

Grievance Intake and Response, 4Ps (Walk-in)

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 service 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 Pamilyang Pilipino Program (4Ps) – National Capital Region – Grievance Redress System			
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: 4Ps ID or 1 valid ID (Original Copy), any proof of grievance if available If non-4Ps beneficiary, any valid ID		4Ps Assistance Desk, Grievance Redress System (GRS) Issued by the assigned City Link, Grievance Coordinators and Officer-of-the-day		
II. Response: Client Satisfaction Form (CSF) – 1 form per client		4Ps Assistance Desk, GRS - NCR		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
I. INTAKE				
1. Log-in at the visitors log book located at the office lobby and present the 4Ps ID if a 4Ps beneficiary. If non-4Ps beneficiary, present any valid ID.	1.1 Ensure that the client fills out the logbook and directs him/her to the 4Ps Assistance/ Grievance Desk.	None	1 minute	<i>Ms. Leah N. Bautista PDO V – Pantawid RPMO</i>
2. Proceed to the 4Ps Assistance/ Grievance Desk for verification of identity.	2.1. Verify the identity of the client if 4Ps beneficiary or non-beneficiary	None	7 minutes	<i>Ms. Leah N. Bautista PDO V – Pantawid RPMO</i>
	2.2. Receive the client, inquire what the grievance is all about			

	Refer to the <i>Grievance Redress System Field Manual</i> for the guidance on the intake of grievances.			
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	Ms. Leah N. Bautista PDO V – Pantawid RPMO
	3.2. Encode the transaction correctly and completely in the GRS Information System/ Tracker. <i>For instances when the GRS Information System is inaccessible, the staff may use GRS form to intake the grievance</i>		5 minutes	Ms. Leah N. Bautista PDO V – Pantawid RPMO
	3.3. Check the supporting documents provided, if available		2 minutes	Ms. Leah N. Bautista PDO V – Pantawid RPMO
	3.4. Assess all the data and information available and discuss with the beneficiary the findings and next steps to take. 3.4.1. If all information is readily available to resolve the case, resolve the grievance and provide feedback to the client and proceed to step 6		15 minutes	Ms. Leah N. Bautista PDO V – Pantawid RPMO

	<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. Provide grievance transaction number to the client.</p> <p><i>*For instances when the GRS Information System is inaccessible, the client will be given an acknowledgement receipt found at the bottom of the Client Assistance Form</i></p>			
<p>4. Wait for the updates on the status of grievance within three (3) days</p>	<p>4.1. Endorse the transaction to the concerned office (DSWD Field Office, Operations Office and/ or OBSU) for processing and updating of the transaction in the Grievance Information System (GIS), reflecting the actions taken by the concerned office within three (3) working days</p> <p>4.2. Send an email notification to the Regional</p>	<p>None</p>	<p>7 hours</p> <p>6 minutes</p>	<p><i>Ms. Leah N. Bautista PDO V – Pantawid RPMO</i></p>

	Grievance Officer to inform him/her			
	4.3. Monitor the status of transaction and check for updated from the concerned office in the GRS Information System		2 days	
5. Received update/ feedback on the status of the grievance	5.1 Provide the client update/ feedback about the status of his/her concern either through text messaging or phone call <i>*For instances when the client did not give or cannot provide contact information, the provision of feedback may be coursed through the assigned City/ Municipal Link</i>	None	5 minutes	Ms. Leah N. Bautista PDO V – Pantawid RPMO
	5.2 Update the status of the transaction in the GRS Information System		5 minutes	
6. Accomplish the client satisfaction measurement survey	6.1. Administer the Client Satisfaction Measurement Survey	None	5 minutes	Ms. Leah N. Bautista PDO V – Pantawid RPMO
	6.2. Analyze the data and include it in Client Satisfaction Measurement Report		5 minutes	
7. Proceed to the office lobby and logout from the client's logbook	7.1. Dismiss the client gracefully	None	1 minutes	
TOTAL	If grievance is resolved outright	NONE	46 minutes	
	If grievance if referred to FO for resolution & feedback is provided to the client		3 days	