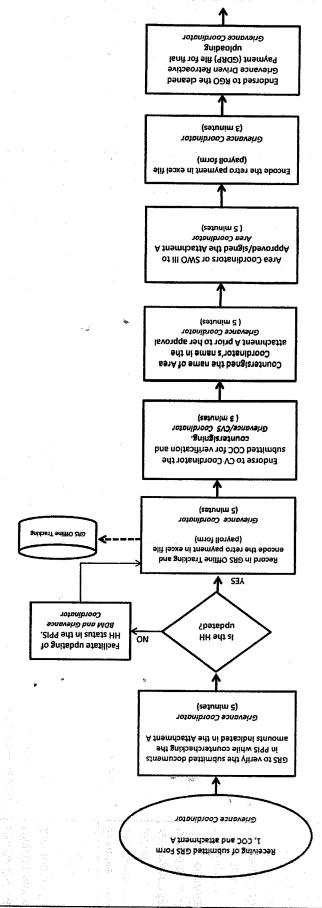
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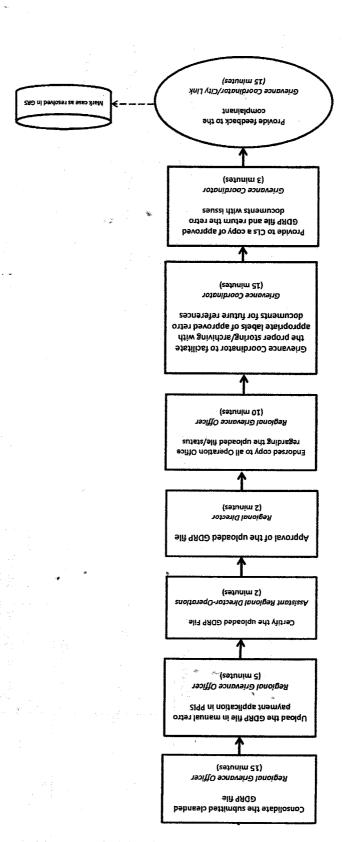
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"Monitoring and Evaluation Workshop on the Preparation of Business Process and Requirements Analysis (BPRA) and Process Flow Chart

Minimum Deliverable:

# BUSINESS PROCESS AND REQUIREMENTS ANALYSIS

Resolution of Payment Related Issues including Retroactive Payment Grievance Redress System

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	Area Coordinators or SWO III to			g of COC and		*	countersigning.	submitted COC for verification and	Endorse to CV Coordinator the	file (payroll form)	encode the retro payment in excel	Record in GRS Offline Tracking and	payment in excel file (navroll form)	Tracking and encode the retro	If yes, record in GRS Offline		of HH status in the PPIS.	If not updated, facilitate updating	indicated in the Attachment A	counterchecking the amounts	documents in PPIS while	GRS to verify the submitted	and attachment A.	Certificate of Compliance (COC)	neceiving of submitted GRS Form 1,			
·		Coordinator		Area Coordinator				<b>≼</b>	Grievance	Coordinator	Grievance			Coordinator	Grievance	Coordinators	Grievance	BDM and	We-		Coordinator	Grievance		Coordinator	Grievance	Responsible Person	<b>a</b>	[A] PROCESSES
L	5 minutes /		Similares	+	•	~	~		A minutes		5 minutes			o minutes				3 minutes			0 1111111111111111111111111111111111111	5 minutes			3 minutes	Time Frame	[4]	
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	·			<b>y</b>						guidelines	procedural	enhanced	- 2	GBC								4			Policy	2 3	707	
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	Provide reedback to complainant	_	GDRP file and return the retro		labels of approved retro	propriate	-		en.	file/status to OOs	uploaded		Approval of the uploaded GURP file	Approved of the series of the	certify the uploaded GDRP File	3	retro payment application in paid	Offices	attachment B of 10 Operations	Consolidate the submitted	uploading	Payment (GDRP) file for final	Grievance Driven Retroactive	Endorsed to RGO the cleaned	Attachment B/raw file (excel)	Cleaning and uploading of	file (payroll form).	Encode the retro payment in excel	Approved/signed the Attachment A.
Coordinator			Coordinator			Coordinator	Grievance				RGO		3		ARDO		RGO			RGO			Coordinator	Grievance	Coordinator	Grievance	Coordinator	Grievance	Coordinator/SW O III
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tion skill	Communica	CION SKIII	Communica			skill	Organizing	tion skill	Communica	skill;	Organizing	skill	Coaching	skill	Coaching	Analysis	Data		Analysis	Data			• 3	N/A	Analysis	Data	skills	Becording	
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performance of task and/or indicate the necessary enhancements to improve the existing hardware and services.
[1] Indicate the sequential number assigned to the task to emphasize pr5ocedure. [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.