

## 4. Pantawid Pamilyang Pilipino Program

### 4.1 Request for 4Ps Data

This section describes the process of assisting clients and various stakeholders (general public and other government organizations) both within and outside DSWD through the sharing of public data. However, access to data will be subject to the limitations set to safeguard the privacy of the beneficiaries, data security, and data misappropriation. Therefore, access to data shall be carefully considered and granted by the Pantawid data-sharing protocol.

In processing the request, there is an expectation that all documentary requirements have been submitted by the requesting party. Otherwise, the start of processing may take an extended time.

<b>Office or Division:</b>	Pantawid Pamilyang Pilipino Program			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2G- Government to Government, G2C- Government to Citizen			
<b>Who may avail:</b>	Public: Researchers, Other Government Offices, and General Public in need of 4Ps Data			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Accomplished Data Request Form		Pantawid Website, Pantawid NPMO ( <a href="https://pantawid.dswd.gov.ph/citizens-charter">https://pantawid.dswd.gov.ph/citizens-charter</a> )		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sends filled-up data request form	1.1. Receive and acknowledge of data request form with uploaded/attached supporting documents.	None	10 Minutes	Municipal Links – Department of Social Welfare and Development
	1.2. Assessment by the Municipal Links.		15 Minutes	Social Welfare Assistant/ Municipal Links – Department of Social Welfare and Development

	1.3 If secondary data, determine if the data being requested are <b>public or classified</b> based on request form and supporting documents and evaluate the request based on the type of requested data according to Simple, Complex, and Highly Technical. The Municipal Links will also inform the client regarding the turnaround time via email or any other form of communication.			Social Welfare Assistant/ Municipal Links - Department of Social Welfare and Development
2. Accomplish the Client Satisfaction Survey and drop it in the Feedback Box	2. Request the client to complete the either through hard copy or Google form via link	None	10 Minutes	Public Assistance Complaint Desk – Municipal Social Welfare and Development Office or 4Ps Office
	Total	None	45 Minutes	

## 4.2 Request for Filing Grievances

This refers to the recording of a grievance and providing the client an initial response, which usually involves an explanation about how the grievance will be processed by the DSWD and other actors.

As a general rule, anyone may accept a grievance 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 in a grievance form 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.

<b>Office or Division:</b>	MSWD - Pantawid Pamilyang Pilipino Program (4Ps) Office			
<b>Classification:</b>	Complex Transaction			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	4Ps Beneficiaries, and General Public who have inquiries/clarifications/requests related to the 4Ps program			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. If 4Ps beneficiary, present the 4Ps ID for verification to 4Ps staff Proof of grievance, if available 2. If non-4Ps beneficiary, any valid ID			Issued by the assigned Municipal Link, Community Facilitators	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Log-in to the visitor's log book located in the office lobby and present the 4Ps ID if a 4Ps beneficiary. If non-4Ps beneficiary, present any valid ID.	1. Ensure that the client fills out the logbook and directs him/her to the 4Ps Assistance Desk.	None	10 Minutes	Municipal Links – Department of Social Welfare and Development

2. Proceed to the 4Ps Assistance Desk for verification of identity.	2. Receive the client, inquire what the concern is all about, and verify the identity of the client.	None	5 Minutes	Officer of the Day or Assigned Focal Person – 4Ps Office
3. Provide details about the grievance and supporting documents, if available, depending on the type of grievance reported.	<p>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).</p> <p>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 the GRS form to intake the grievance</i></p> <p>3.3. Check the supporting documents provided, if available.</p> <p>3.4. Assess all the data and information available and discuss with the beneficiary the findings and next steps to take.</p> <p>3.4.1. If all information is readily available to resolve the case, resolve the grievance and provide feedback to the client.</p>	None	2 Hours	Officer of the Day or Assigned Focal Person – 4Ps Office

	<p>3.4.2. If other information is needed and the grievance cannot be resolved immediately, 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>Print and provide a copy of the encoded transaction to the client.</p> <p><i>For instances when the GRS Information System is not accessible, the beneficiary will be given an acknowledgment receipt found at the bottom of the grievance 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, Provincial/Municipal Operations Office and/or OBSU) for processing and updating of the transaction in the Grievance Information System (GIS).</p> <p>4.2 Monitor the status of transactions and check for updates from the concerned office in the GRS Information System.</p>	<p>None</p>	<p>3 Working Days</p> <p>2 Working Days</p>	<p>Officer of the Day or Assigned Focal Person – 4Ps Office</p>

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 give or cannot provide contact information, the provision of feedback may be coursed through the assigned City/Municipal Link.</i> 5.2 Update the status of the transaction in the GRS Information System.	None	20 Minutes	Officer of the Day or Assigned Focal Person – 4Ps Office
6. Accomplish the Client Satisfaction Survey and drop it in the Feedback Box	2. Request the client to complete the either through hard copy or Google form via link	None	10 Minutes	Public Assistance Complaint Desk – Municipal Social Welfare and Development Office
	Total	None	5 Days, 2 Hours & 45 Minutes	