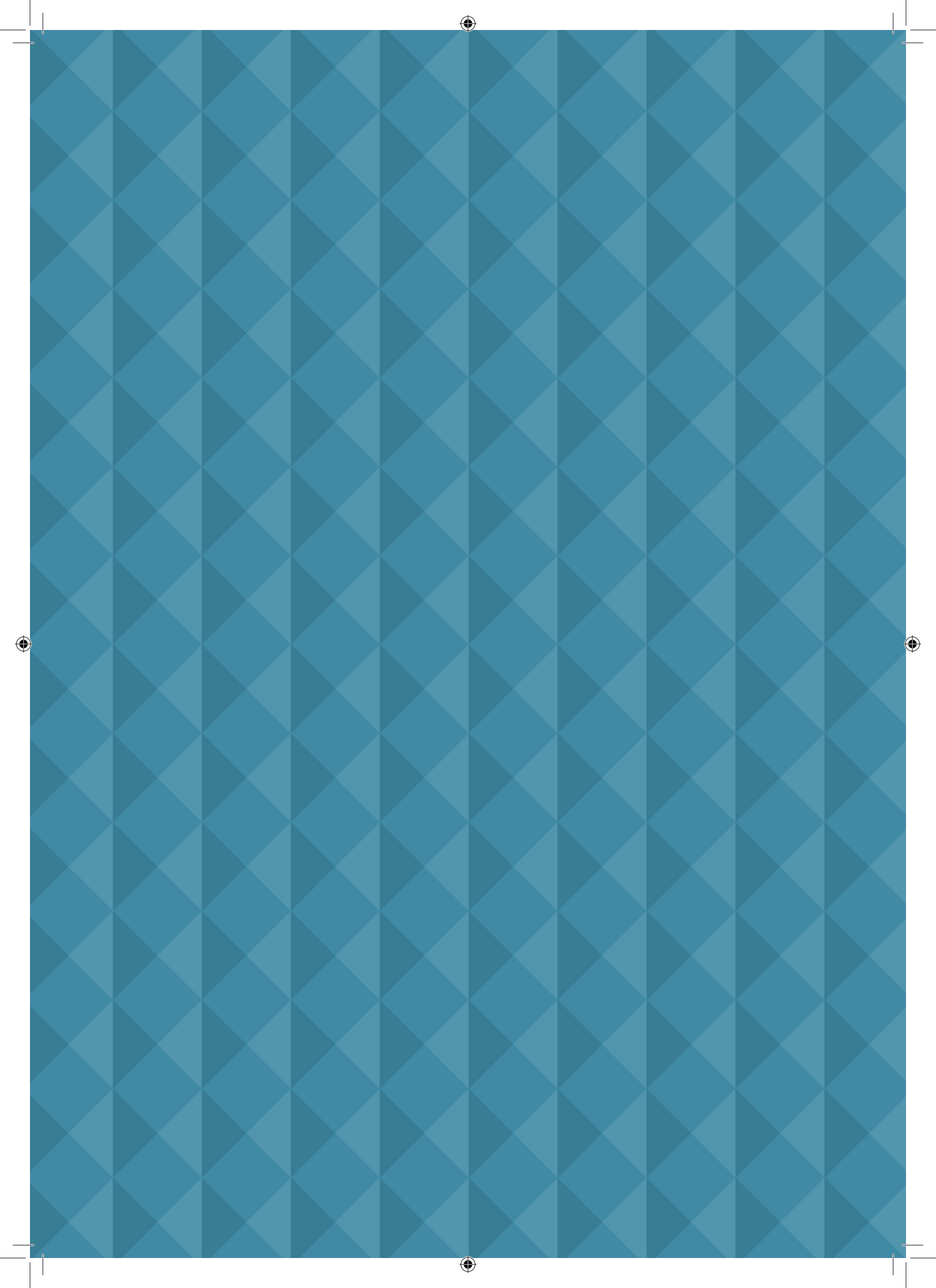




# *Operations Manual* **Implementation of the Emergency Cash Transfer During Disasters**

**VERSION 1.0**



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# *Operations Manual*

# **Implementation of the Emergency Cash Transfer During Disasters**

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## Message

As the lead disaster response agency in the country, the Department of Social Welfare and Development (DSWD) continues to innovate and adapt with the changing landscape in disaster response, preparedness, and mitigation. Toward this end, DSWD creates mechanisms and strategies that hasten the provision of assistance to the affected populations and ensure their immediate recovery.

In 2020, DSWD's Emergency Cash Transfer (ECT) During Disasters was adopted by the National Disaster Risk Reduction and Management Council (NDRRMC) as one of the government's interventions for disaster response, recovery, and rehabilitation. ECT is the country's adaptive social protection modality, which shifted the focus from provision of purely food and non-food support to cash transfers, thus enabling the affected families to provide for the goods and services they need after a disaster. With the availability of cash, the families are afforded with a variety of options that enable them to adapt to post-disaster situations, hasten their recovery and rehabilitation, and strengthen their resiliency to future disasters and covariate shocks.

ECT is a key milestone in DSWD's mandate of developing policies, programs, projects and strategies to appropriately and effectively address the increasing and evolving needs of survivors of disasters and calamities. It is anchored on an inclusive, people-centered, build-back better and developmental approach. Hence, with the development of this Operations Manual for the Implementation of ECT During Disasters, the Department will have a blueprint in the effective implementation of the ECT strategy by providing technical and operational guidance to all DSWD-Field Offices, support bureaus, services, offices, other member agencies of the relief pillar of NDRRMC, and humanitarian partners.

Congratulations to the DSWD Disaster Response Management Bureau, the World Bank, and other partners who helped in developing this Operations Manual.

May this Manual be used as an additional guide to empower disaster-stricken communities so that they can immediately gain back their self-sufficiency.

*Sama-sama tayong magtulungan upang maipatupad ang Maagap at Mapagkalingang Serbisyo para sa Bayan!*

**ROLANDO JOSELITO D. BAUTISTA**

Secretary

# Preface

The Philippines is an archipelagic country with a high poverty rate and vulnerability to natural disasters and other covariate shocks. Hence, providing the much-needed response to disaster-affected populations has not been easy. This situation poses a challenge to the Philippine Government, especially the Department of Social Welfare and Development (DSWD). The physical distribution of humanitarian relief goods including DSWD's food and non-food items to the remotest islands and hinterlands often encountered delays and resulted in the deterioration of the quality of the goods. It is hoped that the timely delivery of the much-needed assistance for the disaster-affected families will finally be realized with the implementation of the Emergency Cash Transfer (ECT) During Disasters, which is to be guided by this Operations Manual (OM).

The adoption of the unconditional modality of emergency cash transfer as a response strategy of the Philippine Government during disasters started after the massive destruction of several regions of the country in 2013 when the first Level 3 humanitarian response category was declared by the United Nations due to super typhoon Yolanda. The response experience of 2013 showed that the coordinated effort of the national government, LGUs, and other stakeholders is necessary for realizing the mandate of protecting and providing appropriate assistance to disaster-affected families and "leaving no one behind".

The important lesson from the 2013 response experience is the motivation of DSWD's Disaster Response Management Bureau (DRMB) in developing this OM for all the personnel involved in the implementation of ECT, regardless of their position and area of assignment. Through this OM and with the right knowledge, skills and attitude, the implementers can be more prepared to help disaster-affected families bounce back better and stronger.

This Operations Manual is a product of a series of face-to-face and virtual workshops, meetings, and discussions between DRMB, Field Offices, selected member agencies of the National Disaster Risk Reduction and Management Council, partners from the United Nations and the Humanitarian Country Team's Cash Working Group (HCT-CWG). It was developed with technical assistance from the World Bank.

DRMB wishes to thank all those who contributed their time, skills, and resources to finalize this Operations Manual for the Implementation of ECT During Disasters. Your invaluable inputs are very much appreciated!

# About the Manual

The Operations Manual (OM) is based on Memorandum Circular No. 17, Series of 2019: Guidelines in the Implementation of the Emergency Cash Transfer (ECT) During Disasters. The OM is the main guide of the Disaster Response Management Bureau in providing technical and operational support to DSWD Field Offices, local governments, and humanitarian partners that implement the ECT.

It has the following objectives:

- Provide operational clarity and guidance to decision-makers and implementers of ECT.
- Enable all concerned agencies and partner organizations to understand the institutional arrangements, procedures, and scope of work in implementing ECT.
- Specify the roles, responsibilities and accountabilities of the stakeholders in ECT operations.
- Guide the operations of ECT to ensure consistency, timeliness, and accuracy.

The manual describes ECT, its features, rate of assistance, and the necessary details of the implementation processes. Each chapter of the manual covers one ECT process and provides step-by-step instructions on its implementation. These processes are ECT activation as a disaster response intervention; beneficiary selection and verification; notification and orientation of beneficiaries; delivery of cash assistance to beneficiaries; recovery and rehabilitation support; reporting, monitoring and evaluation; and risk and grievance management. In addition, pre-disaster preliminary activities are discussed. The manual also contains the required ECT forms and templates used in the implementation of the Program.

The OM is divided into three main sections:

- ECT's seven distinct or organic implementation processes
- Preparatory activities and institutional arrangements needed to implement ECT. They involve the personnel of DSWD's national offices, bureaus, services and units (OBSUs) and regional offices; LGUs; and humanitarian organizations engaged in the implementation of cash transfers.
- Tools, templates, and process flow, which implementers may refer to for guidance in addressing concerns encountered in the implementation of ECT.



## Future Releases: Enhancements and Features of IT Systems



This icon appears next to tasks and activities that will be supported by a future release of information technology systems.

These IT systems are essential components of ECT for disaster response, because they will automate, enhance, and improve program processes. Identifying them in this manual underscores their significance as a priority direction for action. For the details of the future release of these systems, see [Chapter 9. ECT – Management Information System \(MIS\)](#).

Aside from the ECT-MIS, the following databases are under development for future release: Unified Beneficiary Database (UBD), Comprehensive Assistance for Disaster Response and Early Recovery Services – Information System (CARES-IS), and other databases. The digitalization of the payment of cash assistance is also undergoing review.

As ECT-MIS and other systems are completed and they become fully operational, and as tools and processes evolve, this manual will be reviewed and updated accordingly. The OM is a living document and may be amended or modified following the prevailing needs and situation on the ground.

# Abbreviations

<b>4Ps</b>	Pantawid Familyang Pilipino Program	<b>DENR</b>	Department of Environment and Natural Resources
<b>AGDB</b>	authorized government depository bank	<b>DF</b>	Disaster Fund
<b>AI</b>	artificial intelligence	<b>DHSUD</b>	Department of Human Settlements and Urban Development
<b>AICS</b>	Assistance to Individual in Crisis Situations	<b>DILG</b>	Department of the Interior and Local Government
<b>AOC</b>	Agency Operations Center	<b>DOF</b>	Department of Finance
<b>API</b>	application programming interface	<b>DOLE</b>	Department of Labor and Employment
<b>ATM</b>	automated teller machine	<b>DOST</b>	Department of Science and Technology
<b>AVP</b>	audiovisual presentation	<b>DRMB</b>	Disaster Response Management Bureau
<b>BARMM</b>	Bangsamoro Autonomous Region in Muslim Mindanao	<b>DRMG</b>	Disaster Response Management Group
<b>BSP</b>	Bangko Sentral ng Pilipinas	<b>DROMIC</b>	Disaster Response Operations Monitoring and Information Center
<b>C/MSWDO</b>	City/Municipal Social Welfare and Development Office	<b>DRRMC</b>	Disaster Risk Reduction and Management Council
<b>CAP</b>	Cash Assistance Payroll	<b>DSWD</b>	Department of Social Welfare and Development
<b>CARES-IS</b>	Comprehensive Assistance for Disaster Response and Early Recovery Services – Information System	<b>ECT</b>	Emergency Cash Transfer
<b>Cat DDO</b>	Catastrophic Drawdown Option	<b>ECT-MIS</b>	Emergency Cash Transfer - Management Information System
<b>CFC</b>	Cash-for-Caring	<b>ESA</b>	Emergency Shelter Assistance
<b>CFT</b>	Cash-for-Training	<b>F/NFIs</b>	food and non-food items
<b>CFW</b>	Cash-for-Work	<b>FFC</b>	Food-for-Caring
<b>CO</b>	Central Office	<b>FFP</b>	family food pack
<b>COA</b>	Commission on Audit	<b>FFT</b>	Food-for-Training
<b>ComAs</b>	community assembly	<b>FFW</b>	Food-for-Work
<b>DAFAC-IS</b>	Disaster Assistance Family Access Card – Information System	<b>FMS</b>	Finance and Management Service
<b>DBM</b>	Department of Budget and Management	<b>FO</b>	Field Office

<b>FSP</b>	financial service provider	<b>NDRRMC</b>	National Disaster Risk Reduction and Management Council
<b>GAA</b>	General Appropriations Act	<b>NEDA</b>	National Economic and Development Authority
<b>GBV</b>	gender-based violence	<b>NFI</b>	non-food item
<b>GIDA</b>	geographically isolated and disadvantaged area	<b>NHA</b>	National Housing Authority
<b>GIS</b>	Geographic Information System	<b>NHTO</b>	National Household Targeting Office
<b>GSM 72</b>	Global Spectrum Model	<b>NHTS-PR</b>	National Household Targeting System for Poverty Reduction
<b>GUMST</b>	Grant Utilization Monitoring and Survey Tool	<b>NOAH</b>	Nationwide Operational Assessment of Hazards
<b>IP</b>	indigenous people	<b>NPMO</b>	National Program Management Office
<b>IPREW</b>	Integrated Program Review and Evaluation Workshop	<b>NRLMB</b>	National Resource and Logistics Management Bureau
<b>Kalahi-CIDSS</b>	Kapit-Bisig Laban sa Kahirapan-Comprehensive and Integrated Delivery of Social Services	<b>NWPC</b>	National Wages and Productivity Commission
<b>KYC</b>	Know Your Customer	<b>OASDRMG</b>	Office of the Assistant Secretary for Disaster Response Management Bureau
<b>LBP</b>	Land Bank of the Philippines	<b>OBSUs</b>	Offices, Bureaus, Services and Units
<b>LCE</b>	local chief executive	<b>OCD</b>	Office of Civil Defense
<b>LDRRMC</b>	Local Disaster Risk Reduction and Management Council	<b>OM</b>	Operations Manual
<b>LGU</b>	local government unit	<b>OSEC</b>	Office of the Secretary
<b>LS</b>	Legal Service	<b>OTC</b>	over-the-counter
<b>MC</b>	Memorandum Circular	<b>OUSDRMG</b>	Office of the Undersecretary for Disaster Response Management Group
<b>MGB</b>	Mines and Geosciences Bureau	<b>PDRA</b>	Pre-Disaster Risk Assessment
<b>MIS</b>	Management Information System	<b>PDRRMC</b>	Provincial Disaster Risk Reduction and Management Council
<b>MOA</b>	Memorandum of Agreement	<b>PHIVOLCS</b>	Philippine Institute of Volcanology and Seismology
<b>MOP</b>	mode of payment	<b>PIN</b>	personal identification number
<b>NDRRM Framework</b>	National Disaster Risk Reduction and Management Framework		
<b>NDRRM Fund</b>	National Disaster Risk Reduction and Management Fund		

<b>PMB</b>	Program Management Bureau
<b>PPA</b>	programs, projects and activities
<b>PPIS</b>	Pantawid Pamilya Information System
<b>PSA</b>	Philippine Statistics Authority
<b>PWD</b>	person with disability
<b>QRF</b>	Quick Response Funds
<b>RA</b>	Republic Act
<b>RDANA</b>	Rapid Damage Assessment & Needs Analysis
<b>RDRRMC</b>	Regional Disaster Risk Reduction and Management Council
<b>RTEF</b>	ready-to-eat food
<b>SAP</b>	Social Amelioration Program
<b>SB</b>	Standards Bureau
<b>SDO</b>	Special Disbursing Officer
<b>SLP</b>	Sustainable Livelihood Program
<b>SMS</b>	Social Marketing Service
<b>SO</b>	Special Order
<b>SOC</b>	state of calamity
<b>UBD</b>	Unified Beneficiary Database
<b>UMID</b>	Unified Multipurpose ID
<b>UN</b>	United Nations
<b>VAI</b>	Vulnerability Assessment Index
<b>WRF</b>	Weather Research and Forecasting

Note: All financial information are stated in Philippine peso or US dollar, unless otherwise indicated.

# Introduction

The Philippines ranked third among countries with the most number of disasters in 2018, according to the World Global Risk Index. In the World Risk Index 2019, the country ranked ninth among the world's riskiest countries. Although this was an improvement from the previous years when the Philippines was in the top 3, the country's geophysical and societal vulnerabilities remained high.

The country experiences both naturally-occurring as well as human-induced disasters. The Philippines' location in the Pacific "ring of fire" and its proximity to the equator make the country prone to earthquakes and volcanic eruptions. Earthquake faults crisscross a large part of the country, starting from the tip northern part to the western part. Twenty of its more than 200 volcanos are active. Annually, the Philippines experiences an average of 20 typhoons.

Exposure and vulnerability to natural disasters and the effects of climate change are particularly high in the Philippines. In recent years, the country has been experiencing extremely devastating typhoons, including one of the most powerful storms ever tracked, super typhoon Yolanda (Haiyan) in 2013 that caused extensive damage to houses, livelihoods, and infrastructure. It affected 14.1 million Filipinos, left 4.1 million displaced, more than 1.1 million houses damaged and about half of them totally destroyed, and thousands of lives lost. Its overall economic impact, in terms of losses and damage, is estimated at \$5.8 billion. Six million workers lost their sources of income. Major rice, corn, and sugar-producing areas were destroyed, thus affecting the country's international trade as well as farmers' incomes.

Pursuant to Republic Act 10121, otherwise known as the Philippine Disaster Risk Reduction and Management Act of 2010, the DSWD is designated as Vice-Chair for National Disaster Response. Further, it is mandated to adopt a disaster risk reduction and management approach that is holistic, comprehensive, integrated, and proactive in lessening the socioeconomic and environmental impacts of disasters, including climate-induced hazards. With this mandate, the Department responds to disasters by distributing food in a general food distribution modality, requiring massive logistics and manpower support for its implementation. Under this modality, the internally displaced population had to contend with what DSWD and its partners provide, oftentimes relying on the usual family food packs (FFPs). Most often, the nutritional needs of age-specific groups, as well as those with specific vulnerabilities, such as persons with disability, pregnant and lactating women, the elderly, and those with special medical needs, are overlooked.

An ad hoc and limited ECT strategy was successfully implemented in response to super-typhoon Yolanda in 2013. After the immediate survival needs were addressed through relief assistance, DSWD delivered an unconditional cash transfer to the beneficiaries of the Pantawid Pamilyang Pilipino Program (4Ps), the country's flagship conditional cash transfer program.

Upon the declaration of a state of calamity, compliance with 4Ps' conditions in affected areas was waived by DSWD for a set period of time. Further, DSWD was able to quickly release a total of ₱550.5 million for top-up payments to Yolanda-affected 4Ps beneficiaries between November 2013 and February 2014 – just three months after the disaster struck. The cash assistance and its distribution were done in partnership with UN organizations operating in the affected areas.

### Enabling Policies

While the top-up payments to 4Ps beneficiaries during Yolanda were successfully distributed, the experience highlighted the limitation of providing the assistance to other families that may be equally or even more severely affected by the disaster. DSWD learned from the lessons of Yolanda and sought to be more responsive to the primary goal of disaster response as articulated in the National Disaster Risk Reduction and Management Framework (NDRRM Framework), which is to preserve life and meet the basic subsistence needs of affected populations based on acceptable standards during or immediately after a disaster. Accordingly, Secretary Rolando Bautista issued Memorandum Circular No. 17, Series of 2019, on 30 August 2019 providing guidelines for the implementation of the ECT during disasters.

In developing ECT as a modality in disaster response, DSWD received technical support from the World Bank as part of the development institution's overall technical assistance to strengthening the country's National Disaster Risk Reduction and Management Program. ECT is part of the policy indicators of the Catastrophic Drawdown Option that provides standby financing when disasters occur to enable the Philippine Government to be more responsive to the needs of people affected during disasters. With ECT as a national modality in disaster response, a system is put in place for quick and adaptive response to the basic requirements of the population and areas needing urgent food and non-food items (F/NFIs), and even early recovery support. This modality intends to provide the requirements, other than the F/NFIs that DSWD usually provides.

In its full council meeting on 21 January 2020, the NDRRMC approved a resolution adopting the DSWD ECT as one of the national modalities of delivering disaster response and early recovery in areas adversely affected by disasters. Subsequently, the NDRRMC issued Memorandum Circular (MC) No. 03, Series of 2020, for the Implementation of the DSWD Emergency Cash Transfer (ECT) Modality During Disasters. The MC gives authority to DSWD in adopting and implementing the ECT Program as one of the instruments and delivery strategies for disaster response during post-disaster continuing relief, recovery, and rehabilitation among disaster-



affected families. Further, it authorizes the necessary funding for the implementation of ECT by financing it through the National Disaster Risk Reduction and Management Fund (NDRRM Fund).

ECT is DSWD's first institutional and unconditional disaster intervention in the form of cash assistance. Hence, the need to draft the Operations Manual that expounds and provides the necessary details on all of program processes, procedures, and institutional arrangements as described in MC17, S2019.

### **Implementing Agencies**

The Disaster Response and Management Bureau is the focal bureau for the ECT Program, and is supported by other offices, bureaus, services, and units in DSWD, such as the Pantawid Pamilya National Program Management Office, Information and Communications Technology Management Service, National Household Targeting Office, Finance and Management Service, Program Management Bureau, and Social Marketing Service.

DRMB coordinates with government agencies at the national and sub-national levels, in particular, the Department of Finance, Department of the Interior and Local Government, Bangko Sentral ng Pilipinas, other member-agencies of the NDRRMC, and local government units.

## CHAPTER 1.

# Program Overview

The Emergency Cash Transfer Program is an adaptive strategy in bridging the gap between immediate disaster relief, humanitarian response, and early recovery support in disasters and emergencies by providing unconditional cash assistance to disaster-affected families that require intervention. Unlike anticipatory assistance or those provided prior to the actual occurrence of shocks, ECT is a post-disaster intervention in the form of cash transfers given to families surviving from covariate shocks.

In major disasters, the needs of affected families are varied and consist of food and non-food items necessary for their survival and well-being. In some cases, there are urgent requirements for medicines and health care; wheelchairs, canes, and other mobility equipment for senior citizens and persons with disabilities; and nutritious food items not included in government-provided supplies, especially for pregnant and lactating women. After a disaster, the affected population would require assistance in immediately repairing their damaged houses and recovering their main sources of income. While ECT is not a substitute for the regular income of the affected population, it can definitely support families in the interim, specifically in meeting their basic and important needs while recovering from devastation and shocks.

ECT may be implemented together with the general distribution of food and non-food items (F/NFIs), especially when local markets have not recovered yet or are still at the early stage of operation and



cannot fully supply the basic F/NFIs. ECT reduces administrative costs by lessening logistical demands for food delivery. It also supports the early revival of local markets by giving beneficiaries cash to purchase goods from local producers. ECT complements the existing cash transfers provided to disaster-affected families during early recovery and rehabilitation, such as the Emergency Shelter Assistance (ESA), Cash-for-Work (CFW), Cash-for-Training (CFT), Cash-for-Caring (CFC), Assistance to Individuals in Crisis Situation (AICS), and sustainable livelihood support—all of which require proof of outputs. [Figure 1](#) shows how ECT complements various DSWD disaster response instruments during relief, early recovery, and rehabilitation.

Figure 1. **Emergency Cash Transfer and Other Major DSWD Post-Disaster Support**

Programs	Phases		
	Response	Early Recovery	Rehabilitation
Shelter	Temporary Shelter	Shelter Assistance	
CashTransfer Programs (CTPs)	Emergency Cash Transfer (ECT)		
	Cash-for-Work (CFW)		
	Cash-for-Training (CFT)		
	Cash-for-Caring (CRC)		
		Sustainable Livelihood Program (SLP)	
Food and NFIs	Family Food Packs (FFPs)		
	Non-Food Items (NFIs)		
	Ready-to-Eat Food (RTEF)		
	Food-for-Work (FFW)		
	Food-for-Training (FFT)		
	Food-for-Caring (FFC)		

ECT can be implemented simultaneously in different disaster-affected areas, or over a period of time to respond to a series of disaster events. Thus, ECT may be provided more than once to a family that experiences multiple disasters. However, the provision of such assistance is subject to needs assessment.

ECT is activated by the DSWD Secretary or the Secretary's designated representative when a state of calamity is declared. However, the delivery of cash assistance commences only when local markets in disaster-affected areas are already operational and capable of supplying the items needed by the affected population.

## Target Beneficiaries

All disaster-affected families, regardless of economic status, are eligible for ECT assistance. They include formal settlers, renters, and sharers who reside in disaster-affected areas. Consideration for vulnerable and disadvantaged sectors, particularly women and solo parents, children, senior citizens, and persons with disabilities is a must to ensure that no one is left out in the distribution of assistance. When funds are limited, access to ECT benefits will be prioritized through an assessment of damage and needs. The delivery of cash assistance takes into consideration the magnitude of the disasters, financial and security risks, and availability of funds.

Priority beneficiaries are the poor and near-poor households identified through the National Household Targeting System for Poverty Reduction (NHTS-PR) or Listahanan. They belong to either of two groups:

- Families from 4Ps beneficiary-households identified through the Pantawid Pamilya Information System (PPIS)
- Families from households considered as poor and near-poor in the NHTS-PR but are not yet enrolled or not eligible for 4Ps.

Secondary beneficiaries are families not considered poor and near-poor in the NHTS-PR database but considered vulnerable and severely affected by disasters. Usually, vulnerable groups are also those severely affected by disasters. These beneficiaries may be identified through other databases such as the Community-Based Monitoring System of local governments or through a vulnerability assessment using the Disaster Assistance Family Access Card – Information System (DAFAC-IS), which is a post-disaster profiling of survivors.

### Vulnerable Groups

- Families residing in frequently isolated or geographically isolated and disadvantaged areas (GIDA)
- Families headed by a minor, elderly, female, solo parent, or person with disabilities (PWD)
- Families headed by a child due to the death of parents during a disaster
- Families belonging to an IP group
- Families with members who are PWDs, elderly, children, pregnant or lactating women, or solo parents

## Severely affected by disasters

- Families with totally or partially damaged houses
- Families who lost their primary source of livelihood (e.g., damage to agricultural farm, livestock shelter, or fishing boat)
- “New poor” or low-income to middle-income families that are not on the NHTS-PR list, without savings or not enough savings, no support from other sources such as remittances or financial aid from relatives, and temporarily cannot provide for their needs, especially during the relief phase. These families should be identified as needing assistance based on an assessment.

## Two Phases of Support

ECT provides assistance in two phases: 1) relief assistance; and 2) support for early recovery and rehabilitation. This support should enable disaster-affected families to respond to their emergency requirements during the response phase, assist them in transitioning to early recovery, and eventually return to normalcy. Providing the appropriate rate of assistance that responds to the needs of the disaster-affected population at each phase is critical in ECT implementation.

### 1. Relief assistance

The relief assistance for priority beneficiaries identified and validated through Pantawid Pamilya Information System (PPIS) and NHTS-PR should start immediately, preferably on the second or third week after a disaster. The funds to cover both 4Ps and NHTS-PR poor and near-poor families should be requested immediately by DRMB, in coordination with the Office of Civil Defense, Department of Finance, and Department of Budget and Management. The request should be based on the consolidated amount required by the Field Offices (FOs) using the Work and Financial Plan for Relief.

For priority beneficiaries, DRMB coordinates with the 4Ps National Program Management Office (NPMO) and the NHTS-PR NPMO for the list or number of priority beneficiaries in the affected areas. ECT benefits can be provided as top-ups, that is, an additional amount to the regular 4Ps cash benefit. The top-ups can be sent through the regular payment channels for 4Ps, such as through authorized government depository banks.

Beneficiaries that are not on the PPIS database but listed in the NHTS-PR will receive grants in the form of direct cash payouts from special disbursing officers. In the future, when a partnership with financial service providers has been established, the grants will be transferred to the beneficiaries' preregistered bank or e-money accounts.

Initiating the assistance for secondary beneficiaries takes some time, especially when post-disaster data collection is needed. Ideally, it should start on or before the fifth or

sixth week after a disaster. To facilitate and expedite the distribution of ECT benefits, DSWD engages with various financial service providers (FSPs). If there are no FSPs or negotiations for their services are not yet finalized, but the assistance is extremely needed, DRMB will download the assistance to the DSWD FOs immediately after the target number of beneficiaries is established. The downloaded cash will preferably be for the first cash benefits payment for ECT, while DRMB is negotiating a partnership with the FSPs so that they can service the disaster-affected areas.

The relief assistance can be provided for a maximum of 90 days, spread across three monthly payments. The last two tranches are released depending on the results of the needs assessment done by LGU workers and validated by the DSWD-FOs concerned.

2. Support for early recovery and rehabilitation

The target recipients in this phase are families that require further assistance to start their early recovery and rehabilitation, specifically those still living in evacuation centers and those whose shelters are damaged or who lost their means of livelihood.

ECT support for early recovery and rehabilitation can be given as a one-time payment on the third or fourth month after a disaster, or earlier, if the assessment and validation of recovery and rehabilitation needs as well as the documentation requirements to support the release of ECT benefits have been completed.

Other than cash, support for assessed needs can be in the form of referral to DSWD programs such as ESA, CFW, CFT, CFC, AICS and referral to agencies such as the National Housing Authority or the Department of Human Settlements and Urban Development for permanent shelter.

[Table 1](#) provides guidance on the ECT delivery timeline, subject to availability of funds and assessment by DSWD FOs and DRMB:



Table 1. **Delivery Timeline of ECT Assistance vis-à-vis Other Disaster Response Interventions**

Disaster Response Type	Food and Non-food Distribution	Cash for Work	Emergency Cash Transfer			Emergency Shelter Assistance
			Relief (Phase 1)		Early Recovery & Rehabilitation (Phase 2)	
			Priority	Next priority		
Preferred start of assistance after a disaster	2 <sup>nd</sup> day to 1 <sup>st</sup> week	1 <sup>st</sup> to 4 <sup>th</sup> week	2 <sup>nd</sup> to 3 <sup>rd</sup> week	5 <sup>th</sup> to 6 <sup>th</sup> week	3 <sup>rd</sup> to 4 <sup>th</sup> month	3 <sup>rd</sup> to 4 <sup>th</sup> month
Intended Beneficiaries	All disaster-affected families	Poorest of the poor and vulnerable sectors (participation in Cash for Work is voluntary)	4Ps and NHTS-PR poor and near-poor	Secondary beneficiaries identified in post-disaster data collection	ECT Phase 1 beneficiaries still living in evacuation centers, with partially damaged shelters, or who lost their livelihood	With totally damaged shelters or living in permanent danger zones
Data Source	LGU list	LGU list	PPIS and NHTS-PR	NHTS-PR or DAFAC-IS, or printed DAFAC form	Actual needs assessment, DAFAC-IS, or printed DAFAC form	House-to-house ocular inspection

## Benefit Amount or Rate of Assistance

### 3. Rate for relief assistance

The rate is equivalent to 75 percent of the prevailing regional daily wage rate set by the Department of Labor and Employment – National Wage and Productivity Council. The cash can be used to buy important requirements needed by senior citizens, persons with disabilities, children, pregnant and lactating mothers, or individuals recuperating from illnesses. Their needs may include mobility aid, nutritious food items not included in the F/NFI package of DSWD, medicine, hospitalization, transportation, and educational support.

#### 4. Rate for early recovery and rehabilitation

The maximum amount of support is equivalent to the prevailing rate of assistance for ESA during the covered fiscal year. The amount can be used without conditions for the urgent repair of damaged shelter units, household expenses, and other costs.

The rate of ECT relief assistance may be adjusted over time based on the prevailing market rate that considers inflation and other economic factors, while the rate of assistance for early recovery and rehabilitation may be adjusted based on the current guidelines on early recovery services.

### Financing Options

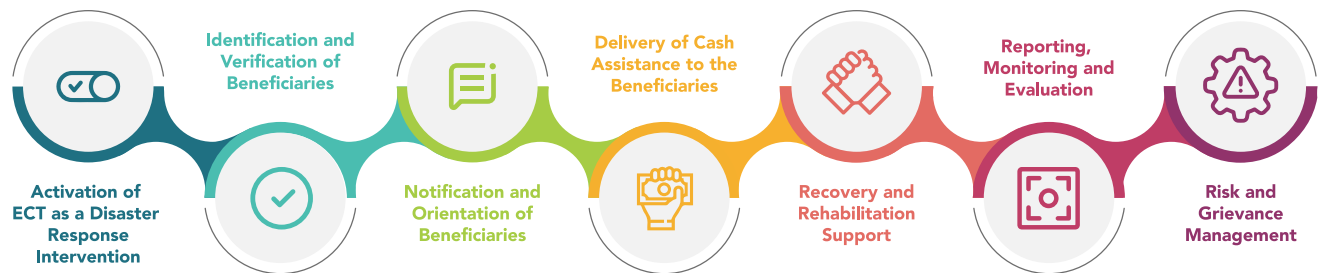
There are several sources of financing for ECT, which may be provided by law or through donation agreements. Some of these financing options are as follows:

1. Quick Response Funds
2. National Disaster Risk Reduction and Management Fund (NDRRM Fund) as part of the General Appropriations Act, for the Rehabilitation and Recovery component of the NDRRM Fund for the fiscal year
3. Supplemental funds, enacted by law and intended for programs, projects, and activities for the rehabilitation and recovery of affected populations or areas in specific disasters, in addition to the NDRRM Fund
4. Cash donations where donors set no limitations or specific purpose for their utilization or disbursement
5. Funds from multilateral or bilateral sources, such as UN organizations, foreign governments, and other donors or partners
6. Other funds that may be provided or made available for ECT

## Implementation Processes

ECT has seven implementation processes ([Figure 2](#)). Each process is discussed in the succeeding chapters of this manual.

Figure 2. **ECT Implementation Processes**



The ECT implementation process is not always a linear process where one process begins only after completing the previous process. In some instances, the processes can be simultaneous or they may overlap.

## CHAPTER 2.

# Activation of ECT as a Disaster Response Intervention

The activation of ECT as a disaster response intervention is a preliminary process that is used to evaluate the appropriateness of ECT as a response strategy and to determine the coverage and duration of support.

## Estimated Timeline

Within one week after a disaster to respond to the immediate needs of affected populations.

## Activation Triggers

The activation of the Emergency Cash Transfer is triggered by the declaration of a state of calamity (SOC) at any of the following levels: national, regional, provincial, city, municipal, or in the Bangsamoro Autonomous Region in Muslim Mindanao.

ECT is activated through a memorandum from the Secretary or designated representative upon the declaration of SOC in a disaster-affected area.

The declaration of SOC in certain areas presupposes the existence or compliance with two other aspects of ECT triggers, as defined in Memorandum Circular No. 17, Series of 2019. These are as follows:

1. Magnitude of the disaster in terms of the population adversely affected and the extent



of physical and social devastation, including on the means of production and other considerations

2. Urgent priority requirements based on the results of a Rapid Damage Assessment and Needs Analysis (RDANA)

The release and delivery of cash assistance depend on the availability of local markets in the affected areas. The actual payment commences only when the local markets are already operational and are capable of supplying the items needed by the affected population. These items are those outside of the usual food and non-food items provided by the government and humanitarian partners. However, other processes such as identification and verification of beneficiaries can start even before markets resume operations. ECT is usually implemented after the distribution period of general food and non-food items in disaster-affected areas.

## Needs Assessment

The following procedures should be undertaken to determine whether ECT needs to be activated and what the cost requirement is. However, considering that activation must be timely and urgent, DRMB may recommend ECT activation to the Secretary even without completing all the procedures, as long as the declaration of SOC has been issued. Also, DRMB can use scientific data (e.g., satellite-based early warning systems) for fast-track damage estimation using the Predictive Analytics for Humanitarian Response (PAHR) system.

1. The DSWD-FOs concerned coordinate and consult with the Regional Disaster Risk Reduction and Management Council (RDRRMC) and the affected LGUs to validate or get additional disaster data that will support the ECT activation recommendation. If there is already an RDANA team, the DSWD-FOs send their representatives to the RDANA team so that they can participate in the rapid damage and needs assessment and prepare the Local Disaster Response Cluster reports using RDANA Forms 1 and 2.
2. If travel and field visit to the affected areas are possible, DRMB sends the DSWD-FO's representatives to the RDANA or a team composed of personnel from the field office and the central office to the affected areas so that they can assist in the rapid damage and needs assessment.
3. The DRMB team in the area and the FO focal person for disaster response check with the regional team of the National Household Targeting System for Poverty Reduction (NHTS-PR) whether there are data about the affected LGUs. Using the data, they identify the affected vulnerable sectors such as communities where there are indigenous peoples (IPs); families with members who are elderly, persons with disabilities, children, pregnant or lactating mothers, and other groups that need immediate support.

4. The FOs submit their recommendation, duly supported with a disaster report, work and financial plan for ECT response, to the Office of the DSWD Secretary (OSEC), copy furnish the Office of the Undersecretary for Disaster Response Management Group (DRMG), DRMB, and the National Resource Logistics and Management Bureau.
5. Upon receipt of the disaster report and recommendation for ECT activation, DRMB validates the updated disaster report and the needs of the affected areas and population. To do this, DRMB coordinates with the National Disaster Risk Reduction and Management Council (NDRRMC) Operation Center and the DSWD-FOs.
6. DRMB coordinates with the NPMOs of 4Ps and NHTS-PR to determine the total number of priority target beneficiaries in the affected areas.
7. In parallel, DRMB's focal person and the team tasked with the Emergency Cash Transfer modality, prepare an estimate of the ECT cost requirement using the NHTS-PR database of the affected FOs. The estimates should indicate the cost per priority group.
8. DRMB submits a recommendation for ECT activation to the OSEC, through the DRMG Undersecretary.
9. DRMB follows up the action or decision of the OSEC on the recommendation to activate ECT. It also requests the FOs to coordinate with the affected LGUs and conduct an operational assessment of the local markets to determine their readiness to supply the requirements of the affected population. If the markets are not operational, the FOs should determine what are needed to re-operationalize them.



## FUTURE RELEASE

### Enhanced Predictive Analytics for Humanitarian Response

## Estimating the Cost of Relief Assistance

The ECT eligibility of beneficiaries and the coverage of the program are determined by DSWD based on the magnitude of a disaster and the availability of funds. Upon the declaration of a SOC in a disaster-affected area, the DRMB estimates the number of ECT beneficiaries under the following scenarios:

- **Scenario A:** ECT supports only 4Ps households
- **Scenario B:** ECT supports all priority beneficiaries, namely, 4Ps households and all NHTS-PR poor and near-poor households
- **Scenario C:** ECT supports all priority beneficiaries and all families residing in geographically isolated and disadvantaged areas (GIDA)



- **Scenario D:** ECT supports all priority beneficiaries and secondary beneficiaries
- **Scenario E:** ECT supports all disaster-affected families

The financial cost and the selected scenario have an implication on ECT operations. For example, cash delivery under Scenario A is quite straightforward, where the cash is provided as top-ups to regular 4Ps payments. In Scenarios B, C, and D, data collection and validation are required.

1. With the list of estimated number of beneficiaries, DRMB estimates the total cost of assistance for each scenario using the following formula:

### Formula for calculating the cost of ECT relief assistance

Expected Cost = Nb x Ba x Duration + Fee

Where:

**Nb:** number of beneficiaries

**Ba:** total of monthly benefit amount, i.e., 75 % of regional or provincial minimum wage

**Duration:** duration of support\*

**Fee:** estimated service/withdrawal fee for financial service providers

\*DRMB can use only 30 days (1 month) in the initial cost estimation and extend the duration later to cover the maximum duration of 90 days (3 months).

2. DRMB submits its recommendation to the DSWD Secretary through the DRMG Undersecretary. This can be done in batches. For instance, DRMB can recommend ECT support only for the first month, and then extend the support later based on a needs assessment. The Secretary decides the eligibility of beneficiaries and duration of support based on available funds.
3. If DSWD's Quick Response Funds are insufficient, the Secretary or the Undersecretary for Disaster Response Management Group coordinates with the Department of Finance, Department of Budget and Management, and the Office of Civil Defense-NDRRMC for additional sources of funds. In support of this, DRMB prepares a request for the release of additional funds from the NDRRM Fund for the approval of the President, through the NDRRMC Chair.



## FUTURE RELEASE

### Activation

## Activities and Tasks

Activities	Tasks	Offices/Units Responsible
1. Conduct RDANA, including a rapid assessment of market operability in terms of availability and capacity to supply goods and services to internally displaced persons (IDPs).	<ul style="list-style-type: none"> <li>Form and deploy RDANA teams in disaster-affected areas. DSWD-FO staff participate in the RDANA.</li> </ul>	Local, Provincial, or Regional DRRMC
This activity is led by NDRRMC, where DSWD is vice-chair for disaster response and implementer of ECT.	<ul style="list-style-type: none"> <li>Give daily updates to the L/P/RDRRMC and OCD Operations Division. The updates are submitted to the NDRRMC Executive Director.</li> </ul>	RDANA teams, with the participation of FO staff
	<ul style="list-style-type: none"> <li>Submit accomplished RDANA Form 1 (<a href="#">Annex 1</a>) to the L/P/RDRRMC for consolidation and analysis within 72 hours upon deployment and 24 hours thereafter.</li> </ul>	RDANA teams
	<ul style="list-style-type: none"> <li>Submit RDANA Form 2 within 2 weeks after deployment.</li> </ul>	
	<ul style="list-style-type: none"> <li>Submit the market situation report to the L/P/RDRRMC for consolidation and analysis within 72 hours and every 24 hours thereafter.</li> </ul>	LGU
	<ul style="list-style-type: none"> <li>Notify DRMB about the status of market operability in disaster-affected areas.</li> </ul>	DSWD-FOs
	<ul style="list-style-type: none"> <li>Using DROMIC-GIS, gather and consolidate all information related to the extent of the disaster and publish the assessment of the magnitude of the disaster, specifically the population adversely affected and the extent of physical and social damage, including on the means of production and other considerations.</li> </ul>	DRMB through the Disaster Response Operations Monitoring and Information Center (DROMIC)

Activities	Tasks	Offices/Units Responsible
2. Declare a state of calamity.	<ul style="list-style-type: none"> <li>The <i>Sanggunian</i> passes a resolution adopting the declaration of a state of calamity based on the RDANA, with the lifting of the SOC subject to the local chief executive's approval.</li> </ul>	Provincial or local DRRMC of the disaster-affected areas
	<ul style="list-style-type: none"> <li>Recommend the declaration of a regional or national SOC to the President of the Philippines, with the lifting of the SOC subject to the criteria set by NDRRMC.</li> </ul>	NDRRMC
3. Issue a memorandum by the DSWD Secretary ordering the implementation of ECT as a response strategy in the disaster-affected areas.	<ul style="list-style-type: none"> <li>Recommend to the Secretary, through DRMB, the activation of ECT and the duration of support in areas under SOC. Include the following documents: RDANA or Response Cluster Report and list of family-beneficiaries that are not in the NHTS-PR database.</li> </ul>	DSWD-FOs
	<ul style="list-style-type: none"> <li>Assess and validate the appropriateness of the ECT strategy.</li> </ul>	DRMB
	<ul style="list-style-type: none"> <li>Collect information from NHTO and PPIS to complement the report from DSWD-FOs.</li> <li>Estimate the budgetary requirement for relief assistance (<a href="#">Annex 2</a>).</li> </ul>	
	<ul style="list-style-type: none"> <li>Recommend to the Office of the Secretary, through the Office of the Undersecretary for DRMG, the following: the eligibility of beneficiaries, duration of support, and amount of ECT cash assistance.</li> </ul>	DRMB and Undersecretary for DRMG
	<ul style="list-style-type: none"> <li>Issue a memorandum for the implementation of ECT in disaster-affected areas.</li> </ul>	DSWD Secretary or designated representative

## Tools and Information Systems

- [\*Annex 1. Rapid Damage Assessment and Needs Analysis \(RDANA\) Forms 1 & 2 or the Response Cluster Report\*](#)
- [\*Annex 2. ECT Work and Financial Plan \(WFP\) for Relief\*](#)



FUTURE RELEASE

**ECT-MIS**

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## CHAPTER 3.

# Identification and Verification of Beneficiaries



Identification involves ascertaining the qualifications of beneficiaries using various databases and recording instruments. In verification, a validated master list of beneficiaries is produced after establishing the identity and deduplication of beneficiaries. This social preparation stage is important because the master list of beneficiaries is a necessary input in determining the resource requirements and further action in assisting affected families.

## Estimated Timeline

- Within one week after a disaster, for priority beneficiaries that are in the National Household Targeting System for Poverty Reduction (NHTS-PR) and Pantawid Pamilya Information System (PPIS)
- Within three weeks after a disaster, subject to the accessibility of the disaster-affected areas, for other beneficiaries identified through the Disaster Assistance Family Access Card (DAFAC) form (which includes the Vulnerability Assessment Index or VAI), or the DAFAC-Information System (DAFAC-IS) itself

## Identification of Beneficiaries

The identification of ECT beneficiaries is data-driven ([Figure 3](#)). This helps make the delivery of cash assistance timely, transparent, and supportive of desired outcomes.

Priority beneficiaries are identified through the NHTS-PR and PPIS. As of March 2021, these are the principal databases used, although other systems are being developed for use in beneficiary identification.

Secondary beneficiaries and other eligible beneficiaries can be identified through one of the following ways:

- Through available data
- Online through post-disaster data collection using DAFAC-IS
- Offline through the printed DAFAC form ([Annex 3](#))

Note: Post-disaster data are collected from all priority beneficiaries through direct encoding in the DAFAC-IS or by filling out the DAFAC form, and its purpose is only to collect their post-disaster data for possible early recovery and rehabilitation support.

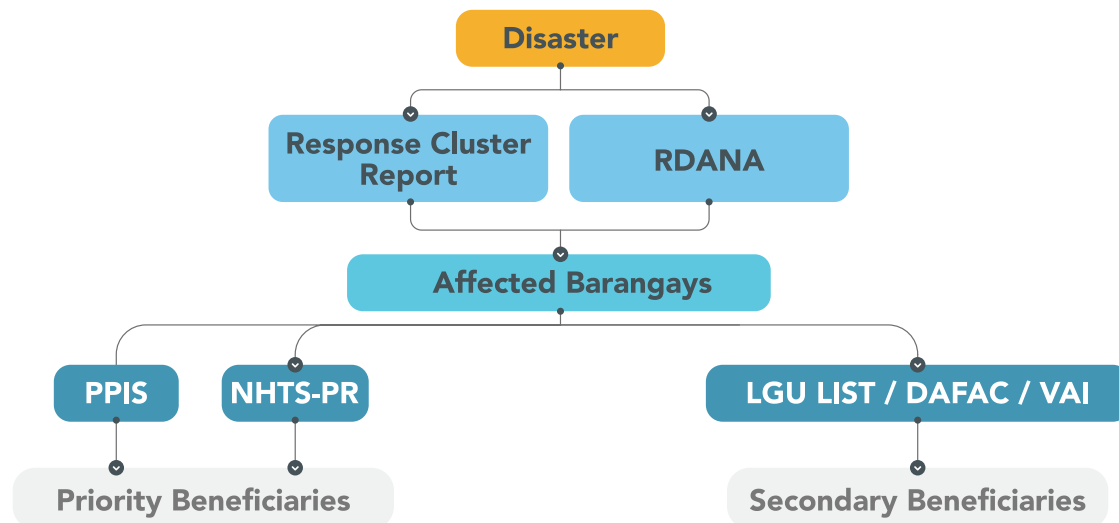
The ECT program promotes gender equality and women empowerment, which are essential in inclusive and sustainable development. ECT recommends that a female household member be the recipient of payments. This preference is anchored on the women's role in family development and sustainability, as well as their capacity to care for the family and prioritize its needs, especially the needs of vulnerable members.

To ensure the timely support to vulnerable families, priority beneficiaries are prioritized in the Program. As of 2021, the NHTS for Poverty Reduction (NHTS-PR) is used to identify eligible families by category (e.g., families with vulnerable members) and families that are likely to become poor due to disasters.

The following systems are being developed and will complement the NHTS-PR: Unified Beneficiary Database (UBD), Comprehensive Assistance for Disaster Response and Early Recovery Services – Information System (CARES-IS), and Emergency Cash Transfer - Management Information System (ECT-MIS). These databases will be linked to the national ID system (PhilSys). They will enable the efficient clean-up and deduplication of data; and they can store payment account information through the PhilSys-enabled Know Your Customer (KYC) functionality.



Figure 3. Identification of ECT Beneficiaries from Various Data Sources



## FUTURE RELEASE

### Beneficiary Identification: Selection and Prioritization

## Verification of Beneficiaries

Except for 4Ps beneficiaries, the identity of all potential beneficiaries is verified using a two-level verification process:

1. **LGU verification** – Verification of identity and eligibility through documents presented by the beneficiaries, such as a valid ID or a barangay certification. The output of this process is a verified master list of beneficiaries, which is incorporated in the LGU project proposal to be submitted to the DSWD-FO.
2. **DSWD verification** - Verification of identity and deduplication by cross-matching DAFAC entries with internal data, such as the PPIS, NHTS-PR, and external databases or registries. The output of this process is a reconciled and cleaned master list of beneficiaries to be endorsed to the LGU for posting in conspicuous places such as evacuation sites, social hall, and schools.

All DAFAC entries that were revised or corrected during the verification process are recorded in a spreadsheet, including the basis for the revision or correction.





## FUTURE RELEASE


### Online Portal for Verification of Potential ECT Beneficiaries



Activities	Tasks	Offices/Units Responsible
1. Validate and prioritize the area of coverage.	<ul style="list-style-type: none"> <li>• Validate the list of disaster-affected areas based on the SOC coverage.</li> <li>• Prioritize the areas based on the extent of damage by cross-matching the list with the Response Cluster Report and RDANA reports.</li> <li>• Select the priority areas using the Criteria for Area Prioritization for the Implementation of ECT (<a href="#">Annex 4</a>).</li> </ul>	DSWD FO
2. Identify the priority beneficiaries.	<ul style="list-style-type: none"> <li>• Generate a list of 4Ps beneficiaries in the confirmed coverage areas through PPIS.</li> <li>• To validate the list, DRMB requests the 4Ps NPMO to share relevant data, including family information, subject to a MOA compliant with the provisions of the Data Privacy Act.</li> <li>• Generate a list of non-4Ps who are considered poor and non-poor households in the NHTS-PR in the confirmed coverage areas.</li> <li>• To validate the list, DRMB requests NHTO to share relevant data, including family information, subject to a MOA compliant with the provisions of the Data Privacy Act.</li> <li>• Verify with the LGU whether the family on the NHTS-PR list was residing in the disaster-affected barangay at the time of the disaster.</li> <li>• If a family is flagged as not residing in the barangay at the time of disaster but it sustained damage to its shelter unit or livelihood, the family may still be assessed and considered a beneficiary based on acceptable and valid reasons.</li> </ul>	<p>DRMB and 4Ps NPMO</p> <p>DRMB and NHTO</p>

Activities	Tasks	Offices/Units Responsible
	<ul style="list-style-type: none"> <li>Conduct a DAFAC profiling for advanced generation of post-disaster data and information, which will be used for recovery and rehabilitation service intervention.</li> </ul>	DRMB, ICTMS, DSWD-FO, LGU
	<p><b>FUTURE RELEASE</b></p> <p> <u><b>Activation; Beneficiary Identification: Selection and Prioritization</b></u></p>	
3-1. Identify secondary beneficiaries for the first month of relief assistance using the available data.	<ul style="list-style-type: none"> <li>Using databases such as the NHTS-PR, calculate the potential number of secondary beneficiaries.</li> <li>Set the threshold for the number of additional target beneficiaries based on the available fund. For example: "All families in GIDA, and those estimated in the NHTS-PR as having a per capita income of within 50-100% above the poverty threshold."</li> </ul>	
This process can be followed if the NHTS-PR or other databases are up-to-date, comprehensive, and reliable for use in identifying secondary beneficiaries.	<ul style="list-style-type: none"> <li>Receive the list of potential secondary beneficiaries that are within the threshold from NHTO.</li> </ul> <p><b>FUTURE RELEASE</b></p> <p> <u><b>Beneficiary Identification: Selection and Prioritization</b></u></p> <ul style="list-style-type: none"> <li>Conduct a profiling of the beneficiaries identified and selected through Activity 3-1 (this activity) using the DAFAC form or the DAFAC-IS. Determine their eligibility for possible 2nd and 3rd month of relief assistance.</li> <li>If some families submit grievances about inclusion or exclusion, DRMB and NHTO verify their estimated income in NHTS-PR. If a grievance on inclusion error is found valid, DRMB in coordination with the DSWD-FOs include the families in the verification process.</li> </ul>	DRMB and NHTO

Activities	Tasks	Offices/Units Responsible
3-2. Identify secondary beneficiaries through post-disaster data collection using DAFAC-IS	<ul style="list-style-type: none"> <li>Conduct a profiling using DAFAC form or DAFAC-IS to identify secondary beneficiaries. This task is done after the disaster at the evacuation center, barangay hall, and other places accessible to affected families</li> </ul>	DSWD-FO and LGU
	 <b>FUTURE RELEASE</b> <a href="#">Online Entry and Integration with UBD</a>	DSWD-FO and LGU
	<ul style="list-style-type: none"> <li>Encode the DAFAC data in a spreadsheet and email the file to DRMB.</li> </ul>	DSWD-FO with LGU
	 <b>FUTURE RELEASE</b> <a href="#">Online Entry and Integration with UBD</a>	
	<ul style="list-style-type: none"> <li>Verify and confirm the encoded information by cross-matching them with inter-regional DAFAC-IS data.</li> </ul>	DRMB
	 <b>FUTURE RELEASE</b> <a href="#">Data Deduplication through UBD</a>	
4. Register beneficiaries for digital ECT payment.	<ul style="list-style-type: none"> <li>Request the 4Ps NPMO for the bank account or cash card details of 4Ps beneficiaries.</li> </ul>	DRMB
	 <b>FUTURE RELEASE</b> <a href="#">Registration for Full ECT Payment Digitalization</a>	
5. Submit the master list of potential ECT beneficiaries.	<ul style="list-style-type: none"> <li>Submit the project proposal with the master list of beneficiaries to the DSWD-FO.</li> </ul>	LGU
	<ul style="list-style-type: none"> <li>Verify and deduplicate the list by cross matching DAFAC entries with the internal data from PPIS and NHTS-PR as well as external registries.</li> </ul>	

Activities	Tasks	Offices/Units Responsible
	Use a spreadsheet, the DAFAC-IS, or CARES/ECT-MIS.	DSWD-FO
	<p><b>FUTURE RELEASE</b></p> <p> <a href="#">Online Portal for Verification of Potential ECT Beneficiaries</a></p>	
	<ul style="list-style-type: none"> <li>Prepare and submit a consolidated ECT Work and Financial Plan for Relief to the Office of the Secretary through DRMB (<a href="#">Annex 2</a>).</li> </ul>	DRMB and DSWD-FO
6. Approve the final list of beneficiaries who will receive payment.	<ul style="list-style-type: none"> <li>Approve the final list of beneficiaries               <ul style="list-style-type: none"> <li>NHTS-PR Poor</li> <li>Non NHTS-PR priority beneficiaries</li> </ul> </li> </ul>	Secretary <ul style="list-style-type: none"> <li>For the approval of the physical and financial targets, the Regional Director, with the Secretary and Under-secretary</li> </ul>

## Tools and Information Systems

- Pantawid Pamilya Information System
- National Household Targeting System
- Disaster Assistance Family Access Card
- Disaster Assistance Family Access Card – Information System

 **FUTURE RELEASE**

[Integration with Other Databases](#)

## CHAPTER 4.

# Notification and Orientation of Beneficiaries

In notification and orientation of beneficiaries for relief assistance, DSWD and the LGU inform the identified beneficiaries, except 4Ps beneficiaries, about their eligibility for ECT. It is also in this process where identified beneficiaries are given an orientation about the Program.

## Estimated Timeline

- Within two weeks after a disaster for non-4Ps priority beneficiaries
- Within four weeks for secondary beneficiaries

## Notification of Beneficiaries

DSWD and the LGU inform the identified beneficiaries about their eligibility for the Program. They may share information directly with the beneficiaries (e.g., through text message, Messenger, Viber) and with the public by posting the list of beneficiaries in conspicuous places (e.g., schools, LGU office) and online platforms such as the DSWD website and Facebook page.

The orientation of identified beneficiaries on the ECT Program can be done through various forms and platforms. DSWD and the LGU can organize a community assembly to brief the beneficiaries about the ECT Program and proactively resolve any grievances.



## Activities and Tasks

Activities	Tasks	Offices/Units Responsible
1. Endorse the master list of beneficiaries to the LGU.	<ul style="list-style-type: none"> <li>Endorse the validated master list of ECT beneficiaries to the local chief executives (LCEs). The endorsement can be done virtually, or when possible, through a face-to-face meeting with the LCEs, to get their feedback and support.</li> <li>Coordinate with the LGU on the activities and strategies for the notification and orientation of beneficiaries.</li> </ul>	DSWD-FO
2. Notify and orient beneficiaries.	<ul style="list-style-type: none"> <li>Post the validated master list of ECT beneficiaries in conspicuous places such as evacuation sites, shelter complexes, municipal or city hall, barangay hall, social hall, sports complex, covered courts, public plaza, day care centers, market area, schools, public places where there are bulletin boards, and other areas where people converge.</li> </ul> <p>The LGU may also send a text message and use other media whenever feasible, for example, social media and other online platforms, radio, and television. Ensure that information disclosure is compliant with the Data Privacy Act.</p> <p>Include the following in the post:</p> <ul style="list-style-type: none"> <li>Required documents such as PhilSys ID or other government-issued cards</li> <li>Channels to submit grievances about inclusion and exclusion errors</li> <li>Date and venue of program orientation and community assembly</li> <li>Dissemination of information about the ECT Program in various forms and platforms (<a href="#">Annex 14</a>)</li> </ul>	LGU supported by DSWD-FO

## Tools and Information Systems

- [\*Communication materials for ECT enrolment\*](#)

### FUTURE RELEASE



[Integration with Other Databases, Program Enrollment and First Payment, Online Portal for Registration and Verification of Potential ECT Beneficiaries](#)

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## CHAPTER 5.

# Delivery of Cash Assistance



The delivery of cash assistance to beneficiaries is a critical process that involves the actual release of ECT benefits to the identified and confirmed ECT beneficiaries. At this stage, local markets must be accessible to ECT beneficiaries, must be operational, and must be able to supply the needed goods and services.

## Estimated Timeline

- Within two weeks for 4Ps beneficiaries
- Within four weeks for non-4Ps priority beneficiaries
- Within five to six weeks for secondary beneficiaries

## Modes of ECT Payment

The delivery of ECT cash assistance through a direct, face-to-face mode of payment (MOP) must be reduced to the minimum, especially in recurring payments (i.e., second and third tranches) to non-4Ps beneficiaries. The preferred MOP is digital payment because it is efficient in delivering ECT assistance and it is a safe form of cash transaction for beneficiaries, DSWD and LGU personnel.

[Figure 4](#) shows the current MOP, which are top-ups and direct cash payout.

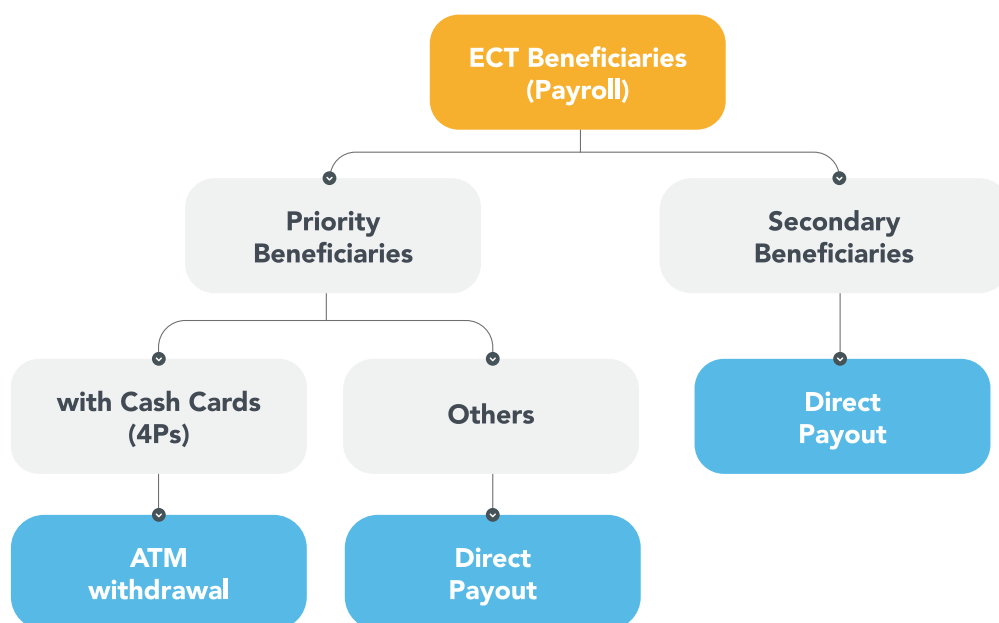
1. Top-ups to the account for 4Ps beneficiaries. Once ECT is activated and the affected 4Ps households are identified as beneficiaries, DRMB immediately drafts a request for

transfer of funds indicating the physical and financial targets based on the financial process for top-ups ([Annex 5](#)). The request has the following attachments:

- Work and Financial Plan (WFP)
- Obligation Request and Status (OBS)
- Disbursement Voucher (DV)
- Signed and notarized memorandum of agreement (MOA) and its implementing rules and regulations (IRR) entered into between DSWD and Land Bank of the Philippines or other partner service providers ([Annex 6A](#))

## 2. Direct cash payout for all other beneficiaries

Figure 4. **Current Modes of Payment**



### FUTURE RELEASE

#### Digital Payment of Cash Assistance

## Identity Verification in Direct Payment Delivery

All beneficiaries are required to present documents, such as a PhilSys ID, other government-issued cards, or barangay certification in the absence of any ID. These are used to verify the identity of beneficiaries when the MOP is direct payment.

## FUTURE RELEASE



## Opening an Account at the First Payment Site, Program Enrollment and First Payment

### Activities and Tasks

The cash assistance to beneficiaries is intended not only to be at an appropriate rate, but its delivery should also be timely so that the affected families can respond to their emergency requirements and return to normalcy.

Activities	Tasks	Offices/Units Responsible
Mode of payment 1: Top-ups for eligible 4Ps beneficiaries	<ul style="list-style-type: none"> <li>Sign a MOA (<a href="#">Annex 6</a>) with the AGDB that stipulates the arrangements and procedures for cash transfer or top-up distribution of cash assistance to beneficiaries with accounts. This MOA is signed before a disaster.</li> </ul>	FMS with 4Ps NPMO and DRMB
	<ul style="list-style-type: none"> <li>Upon consultation with the 4Ps NPMO and FMS, share the list of eligible beneficiaries with the AGDB and FSPs contracted for the purpose.</li> </ul>	FMS with 4Ps NPMO and DRMB
	<ul style="list-style-type: none"> <li>Transfer the grant amount to the AGDB.</li> </ul>	
	<ul style="list-style-type: none"> <li>If the delivery of ECT cash assistance and the payment of 4Ps benefits do not coincide or are too far apart, do the top-ups as a separate transaction.</li> </ul>	
	<ul style="list-style-type: none"> <li>Transfer the payment to the beneficiaries' accounts. Once loaded to the cash card accounts of beneficiaries, the funds are considered disbursed.</li> </ul>	AGDB
	<ul style="list-style-type: none"> <li>Liquidate funds following COA rules and regulations. AGDB issues a Bank Debit Advice to the FMS. Use the ECT payment liquidation forms Bank Debit Advice (<a href="#">Annex 7</a>) and Cash Assistance Payroll (<a href="#">Annex 8</a>).</li> </ul>	DRMB, AGDB

Activities	Tasks	Offices/Units Responsible
Mode of payment 2: Direct payment by DSWD's Special Disbursing Officers (SDOs) or the LGUs	<ul style="list-style-type: none"> <li>Coordinate with the LGU concerned in the disaster-affected areas for the direct payout of cash assistance.</li> </ul>	DSWD-FO
	<ul style="list-style-type: none"> <li>Finalize the date and venue for the payout of cash assistance.</li> </ul>	LGU
	<ul style="list-style-type: none"> <li>Download the funds to the LGU, as authorized, and formalized through a MOA and consistent with COA rules and regulations.</li> </ul>	FMS and DRMB
	<p>Option 1:</p> <ul style="list-style-type: none"> <li>Distribute cash assistance to the beneficiaries through authorized SDOs.</li> <li>Liquidate funds following COA rules and regulations. The Special Disbursing Officer endorses the cash assistance payroll to the Financial Management Unit (FMU).</li> </ul>	FO and SDO
	<p>Option 2:</p> <ul style="list-style-type: none"> <li>Download the funds to the LGU, with the approval of the Secretary, formalized through a MOA, and consistent with MC 17 and COA rules and regulations.</li> <li>Liquidate funds following COA rules and regulations. The Special Disbursing Officer endorses the cash assistance payroll to FMU.</li> </ul>	LGU

## FUTURE RELEASE



### Digital Payment to the Bank or e-Money Accounts of Non-4Ps Priority Beneficiaries

## Tools and Information Systems

- [\*Annex 7. ECT Bank Debit Advice for Top-Up Mode of Payment\*](#)
- [\*Annex 8. ECT Cash Assistance Payroll \(CAP\) for Direct Cash Payout\*](#)



FUTURE RELEASE

ECT-MIS

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## CHAPTER 6.

# Recovery and Rehabilitation Support

Recovery and rehabilitation support refers to the process of identifying the families who will need additional assistance so that they can return to normalcy and regain productivity. It is also referred to as Phase 2 of ECT assistance.

## Estimated Timeline

Three to four months after a disaster

## Needs Assessment

ECT may provide additional support for recovery and rehabilitation (the second phase of support) to families that require further support for their recovery. They will be prioritized through a needs assessment that uses the following criteria:

1. The family still lives in an evacuation center or temporary dwelling three months after the disaster due to an unsafe situation at its place of origin or it awaits relocation to safe resettlement sites.
2. The family's shelter unit is totally or partially damaged and requires major structural work to make it safe and livable again.
3. The family lost its primary source of livelihood, for example, its agricultural farm or livestock shelter was damaged in the disaster.



## Estimating the Cost of Phase 2 Support

DRMB calculates the number of eligible beneficiaries and estimates the total cost of cash assistance for ECT Phase 2 or early recovery and rehabilitation support.

### Formula for calculating the cost of Phase 2 support

Expected Cost = NbM x BaM + NbS x BaS + Fees

Where:

- **NbM:** number of beneficiaries with partially-damaged shelter
- **BaM:** benefit amount for partially-damaged shelter
- **NbS:** number of beneficiaries with totally-damaged shelter
- **BaS:** benefit amount for totally-damaged shelter
- **Fees:** estimated service fee of financial service provider (FSP)

DRMB recommends the approval of the Work and Financial Plan based on the availability of funds. It submits this recommendation to the Secretary, through the DRMG Undersecretary. DSWD, through DRMB, will seek the support of the Department of Budget and Management and the Office of Civil Defense - National Disaster Risk Reduction and Management Council for fund augmentation; and the Department of Finance for other financing sources.

## Activities and Tasks


Activities	Tasks	Offices/Units Responsible
1. Identify the target beneficiaries for ECT Phase 2 and finalize the list.	<ul style="list-style-type: none"> <li>• Filter the potential beneficiaries for ECT Phase 2 based on the data generated from DAFAC-IS and the information about the families that are still in evacuation centers.</li> </ul>	DSWD-FO

**FUTURE RELEASE**



**Beneficiary Identification: Selection and Prioritization**



Activities	Tasks	Offices/Units Responsible
	<ul style="list-style-type: none"> <li>• Verify whether there is damage to the shelter and livelihood of the potential beneficiaries on the list.</li> <li>• Submit the ECT Recovery and Rehabilitation Work and Financial Plan (<a href="#">Annex 9</a>) to the Central Office through DRMB.</li> </ul>	FMS with 4Ps NPMO and DRMB
	 <b>FUTURE RELEASE</b> <a href="#">Activation</a>	
	<ul style="list-style-type: none"> <li>• Estimate the budget requirement for recovery and rehabilitation in the areas affected by the disaster.</li> </ul>	DRMB
	<ul style="list-style-type: none"> <li>• Approve the WFP for the recovery and rehabilitation phase support under ECT.</li> </ul>	Secretary
<p>2. Notify eligible beneficiaries about ECT Phase 2.</p> <p>Note: It is assumed that the identity and mode of payment of target beneficiaries were validated in Phase 1: Relief assistance. For more information, see <a href="#">Chapter 3. Identification and Verification of Beneficiaries</a>.</p>	<ul style="list-style-type: none"> <li>• Notify eligible beneficiaries through various channels, such as the following: <ul style="list-style-type: none"> <li>• ComAs</li> <li>• FDS</li> <li>• Posting in public places</li> <li>• Text message</li> <li>• Official notification from the LGU</li> <li>• Any social media and electronic platform that is compliant with the Data Privacy Act</li> </ul> </li> </ul>	DSWD-FO

Activities	Tasks	Offices/Units Responsible
3. Prepare the project proposal and supporting documents.	<ul style="list-style-type: none"> <li>• Approve the project proposal and other supporting documents, as well as the master list of beneficiaries that includes the following groups: <ul style="list-style-type: none"> <li>• 4Ps cash card holders</li> <li>• Other beneficiaries (non-cash card holders, non NHTS-PR poor)</li> </ul> </li> </ul>	Secretary/ Regional Director
4. Distribute cash assistance.	<ul style="list-style-type: none"> <li>• Draft a request for the transfer of funds indicating the physical and financial targets and with the following attachments: <ul style="list-style-type: none"> <li>• Work and Financial Plan</li> <li>• Obligation Request and Status</li> <li>• Disbursement Voucher</li> <li>• Signed and notarized MOA and its IRR with Land Bank of the Philippines and/or its partner service providers</li> </ul> </li> <li>• Distribute the cash through the following MOPs: <ul style="list-style-type: none"> <li>• Top-ups to the accounts of 4Ps beneficiaries</li> <li>• Direct payout for all other beneficiaries</li> </ul> </li> </ul>	DRMB

## Tools and Information Systems

- [Annex 8. ECT Cash Assistance Payroll \(CAP\) for Direct Cash Payout](#)
- [Annex 10. ECT Physical and Financial Accomplishment Report](#)

### FUTURE RELEASE



### Activation, Beneficiary Identification: Selection and Prioritization, and Program Enrollment and First Payment

## CHAPTER 7.

# Reporting, Monitoring and Evaluation

Monitoring involves determining the progress of ECT implementation and ascertaining compliance with planned activities, such as the timeliness of the delivery of cash assistance. Evaluation deals with how the benefits were used and assesses their impact on the families and communities.

## Estimated Timeline

During and after the implementation of ECT

## ECT Program Monitoring and Evaluation Framework

The ECT Monitoring and Evaluation Framework supports DSWD's goal of *Ensuring the Immediate Relief and Early Recovery of Disaster-Affected Families*. The Framework is in line with the DSWD SULONG RECOVERY PLAN 2021-2022<sup>1</sup> and the DSWD Recalibrated Strategy 2022-2028<sup>2</sup>.

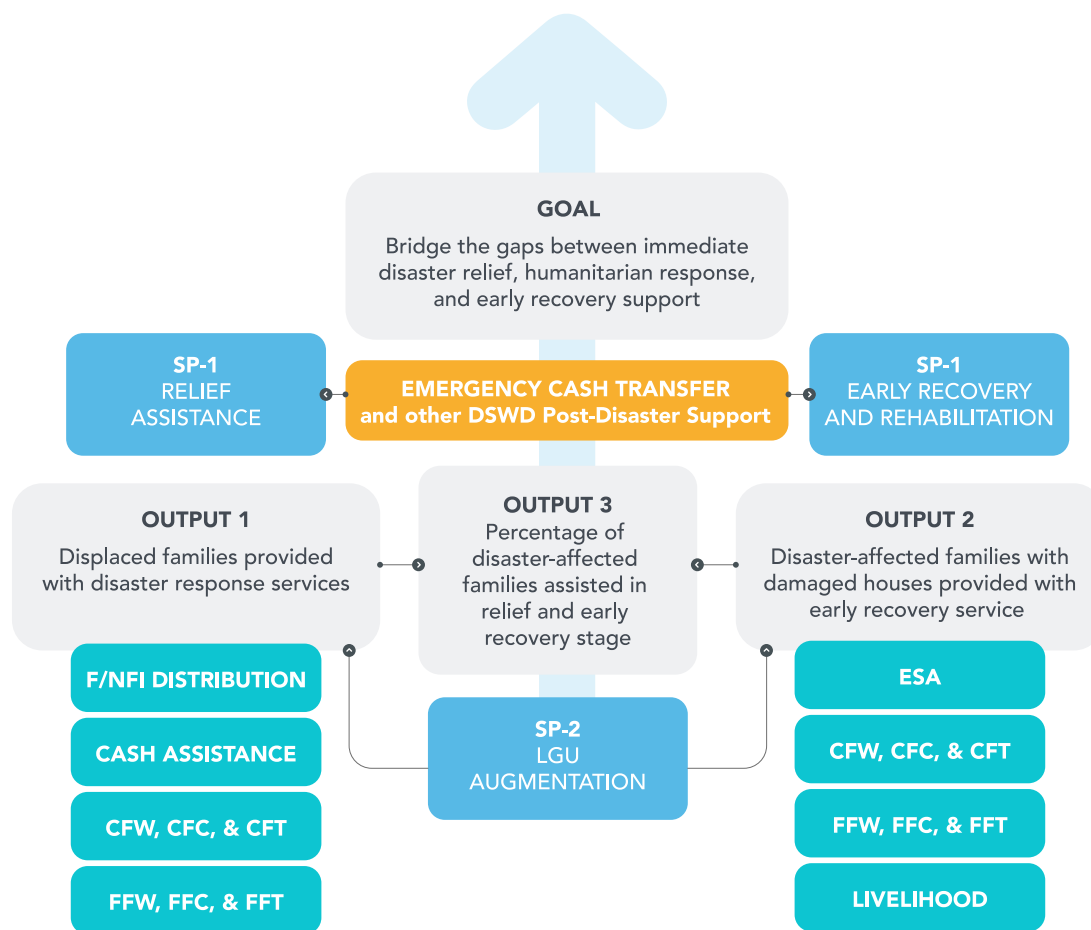
The ECT M&E Framework ([Figure 5](#) & [Table 2](#)) evaluates the process, outputs, outcomes, and impact of ECT implementation. A summative evaluation can be used to assess the entire project cycle and identify opportunities for program enhancement, sustainability, or institutionalization.

Figure 5. **ECT Monitoring Framework**

1 AO 17 s 2020: Adoption of the DSWD SULONG Recovery Plan 2021-2022

2 AO 18 s 2020: Adoption of the DSWD Recalibrated Strategy (New Timelines of Delivery)





The overall goal of the ECT Program, which is to “bridge the gap between immediate disaster relief, humanitarian response, and early recovery support”, is measured by three output indicators. They are aligned with the strategic priorities of the DSWD SULONG Recovery Plan 2021-2022, as follows:

- Outputs 1 and 2 are aligned with Strategic Priority 1: “Mitigate the socioeconomic impact of COVID-19 pandemic, natural disasters and human-induced emergencies to DSWD clientele and alleviate their conditions during these situations.”
- Output 3 is aligned with Strategic Priority 2: “Increase capacity of LGUs to improve the delivery of social protection and social welfare services in response to pandemic and preparation for full implementation of the Mandanas Ruling by the Supreme Court.”

### Output Indicators: Activities and Projects

**Output Indicator 1** - Number of displaced families provided with disaster response services through the ECT Program based on priority targets. The services refer to cash assistance and, where applicable, food-based services and interventions (relief assistance, FFW, FFC & FFT) and non-food items.

**Output Indicator 2** - Number of families with damaged houses provided with early recovery services through the ECT Program based on priority targets. Families that lost their sources of livelihood and productive income are also included. The services refer to cash assistance, as well as food-based services and interventions, as appropriate.

**Output Indicator 3** – Number of LGUs provided with augmentation on disaster response through the ECT Program. This indicator comprises disaster-affected LGUs under a state of calamity. The augmentation is in the form of cash assistance to disaster-affected families.

The outputs contribute to the outcome: increased percentage of disaster-affected families assisted in early recovery stage, which in turn helps attain the overall goal of DSWD and the ECT Program.

Table 2. **ECT Monitoring Indicators**

Result	Indicator	Definition	Baseline	Target	Data Source
GOAL Bridge the gaps between immediate disaster relief, humanitarian response, and early recovery support	100% of required processes undertaken within the set timeline	Number of required processes undertaken vs. total number of required processes	Number of processes involved	All required processes	Process flow checklist
	100% of cash assistance provided were utilized according to beneficiaries, self-assessed needs	Amount of cash assistance provided vs. amount utilized according to beneficiaries' self-assessed needs	Amount of assistance provided	Full amount of cash assistance utilized according to beneficiaries' self-assessed needs	ECT Grants Utilization Monitoring Report
OUTCOME Percentage of disaster-affected families assisted in early recovery stage	85% of disaster-affected families assisted in early recovery stage	Percentage of identified ECT beneficiaries for relief and early recovery services assisted in early recovery stage	Total number of identified ECT beneficiaries for relief and early recovery services	85% of identified ECT beneficiaries for relief and early recovery services	<a href="#">Annex 10 of the ECT Guidelines</a>
OUTPUT 1 Number of displaced families provided with disaster response services	Number of disaster-affected families provided with disaster response services through the ECT Program based on priority targets	Total number of disaster-affected families vs. total number provided with ECT based on prioritization	Total number of internally displaced families	Total number of priority disaster-affected families	<a href="#">Annex 10 of the ECT Guidelines</a>

Result	Indicator	Definition	Baseline	Target	Data Source
OUTPUT 2 Number of families with damaged houses provided with ECT for early recovery services	Number of families with damaged houses provided with early recovery services through the ECT Program based on priority targets	Total number of families with damaged houses vs. number of families with damaged houses provided with ECT for early recovery services	Total number of families with damaged houses	Total number of priority disaster-affected families with damaged houses	<a href="#">Annex 10 of the ECT Guidelines</a>
OUTPUT 3 Number of LGUs provided with augmentation on disaster response through the ECT Program	Number of LGUs provided with augmentation on disaster response services through the ECT Program	Total number of LGUs under state of calamity provided with augmentation on disaster response services through the ECT Program	Total number of disaster-affected LGUs	Total number of LGUs under state of calamity	<a href="#">Annex 10 of the ECT Guidelines</a>

## Reporting and Monitoring

Reporting and monitoring of the progress of ECT implementation involves routine data collection at all levels using the ECT Physical and Financial Accomplishment Report ([Annex 10](#)) and ECT Utilization Monitoring Survey Tool ([Annex 11](#)).

DSWD Field Offices use the ECT Process Monitoring and Assessment Tool ([Annex 12](#)) to monitor the processes involved in the implementation of the Program. They coordinate with the LGUs, which are the primary source of information, and regularly report to the DSWD Central Office about the activities conducted and information gathered relative to the Program.

DRMB is directly responsible for submitting the reports and documentation of the implementation of ECT to the Secretary, Disaster Response Management Group, and National Disaster Risk Reduction and Management Council.

[Table 3](#) presents the data collection process, accountability, timeline, and frequency of reporting and monitoring. Submission of reports is by email.



### FUTURE RELEASE Monitoring



Table 3. Reporting and Monitoring Process

Indicator	Tool	Process	Offices/ Units Responsible	Timeline	Frequency
1	ECT Process Monitoring and Assessment Tool ( <a href="#">Annex 12</a> )	Monitoring the processes undertaken from the LGU up to the national level	FO	Based on the ECT guidelines	Updated as needed. Submitted once at the end of implementation
		Evaluation of the process implementation	CO	Within 30 days after end of implementation	Submitted once at the end of implementation
2	ECT Utilization Monitoring Survey Tool ( <a href="#">Annex 11</a> )	Random administration of the ECT Utilization Monitoring Survey Tool Part 2-4 one month after the payout	LGU	Administered one month after the payout; submitted to the FOs within 7 days after the post GUMST administration	Administered and submitted once per disaster
		Consolidation and submission of GUMST forms	FO	Within 7 days upon receipt from LGU	Consolidated and submitted once per disaster
		Consolidation and assessment of the GUMST results	CO	Within 7 days upon receipt from FO	Consolidated and assessed once per disaster
3	ECT Accomplishment Report	Consolidation of FO reports	CO	As needed	As needed
4-6	LGU Reporting Template	Filling out of the reporting template and submission to the DSWD-FO	LGU	As needed	As needed
	ECT Physical and Financial Accomplishment Report ( <a href="#">Annex 10</a> )	Consolidation of LGU reports and submission to CO	FO	As needed	As needed



## Program Evaluation

The ECT Program Evaluation is part of the DRMB Integrated Program Review and Evaluation Workshop (IPREW), which is conducted according to the DSWD IPREW Guidelines.<sup>3</sup> The Program evaluation highlights the contributions and results of the ECT implementation based on the reporting and monitoring mechanisms set in this manual. Program evaluation with FOs may be conducted as necessary.

## Impact Evaluation

A rigorous impact evaluation that uses a quasi-experimental design is done to determine the efficiency and effectiveness of ECT in responding to the needs of disaster-affected families. DRMB may enlist a third-party research group or institution to undertake an independent evaluation to determine ECT's impact on beneficiaries and the achievement of its overall objective of bridging the gap between relief and rehabilitation.

DRMB is responsible for maintaining the database, reports and records of ECT program implementation. These information are used in evaluation and research as well as in the annual implementation review.

## Tools and Information Systems

- [\*Annex 10. ECT Physical and Financial Accomplishment Report\*](#)
- [\*Annex 11. ECT Utilization Monitoring Survey Tool\*](#)



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**ECT-MIS, Monitoring**

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3 AO 9 s. 2019 Guidelines for the Conduct of Integrated Program Review and Evaluation Workshops (IPREW)

## CHAPTER 8.

# Risk and Grievance Management

Risk and Grievance Management involves identifying and addressing the risks in ECT implementation. It is also about being transparent and accountable for the steps and processes, starting with the identification of beneficiaries up to the release of assistance.

## Estimated Timeline

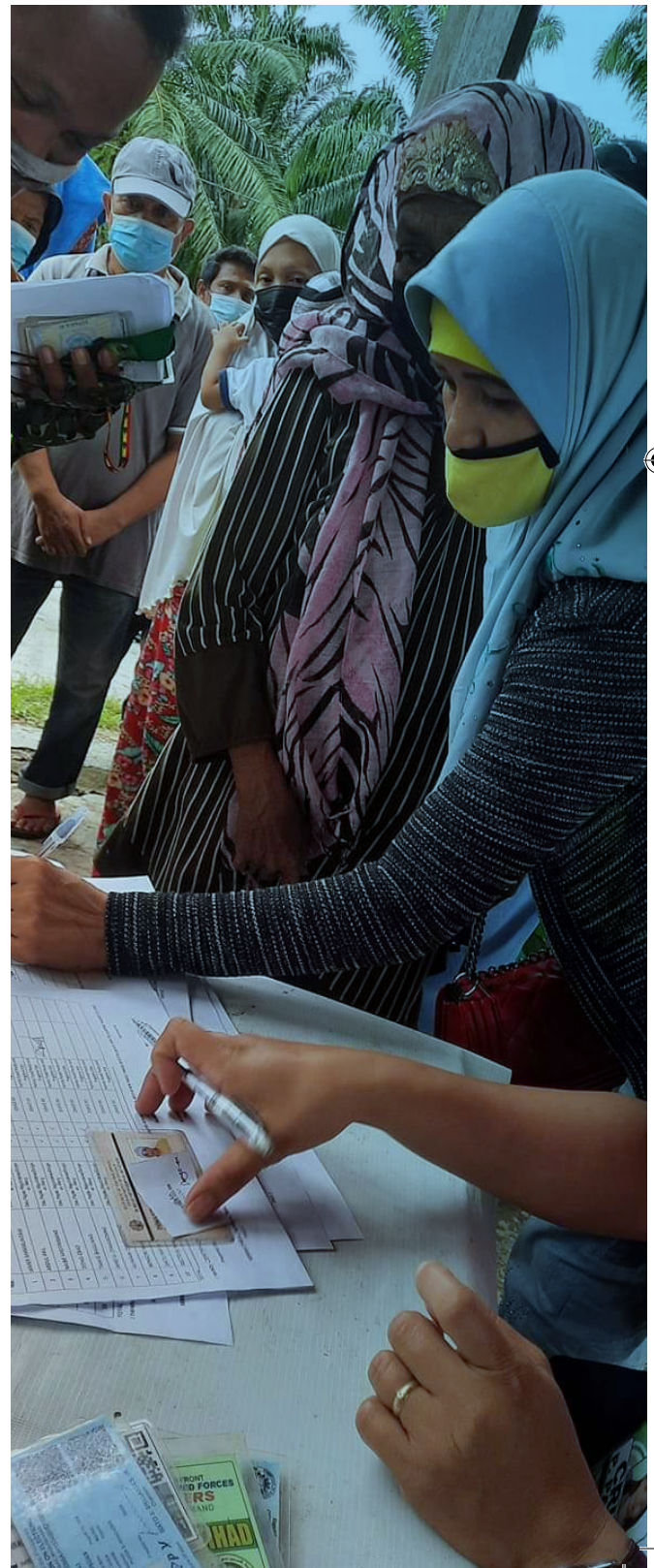
During and after the implementation of ECT

## Risk Management

In the implementation of ECT, the following are the usual risks: 1) security of Special Disbursing Officers (SDOs), other staff, and ECT beneficiaries during a direct payout; 2) fiduciary risk and liquidation concerns of SDOs who are responsible for physically securing and liquidating a large amount of cash; and 3) misuse of funds and any corrupt practices.

To address these risks, ECT uses the following safeguards:

- DSWD personnel who are involved in the distribution of ECT benefits are provided with insurance and fidelity bonds on account of their special functions, which may not be covered by GSIS insurance.
- Creation of a well-planned logistics system that is coordinated with law enforcement groups and faith-based groups.



- Deployment of additional regular staff for accountability measures.

Risks to the beneficiaries and ECT cash benefits should also be considered in the implementation of ECT.

**Note:** DRMB, in coordination with FMS, will study the feasibility of getting an insurance for the ECT amount intended for distribution. The insurance cover is against robbery and other untoward incidents.

## Grievance Management

The ECT observes transparency and accountability at all stages of program implementation. The general public and ECT beneficiaries can submit a grievance by filling out the ECT Grievance Form ([Annex 13](#)) or they can lodge their grievance through the *e.reklamo* system, which is managed by DRMB.

The *e.reklamo* is a web-based complaints management ticket system that is used to address complaints from the public. Each complaint is assigned a unique ticket number that is used to track the case progress and responses online. It provides a complete archives and history of all complaints and their resolution. A valid email address is required to use this system.

A community-based grievance and redress management process is highly recommended to empower local leaders and communities in project implementation. Further, an intensified social preparation in the community should be undertaken to address and clarify issues and complete the project. The process requires communication and coordination with stakeholders, namely, the beneficiaries, LGUs, financial service providers, law enforcement, and DSWD field workers.

Table 4. **Grievance Categories and Their Resolution Indicators**

Grievance Category	Description	Resolution Indicator
Inclusion/exclusion Issue	This is a grievance about the qualification or non-qualification of listed eligible beneficiaries.	Only eligible beneficiaries are in the payroll. If payment was delivered to ineligible beneficiaries, the cash assistance has been returned or proper charges have been filed.
Payment-related Issue	This is a grievance about the non-payment or delayed payment of cash assistance to a family-beneficiary.	Encoded updates and retroactive payment files have been approved by authorized DSWD Official.

Grievance Category	Description	Resolution Indicator
Cash card-related Issue	This is a grievance about ATM cards that are captured, blocked, damaged, perforated, or stolen; or cards with misspelled names, unreadable PIN, wrong PIN, forgotten PIN, including double issuance of cards and account numbers.	Beneficiary has received the PIN or ATM card (either a replacement or a new card).
AGDB's Performance	This is a grievance about the misconduct of a program partner or FSP. This includes complaints such as imposing additional conditions that are not in the MOA, inadequacies or anomalies in the delivery of payments, and non-provision of services.	The case has been forwarded to the office concerned for action.
Staff's Performance (DSWD or AGDB staff)	This is a grievance about inaction or misconduct of DSWD or AGDB staff. It includes cases such as mandatory collection of fees, inaction on requests, and unethical practices or behavior.	The staff concerned has been investigated and sanctions given, as appropriate.
Misrepresentation or Falsification of Documents	This is a grievance about an individual who falsely represented an entry or falsified documents to qualify as an ECT beneficiary.	Family has been delisted as an ECT beneficiary.
Misbehavior of Beneficiary – Collection of Any Kind	This is a grievance about a family-beneficiary that obtained money or anything of value through the abuse of one's position or authority in the locality.	Amount taken has been returned as stipulated in the document signed by all parties concerned; or family has been delisted from the Program; or appropriate criminal charges have been filed.
Misbehavior of Beneficiary – Misuse of Cash Assistance	This is a grievance about a family-beneficiary that uses the cash assistance for inappropriate purposes, such as gambling, vices, pawning or using the cash as collateral, and selling cash cards.	Written notice or warning signed by the Regional Director has been issued to the family-beneficiary concerned. Family has been delisted as an ECT beneficiary.
Others	A grievance that does not fall under any other category	

## Activities and Tasks

Activities	Tasks	Offices/Units Responsible
1. Intake of grievance	<ul style="list-style-type: none"> <li>Submit a grievance through various channels, such as e.reklamo and walk-in at DSWD and LGU by filing the ECT Grievance Form.</li> </ul>	Beneficiaries, General Public
2. Process the grievance.	<ul style="list-style-type: none"> <li>Record the grievance in the system. If the grievance was submitted via e.reklamo, it will be automatically recorded in the system.</li> <li>Depending on the grievance category, refer the grievance to the appropriate agencies.</li> </ul>	DRMB and DSWD-FO  DRMB and DSWD-FO
3. Validate and resolve the grievance.	<ul style="list-style-type: none"> <li>Conduct a validation and resolution of the grievance using the resolution indicator in <a href="#">Table 4</a>.</li> </ul>	DSWD, other agencies, and LGUs
4. Give feedback.	<ul style="list-style-type: none"> <li>Inform the aggrieved party about the resolution of the grievance. If not satisfied, the party can ask for further validation and resolution.</li> </ul>	DRBM, DSWD-FO, and LGU
	<ul style="list-style-type: none"> <li>Summarize the key grievances and resolution status in the dashboard and improve ECT operations based on key lessons from the cases.</li> </ul>	DRMB, DSWD-FO

## Tools and Information Systems

- [Annex 13. ECT Grievance and Monitoring Forms](#)
- [e.reklamo](#)



FUTURE RELEASE

Grievance Redress Mechanism



## CHAPTER 9.

# ECT– MIS and Other Technology-Enabled Services

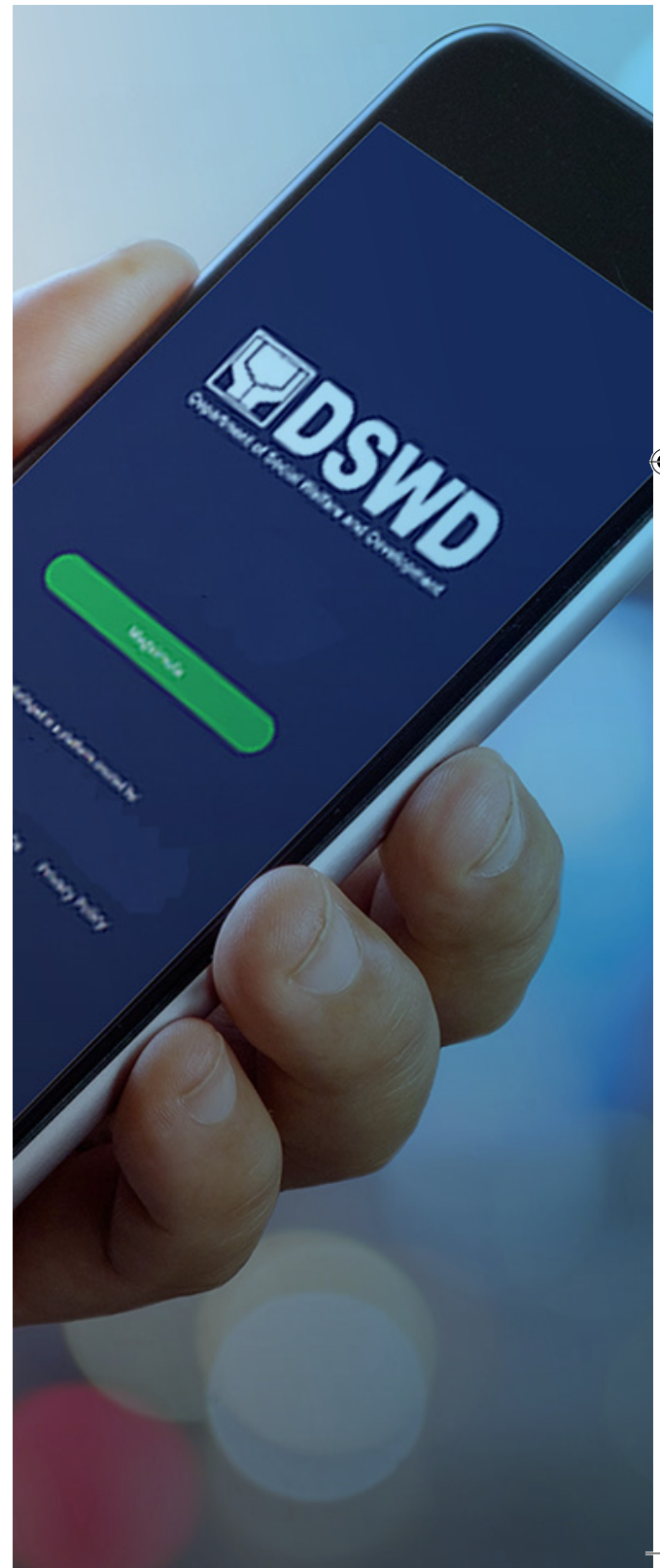
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The ECT – Management Information System (MIS) is the primary tool for the smooth and reliable implementation and data management of the ECT Program. It covers the entire ECT business process. It provides the information technology needed to generate data and facilitate the required processes and procedures of the various components of the Program.

Until ECT-MIS is developed and becomes fully operational, program implementation will use the latest information systems available at the time of a disaster, such as the Disaster Assistance Family Access Card – Information System (DAFAC-IS).

DRMB leverages the available management information systems for ECT operations and will benefit from future releases of other systems, such as the Comprehensive Assistance for Disaster Response and Early Recovery Services - Information System (CARES-IS). DRMB works with the Information and Communications Technology Management Service (ICTMS) in updating and enhancing these systems.

Once fully operational, the ECT-MIS will ensure the interoperability of ECT with other databases of DSWD such as the NHTS-PR and PPIS as well as relevant datasets of other government agencies.



## DAFAC-IS

This is the system that is used as of August 2021.

The DAFAC-IS application for ECT covers the following ECT business processes: Beneficiary Selection and Prioritization, Program Enrollment and Notification, Payment Delivery and Liquidation, and Grievance Redress and Case Management ([Figure 6](#)).

Beneficiary registration and LGU-level verification are done through the system's Profiling function. Beneficiary Selection and Verification are used to perform FO-level deduplication and validation of the prioritization based on the VAI. Grievance redress and case management are part of the Notification and Orientation of Beneficiaries function. Finally, cash assistance is done through ECT Payment ([Table 5](#)).

Figure 6. **DAFAC-IS ECT Process**

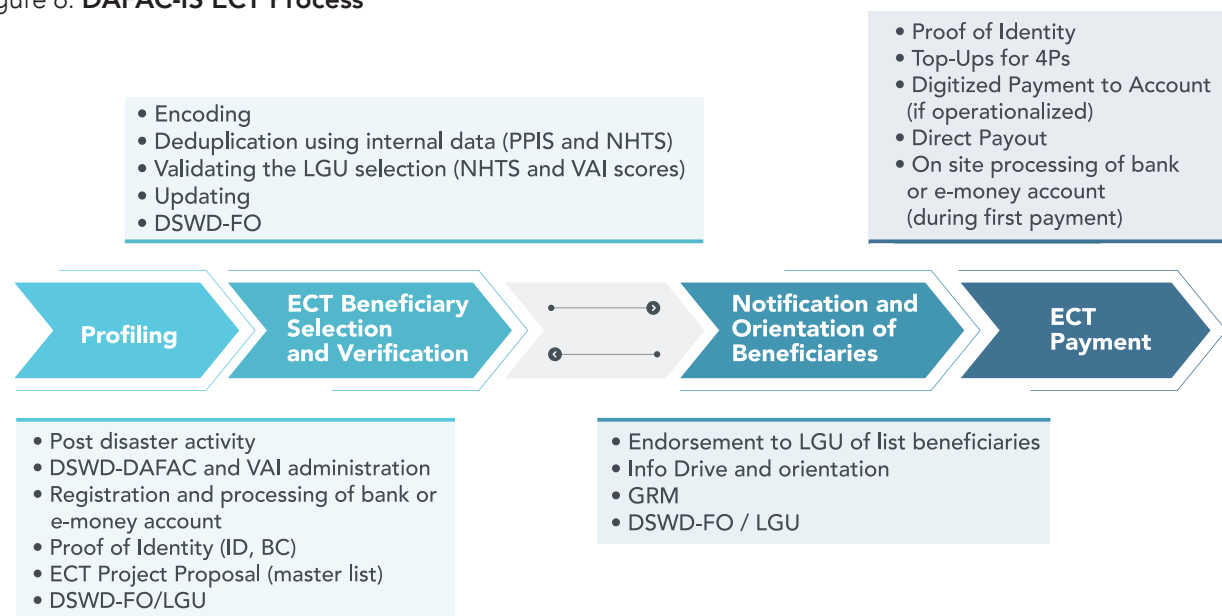


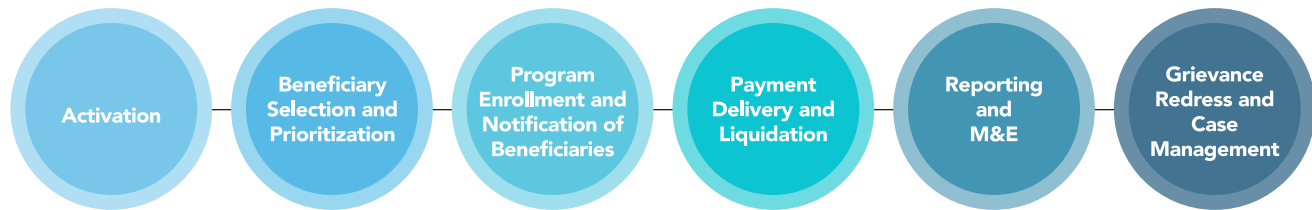


Table 5. DAFAC-IS ECT Activities

Process	Activities	Offices/Units Responsible
Profiling (Registration)	<ul style="list-style-type: none"> <li>Administer the DAFAC-IS. In areas where DAFAC-IS is not available, use the DAFAC.</li> <li>Beneficiaries to present proof of identity: PhilSys ID or in its absence, any government-issued card or certification from LGU.</li> <li>Submit Project Proposal for ECT (Master List of Potential Beneficiaries).</li> </ul>	<p>LGU to administer the DAFAC with the Technical Assistance and Resource Augmentation Program (TARA) of the following:</p> <p>DSWD-FO – technical assistance to the LGU on DAFAC administration, staff augmentation, IT support, and data encoding and management</p> <p>DSWD-CO DRMB &amp; ICTMS – technical assistance to the DSWD-FO on the DAFAC administration, data management, IT support and staff augmentation</p> <p>DSWD-FO and LGUs not affected by the disaster - assistance in profiling or registering survivors using DAFAC or DAFAC-IS</p> <p>Volunteers – data encoding</p>
ECT Beneficiary Selection	<ul style="list-style-type: none"> <li>Encode the master list of potential beneficiaries.</li> <li>Perform name deduplication by cross-matching with internal data, such as PPIS and NHTS-PR. Other demographic information such as date of birth should be included in the data deduplication. Potential duplicates are flagged by DAFAC-IS.</li> <li>Double-check the flagged entries and submit supporting documents to the LGU or field validator, if necessary. The VAI result under the DAFAC-IS is used in selecting secondary beneficiaries.</li> </ul>	DSWD-FO with technical support from DSWD-CO (DRMB/ICTMS)
Beneficiary Notification	<ul style="list-style-type: none"> <li>Endorse the validated list of ECT beneficiaries to the local chief executives.</li> <li>Conduct information drive and ECT orientation of beneficiaries through community assembly and other platforms.</li> </ul>	DSWD-FO and LGU
Distribution of Cash Assistance	<ul style="list-style-type: none"> <li>Provide top-ups to 4Ps families.</li> <li>Provide direct payout to other beneficiaries.</li> </ul>	<p>DSWD-CO (DRMB, 4Ps-NPMO and FMS)</p> <p>DSWD-FO and LGU</p>

## ECT-MIS

A future release of the ECT-MIS will cover the entire process of ECT operations.



### Integration with Other Databases

The ECT-MIS will be designed to integrate and access data from other databases, subject to compliance with protocols and the Data Privacy Act. This integration should facilitate the following processes and make them faster and efficient: selection of target beneficiaries, payment of benefits, management of complaints and grievances, preparation of physical and financial accomplishment reports, and evaluation of outcomes and impact of the implementation of ECT.

ECT-MIS will have the following functionalities:

1. **Report generation**
  - Form generation and printing function
  - Form encoding using a computer, smartphone, tablet, or any mobile device, either online or offline
2. **Data management**
  - Data transfer with PPIS, NHTS-PR, UBD, and other databases
3. **Data validation and demographic deduplication**
  - Identification of potential beneficiaries for enrollment based on the NHTS-PR and Vulnerability Assessment Index (VAI) threshold
  - Data export of lists of priority and secondary beneficiaries by barangay, municipality, province, and region, in spreadsheet format

### Activation of ECT

- WFP and [PAHR](#) (see Predictive Analytics for Humanitarian Response) will be integrated and upgraded so that they can process data for estimating the number of affected families by category (4Ps, NHTS-PR poor, secondary group, and other affected families) and the cost of implementing ECT.

- Hazards and early warning information will be accessed from other agencies (e.g., PAGASA).
- DRMB can automatically retrieve field-based data from the RDANA database (e.g., through an API) or manually encode RDANA data into the system.
- The latest data on 4Ps, NHTS-PR poor, secondary groups, and other affected populations can be accessed from the UBD and other registries.
- GIS functions to overlay the RDANA, UBD and other registries. GIS to be used in estimating the affected families and the cost of supporting them thorough the ECT Program.

### **Beneficiary Identification: Selection and Prioritization**

- The CARES-IS data collection tool will replace the DAFAC-IS. With CARES-IS, the DSWD-FO and LGUs will collect the data of potential beneficiaries before a disaster occurs. The information collected through CARES-IS will be sent or linked to UBD.
- UBD will be the data source for identifying and selecting priority and secondary beneficiaries. DRMB and ICTMS will design a feature in UBD for identifying eligible beneficiaries based on several criteria (e.g., location, 4Ps or not, poverty status, vulnerability index score).
- If UBD does not have sufficient data about the target barangays, DRMB and DSWD-FO can use CARES-IS to collect data about the affected families that will be prioritized for relief assistance (Phase 1).
- When recovery and rehabilitation support (Phase 2) is to be provided, DRMB and DSWD-FO will use CARES-IS to collect post-disaster information (e.g., damage to housing and livelihoods).
- A list of beneficiaries for recovery and rehabilitation support can be generated by barangay, municipality, province, or region. The list can be downloaded in XLS format.

### **Data Deduplication through UBD**

The UBD will store beneficiary data, specifically their PhilSys ID, which will be automatically scanned for data deduplication. Because the PhilSys ID is based on biometric authentication, data duplication using PhilSys is much more accurate than demographic deduplication using current databases. With this functionality, ECT-MIS will enable data deduplication and data cleanup in UBD.

## **Online Entry and Integration with UBD**

ECT-MIS will enable data collection using personal computers and mobile devices, such as smartphones and tablets.

When online, the system will prepopulate fields with basic demographic information such as name, birth date, gender, and family composition, by matching the national ID number of the family head with the information in the UBD.

Even when digital data collection becomes available, pen-and-paper or manual data collection through DAFAC and other forms can still be used under the following circumstances:

- Number of devices are not sufficient
- Limited number of personnel trained on the ECT-MIS application
- No internet or electricity
- Other reasons

Information collected through DAFAC will be encoded directly into the DAFAC-IS, which will be part of the ECT-MIS. Meanwhile, information collected through DAFAC-IS will be migrated to the system, and DRMB can then access those data.

## **Online Portal for Registration and Verification of Potential ECT Beneficiaries**

The ECT-MIS will have an online portal where potential beneficiaries can apply for the program even before a disaster happens. If they meet the eligibility criteria, they will be included in the list of potential beneficiaries in the event of a disaster. The information of online applicants will be managed in the UBD via the ECT-MIS.

To use the online portal, a person must have the following requirements:

- PhilSys card number
- A phone number registered with PhilSys that can receive text messages
- An active bank account or e-money account

The list of verified beneficiaries from the manual identification and verification process will be integrated with the verified beneficiaries in the online portal. Potential duplications based on PhilSys IDs and other valid IDs as well as demographic information will be flagged through the system.

## Program Enrollment and First Payment

- ECT-MIS can send messages to eligible beneficiaries asking them to enroll in the program. These messages can be sent through SMS and email, in addition to the verbal communication by the LGU and FO.
  - People who did not receive a notification of eligibility but would like to enroll in the Program can do so through the online portal. If they are found to be ineligible and they want to appeal, they can file a grievance through the complaint management system integrated with the ECT-MIS.
- The main objective of the program registration is to verify the beneficiaries' identities and to collect information about them that are missing in their records, such as their bank account details.
  - ECT-MIS or the enhanced version of CARES-IS will support registration through two channels: Online portal and Field Enrollment through ComAs
- Eligible beneficiaries will submit their PhilSys information for identification verification. ECT-MIS will be designed to have a PhilSys-enabled identification verification.
  - Biometrics and/or PhilSys card (where no internet is available) in a community assembly
    - For those without PhilSys ID, other government-issued ID can be considered, e.g., Unified Multipurpose ID (UMID), school ID, office ID, PWD ID, senior citizen ID, passport, driver's license. A barangay certificate can be accepted, subject to verification with the LGU.
  - A PhilSys-enabled one-time password for online verification of the PhilSys ID is required for online registration.
- First payment can be given upon registration in the Program.
  - In a community assembly, the first payment can be made in the same venue, while the second and third tranches will be sent through digital payments (except for those without an account).
  - For those registered online, payment will be sent to their designated account.
- Using their PhilSys information, beneficiaries without bank or e-money accounts can submit a request to open an account via ECT-MIS.

ECT-MIS will access the APIs of banks or mobile money issuers to open the account. If the request is accepted, ECT-MIS will send the new account information to the beneficiaries. Otherwise, it will send a notification that their request was rejected.

### Opening an Account at the First Payment Site

DSWD-FO and LGUs will invite financial service providers (FSPs) that operate in a specific area to participate in the first payment site and present their digital payment system and nearest payment point to the beneficiaries. They will also assist applicants in opening an account with them. Applicants without valid IDs can be evaluated following the customer identification process specified in Bangko Sentral ng Pilipinas (BSP) Circular 950, Series of 2017.

### Payment Delivery and Liquidation

- ECT-MIS will manage the payment and liquidation status of all beneficiaries. Beneficiaries, in turn, can view the status through the online portal.
  - For 4Ps, the ECT-MIS can be linked to the PPIS Finance and Management Service (FMS).
- ECT-MIS will provide a payroll list to FMS for payment transfer.

### Monitoring

- ECT-MIS will collect and manage data about the Program's results indicators.
- It will manage monitoring and evaluation reports, which can be downloaded.
- It will include a report generation function.
- There will be a program monitoring internal dashboard for DSWD and a web-based dashboard for the public.

### Grievance Redress Mechanism

- Enhancements will be made depending on the scope of DSWD's Integrated Grievance Redress Management System (IGRMS).

IGRMS is a system that integrates the current grievance systems of DSWD. It facilitates the efficient monitoring of complaints, their systematic resolution, and generation of data for policy and program development.

The grievance platforms included in the IGRMS are as follows:

- Grievance platform of the DSWD- Central Office; Offices, Bureaus, Services and Units (OBSUs), and Field Offices
- 4Ps National Project Management Office (NPMO) Grievance System
- Sustainable Livelihood Program NPMO Grievance System
- National Household Targeting Office Grievance System
- KALAHY-CIDSS Grievance System
- DSWD Contact Center ng Bayan
- [e.reklamo](#)
- [WiServe](#)
- Social media platforms and walk-in clients who need DSWD assistance or have grievances

IGRMS will also integrate with other government portals, as follows:

- Civil Service Commission Contact Center ng Bayan
- 8888 Citizens' Complaint Hotline
- Presidential Complaint Center

## Other Technology-Enabled Services

### Digital Payment of Cash Assistance

The digitalization of cash assistance payment is part of the long-term plan for ECT implementation. It is to be done in partnership with the BSP, authorized government depository banks, and other financial service providers (FSPs). Cooperatives that are regulated by BSP and comply with financial laws and policies may also be used.

Once full digitalization is implemented by DSWD, the main mode of payment for all eligible beneficiaries becomes digital payment to an active bank account or e-money account ([Figure 7](#)).

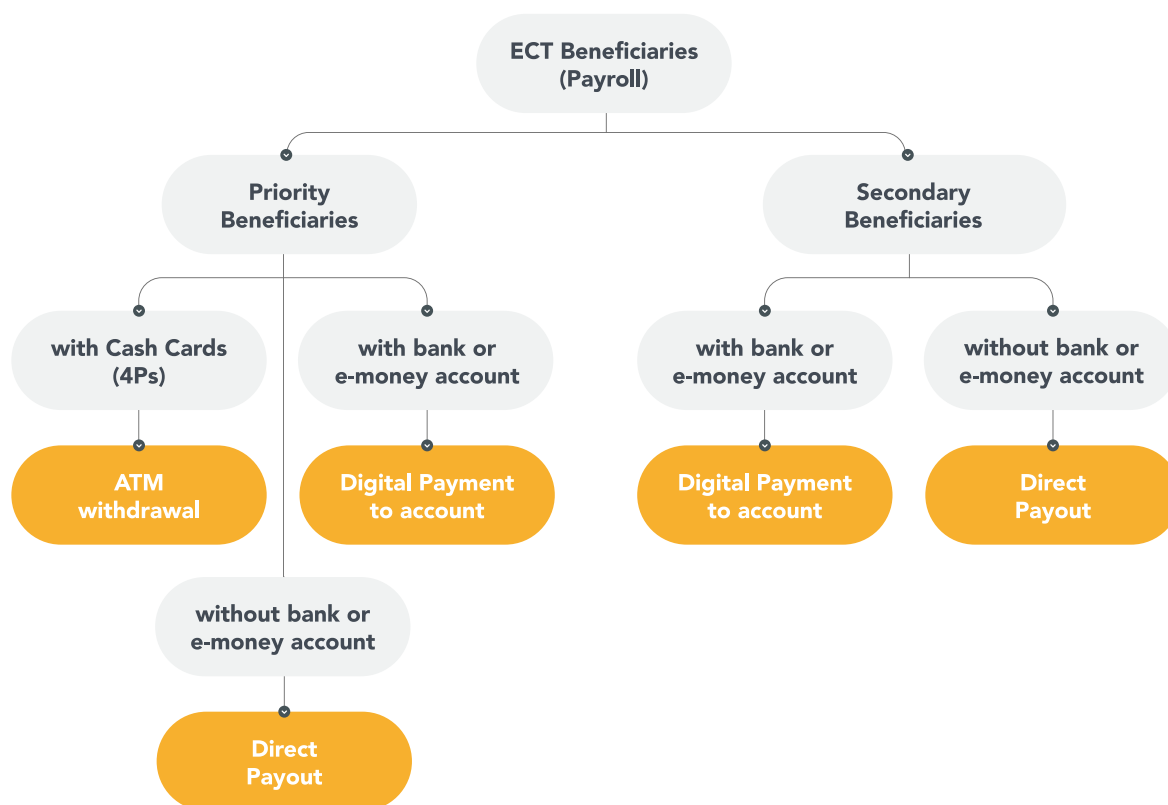
As a pre-disaster activity, DRMB and FMS, in coordination with BSP and following government laws, rules and regulations, will explore setting up a MOA with banks and e-money issuers for the distribution of ECT ([Annex 6](#)). It should be a standard MOA regardless of reach or coverage and location of the FSPs. The MOA should specify each party's responsibility, funds



flow, service standards, reporting requirements, as well as key performance indicators. If at all, only a minimal and flat service fee should be collected from beneficiaries.

The DSWD-FO, together with the LGU, will look for possible FSP partners that can be invited to the ECT enrollment site or venue. The offices of these FSPs should be accessible, and their location should require the lowest transportation cost to beneficiaries. In areas where there are no FSP cash-out points, DRMB, together with FMS and BSP, will discuss with the FSPs whether cash-out points can be set up in the said areas.

Figure 7. **Modes of Payment Under Full ECT Payment Digitalization**



### **Registration Under Full ECT Payment Digitalization**

The key process in the registration with the digital payment mode of payment (MOP) is the verification of the identity of beneficiaries to meet the requirement of banks and e-money issuers.

All potential beneficiaries except 4Ps who are cash card holders will be asked to register for digital payment when full ECT payment digitalization becomes available. Because 4Ps beneficiaries had their identity validated when they enrolled in 4Ps and they already have a digital payment channel (e.g., Land Bank account), they will be automatically registered in ECT and receive cash assistance on top of their regular grants.

However, in case there are several families in the same 4Ps household, these families must also register with ECT digital payment so that they can receive cash assistance through their accounts.

### ***Digital Payment to Non-4Ps Priority Beneficiaries***

#### **Tasks for FMS and DRMB**

1. Sign a MOA with an authorized government depository bank (AGDB) and FSPs for the digital payment to the accounts of non-4Ps priority beneficiaries. The MOA should include the payment arrangement of service fees, if any. Ideally, this MOA should be signed before a disaster happens.
2. Share a list of non-4Ps priority beneficiaries with the AGDBs and FSPs.
3. Transfer the grant amount to the account of AGDB or FSPs based on the approved payroll.

#### **Tasks for AGDB and FSPs**

1. Transfer the payment to the beneficiaries' accounts. Once loaded to the cash card accounts of beneficiaries, the funds are considered disbursed.
2. Submit a liquidation report to DSWD.

#### **Tasks for FMS and DRMB**

Review and confirm the liquidation report.

### **Enhanced Predictive Analytics for Humanitarian Response**

The Predictive Analytics for Humanitarian Response (PAHR) is a forecasting tool used to prepare humanitarian response during slow-onset hazards. It uses mathematics, science and technology to analyze current and historical data.

#### ***How it works***

The base map used for PAHR includes data from the following sources: population data from the Philippine Statistics Authority; data about the poor population from DSWD; population distribution and geohazards from the Mines and Geosciences Bureau of the Department of Environment and Natural Resources and NOAA (Nationwide Operational Assessment of Hazards) of the Department of Science and Technology's PAGASA (Philippine Atmospheric, Geophysical and Astronomical Services Administration).

The data are processed using the Weather Research and Forecasting (WRF) Model and Global Spectrum Model (GSM) 72hr Accumulated Rainfall data from PAGASA to produce two sets of information: the areas that are expected to have an accumulated rainfall of at least 100 MM for the next 72 hours; and the number of population and poor families exposed.

The result of PAHR is presented during the Pre-Disaster Risk Assessment (PDRA) at the National Disaster Risk Reduction and Management Council. It is used as a basis for determining the estimated quantity and cost of FFPs and NFIs required for each area that has a high susceptibility to flooding and rain-induced landslides.

### ***Future enhancements***

For ECT, the PAHR will be used for response planning, particularly in estimating the funding requirement for its implementation as a complement or in lieu of in-kind family food packs and non-food items.

The tool will be enhanced to access hazard, exposure, and vulnerable data from various government agencies. PAHR will be used to model forecast impacts of disaster events, which will then be used to plan the interventions at the pre-disaster phase and mitigate future impacts in the affected areas.

Collaborations will be explored with government science agencies in the areas of Artificial Intelligence (AI) for damage detection and satellite imaging. These technology-enabled processes can fast-track damage estimation, which is an input in determining the cost of implementing ECT in a particular disaster.

The enhanced PAHR can project damage to shelters and other small-scale community facilities, among others. This functionality will significantly improve the appropriateness and timeliness of ECT interventions from response to early recovery and rehabilitation.

## CHAPTER 10.

# Pre-Disaster Activities

The conduct and completion of pre-disaster preliminary activities are major contributing factors in the successful implementation of the Emergency Cash Transfer when disaster occurs. There preparatory activities are as follows:

## **1. Orientation and capacity building of implementers**

This activity prepares the staff of DSWD Field Offices and LGUs on the processes and tools needed for the implementation of ECT. Priority is given to LGUs that were affected by disasters in the past. To cover as many implementers as possible, the orientation and capacity building focus on the member agencies of the Regional Disaster Risk Reduction and Management Councils (DRRMCs) and Provincial DRRMCs.

## **2. Consultation with DRRMC member agencies**

The consultation about the financing strategy for ECT involves the Department of Finance, Bangko Sentral, Department of Budget and Management, and Office of Civil Defense.

Since ECT has been adopted by the NDRRMC as a national strategy for delivering assistance in disaster-affected areas, the support and involvement of the member agencies of the DRRMCs at all levels are encouraged. Regular updates, accomplishments and challenges in ECT implementation are shared with the DRRMCs.



### **3. Consultation with DOST on hazard maps and GIDA**

DRMB works with the Department of Science and Technology (DOST) and the Mines and Geosciences Bureau of the Department of Environment and Natural Resources in making hazard maps available to FOs and priority LGUs. The maps help pre-determine the geographically isolated and disadvantaged areas (GIDAs) and frequently isolated areas during disasters. DRMB can then develop strategies in reaching out to these GIDAs and isolated areas.

### **4. Coordination with DILG on advocacies and orientation of LGUs**

The support of the Department of the Interior and Local Government (DILG) is necessary in communicating, and coordinating and capacitating LGUs about ECT. Similarly, the support and compliance of LGUs with the processes and requirements of ECT are crucial.

### **5. Coordination with NEDA on ECT on Shock-Responsive Social Protection Strategy**

The National Economic and Development Authority (NEDA) is the lead agency for the National Rehabilitation and Recovery Cluster of the NDRRMC. Further, it spearheads the implementation of Shock-Responsive Social Protection, which helps the poor and vulnerable sectors adapt to the adverse effects of disasters and shocks. Thus, coordinating with NEDA in implementing ECT as an adaptive strategy is important. The agency may provide guidance on linking ECT with other social protection measures.

### **6. Consultation with development partners**

The consultation with the UN, Humanitarian Country Team – Cash Working Group, donors and development partners is meant to explore the adoption of common platforms that complement the ECT.

It is crucial that the cash transfer strategies of partners from the UN and international agencies are aligned with the Philippine ECT strategy to avoid duplication of efforts, and conflict in priorities, objectives, and outcomes.

### **7. Development of the monitoring and evaluation results framework and tools**

DRMB develops a monitoring and evaluation results framework for ECT. The framework helps DSWD and DRMB determine how ECT responds to the needs of affected areas and populations. At the same time, it helps DSWD ascertain the ECT impact on the people and the goals of DSWD.

### **8. Development of IEC plan, tools and materials**

Communication and coordination with stakeholders are important activities in implementing ECT. DRMB, in coordination with SMS, develops appropriate information and education

materials (IEC) on ECT. IEC materials help the affected population and other stakeholders understand the Program.

### **9. *Signing of MOA on data sharing for the selection of priority beneficiaries***

DSWD and the LGUs sign a memorandum of agreement (MOA) on sharing data from the National Household Targeting System for Poverty Reduction database. This MOA applies to the selection of priority beneficiaries.

DRMB sets up a database of LGUs for easy referencing with FOs when determining priority beneficiaries. To do this, DRMB works with the following offices: DSWD-FOs, National Household Targeting Office, and 4Ps National Program Management Office.

### **10. *Signing of MOA with an authorized government depository bank***

The MOA between DSWD and an authorized government depository bank (AGDB) stipulates the arrangements and procedures for cash transfer or distribution of top-ups. Digitalization of ECT processes, selection of target beneficiaries, and payment of benefits constitute the primary strategy for facilitating and fast-tracking the delivery of assistance. Thus, DRMB and the DSWD ECT Technical Working Group work alongside other offices and organizations to come up with solutions and agreements that will link the digital payment of ECT benefits with 4Ps through ECT-MIS. To this end, DRMB collaborates with the Finance and Management Service, Information and Communications Technology Management Service, AGDBs, and financial service providers.

### **11. *Institutional arrangements through SO***

The institutional arrangements with internal DSWD stakeholders are formalized through a Special Order (SO) that defines the roles, tasks, and responsibilities in the implementation of ECT.

### **12. *Enhancement of PAHR***

The Predictive Analytics for Humanitarian Response (PAHR) is utilized for ECT planning. It is to be enhanced by integrating more scenarios and estimates of the number of potential ECT beneficiaries, while taking note of the prevalence of disasters and the risks associated with them.

### **13. *Partnership with PHIVOLCS and PAGASA***

DRMB pursues a partnership with PHIVOLCS and PAGASA for the enhancement PAHR, so that—through hazard maps—it can be used in identifying the risks to populations residing in disaster-prone areas.



## CHAPTER 11.

# Institutional Arrangements

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The implementation of ECT is led by DSWD's Disaster Response Management Group (DRMG), through the DRMB. However, the assistance of DSWD offices, bureaus, services and units (OBSUs) is required to achieve the objectives of ECT. A Special Order (SO) is issued to designate OBSUs and delineate their functions. This SO may be updated or revised from time to time to ensure relevant inputs and support for an effective ECT implementation.

The SO covers the following OBSUs:

1. Office of the Undersecretary for Disaster Response Management Group (OUSDRMG)
2. Office of the Assistant Secretary for Disaster Response Management Bureau (OASDRMG)
3. 4Ps National Program Management Office (NPMO)
4. National Household Targeting System for Poverty Reduction (NHTS-PR) NPMO
5. Finance and Management Service (FMS)
6. Program Management Bureau (PMB)
7. Information and Communications Technology Management Service (ICTMS)
8. Standards Bureau (SB)
9. Social Marketing Service (SMS)

10. National Resource and Logistics Management Bureau (NLRMB)

11. Legal Service (LS)

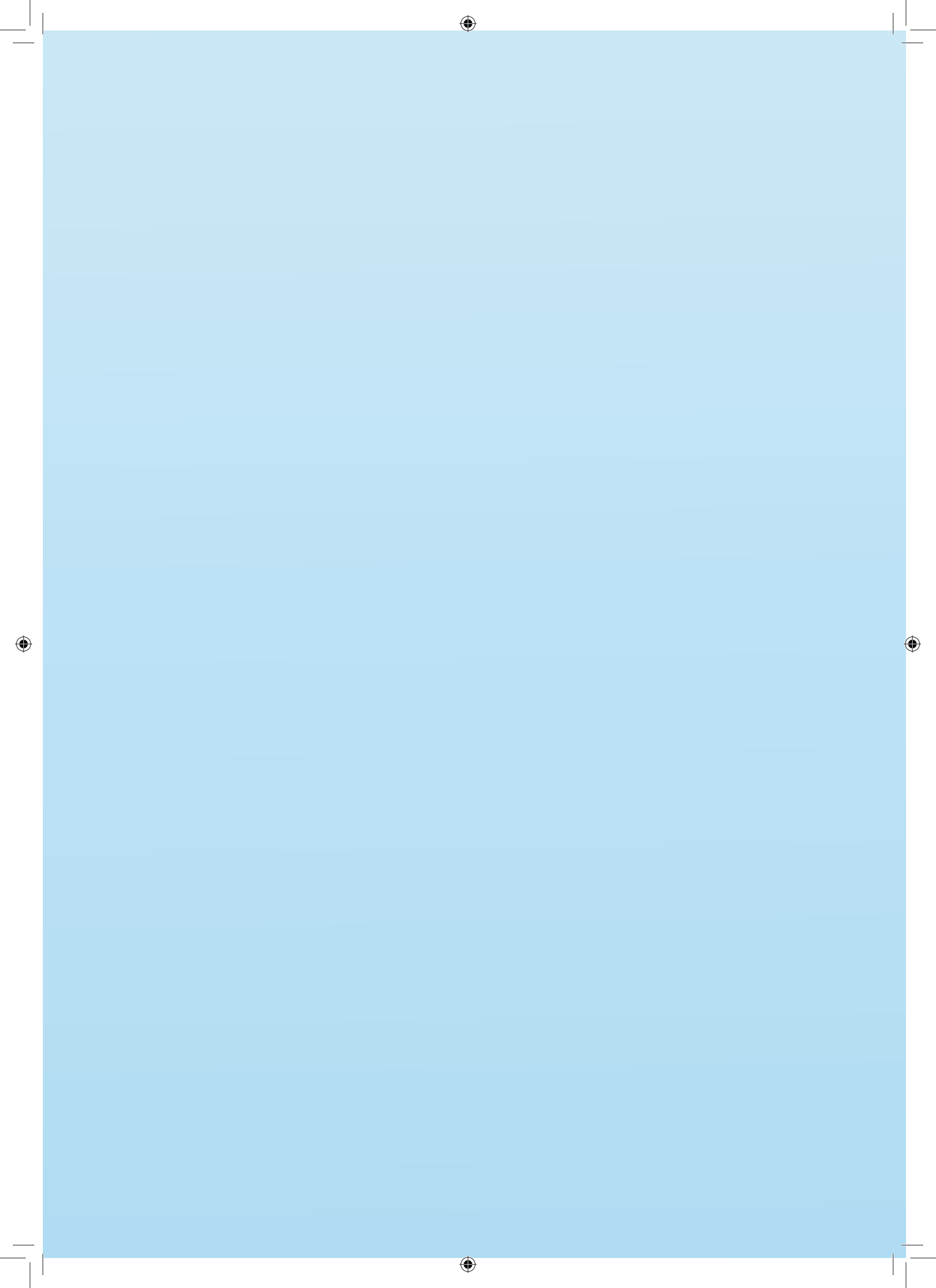
12. Policy Development and Planning Bureau (PDPB)

13. DSWD Field Offices (FOs)

[Table 6](#) summarizes the cooperation engagement among the OBSUs in the DSWD Central Office.

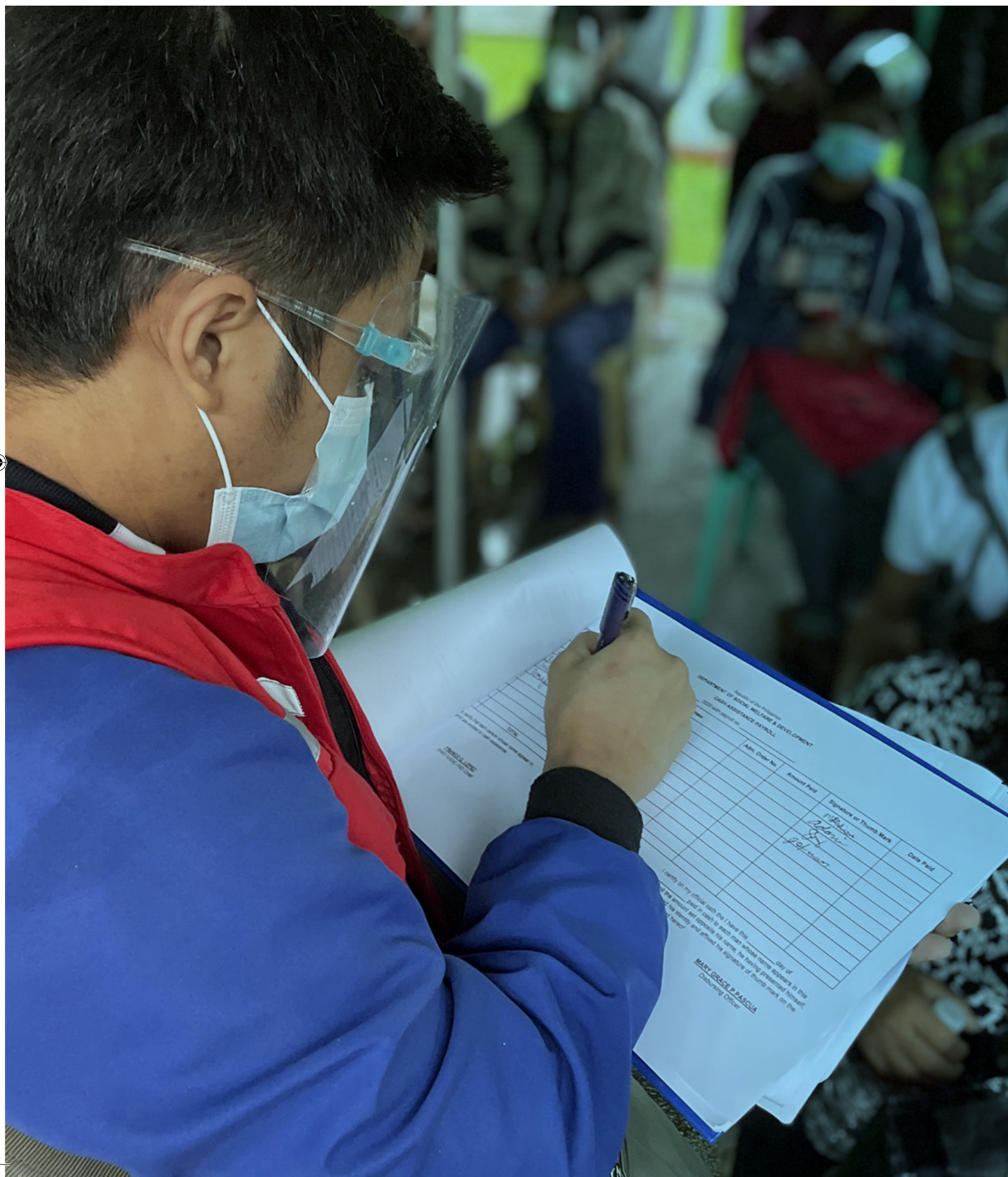
Table 6. **OBSUs Activities and Assignments**

Activities	DSWD-Central OBSUs									
	DRMB	FMS	4Ps- NPMO	NHTO	ICTMS	SMS	NRLMB	PDPB	LS	SB
Orientation for DSWD-Central OBSUs	✓	✓	✓	✓	✓	✓	✓	✓		✓
Capacity Building for DSWD-FO	✓	✓	✓	✓	✓	✓	✓	✓		✓
Orientation for NDRRMC member agencies and UN/ international organizations	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Formulation and approval of the Work and Financial Plan	✓	✓					✓			
Development of the ECT-MIS	✓		✓	✓	✓					
Development of the ECT-GRMS	✓				✓	✓				
Strategic planning for the top-up scheme for 4Ps cash card holders	✓	✓	✓							
Sharing the NHTS-PR database	✓			✓	✓				✓	
Partnership with banks and other financial service providers	✓	✓	✓						✓	
Cooperation agreement with NDRRMC member agencies and UN/international humanitarian and development partners	✓	✓							✓	✓
Development and production of IEC materials	✓					✓				





# Annexes



## ANNEX 1.

# Rapid Damage Assessment and Needs Analysis (RDANA) Form

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**Relevant activity**

*Chapter 2. Activation of ECT as a Disaster Response Intervention*

**Description**

RDANA is a disaster response tool that is used during the early and critical stage of a disaster and as soon as conditions allow disaster survey teams to operate. It aims to determine the immediate relief and response requirements. Further, it aims to determine market operability in terms of availability and capacity to supply goods and services to internally displaced persons.

**Users**

DSWD-DRMB, DSWD-FO, LGU

**Link**

<https://tinyurl.com/DSWD-ECT-References>



<b>RDANA FORM 1: To be accomplished within the first 72 HOURS after emergency/disaster</b> <small>The purpose of this document is to determine the life-threatening situation and life-saving needs of the affected population immediately after the disaster or emergency.</small>			
<b>1. PROFILE OF THE DISASTER &amp; RDANA MISSION</b>			
<b>1.1 EMERGENCY OPERATION</b> 1.1.1 Name of Operation/Event : _____ 1.1.2 Type of Disaster/Event : _____ 1.1.3 Date and Time of Event : _____		<b>1.2 RDANA MISSION</b> 1.2.1 Region : _____ (required) 1.2.2 Province : _____ (required) 1.2.3 City/Municipality: _____ (required) 1.2.4 Barangay : _____ (required) 1.2.5 Sitio/Purok : _____ 1.2.6 GPS Coordinate : _____ 1.2.7 Date and Time of RDANA: _____ (required)	
<b>1.3 LOCAL AUTHORITIES/PERSONS INTERVIEWED</b> 1.3.1 Name: _____ 1.3.2 Age: _____ 1.3.3 Office/Organization: _____ 1.3.4: Designation: _____ 1.3.5: Phone number: _____ 1.3.6 Email: _____			
<b>1.4 SUMMARY DESCRIPTION OF DISASTER / INCIDENT (IMPACT AND LOCATION)</b>			
<b>2. INITIAL IMPACT: (DEMOGRAPHICS)</b>			
2.1 Affected Families: _____ 2.3 Displaced Families (Inside ECs): _____ 2.5 Displaced Families (Outside ECs): _____ 2.2 Affected Persons: _____ 2.4 Displaced Persons (Inside ECs): _____ 2.6 Displaced Persons (Outside ECs): _____ 2.2a Affected children:			
Age 0-2: _____	Age 3-5: _____	Age 6-12: _____	Age 13-17: _____
2.2b PWD: _____ 2.2c Elderly: _____			
<small>Depending on the type of disaster, BASELINE may be equal to AFFECTED; but in all situations, DISPLACED is a subset of AFFECTED; RETURNING is a subset of DISPLACED.</small> 2.7 Missing (Male): _____ 2.8 Missing (Female): _____ 2.9 Missing (Total): _____ 2.10 Injured (Male): _____ 2.11 Injured (Female): _____ 2.12 Injured (Total): _____ 2.13 Dead (Male): _____ 2.14 Dead (Female): _____ 2.15 Dead (Total): _____			
<b>3. ACCESSIBILITY</b>			
3.1 Is the community accessible? <input type="checkbox"/> Yes <input type="checkbox"/> No			
3.2 How can the community be reached? [check all that applies] <input type="checkbox"/> Car or Bus <input type="checkbox"/> 4WD or 6-10 Wheeler Trucks <input type="checkbox"/> Motorcycle <input type="checkbox"/> Foot <input type="checkbox"/> Boat <input type="checkbox"/> Airplane <input type="checkbox"/> Helicopter <input type="checkbox"/> Horse/cow/carabao			
3.3 Are there road segments or bridges that are damaged? <input type="checkbox"/> Yes <input type="checkbox"/> No			
3.3.1 If yes, please indicate details below <input type="checkbox"/> Partially passable <input type="checkbox"/> Totally Unpassable			
3.4 Based on current situation, please identify your most immediate need on access: [check all that applies] <input type="checkbox"/> Transport <input type="checkbox"/> Debris clearing <input type="checkbox"/> Road repair <input type="checkbox"/> Bridge repair <input type="checkbox"/> Traffic Management <input type="checkbox"/> Early Warning Signs / Guide lights <input type="checkbox"/> Coordination with Port/RORO Operator <input type="checkbox"/> Coordination with CAAP / Airport Mgt. <input type="checkbox"/> Cash <input type="checkbox"/> Others _____			
<b>4. POWER OR ELECTRICITY</b>			
4.1 Is there electricity in the community? <input type="checkbox"/> Yes <input type="checkbox"/> None (Totally, no power) <input type="checkbox"/> Partial (cite % without power) _____ <input type="checkbox"/> Limited from (time) _____ to _____ <input type="checkbox"/> No power even before the disaster (proceed to next section)		4.2 Based on observations, please check if the following are true: <input type="checkbox"/> Fallen electric posts <input type="checkbox"/> Fallen or damaged electric tower <input type="checkbox"/> Power lines are cut <input type="checkbox"/> Damaged transformers <input type="checkbox"/> Damaged Power Plant <input type="checkbox"/> Others _____	
4.3 How many days from date of survey will the fuel stock in the community last? _____		4.4 What are the urgent power (electricity) needs of the community? <input type="checkbox"/> Generators / Alternative Power Kit (Solar) Quantity _____ <input type="checkbox"/> Gasoline for Generators Quantity _____ <input type="checkbox"/> Diesel for Generators Quantity _____	
<b>5. COMMUNICATIONS</b>			
5.1 Please check if the following telecommunication services are operational (has signal) in the area: <input type="checkbox"/> Smart/Sun <input type="checkbox"/> Globe/TM <input type="checkbox"/> Others _____			
5.2 Please check if the following services are operational in the area: <input type="checkbox"/> Radio - AM <input type="checkbox"/> Radio - FM <input type="checkbox"/> TV Free-Air <input type="checkbox"/> TV Cable <input type="checkbox"/> TV Satellite		5.3 Please check if the following alternative communications are operational in the area: <input type="checkbox"/> Satellite Phone <input type="checkbox"/> VHF Radio <input type="checkbox"/> UHF Radio <input type="checkbox"/> HF/SSB Radio <input type="checkbox"/> BGAN <input type="checkbox"/> V-SAT	
5.5 Based on current situation, please identify your most immediate need on communication [check all that applies]			

RDANA Form 1 (72 hours) v2-12112018

RDANA Form 1 (72 hours) v2-12112018

11.5 Based on current situation, please check most immediate food need <input type="checkbox"/> Cooked food <input type="checkbox"/> Food pack <input type="checkbox"/> Rice <input type="checkbox"/> Fresh produce <input type="checkbox"/> Cash <input type="checkbox"/> Others _____	
<b>12. WATER SUPPLY</b>	
12.1 Is there access to water for drinking? <input type="checkbox"/> Yes <input type="checkbox"/> No 12.2 Is there access to water for domestic use? <input type="checkbox"/> Yes <input type="checkbox"/> No	
12.3 What is the primary water source for drinking? <input type="checkbox"/> Open well <input type="checkbox"/> Bore hole/hand pump <input type="checkbox"/> Stream/river <input type="checkbox"/> Storage/collection container <input type="checkbox"/> Piped water system <input type="checkbox"/> Other _____	12.4 Do affected households have their own water containers with a lid to store water? <input type="checkbox"/> Yes <input type="checkbox"/> No
12.5 Based on current situation, please identify your most immediate needs for water systems? <input type="checkbox"/> Jerry cans <input type="checkbox"/> Bottled water <input type="checkbox"/> Water Distribution/Delivery <input type="checkbox"/> Water Purification Device <input type="checkbox"/> Cash <input type="checkbox"/> Others _____	
<b>13. SANITATION</b>	
13.1 Is there access to functioning sanitary facilities? <input type="checkbox"/> Yes <input type="checkbox"/> No	
13.2 Are there separate facilities for women and men? <input type="checkbox"/> Yes <input type="checkbox"/> No	14.3 Do affected families have adequate personal hygiene supplies? (e.g. soap, sanitary napkins, etc.) <input type="checkbox"/> Yes <input type="checkbox"/> No
14.4 Based on current situation, please identify your most immediate need on sanitation: [check all that applies] <input type="checkbox"/> Toilet facilities <input type="checkbox"/> Bathing Facilities <input type="checkbox"/> Hygiene kits <input type="checkbox"/> Dignity Kits <input type="checkbox"/> Water / Water Supply <input type="checkbox"/> Solid Waste Management <input type="checkbox"/> Information on Good Sanitary Practices <input type="checkbox"/> Over-all Cleanliness of the area <input type="checkbox"/> Cash <input type="checkbox"/> Others _____	
<b>14. HEALTH</b>	
14.1 Do people have access to Health Services in the community? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Do not know	14.2 Which health facilities/services are functional? <input type="checkbox"/> Barangay health station <input type="checkbox"/> Hospital <input type="checkbox"/> Health desk <input type="checkbox"/> Mobile health units <input type="checkbox"/> Birthing facility <input type="checkbox"/> Others _____
14.3 What are the main health concerns? <input type="checkbox"/> Diarrhea/dehydration <input type="checkbox"/> Skin infections <input type="checkbox"/> Hypertension <input type="checkbox"/> Respiratory infection <input type="checkbox"/> Gastro-intestinal illnesses <input type="checkbox"/> Trauma <input type="checkbox"/> Others _____	14.4 What is the level of availability of medicines and medical supplies in health facilities? <input type="checkbox"/> Adequate <input type="checkbox"/> Inadequate
15.5 Based on current situation, please identify your most immediate need on health <input type="checkbox"/> Mobile clinics <input type="checkbox"/> Health personnel <input type="checkbox"/> Medicines <input type="checkbox"/> Medical Supplies <input type="checkbox"/> Maternity and New born Kits <input type="checkbox"/> Reproductive Health Commodities <input type="checkbox"/> Supply of Blood <input type="checkbox"/> Cash <input type="checkbox"/> Others _____	
<b>15. NUTRITION</b>	
15.1 Is there information on infants that are exclusively breastfed? <input type="checkbox"/> Yes <input type="checkbox"/> No	15.2 Have infant milk products (e.g. milk formulas) and/or baby bottles/teats been distributed since the start of the emergency? <input type="checkbox"/> Yes <input type="checkbox"/> No
15.3 Are any of the following activities being continued without any disruption during the emergency? Vitamin A capsule supplementation for children 6-59 months: <input type="checkbox"/> Yes <input type="checkbox"/> No Iron-Folic Acid tablet distribution for pregnant and lactating women: <input type="checkbox"/> Yes <input type="checkbox"/> No Multiple Micronutrient Powders/Iron Syrup/Iron Drops for children 6-23 months of age: <input type="checkbox"/> Yes <input type="checkbox"/> No Management of children with moderate and severe acute malnutrition: <input type="checkbox"/> Yes <input type="checkbox"/> No	
15.4 Based on current situation, please identify your most immediate need on nutrition (shade all that applies): <input type="checkbox"/> Food <input type="checkbox"/> Food supplements <input type="checkbox"/> Bottled water <input type="checkbox"/> Management of Children with severe malnutrition <input type="checkbox"/> Cash <input type="checkbox"/> Others _____	
<b>16. PROTECTION</b>	
16.1 Are there cases (reported or not) of violence in the community as a result of the disaster or displacement? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Do not know	
16.2 Presence of vulnerable people in the community/EC who need assistance: <input type="checkbox"/> Unaccompanied/Separated MINORS/ORPHANS <input type="checkbox"/> Unaccompanied/Separated SENIORS <input type="checkbox"/> Sick <input type="checkbox"/> PWD <input type="checkbox"/> PWSN <input type="checkbox"/> Pregnant/Lactating <input type="checkbox"/> Child Headed <input type="checkbox"/> Single Adult Headed <input type="checkbox"/> Senior Headed <input type="checkbox"/> Ethnic/IP	
17.3 Is there an existing reporting mechanism for protection related incidents? <input type="checkbox"/> Yes <input type="checkbox"/> No	17.4 Based on current situation, please identify your most immediate need for protection essential services: <input type="checkbox"/> Referral <input type="checkbox"/> Police Presence <input type="checkbox"/> Local Gov't. Official's Presence <input type="checkbox"/> Social Services <input type="checkbox"/> Counseling / Debriefing <input type="checkbox"/> Others _____ <input type="checkbox"/> Replacement of identification documents
<b>17. EDUCATION</b>	
17.1 Number of classrooms are being used as evacuation centres: _____	
17.2 Number of children are staying in the evacuation centres: _____	

RDANA Form 1 (72 hours) v2-12112018

17.3 Number of <b>destroyed (irreparable)</b> classrooms: _____	
17.4 Number of <b>damaged</b> (repairable) classrooms (Walls, roof and column collapsed, hanging wall etc.): _____	
117.5 What are the most urgent educational needs in the area. Please shade all that apply:	
<input type="checkbox"/> Safe spaces to hold classes <input type="checkbox"/> Replacement of Learning Materials <input type="checkbox"/> Repair of Damaged Buildings <input type="checkbox"/> Integrating affected children to other schools <input type="checkbox"/> Cash	<input type="checkbox"/> Replacement of Children's School Supplies <input type="checkbox"/> Replacement of Teaching Materials <input type="checkbox"/> Securing Water & Sanitation Facilities at Learning sites <input type="checkbox"/> Securing Light & Ventilation at Learning sites <input type="checkbox"/> Others
<b>18. LIVELIHOOD/ EARLY RECOVERY</b>	
18.1 What is the main source of livelihood? _____	18.2 Based on current situation, please identify your most immediate need on livelihood/early recovery?
	<input type="checkbox"/> Transport <input type="checkbox"/> Cash for Work <input type="checkbox"/> Debris clearance <input type="checkbox"/> Cash <input type="checkbox"/> Others
<b>19. COMMUNITY ENGAGEMENT</b>	
19.1 Based on observation, does the community receive from government or concerned agencies the information they need to cope with the evolving humanitarian situation?	19.2 What do affected people want to know most?
<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Do not know	<input type="checkbox"/> General situation <input type="checkbox"/> Situation at home <input type="checkbox"/> Information about family members <input type="checkbox"/> What aid is coming <input type="checkbox"/> Weather situation <input type="checkbox"/> Health advice <input type="checkbox"/> Security information <input type="checkbox"/> Other
19.3 What are the main sources of information?	
<input type="checkbox"/> Friends/neighbors/family <input type="checkbox"/> Community leader <input type="checkbox"/> Religious leader <input type="checkbox"/> Government official <input type="checkbox"/> Military official <input type="checkbox"/> TV (national/local) <input type="checkbox"/> Newspaper (national/local) <input type="checkbox"/> AM/FM radio <input type="checkbox"/> Aid worker <input type="checkbox"/> Community group <input type="checkbox"/> Social media <input type="checkbox"/> Others	
<b>20. OVER-ALL ASSESSMENT</b> (not to be asked from the key informant, but as a concluding observation of the enumerator)	
21.1 When you consider the general situation in the area, would you say:	
<input type="checkbox"/> People are facing serious problems in the area <input type="checkbox"/> As a result of the emergency, people will get sick and might even die <input type="checkbox"/> As a result of the emergency, many people have already died	
20.2 Please provide general justification for the answer: _____	

Submitted by:

NAME		DESIGNATION	
ORGANIZATION		RDANA Team	
CONTACT #		EMAIL	

**REFERENCES:**

- NDRRMC Report Development Workshop – Forms I and II
- ASEAN-ERAT Daily Assessment Form for ARF DIREX
- ASEAN RDANA Manual Quick Reference Guide December 2008
- Initial Needs Assessment Checklist (INAC)- Version 06/05/10
- Emergency Response Integration Center (ERIC) Form 1, Form 2
- Philippines HCT Rapid Needs Assessment Form

## ANNEX 2.

# ECT Work and Financial Plan (WFP) for Relief

## Relevant activity

*Chapter 2. Activation of ECT as a Disaster Response Intervention*

## Description

A tool used to compute the total number of beneficiaries and budgetary requirements for Phase 1: Relief, including the reasonable amount of implementation operating expenses.

## Users

DSWD-DRMB and DSWD-FO

## Note

Current format: spreadsheet The WFP is to be approved based on DSWD AO 16 s.2019 on delegation of authority.



**FUTURE RELEASE**  
**Part of ECT-MIS**

## Link

<https://tinyurl.com/DSWD-ECT-References>





Republic of the Philippines  
Department of Social Welfare and Development  
DSWD Field Office \_\_\_\_\_

Annex 1\_WFP

Work and Financial Plan for ECT as Relief Assistance

As of \_\_\_\_\_

Type of Disaster :

Date of Occurrence :

PROJECT AREAS			FUND ALLOCATION			
Region	Province	City/Municipality	Number of Beneficiaries (4Ps)	No. of Days	Cost	
					Unit Cost	Total Cost
CAR	Benguet		2200			23,100,000.00
			900			9,450,000.00
		Atok	400	30	350.00	4,200,000.00
	Mountain Province	Bakun	500	30	350.00	5,250,000.00
			1300			13,650,000.00
		Bontoc	600	30	350.00	6,300,000.00
		Sagada	700	30	350.00	7,350,000.00
I			100	30		1,050,000.00
	Ilocos Norte		100	30	350.00	1,050,000.00
Grand Total			2300			24,150,000.00

Note: \*Rate of assistance is equivalent to the regional minimum wage

\*Prioritization of beneficiaries will be the 4Ps beneficiaries and shall utilize the top-up payment modality.

Republic of the Philippines  
Department of Social Welfare and Development  
DSWD Field Office \_\_\_\_\_

Annex 1\_WFP

Consolidated Work and Financial Plan for ECT as Relief Assistance

As of \_\_\_\_\_

Type of Disaster :  
Date of Occurrence :

PROJECT AREAS		FUND ALLOCATION					
Region	Province	City/Municipality	Number of Beneficiaries		No. of Days	Unit Cost	Cost
			4PS	non-4PS	Total		Total Cost
CAR			2,200.00	1,000.00	3,200.00		33,600,000.00
	Benguet		900	300	1,200		12,600,000.00
		Atok	400	100	500	350.00	5,250,000.00
		Bakun	500	200	700	350.00	7,350,000.00
	Mountain Province		1,300	700	2,000		21,000,000.00
		Bontoc	600	300	900	350.00	9,450,000.00
		Sagada	700	400	1,100	350.00	11,550,000.00
I			100.00		100.00		1,050,000.00
	Ilocos Norte		100.00		100.00		1,050,000.00
		c1	100		100	350.00	1,050,000.00
GRADN TOTAL			2,300.00	1,000.00	3,300.00		34,650,000.00

Note: \*Rate of assistance is equivalent to the regional minimum wage

\*Prioritization of beneficiaries will be the 4Ps beneficiaries and shall utilize the top-up payment modality.

## ANNEX 3.

# Disaster Assistance Family Access Card (DAFAC)

## Relevant activity

*Chapter 3. Identification and Verification of Beneficiaries*

## Description

A tool in printed form used for incorporating the indicators for the Vulnerability Assessment Index. It is used to profile target secondary beneficiaries.

## Users

DSWD-FO and LGU

## Note

Current format: spreadsheet




FUTURE RELEASE

DAFAC data will be encoded in ECT-MIS

## Link

<https://tinyurl.com/DSWD-ECT-References>



Republic of the Philippines  
Department of Social Welfare and Development  
**DISASTER ASSISTANCE FAMILY ACCESS CARD (DAFAC)**

**THIS FORM IS NOT FOR SALE  
BENEFICIARY'S COPY**

**OFFICIAL USE ONLY**

SERIAL NUMBER

---

**LOCATION OF THE AFFECTED FAMILY**

1. REGION

2. PROVINCE

3. DISTRICT

4. BARANGAY

5. CITY/MUNICIPALITY

6. EVACUATION CENTER/  
EVACUATION SITE

---

**HEAD OF THE FAMILY**

7. LAST NAME

8. FIRST NAME

9. MIDDLE NAME

10. NAME EXT.   
(Jr., Sr., I)

11. BIRTHDATE   
(Ex. 01 January 2021)

12. AGE

13. BIRTHPLACE

21. PERMANENT ADDRESS

House/Block/Lot No. Street Subdivision/Village Barangay City/Municipality Province Zipcode

14. SEX ☐ MALE ☐ FEMALE

15. MOTHER'S MAIDEN NAME

16. OCCUPATION

17. MONTHLY FAMILY NET INCOME

18. ID CARD PRESENTED

19. ID CARD NUMBER

20. CONTACT NUMBER

PRIMARY ALTERNATE

22. OTHERS ☐ 4Ps Beneficiary ☐ IP- Type of Ethnicity

**23. FAMILY INFORMATION**

FAMILY MEMBERS	RELATION TO FAMILY HEAD	AGE	SEX	EDUCATIONAL ATTAINMENT	OCCUPATIONAL SKILLS	REMARKS

24. NO. OF VULNERABLE FAMILY MEMBERS

No. of Older Persons

No. of Pregnant & Lactating Mothers


No. of PWDs & with Medical Conditions

**HOUSE OWNERSHIP**

☐ Owner ☐ Renter ☐ Sharer

**HOUSE CONDITION**

☐ Partially Damaged ☐ Totally Damaged



RIGHT THUMBMARK

Signature/Thumbmark of Family Head


Date Registered

Name/Signature of Brgy. Captain


Name/Signature of LSWDO

DATA PRIVACY DECLARATION

All data and information indicated herein shall be used for identification purposes for the implementation of disaster risk reduction and management (DRRM) and adaptive and shock responsive social protection (ASRSP) programs, projects and activities and its disclosure shall be in compliance to Republic Act 10173 (Data Privacy Act of 2021).



**DSWD**  
Department of Social Welfare and Development




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Republic of the Philippines  
Department of Social Welfare and Development  
**DISASTER ASSISTANCE FAMILY ACCESS CARD (DAFAC)**

**THIS FORM IS NOT FOR SALE**  
**SOCIAL WORKER'S COPY**

**OFFICIAL USE ONLY**  
SERIAL NUMBER

**LOCATION OF THE AFFECTED FAMILY**

1. REGION

2. PROVINCE

3. DISTRICT

4. BARANGAY

5. CITY/MUNICIPALITY

6. EVACUATION CENTER/  
EVACUATION SITE

**HEAD OF THE FAMILY**

7. LAST NAME

8. FIRST NAME

9. MIDDLE NAME

10. NAME EXT.   
(Jr., Sr., I)

11. BIRTHDATE   
(Ex. 01 January 2021)

12. AGE

13. BIRTHPLACE

21. PERMANENT ADDRESS

House/Block/Lot No. Street Subdivision/Village Barangay City/Municipality Province Zipcode

14. SEX ☐ MALE ☐ FEMALE

15. MOTHER'S MAIDEN NAME

16. OCCUPATION

17. MONTHLY FAMILY NET INCOME

18. ID CARD PRESENTED

19. ID CARD NUMBER

20. CONTACT NUMBER

PRIMARY ☐ ALTERNATE ☐

22. OTHERS ☐ 4Ps Beneficiary ☐ IP- Type of Ethnicity

**23. FAMILY INFORMATION**

FAMILY MEMBERS	RELATION TO FAMILY HEAD	AGE	SEX	EDUCATIONAL ATTAINMENT	OCCUPATIONAL SKILLS	REMARKS

24. NO. OF VULNERABLE FAMILY MEMBERS

No. of Older Persons

No. of Pregnant & Lactating Mothers

No. of PWDs & with Medical Conditions

HOUSE OWNERSHIP

☐ Owner ☐ Renter ☐ Sharer

HOUSE CONDITION

☐ Partially Damaged ☐ Totally Damaged

RIGHT THUMBMARK

Signature/Thumbmark of Family Head

---

Date Registered


Name/Signature of Brgy. Captain

---

Name/Signature of LSWDO


DATA PRIVACY DECLARATION

All data and information indicated herein shall be used for identification purposes for the implementation of disaster risk reduction and management (DRRM) and adaptive and shock responsive social protection (ASRSP) programs, projects and activities and its disclosure shall be in compliance to Republic Act 10173 (Data Privacy Act of 2021).





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VULNERABILITY ASSESSMENT INDEX (VAI)		SCORE	REMARKS
INDICATORS		[Yes - 2] [No - 0]	
<b>A. PRIMARY</b>			
1. Is the family displaced as a result of the disaster?			
2. Is the family earning an average monthly income equal or below the regional poverty threshold?			
3. Does the family belong to an IP group?			
4. Does the family have more than five (5) family members?			
5. Is the family headed by an elderly/minor/female/solo parent/PWD?			
6. Has the family lost a family member as a result of the disaster?			
7. Does the family host or have under its care orphaned children relatives as a result of the disaster?			
8. Does the family host or have under its care 60 years old and above elderly relatives as a result of the disaster?			
9. Is the family's shelter partially or totally destroyed as result of the disaster?			
10. Has the family lost livelihood or source of income affected by the disaster?			
<b>Sub-Total [20 Points]</b>			
<b>B. SECONDARY</b>			
1. Does the family have pregnant or lactating mother/s?			
2. Does the family have member/s under five [5] years old?			
3. Does the family have member/s aged 60 years old and above?			
4. Does the families have non-relatives orphaned children under alternative parental care program?			
5. Does the family have member/s with current chronic disease/illness?*			
6. Does the family have member/s with physical disability/illness/special needs or limiting conditions?			
7. Does the family have member/s with mental disability/illness/special needs or limiting conditions?			
<b>Sub-Total [7 Points]</b>			
<b>TOTAL [27 Points] **</b>			
<b>RANK</b>			

Notes:

\*Full-time ancillary care of children outside their biological or adoptive parents or legal guardian.

\*\*Cardiovascular disease/hypertension and stroke/ diabetes mellitus, cancers and lung/chronic obstructive pulmonary diseases (COPD).

\*\*\*The higher the total score obtained the higher is the family's vulnerability.

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Position: \_\_\_\_\_

Agency/Organization: \_\_\_\_\_

Date: \_\_\_\_\_

**ADMINISTERING STAFF**

[illegible]

## ANNEX 4.

# Criteria for Area Prioritization

## Relevant activity

*Chapter 3. Identification and Verification of Beneficiaries*

## Description

A tool used to evaluate the effect of disaster or extent of damage sustained by a particular area based on a set of pre-determined questions. This is used in prioritizing ECT assistance.

## Users

DSWD-FO and LGU

## Note

Current format: spreadsheet



### FUTURE RELEASE

Data will be encoded in ECT-MIS and data can be generated based on the scorecard results

## Link

<https://tinyurl.com/DSWD-ECT-References>

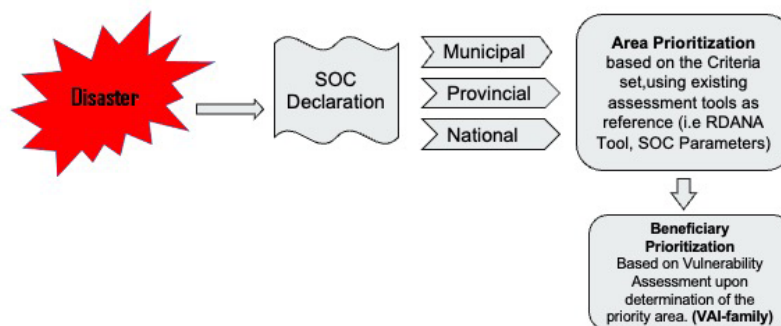
Parameters for Area Prioritization	YES	NO
1. Is the city/municipality classified under 3 <sup>rd</sup> to 6th income class?		
2. Is the area located in Geographically Isolated and Disadvantaged Area (GIDA)?		
3. Is 15 percent of the population affected?		
4. Is 15 percent of the total number of population evacuated?		
5. Is 15 percent of the dwellings of the residents destroyed?		
6. Is 30 percent of the means of livelihood of the residents destroyed?		
<b>Total Scores</b>	<b>6</b>	<b>6</b>

- Parameters identified were based on the Declaration of State of Calamity and Executive Order No. 249 s. 1987 on the Income Classification of Provinces, Cities and Municipalities.
- The municipality with more YES answers will be the priority area. Then ranking shall apply accordingly for the prioritization.

## Authority of Declaration

- 2 or more barangays are affected - Municipal/City Declaration
- 2 or more municipalities are affected - Provincial Declaration
- Regional/National Declaration by the President of the Philippines upon NDRRMC recommendation

## Process Flow



## References:

<https://www.officialgazette.gov.ph/downloads/2019/06jun/20190617-NDRRMC-MO-60-RRD.pdf>

## ANNEX 5.

# Finance Process for Top-Up Mode of Payment

---

**Relevant activity**

*Chapter 5. Delivery of Cash Assistance*

**Description**

A tool used to describe the top-up process and identify the documentary requirements for the top-up payment to 4Ps beneficiaries who have cash cards.

**Users**

DSWD-DRMB and DSWD-FMS

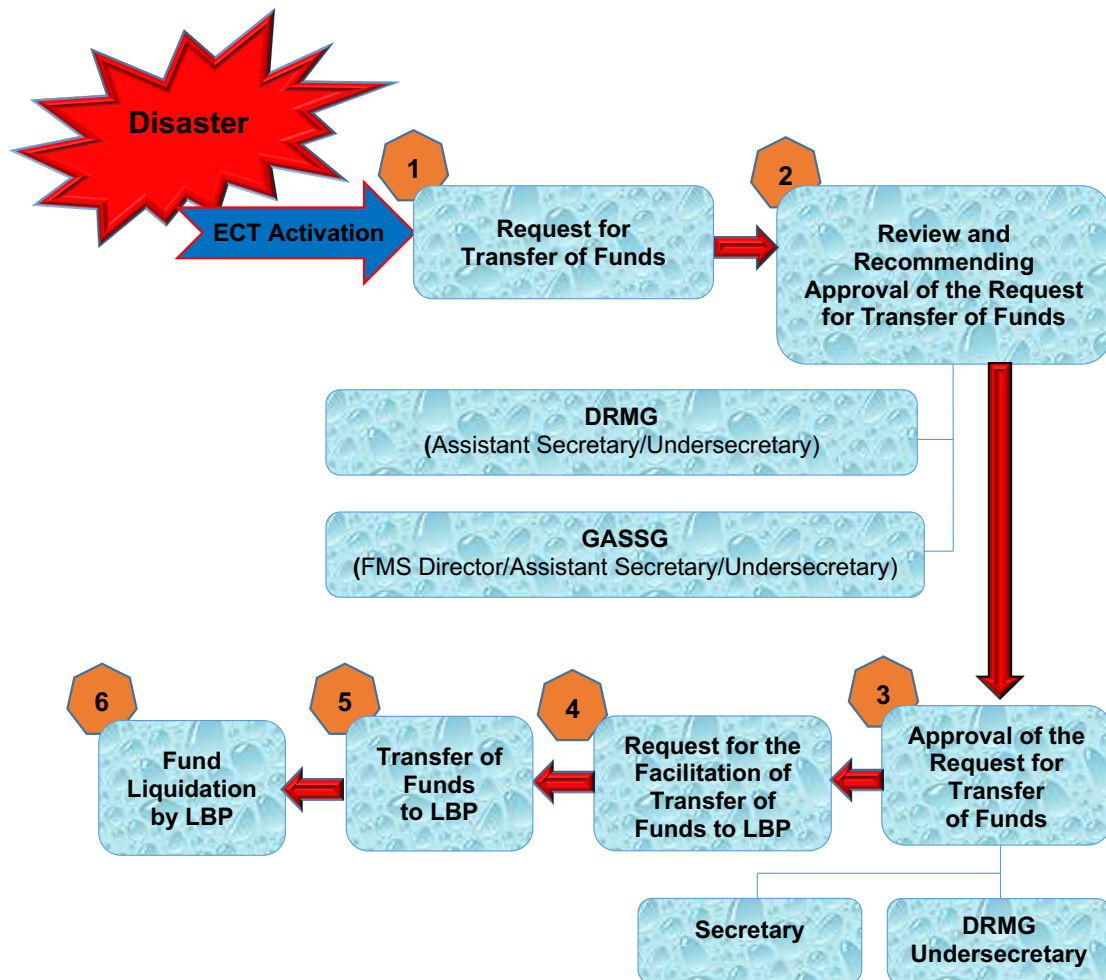
**Link**

<https://tinyurl.com/DSWD-ECT-References>

## Annex 5

## FUND MANAGEMENT FOR TOP-UP SCHEME FOR CASH CARD HOLDER PANTAWID PAMILYANG PILIPINO PROGRAM (4Ps) BENEFICIARIES

### A. Process Flow



### B. Process Activities

Tracer No.	Component	Activities	Responsible Office/Agency
1	Request for Transfer of Funds	<ul style="list-style-type: none"> <li>Drafting of the request for transfer of funds indicating the physical and financial targets with the following attachments:</li> </ul>	<ul style="list-style-type: none"> <li>DRMB</li> </ul>

Tracer No.	Component	Activities	Responsible Office/Agency
		<ul style="list-style-type: none"> <li>a. Work and Financial Plan (WFP);</li> <li>b. Obligation Request and Status (OBS);</li> <li>c. Disbursement Voucher (DV); and,</li> <li>d. Signed and notarized MOA and its IRR with LBP/partner service providers.</li> </ul>	
2	Review/ Recommending Approval of the Request for Transfer of Funds	<ul style="list-style-type: none"> <li>• Evaluation and recommending approval/signature of the request for transfer of funds to include the enclosures taking into account the signing official based on delegated authority primarily on the funding amount:               <ul style="list-style-type: none"> <li>a. For approval by the DRMG Undersecretary.</li> <li>b. For approval by the Secretary.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• DRMG Assistant Secretary</li> <li>• DRMG               <ul style="list-style-type: none"> <li>a. Assistant Secretary</li> <li>b. Undersecretary</li> </ul> </li> <li>• GASSG               <ul style="list-style-type: none"> <li>a. FMS</li> <li>b. Assistant Secretary</li> <li>c. Undersecretary</li> </ul> </li> </ul>
3	Approval of the Request for Transfer of Funds	<ul style="list-style-type: none"> <li>• Evaluation and approval/signature of the request for transfer of funds to include the enclosures based on the delegated authority.</li> </ul>	<ul style="list-style-type: none"> <li>• DRMG Undersecretary</li> <li>• Secretary</li> </ul>
4	Request for the Facilitation of the Transfer of Funds	<ul style="list-style-type: none"> <li>• Drafting and signing of memorandum to the FMS Director for the Transfer of Funds to LBP based on the approved request with enclosures signed by the DRMG Undersecretary.</li> </ul>	<ul style="list-style-type: none"> <li>• DRMB</li> </ul>
5	Transfer of Funds to LBP	<ul style="list-style-type: none"> <li>• Credit/transfer of funds to the LBP account.</li> </ul>	<ul style="list-style-type: none"> <li>• FMS</li> </ul>



Tracer No.	Component	Activities	Responsible Office/Agency
6	Fund liquidation by LBP	<ul style="list-style-type: none"> <li>Submission of liquidation reports to FMS pursuant to government accounting and auditing laws, rules and regulations and the provisions under the signed/notarized MOA.</li> </ul>	<ul style="list-style-type: none"> <li>LBP</li> </ul>

### C. Documentary Requirements

1. Request for Transfer of Funds;
2. Work and Financial Plan (WFP);
3. Obligation Request and Status (OBS);
4. Disbursement Voucher (DV); and,
5. Signed Memorandum of Agreement (MOA) with LBP and its Implementing Rules and Regulations (IRR).

## ANNEX 6.

# Sample DSWD MOA with LBP for Top-Up Mode of Payment

## Relevant activity

*Chapter 5. Delivery of Cash Assistance*

## Description

A legal document formalizing the partnership agreement with AGDBs as service providers for the digital delivery of cash aid.

## Users

DSWD-DRMB and DSWD-FMS

## Note

Current format: PDF



### FUTURE RELEASE

Data will be encoded in ECT-MIS and data can be generated based on the scorecard results

## Link

<https://tinyurl.com/DSWD-ECT-References>

## MEMORANDUM OF AGREEMENT

### KNOW ALL MEN BY THESE PRESENTS:

This Memorandum of Agreement (the "**Agreement**") is executed and entered into by and between:

The **DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT**, a national government agency organized and existing under and by virtue of the laws of the Republic of the Philippines, with principal office at IBP Road, Batasan Pambansa Complex, Constitution Hills, Quezon City, Metro Manila, represented by its Officer-in-Charge **Emmanuel A. Leyco (DSWD)**;

- and -

The **LAND BANK OF THE PHILIPPINES**, a government financial institution organized and existing under and by virtue of the provisions of Republic Act No. 3844, as amended, with principal office at 1598 M.H. del Pilar Street corner Dr. J. Quintos Street, Malate, Manila, represented by its President and CEO **Alex V. Buenaventura**;

### WITNESSETH THAT:

**WHEREAS**, Section 288 (*Disposition of Incremental Revenue*) of the National Internal Revenue Code of 1997, as amended, particularly by Republic Act No. 10963 (the Tax Reform for Acceleration and Inclusion), charged the DSWD with implementing the **TAX REFORM CASH TRANSFER PROJECT**, under which households would receive PhP 200.00 per month for the Fiscal Year 2018 and PhP 300.00 per month for the Fiscal Years 2019 and 2020, thus:

"(F) *Incremental Revenues from, the Tax Reform for Acceleration and Inclusion (TRAIN)*. – For five (5) years from the effectivity of this Act, the yearly incremental revenues generated shall be automatically appropriated as follows: xxx

Memorandum of Agreement  
UCT/TRCT Program  
DSWD and LBP  
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(2) Not more than thirty percent (30%) to fund: xxx

(d) Unconditional cash transfer to households in the first to seventh income deciles of the National Household Targeting System for Poverty Reduction (NHTS-PR), Pantawid Pamilyang Pilipino Program, and the social pension program for a period of three (3) years from the effectivity of this Act: Provided, That the unconditional cash transfer shall be Two hundred pesos (P200.00) per month for the first year and Three hundred pesos (P300.00) per month for the second year and third year, to be implemented by the Department of Social Welfare and Development (DSWD); xxx"

**WHEREAS**, Republic Act No. 10964, or the General Appropriations Act for Fiscal Year 2018, allocated funds to the LBP for the **TAX REFORM CASH TRANSFER PROJECT**, thus:

*"2. Subsidy for the Tax Reform Cash Transfer Project.*

The amount of Twenty Four Billion Four Hundred Eighty Seven Million Eight Hundred Sixty Seven Thousand Pesos (P24,487,867,000) appropriated herein as subsidy for the Tax Reform Cash Transfer Project shall be used by the LBP to grant cash transfer support, including the payment of Bank Service Fees and Management Costs, to the bottom fifty percent (50%) poorest households identified by the DSWD based on the list of beneficiaries registered in the National Housing Targeting System for Poverty Reduction (NHTS-PR) or Listahanan in order to mitigate the moderate and temporary increases in prices due to the enforcement of the comprehensive tax reform program.

Release of funds shall be subject to the submission of project mechanics and components, which shall include the selection criteria for beneficiaries and

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UCT/TRCT Program  
DSWD and LBP  
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such other factors in the implementation of the Project endorsed by the Secretary of the DSWD or his duly authorized representative.

Implementation of this provision shall be subject to the guidelines to be issued by the DSWD in coordination with the LBP.

The LBP shall submit its quarterly reports on the utilization of funds with electronic signature to the DBM, through the Unified Reporting System, and to the Speaker of the House of Representatives, the President of the Senate of the Philippines, the House Committee on Appropriations and the Senate Committee on Finance, by posting said reports on LBP website for a period of three (3) years.

The President of LBP shall send written notice to the said offices when said reports have been posted on its website, which shall be considered the date of submission."

**WHEREAS**, the Tax Reform Cash Transfer Project shall be implemented similar to the existing agreement between DSWD and LBP in the delivery of Cash Grants to beneficiaries of the Pantawid Pamilyang Pilipino Program (4Ps) also known as Conditional Cash Transfer (CCT) Program;

**WHEREAS**, Department of Finance (DOF), Department of Budget and Management (DBM) and DSWD Joint Memorandum Circular 2018-001 states that the "Unconditional Cash Transfer (UCT) and Tax Reform Cash Transfer (TRCT) shall be considered as one and the same program". Thus, in this Agreement, the Program shall be called "**UCT/TRCT Program**"

**NOW THEREFORE**, for and in consideration of the foregoing premises, the parties hereby mutually agree and stipulate as follows:

#### **I. DISTRIBUTION OF UCT/TRCT PROGRAM CASH GRANTS**

Payment and distribution of cash grants to UCT/TRCT Program beneficiaries shall be made through any of the following modes:

1. LBP Cash Card;
2. LBP Over-the-Counter (OTC);

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DSWD and LBP  
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3. LBP Conduits such as:

- 3.1 Countryside Financial Institutions (i.e. rural bank, cooperative bank, or thrift bank);
- 3.2 Cooperatives;
- 3.3 Telecommunication Companies;
- 3.4 Remittance Companies;
- 3.5 LBP ATMs being managed by other Rural Banks; and
- 3.6 Other conduits to be procured by LBP (e.g., financial institutions).

## II. LIQUIDATION OF FUNDS

1. For UCT/TRCT Program through LBP Conduits

- 1.1. LBP Conduits shall affix signature to certify payment, while the DSWD representatives shall affix signature as verifier of the identity of the beneficiary and as witness of actual payment in the following liquidation documents:

Liquidation Documents	Signatories
Acknowledged Payroll List	<ul style="list-style-type: none"> <li>• Municipal Link or City Link</li> <li>• Municipal Roving Bookkeeper or Authorized Field Office Finance Representative</li> <li>• LBP Conduit's representative</li> <li>• Beneficiary</li> </ul>
Certification of Accounting of the Total Amount Disbursed and Number of Paid and Unpaid Beneficiaries per Municipality	<ul style="list-style-type: none"> <li>• Municipal Roving Bookkeeper or Authorized Field Office Finance Representative</li> <li>• LBP Conduit's representative</li> </ul>

LBP Conduits shall submit the abovementioned liquidation documents within five (5) working days from the last day of payout month to LBP.

- 1.2. DSWD shall ensure that the Acknowledged Payroll List and Certification of Accounting of the Total Amount Disbursed and Number of Paid and Unpaid Beneficiaries per Municipality are both duly signed by DSWD Representatives (please refer to item 1.1, page 4 of this Agreement for the signatories);

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DSWD and LBP  
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- 1.3. LBP Conduits and DSWD Representatives shall conduct a daily reconciliation of the total amount of paid/unpaid cash grants, number of beneficiaries and UCT/TRCT funds based on the following liquidation documents:
- Acknowledged Payroll List; and
  - Certification of Accounting of the Total Amount Disbursed and Number of Paid and Unpaid Beneficiaries per Municipality.
- 1.4. The distribution of UCT/TRCT Program cash grants during the payout month shall be liquidated first by LBP Conduits to LBP before releasing funds for the next payout period.
2. For UCT/TRCT Program through LBP Over-the-Counter (OTC)
- 2.1. LBP Servicing Branches shall liquidate the total paid and unpaid cash grants within five (5) working days from the last day of payout month;
- 2.2. The distribution of UCT/TRCT Program cash grants during the payout month shall be liquidated first by LBP Servicing Branches before releasing funds for the next payout period.
- 2.3. LBP Servicing Branches shall affix signature to certify payment, while the DSWD representatives shall affix signature as verifier of the identity of the beneficiary and as witness of actual payment on the following liquidation documents within five (5) working days from the last day of payout month:

Liquidation Documents	Signatories
Acknowledged Payroll List	<ul style="list-style-type: none"> <li>• Municipal Link or City Link</li> <li>• Municipal Roving Bookkeeper or Authorized Field Office Finance Representative</li> <li>• LBP representative</li> <li>• Beneficiary</li> </ul>
Certification of Accounting of the Total Amount Disbursed and <u>Number of Paid</u> and Unpaid Beneficiaries per Municipality	<ul style="list-style-type: none"> <li>• Municipal Roving Bookkeeper or Authorized Field Office Finance Representative</li> <li>• LBP representative</li> </ul>

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### III. DSWD and LBP REGIONAL ACTION CENTER (RAC)

The existing RACs for the DSWD Pantawid Pamilyang Pilipino Program (4Ps) shall provide support in the implementation of the UCT/TRCT Program.

1. Duties and Responsibilities – The DSWD and LBP RAC shall:
  - 1.1 Assess the existing list of UCT/TRCT Program areas mapped out per mode of payment by DSWD and LBP per area of coverage;
  - 1.2 Agree on the programmed payout for the year which shall include the payout date, estimated number of beneficiaries, amount and mode of payment per municipality. The programmed payout, as agreed shall be provided to DSWD Central Office (CO) for Payroll Schedule Summary (excel file), Payroll File (CSV file) and Payroll List (PDF file) preparation;
  - 1.3 Facilitate and finalize requirements (e.g. schedule of payouts, venue, etc.) in the payment of cash grants to beneficiaries in the Region;
  - 1.4 Submit to DSWD UCT - National Program Management Office (NPMO) and LBP Conditional Cash Transfer Program Management Office (CCT-PMO) the RAC Minutes of Meeting including agreed payout schedules with the UCT/TRCT Program conduits before the start of the payout month;
  - 1.5 Monitor payment of Service Fees to conduits;
  - 1.6 Review performance of procured UCT/TRCT Program Conduits every payout and recommend replacement of those who are performing below par;
  - 1.7 Identify and resolve issues and concerns on the distribution of cash grants at the Regional level; and
  - 1.8 Submit to the DSWD UCT-NPMO and LBP CCT-PMO monthly reports on issues and concerns that cannot be resolved by the RAC regarding the payment of UCT/TRCT Program cash grants.

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The DSWD UCT-NPMO in coordination with LBP CCT-PMO shall resolve the issues and concerns elevated by the RAC.

2. Conduct of Meetings

- 2.1 The DSWD and LBP RAC shall meet within ten (10) working days before the start of every payout month;
- 2.2 Special meetings may be called by DSWD and LBP RAC Chairman as necessary; and
- 2.3 The DSWD and LBP RAC may invite any of the officers or employees of DSWD, LBP, LBP conduits and other resource person during its regular or special meetings to render assistance in the resolution of issues and concerns on the UCT/TRCT Program.

**IV. DSWD AND LBP NATIONAL COORDINATING COMMITTEE (NCC)**

The DSWD and LBP NCC shall provide support in the implementation of the UCT/TRCT Program.

1. Duties and Responsibilities – The DSWD and LBP RAC shall:

- 1.1 Oversee the implementation of UCT/TRCT Program;
- 1.2 Establish and enhance guidelines for the efficient implementation of the UCT/TRCT Program; and
- 1.3 Resolve issues and concerns that are elevated by the DSWD and LBP RACs through DSWD UCT-NPMO and LBP CCT-PMO.

2. Conduct of Meetings

- 2.1 The NCC shall meet every six (6) months;
- 2.2 Special meetings may be called by the DSWD and LBP NCC Chairman as necessary; and

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- 2.3 The DSWD and LBP NCC may invite any of the officers or employees of DSWD, LBP, LBP conduits and other resource person during its regular or special meetings to render assistance in the resolution of issues and concerns on the UCT/TRCT Program.

## V. OBLIGATIONS OF THE PARTIES

### A. DSWD shall:

1. Implement the UCT/TRCT Program to households in the first to seventh income deciles of the National Household Targeting System for Poverty Reduction (NHTS-PR), 4Ps and the social pension program for a period of three (3) years;
2. Submit project mechanics and components to LBP which shall include the selection criteria for beneficiaries and such other factors in the implementation of the Project endorsed by the DSWD Secretary or his duly authorized representative;
3. Identify qualified beneficiaries of the UCT/TRCT Program;
4. Prepare the payroll documents for the UCT/TRCT Program with complete details;
5. Conduct mapping of UCT/TRCT Program areas, target number of beneficiaries and identify modes of payment as enumerated in Section I (DISTRIBUTION OF UCT/TRCT PROGRAM CASH GRANTS) of this Agreement;
6. Undertake Anti-Money Laundering Act (AMLA) Training conducted by LBP for the authentication of signatories on enrollment forms and opening of accounts of beneficiaries;
7. Conduct Know Your Customer (KYC) procedures and certify identity of the beneficiaries using the following IDs or documents before the start of the payout:

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Item No.	Type of Beneficiary	ID or Document to be Presented by Beneficiary
7.1	Households in the Pantawid Pamilyang Pilipino Program	4Ps Household ID
7.2	Beneficiaries of the Social Pension Program	Office of Senior Citizens Affairs (OSCA) and Certification issued by DSWD Regional Office
7.3	Other households in the database of NHTS-PR Listahanan Households	PHILHEALTH ID or other IDs required by LBP

8. Seek clearance from LBP through letter on the release of service fee for P6 2017 payrolls (April to May 2018 payouts) handled by existing LBP conduits and succeeding payrolls which shall be serviced by LBP conduits in order to ensure that the said Conduits shall liquidate the distribution of cash grants for the UCT/TRCT Program before receiving their service fees;
9. For LBP Cash Cards of the UCT/TRCT Program beneficiaries:
  - 9.1. (DSWD Central Office) Generate and distribute Cash Card Enrollment Forms and send the same to DSWD Regional Office for the accomplishment of UCT/TRCT Program beneficiaries;
  - 9.2. (DSWD Regional Office) Perform Know Your Customer (KYC) procedures, secure the signatures of beneficiaries, and submit the soft copies to the DSWD Central Office;
  - 9.3. (DSWD Regional Office) Assist beneficiaries in the accomplishment of Enrollment Forms;
  - 9.4. (DSWD Regional Office) Encode data of enrollment forms in the batch opening template and submit soft copies to DSWD Central Office;
  - 9.5. (DSWD Central Office) Submit Batch Opening File segregated on a "One File, One LBP Branch" basis together with a

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letter request for batch opening and generation of Cash Cards;

- 9.6. Pay LBP the cost of generation of Cash Cards for the total 8 million Cash Cards for the following types of beneficiaries (**the cost of generation of Cash Cards shall be shouldered by DSWD**):

Type of Beneficiaries	No. of Beneficiaries
Households in the Pantawid Pamilyang Pilipino Program	2.4 Million
Beneficiaries of the Social Pension Program	3.0 Million
Other households in the database of NHTS-PR or Listahanan Households	2.6 Million
Total	8.0 Million

Additional request for Cash Cards generation shall also be for the account of DSWD.

Please refer to **Annex A** of this Agreement for the cost of Cash Cards.

- 9.7. (DSWD Regional Office) Submit to LBP Servicing Branch the accomplished Enrollment Forms with photocopy of IDs presented both duly authenticated by DSWD authorized representative before the start of distribution of Cash Cards;
- 9.8. Provide logistical requirements (e.g. venue, security, etc.) during distribution of Cash Cards in coordination with the local government units;
- 9.9. Assign authorized DSWD Representatives (Municipal Link or City Link and Municipal Roving Bookkeeper or Authorized Field Office Finance Representative) who will be present during the distribution of Cash Cards and conduct the initial KYC of beneficiaries;
- 9.10. Provide the LBP Servicing Branches the specimen signatures of authorized DSWD

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Representatives (Municipal Link or City Link and Municipal Roving Bookkeeper or Authorized Field Office Finance Representative) through official letter;

- 9.11. Instruct LBP through an official letter to load Cash Cards with UCT/TRCT cash grants;
- 9.12. Send the following Payroll Documents with complete details through Secure File Transfer Protocol (SFTP) to LBP electronic Banking Support Unit (eBSU) at least **seven (7)** working days before the actual payout date:

Payroll Document	Type of File
Payroll Schedule Summary	Excel
Encrypted Top-up File	Text

UCT/TRCT Program Payroll Documents uploaded by DSWD after 5:00 P.M. shall be treated as received the next banking day.

- 9.12.1. Crediting dates for the UCT/TRCT Program cash grants for cash card holders shall not coincide with LBP Payroll dates (e.g. Day 13, 14, 15, 29, 30 and 31 of the month).
- 9.12.2. Crediting date per batch should have an interval of at least two (2) working days from the preceding credit date.
- 9.13. Issue Authority to Debit the Accounts of the Beneficiaries to LBP for the ATM Interbank withdrawal fees in excess of P20.00 for one (1) ATM withdrawal per payroll period.
10. For LBP Over-the-Counter (OTC)
  - 10.1. Determine the venue for the distribution for LBP Branches nearby areas subject to

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final confirmation by LBP taking into consideration of the following:

- Peace and order situation; and
  - Accessibility and safety of the payout area in transporting the cash grants.
- 10.2. Provide logistical requirements (e.g. venue, security, etc.) in coordination with the local government units for offsite payout activities;
- 10.3. Assign authorized DSWD representatives (Municipal Link or City Link and Municipal Roving Bookkeeper or Authorized Field Office Finance Representative) who will be present during the UCT/TRCT Program payouts;
- 10.4. Provide the LBP Servicing Branches the specimen signatures of authorized DSWD Representatives (Municipal Link or City Link and Municipal Roving Bookkeeper or Authorized Field Office Finance Representative) through official letter ten (10) working days before the start of payout month;
- 10.5. Send the following Payroll Documents with complete details through SFTP to LBP electronic Banking Support Unit (eBSU) at least **seven (7)** working days before the actual payout date:

Payroll Document	Type of File
Payroll Schedule Summary	Excel
Payroll File	Comma Separated Values (CSV)
Payroll List	PDF

The amount of cash grants and number of beneficiaries shall be the same in all the payroll documents.

UCT/TRCT Program Payroll Documents uploaded by DSWD after 5:00 P.M. shall be treated as received the next banking day.

- 10.6. Beneficiaries shall present the IDs (as mentioned in item 7, page 9 of this Agreement) to authorized DSWD Representatives (Municipal Link or City Link and Municipal Roving Bookkeeper or Authorized Field Office Finance Representative);
- 10.7. (Authorized DSWD Representative - Municipal Link or City Link) affix signature on the Payroll List BEFORE THE RECEIPT OF CASH GRANTS by the beneficiaries on the verified portion of the form;
- 10.8. (Authorized DSWD Representative - Municipal Roving Bookkeeper or Authorized Field Office Finance Representative) affix signature on the Payroll List AFTER THE RECEIPT OF CASH GRANTS by the beneficiaries on the witness portion of the form during the payout day;
- 10.9. Affix signature on the original copy of the following liquidation documents during the payout day:

Liquidation Documents	DSWD Signatories
Acknowledged Payroll List	<ul style="list-style-type: none"> <li>• Municipal Link or City Link</li> <li>• Municipal Roving Bookkeeper or Authorized Field Office Finance Representative</li> </ul>
Certification of Accounting of the Total Amount Disbursed and <u>Number of Paid and Unpaid Beneficiaries</u> per Municipality	<ul style="list-style-type: none"> <li>• Municipal Roving Bookkeeper or Authorized Field Office Finance Representative</li> </ul>

#### 11. For LBP Conduits

- 11.1. Determine the venue for the distribution for nearby areas in coordination with LBP

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Conduits taking into consideration of the following:

- Peace and order situation; and
  - Accessibility and safety of the payout area in transporting the cash grants.
- 11.2. Provide logistical requirements (e.g. venue, security, etc.) in coordination with the local government units for offsite payout activities;
  - 11.3. Assign authorized DSWD representatives (Municipal Link or City Link and Municipal Roving Bookkeeper or Authorized Field Office Finance Representative) who will be present during the UCT/TRCT Program payouts;
  - 11.4. Provide the LBP Servicing Branches the specimen signatures of authorized DSWD Representatives (Municipal Link or City Link and Municipal Roving Bookkeeper or Authorized Field Office Finance Representative) through official letter ten (10) working days before the start of payout month;
  - 11.5. Send the following Payroll Documents with complete details through SFTP to LBP electronic Banking Support Unit (eBSU) at least **seven (7)** working days before the actual payout date:

Payroll Document	Type of File
Payroll Schedule Summary	Excel
Payroll File	Comma Separated Values (CSV)
Payroll List	PDF

The amount of cash grants and number of beneficiaries shall be the same in all the payroll documents.

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UCT/TRCT Program Payroll Documents uploaded by DSWD after 5:00 P.M. shall be treated as received the next banking day.

- 11.6. Beneficiaries shall present the IDs (as mentioned in item 7, page 9 of this Agreement) to authorized DSWD Representatives (Municipal Link or City Link and Municipal Roving Bookkeeper or Authorized Field Office Finance Representative);
- 11.7. (Authorized DSWD Representatives – Municipal Link or City Link) affix signature on the Payroll List BEFORE THE RECEIPT OF CASH GRANTS by the beneficiaries on the verified portion of the form;
- 11.8. (Authorized DSWD Representatives – Municipal Roving Bookkeeper or Authorized Field Office Finance Representative) affix signature on the Payroll List AFTER THE RECEIPT OF CASH GRANTS by the beneficiaries on the witness portion of the form during the payout day;
- 11.9. Affix signature on the original copy of the following liquidation documents during the payout day:

Liquidation Documents	DSWD Signatories
Acknowledged Payroll List	<ul style="list-style-type: none"> <li>Municipal Link or City Link</li> <li>Municipal Roving Bookkeeper or Authorized Field Office Finance Representative</li> </ul>
Certification of Accounting of the Total Amount Disbursed and <u>Number of Paid and Unpaid Beneficiaries</u> per Municipality	<ul style="list-style-type: none"> <li>Municipal Roving Bookkeeper or Authorized Field Office Finance Representative</li> </ul>

**B. LBP shall:**

1. Open a "LANDBANK Tax Reform Cash Transfer/Unconditional Cash Transfer Program

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Account" where the funds and service fees for the following shall be maintained:

Item No.	Type of Beneficiaries
1.1	Households in the Pantawid Pamilyang Pilipino Program
1.2	Beneficiaries of the Social Pension Program
1.3	Other households in the database of NHTS-PR or Listahanan Households

2. Furnish DSWD a copy of the quarterly reports of UCT/TRCT Program cash grants distributed and paid to UCT/TRCT Program beneficiaries using the various modes of payment;

3. For Cash Cards:

- 3.1 Procure and generate Cash Cards upon written request of DSWD;

Note: The cost of the Cash Cards shall be for the account of DSWD.

Please refer to **Annex A** of this Agreement for the cost of Cash Card.

- 3.2 Bill DSWD on the cost of generated Cash Cards based on Generated Cash Cards Report Summary;

- 3.3 Receive payment from DSWD on the cost of generated Cash Cards;

- 3.4 Handle the distribution of Cash Cards at LBP Servicing Branches or nearby areas on Saturdays or weekdays after banking hours;

Distribution during weekdays on banking hours shall be held in onsite areas or nearby areas from the LBP Servicing Branches.

- 3.5 Submit monthly Report on Released and Unclaimed Cash Cards to DSWD within fifteen (15) working days after reference month;

- 3.6 Debit from the *LANDBANK Tax Reform Cash Transfer/Unconditional Cash Transfer Program Account* the amount corresponding to Cash

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Card credits based on payroll documents received from DSWD;

- 3.7 Issue Cash Cards loaded with cash grants based on DSWD's official letter instruction;
  - 3.8 Provide DSWD with the Cash Card Confirmation Report; and
  - 3.9 Collect and debit from the *LANDBANK Tax Reform Cash Transfer/Unconditional Cash Transfer Program Account* the bank service fees and management costs incurred by the LBP Head Office and support units based on documentary requirements defined in **Annex A** of this Agreement.
4. For LBP Over-the-Counter (OTC) Onsite Payouts or Areas nearby LBP Servicing Branches
    - 4.1 Debit the *LANDBANK Tax Reform Cash Transfer/Unconditional Cash Transfer Program Account* based on the payroll documents received from DSWD for funding of LBP OTC payouts for the UCT/TRCT Program beneficiaries;
    - 4.2 Handle the distribution of cash grants at LBP Servicing Branches or nearby areas on Saturdays or weekdays after banking hours.

The distribution during weekdays on banking hours shall be held in onsite areas or nearby areas from the LBP Servicing Branches.
    - 4.3 Determine the servicing branches that will handle the distribution of cash grants;
    - 4.4 Release the cash grants based on the payroll documents from DSWD Central Office and IDs presented by beneficiaries in the presence of authorized DSWD Representatives (Municipal Link or City Link

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and Municipal Roving Bookkeeper or Authorized Field Office Finance Representative);

- 4.5 Handle, maintain and reconcile (funded, paid and unpaid cash grants) original copy of the following liquidation documents on the distribution of UCT/TRCT Program cash grants based on the payroll documents provided by DSWD:

Liquidation Documents	DSWD and LBP Signatories
Acknowledged Payroll List	<ul style="list-style-type: none"> <li>• DSWD Municipal Link or City Link</li> <li>• DSWD Municipal Roving Bookkeeper or Authorized Field Office Finance Representative</li> <li>• Beneficiary</li> <li>• LBP representative</li> </ul>
Certification of Accounting of the Total Amount Disbursed and Number of Paid and Unpaid Beneficiaries per Municipality	<ul style="list-style-type: none"> <li>• DSWD Municipal Roving Bookkeeper or Authorized Field Office Finance Representative</li> <li>• LBP representative</li> </ul>

- 4.6 Furnish DSWD a copy of the Payout Status Report submitted by LBP to oversight agencies;

- 4.7 Collect/Debit from the *LANDBANK Tax Reform Cash Transfer/Unconditional Cash Transfer Program Account* the LBP Over-the-Counter (OTC) service fees per paid beneficiary based on the original copy of the following LBP's liquidation documents:

Liquidation Documents
Acknowledged Payroll List
Certification of Accounting of the Total Amount Disbursed and Number of Paid and Unpaid Beneficiaries per Municipality

Please refer to **Annex A** of this Agreement for summary of service fees.

## 5. For LBP Conduits

- 5.1 Procure LBP Conduits to service the distribution of UCT/TRCT Program cash grants to beneficiaries in difficult and very difficult areas where there is no presence of LBP and other Banks' ATMs;
- 5.2 Debit the *LANDBANK Tax Reform Cash Transfer/Unconditional Cash Transfer Program Account* based on the payroll documents received from DSWD for funding of LBP Conduits for the UCT/TRCT Program beneficiaries;
- 5.3 Handle and monitor the distribution of cash grants through LBP Conduits to qualified beneficiaries as identified by DSWD;
- 5.3.1 Existing LBP CCT conduits for CY 2017 payrolls (under CCT Line mode of funding security) that will handle the distribution of the UCT/TRCT Program cash grants shall be covered and secured by their approved CCT Line with LBP and existing CCT MOA; and
- 5.3.2 Existing LBP CCT conduits for CY 2017 payrolls (under Deposit Hold-out and Advance of Cash modes of funding security) that will handle the distribution of the UCT/TRCT Program cash grants shall be covered and secured by their existing CCT MOA;
- 5.4 Receive from LBP Conduits **not later than** five (5) working days after the end of payout month and maintain original copy of the following liquidation documents on the distribution of UCT/TRCT Program cash grants based on the payroll documents provided by DSWD:

Liquidation Documents	DSWD and LBP Conduit Signatories
Acknowledged Payroll List	• DSWD Municipal Link or City Link

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Liquidation Documents	DSWD and LBP Conduit Signatories
	<ul style="list-style-type: none"> <li>• DSWD Municipal Roving Bookkeeper or Authorized Field Office Finance Representative</li> <li>• Beneficiary</li> <li>• LBP Conduit</li> </ul>
Certification of Accounting of the Total Amount Disbursed and <u>Number of Paid</u> and Unpaid Beneficiaries per Municipality	<ul style="list-style-type: none"> <li>• DSWD Municipal Roving Bookkeeper or Authorized Field Office Finance Representative</li> <li>• LBP Conduit</li> </ul>

- 5.5 Furnish DSWD a copy of the Payout Status Report submitted by LBP to oversight agencies;
- 5.6 Collect/Debit from the *LANDBANK Tax Reform Cash Transfer/Unconditional Cash Transfer Program Account* the LBP Conduits service fees based on the original copy of the following LBP's liquidation documents:

Liquidation Documents
Acknowledged Payroll List
Certification of Accounting of the Total Amount Disbursed and <u>Number of Paid</u> and Unpaid Beneficiaries per Municipality

Please refer to **Annex A** of this Agreement for summary of service fees.

## VI. OTHER LBP SERVICE FEES

LBP shall collect/debit the following management fees/service fees related to the UCT/TRCT Program from the *LANDBANK Tax Reform Cash Transfer/Unconditional Cash Transfer Program Account* (please refer to **Annex A** of this Agreement for summary of service fees):

1. Manpower and other expenses of LBP Head Office Support Units, Branches and Committees handling the UCT/TRCT Program based on Certification of Expenses Incurred by LBP Branch/Department:
  - 1.1. Conditional Cash Transfer-Program Management Office (CCT-PMO);
  - 1.2. Batasan Branch;
  - 1.3. Intramuros Branch;
  - 1.4. Electronic Banking Support Unit (eBSU);

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- 1.5. ATM and Cash Management Department (ACMD);
  - 1.6. Technology Management Group (TMG);
  - 1.7. Servicing Branches; and
  - 1.8. Other Head Office Support Units.
2. Procurement of LBP Conduits Expenses (3% of the Approved Budget for the Contract in the Terms of Reference); and
  3. Other expenses incurred by LBP pertinent to the UCT/TRCT Program operations and such incidental or ancillary expenses related thereto.

## VII. OTHER TERMS

- A. The UCT/TRCT Program payouts for the existing 4.4 million Pantawid Pamilyang Pilipino Program beneficiaries for CY 2018 shall be conducted simultaneously with the last payout period for the CY 2017 CCT payrolls (P6 2017 – April to May 2018 CCT payouts).

In case of unpaid cash grants for UCT/TRCT FY 2018 during P6 2017 - April to May 2018 payouts, the unpaid cash grants shall be paid on the succeeding payouts (subject to cost of Cash Cards and service fees - please refer to **Annex A** for details) through the following:

- LBP Cash Cards
  - LBP Over-the-Counter; and
  - LBP Conduits (for difficult and very difficult/ Geographically Isolated and Disadvantaged Areas)
- B. The parties shall communicate regularly and shall use any available means of communication including electronic means (email) which shall be considered as official documents.
  - C. The parties shall execute such other agreement/s including the implementing rules which are necessary to implement the terms of this Agreement, the same to be deemed as integral parts hereof.
  - D. The provisions, exhibits and annexes of this MOA may be amended or supplemented as deemed necessary and agreed upon by both parties.

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- E. The parties shall endeavor to implement a non-intrusive and secure automated system of data exchange that will allow the respective parties' IT applications and databases to communicate with each other in real time.
- F. CONFIDENTIALITY. A party shall not disclose to unauthorized third parties any confidential information of the other party.
- G. INDEMNITY. A party shall hold the other party, and other party's officials and employees, free and harmless from any liability to third parties that may rise out of the fault or negligence of that party or that party's official employees.

#### VIII. EFFECTIVITY AND TERMINATION

This agreement shall:

1. Be applicable to the distribution of the UCT/TRCT Program to beneficiaries; and
2. Take effect upon its execution and shall remain in effect while the UCT/TRCT Program is in place unless terminated by either party upon prior written notice of at least ninety (90) days.

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IN WITNESS WHEREOF, the parties through their authorized representatives have hereunto signed this instrument on \_\_\_\_\_ 2018 in \_\_\_\_\_ City, Philippines.

**DEPARTMENT OF SOCIAL WELFARE  
AND DEVELOPMENT**



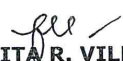
**EMMANUEL A. LEYCO**  
Officer-in-Charge

**LAND BANK OF THE PHILIPPINES**



**ALEX V. BUENAVENTURA**  
President and CEO

*Signed in the presence of:*



**FLORITA R. VILLAR**  
Undersecretary



**LIDUVINO S. GERON**  
Executive Vice President



**JOSELITO P. GUTIERREZ**  
Executive Vice President



**ACKNOWLEDGEMENT**

Republic of the Philippines }  
**City of Manila } S.S.**

At the above locality on this \_\_\_\_ day of 27 APR 2018 before me personally appeared:

Name

Identification Document Presented

**ALEX V. BUENAVENTURA**LBP ID No. I036**LIDUVINO S. GERON**LBP ID No. A884**JOSELITO P. GUTIERREZ**LBP ID No. 4797


Known to me and to me known to be the same person who signed the foregoing instrument and acknowledged to me that the same is their free, voluntary act and deed and the free voluntary act and deed of the principal they represents.

The said instrument refers to the Memorandum of Agreement consisting of \_\_\_\_\_ pages signed by the parties and witness on all pages.

WITNESS MY HAND AND SEAL on the date and place first above written.

NOTARY PUBLIC

Doc No. 518  
 Page No. 106  
 Book No. II  
 Series of 2018

  
**JOSE TROY A. ALMARIO**  
 Notary Public and in the City of Manila  
 Commission No. 2017-128/Until 12-13-18  
 1598 M.H. del Pilar cor. Dr. Quintos Sts., Malate, Manila  
 Roll No. 41643/PTD No. TGG3054/1.04-18/Manila  
 LBP No. 00127-1-05-13/Quezon City


## ANNEX 7.

# ECT Bank Debit Advice for Top-Up Mode of Payment

**Relevant activity**

*Chapter 5. Delivery of Cash Assistance*

**Description**

A tool based on the standardized forms of the Finance and Management Service and used for liquidating the funds disbursed to beneficiaries under the top-up mode of payment.

**Users**

DSWD-FO and SDO

**Note**

Current format: spreadsheet

**FUTURE RELEASE**

Data will be encoded in ECT-MIS and data can be generated based on the scorecard results

**Link**

<https://tinyurl.com/DSWD-ECT-References>

## ANNEX 8.

# ECT Cash Assistance Payroll (CAP) for Direct Cash Payout

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**Relevant activity**

*Chapter 5. Delivery of Cash Assistance*

**Description**

A tool based on the standardized forms of the Finance and Management Service and used for liquidating the funds disbursed to beneficiaries under the cash payout mode of payment.

**Users**

DSWD-FO and SDO

**Note**

Current format: spreadsheet



FUTURE RELEASE

Fund liquidation data will be encoded in ECT-MIS

**Link**

<https://tinyurl.com/DSWD-ECT-References>

**CASH ASSISTANCE PAYROLL**

CONTROL NO. \_\_\_\_\_  
(Year) (Month) (Day)

Certified expense necessary lawful and incurred under my direct supervision

Division Chief

Regional Director

I certify on my official oath that I have this \_\_\_\_\_ day of \_\_\_\_\_, \_\_\_\_\_ paid in cash to each individual whose name appears on the roll, the amount set monies his name he living presented himself established his identity and affixed his signature/ thumbmark on the space provided therefore.

Disbursing Officer

## ANNEX 9.

# ECT Work and Financial Plan (WFP) for Recovery and Rehabilitation

**Relevant activity**

*Chapter 6. Recovery and Rehabilitation Support*

**Description**

A tool used to compute the total number of beneficiaries and the budgetary requirements for the provision of early recovery and rehabilitation support.

**Users**

DSWD-DRMB and DSWD-FO

**Note**

Current format: spreadsheet



**FUTURE RELEASE**  
**Part of ECT-MIS**

**Link**

<https://tinyurl.com/DSWD-ECT-References>

Annex 8\_Work and Financial Plan\_ER

As of \_\_\_\_\_

---

[illegible]



## ANNEX 10.

# ECT Physical and Financial Accomplishment Report

**Relevant activity**

*Chapter 6. Recovery and Rehabilitation Support*

**Description**

A tool used to monitor the implementation of ECT, specifically the implementation by beneficiary classification, mode of payment, and delivery of payment. This information is also used in filtering potential beneficiaries of ECT Phase 2.

**Users**

DSWD-DRMB and DSWD-FO

**Note**

Current format: spreadsheet

**FUTURE RELEASE**

Encoding of monitoring data, filtering, and report generation will be done in ECT-MIS

**Link**

<https://tinyurl.com/DSWD-ECT-References>

Department of Social Welfare and Development  
DSWD Central Office  
ECT Physical and Financial Accomplishment Report  
As of \_\_\_\_\_

Annex 11. Physical and Financial Accomplishment

Affected Region:  
Disaster :  
Date of Occurrence :

PROJECT AREAS			FUND ALLOCATION				DISTRIBUTION						Remarks	
Region	Province	City/Municipality	Number of Beneficiaries <i>4PS</i>	No. of Days	Unit Cost	Cost Total Cost	Number of Beneficiaries <i>4PS</i>	1ST PHASE		2ND PHASE		3RD PHASE		Total Amount Distributed
CAR			<i>A</i>	<i>a</i>	<i>b</i>	sum of (A) x (a) x (b)		No. of Days	Unit Cost	No. of Days	Unit Cost	No. of Days	Unit Cost	
	Benguet													
		Atok												
		Bakun												
	Mountain Province													
		Bontoc												
		Sagada												
I			<i>B</i>	<i>a</i>	<i>b</i>	sum of (B) x (a) x (b)								
	Ilocos Norte	San Fernando												
Grand Total						sum of all								

## ANNEX 11.

# ECT Utilization Monitoring Survey Tool

**Relevant activity**

*Chapter 6. Recovery and Rehabilitation Support*

**Description**

A tool used to monitor the implementation of ECT, specifically in tracking the beneficiaries' utilization of their cash assistance. This information is also used in filtering potential beneficiaries of ECT Phase 2.

**Users**

DSWD-DRMB and DSWD-FO

**Note**

Current format: spreadsheet

**FUTURE RELEASE**

Encoding of monitoring data, filtering, and report generation will be done in ECT-MIS

**Link**

<https://tinyurl.com/DSWD-ECT-References>



Department of Social Welfare and Development  
Field Office \_\_\_\_  
**ECT Utilization Monitoring Survey**

*Part I and II - Pre-Implementation Survey: This shall be administered prior to provision of relief/early recovery cash assistance.*

#### I. CONSENT AND CONFIDENTIALITY CLAUSE

All information contained herein shall be maintained in a secured database and shall be process manually or electronically to track the status of the microenterprise for further assessment in identifying appropriate assistance that can be given by SLP or to mainstream to other stakeholders/ partners. Further, any controlled disclosure or transfer of any personal information or sensitive personal information to development partners, evaluation firms, academe and other stakeholders shall be in accordance with the Data Privacy Policy and Sharing Protocol of the program and provisions under the DPA of 2012. You have the right to object to the processing of your personal data, the right to access your personal data that we will process, and the right to have your personal data corrected.

I agree to participate in this monitoring and allow my answers to be used as indicated above. I further declare that I intend to use the ECT grants that I will receive for the following purpose(s): \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_  
Signature/Thumbmark over Printed Name of Respondent

\_\_\_\_\_  
Date

Name of Beneficiary:			
Name of Respondent:		Relationship to Beneficiary:	
Birthdate (MM/DD/YYYY):		Age:	
Beneficiary Classification:		Household ID No.: _____	
<input type="checkbox"/> 4Ps <input type="checkbox"/> Non-4Ps Listahanan <input type="checkbox"/> Non-Listahanan			
Demographic Classification:		<input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Family Head <input type="checkbox"/> PWD <input type="checkbox"/> Solo Parent <input type="checkbox"/> Senior Citizen <input type="checkbox"/> Youth <input type="checkbox"/> Indigenous People [Specify]:	
Highest Educational Attainment:			
Current Address			
Region:	Province:	District:	
City/Municipality:		Barangay:	
Amount Received:			<b>P</b>
Date Received: _____			
Particulars:			<b>Cost</b>
1. Educational			<b>P</b>
2. Food			<b>P</b>
3. House rental			<b>P</b>
4. Livelihood [pls. specify] _____			<b>P</b>
5. Medical			<b>P</b>
6. Non-Food Items [NFIs]			<b>P</b>
7. Payment for utilities [electric, water, etc.]			<b>P</b>
8. Shelter materials			<b>P</b>
9. Transportation			<b>P</b>
10. Others [pls. specify] _____			<b>P</b>
TOTAL			<b>P</b>
Variance			<b>P</b>
If ECT assistance is not yet fully utilized, state the reason/s:			
Amount Received:			<b>P</b>
Date Received: _____			
Particulars:			<b>Cost</b>



**DSWD**  
Department of Social Welfare and Development

Department of Social Welfare and Development

Field Office \_\_\_\_

**ECT Utilization Monitoring Survey**

1. Educational		P
2. Food		P
3. House rental		P
4. Livelihood <i>[please specify]</i> _____		P
5. Medical		P
6. Non-Food Items [NFIs]		P
7. Payment for utilities <i>[electric, water, etc.]</i>		P
8. Shelter materials		P
9. Transportation		P
10. Others <i>[please specify]</i> _____		P
TOTAL		P
Variance		P
If ECT assistance is not yet fully utilized, state the reason/s:		

**Interviewed by:**

Signature: \_\_\_\_\_

Name: \_\_\_\_\_

Position: \_\_\_\_\_

Date: \_\_\_\_\_

**Survey Modality Utilized:**

Actual Visitation    Phone Call    Text Message

E-mail    Others *[p/s. specify]* \_\_\_\_\_

## ANNEX 12.

# ECT Process Monitoring and Assessment Tool

**Relevant activity**

Chapter 5. Delivery of Cash Assistance and Chapter 6. Recovery and Rehabilitation Support

**Description**

A tool used to evaluate the process, impact, and outcomes of ECT implementation.

**Users**

DSWD-DRMB and DSWD-FO

**Note**

Current format: spreadsheet



**FUTURE RELEASE**  
**Part of ECT-MIS**

Together with the results of face-to-face needs assessments with selected beneficiaries, this tool will be used in determining beneficiary eligibility for ECT Phase 2. In addition, this tool and the ECT Rehabilitation Support Computation tool will be used in computing the budgetary requirements for early recovery and rehabilitation support.

**Link**

<https://tinyurl.com/DSWD-ECT-References>



Department of Social Welfare and Development  
Field Office \_\_\_\_\_

Annex 10: Process  
Monitoring and Assessment  
Tool

EMERGENCY CASH TRANSFER  
PROCESS MONITORING AND ASSESSMENT TOOL

Region : \_\_\_\_\_  
Type of Disaster : \_\_\_\_\_  
Date of Occurrence : \_\_\_\_\_

PROCESS	SUB-PROCESSES			PERIOD COVERED	ASSESSMENT		RECOMMENDATION
	ALL	REQUIRED*	OPR		STRENGTH	CHALLENGES/GAPS	
ACTIVATION OF ECT AS A DISASTER RESPONSE INTERVENTION	Rapid Damage Assessment and Needs Analysis		DSWD-FO and LGU				
	Assessment of the status of the market (commerce)		LGU, RDRRMC, DSWD-FO				
	Declaration of a State of Calamity		PLGU/OP				
	DSWD through a memorandum from the Secretary orders the implementation of ECT		DSWD Secretary, DRMB, DSWD-FO				
COST ESTIMATES AND DETERMINATION OF ELIGIBILITY FOR RELIEF	Calculation of the number of beneficiaries in several scenarios		DRMB				
	Estimation of the total cost of assistance for each scenario		DRMB				
IDENTIFICATION OF ECT BENEFICIARIES	Submission of the list of disaster-affected barangays and the list of disaster-affected households		LGU				
	Collection of the list of secondary target households from LGUs		DSWD-FO				
DETERMINATION OF THE MODALITY OF PAYMENT (MOP) OF CASH ASSISTANCE	Mapping out of areas for the determination of MOP of the cash assistance in times of disasters						
NOTIFICATION AND ENROLLMENT OF ECT BENEFICIARIES	Endorsement of validated list of beneficiaries to the LCE who in turn will notify and conduct an orientation of beneficiaries		DSWD-FO, LGU				

COST ESTIMATES AND DETERMINATION OF ELIGIBILITY FOR RECOVERY & REHABILITATION SUPPORTS	Submission of validated list of enrolled beneficiaries for the preparation of notice of approved payroll action		DSWD-FO, DRMB						
	Identification of eligible households for early recovery and rehabilitation supports and shares the list with LGU		DSWD-FO						
	Notification of all eligible beneficiaries about the additional supports		LGU						
	Computation and submission of the proposed cash assistance		DSWD-FO, DRMB						
	Request to process the release of assistance through cash transfer or top-ups		DRMB						
	Request to download the cash assistance fund for OCT releases through authorized financial conduits								
	Setting the schedule and venue for the direct pay-out of the other beneficiaries								
	Delivery of payment of cash assistance and liquidation process								
	Calculation of the number of eligible beneficiaries and estimates the cost of assistance for early recovery and rehabilitation		DRMB						

[illegible]

## ANNEX 13.

# ECT Grievance and Monitoring Forms

### Relevant activity

*Chapter 8. Risk and Grievance Management*

### Description

A tool used in recording complaints, gaps, areas for improvement, and recommendations about Program implementation.

### Users

DSWD-DRMB and DSWD-FO

### Note

Current format: spreadsheet



**FUTURE RELEASE**  
**Part of ECT-MIS**

### Link

<https://tinyurl.com/DSWD-ECT-References>



## GRIEVANCE FORM



PLEASE FILL IN *REQUIRED DETAILS AND MARK ALL APPLICABLE BOXES WITH AN "X".				TRACKING #:	
<b>I. COMPLAINANT INFORMATION</b>					
Complainant Type	Beneficiary	Non-beneficiary	Confidential?	Yes	No
Household ID #:	Set:		Client Status:		
Name: (First, Middle, Last)			Sex:		
Address: (Street, Brgy, City/Muni, Province, Region)			Contact #:		
<b>II. GRIEVANCE INFORMATION</b>					
CHECK THE BOX THAT BEST DESCRIBES YOUR GRIEVANCE.					
<b>1. Ineligibility</b>			<b>3. Grievance on staff performance</b>		
<input type="checkbox"/> With regular income <input type="checkbox"/> With property/ies and or business/es <input type="checkbox"/> With support from relatives abroad <input type="checkbox"/> Local official <input type="checkbox"/>			<input type="checkbox"/> Collection of any kind <input type="checkbox"/> Unethical behavior <input type="checkbox"/> Imposing additional conditions <input type="checkbox"/> Incorrect remarks in CV forms <input type="checkbox"/>		
<b>2. Misbehavior of Beneficiary</b>			<b>4. Appeals</b>		
<input type="checkbox"/> Misuse of grants (CC pawning) <input type="checkbox"/> Misuse of grants (vices) <input type="checkbox"/> Collection of any kind <input type="checkbox"/> Misrepresentation and falsification of documents <input type="checkbox"/> Unethical behavior			<input type="checkbox"/> Delisted/deactivated thru GRS <input type="checkbox"/> Delisted/deactivated thru BUS/others		
PLEASE DESCRIBE THE COMPLAINT HERE. USE THE BACK PAGE FOR ADDITIONAL DETAILS.					
<b>III. RESOLUTION INFORMATION</b>					
TO BE COMPLETED BY DRMD STAFF/GRIEVANCE OFFICER/CITY/MUNICIPAL LINK.					
Initial Resolution:					
This form has been thoroughly discussed with me and all information disclosed herein should not be used against me.					
Complainant's Signature:			Assisted By: Signature over Printed Name and Designation		
Date:			Date Assisted:		
THIS SERVES AS YOUR GRIEVANCE STUB.			DATE FILED:		
Name:		HH ID #:	Address:		
Type of grievance filed:			Status: <input type="checkbox"/> Ongoing <input type="checkbox"/> Resolved		
<input type="checkbox"/> Ineligibility <input type="checkbox"/> Misbehavior of Beneficiary <input type="checkbox"/> Appeals <input type="checkbox"/> Facility Issues <input type="checkbox"/> Grievance on staff performance			Remarks:		
For follow-up, please contact:					
Name:		Designation:	Contact #:		
<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>					
<b>COMPLAINT DESCRIPTION</b>					
<b>RESOLUTION DETAILS</b>					

**Re: Grievance and Redress Management System [GRMS]**

As of \_\_\_\_\_

Submitted by: [GRMS Classification Focal Person]

**Signature**

Position

Date \_\_\_\_\_

**Signature**

Name

Position

Division/Office

Date \_\_\_\_\_

Republic of the Philippines  
Department of Social Welfare and Development  
**DISASTER RESPONSE MANAGEMENT BUREAU**

**STATUS OF ACCOMPLISHMENT**  
Re: Grievance and Redress Management System [GRMS]

[illegible]

Noted by: [Division Chief/Head of Office]

Signature \_\_\_\_\_

Name \_\_\_\_\_

Position \_\_\_\_\_

Division/Office \_\_\_\_\_

Date \_\_\_\_\_



Annex D

Republic of the Philippines  
Department of Social Welfare and Development  
DISASTER RESPONSE MANAGEMENT BUREAU

REPORT SUBMISSION COMPLIANCE MONITORING  
Re: Grievance and Redress Management System [GRMS]  
As of \_\_\_\_\_

No.	GRMS Classifications	Weekly				Monthly				Quarterly		Semestral	Annual		
		Jul-08	Jul-15	Jul-22	Jul-29	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Oct-05	Jan-05	Jan-10	Jan-15
1.	"8888" Citizens' Complaint Center														
2.	OSEC Referrals														
3.	"e-reklamo and Non-OSEC. Referrals														

Submitted by: [DRMB Action Officer]

Noted by: [Director]

Signature : \_\_\_\_\_  
Name : \_\_\_\_\_  
Position : \_\_\_\_\_  
Division/Office : \_\_\_\_\_  
Date : \_\_\_\_\_

Signature : \_\_\_\_\_  
Name : \_\_\_\_\_  
Position : \_\_\_\_\_  
Division/Office : \_\_\_\_\_  
Date : \_\_\_\_\_

## ANNEX 14.

# ECT Communication Materials

---

**Relevant activity**

*Chapter 4. Notification and Orientation of Beneficiaries*

**Description**

The ECT IEC materials aim to increase stakeholder awareness of the process of implementing the Program, its purpose, and grievance mechanisms.

**Users**

DSWD-DRMB, DSWD-FO, LGUs, beneficiaries, partners and stakeholders

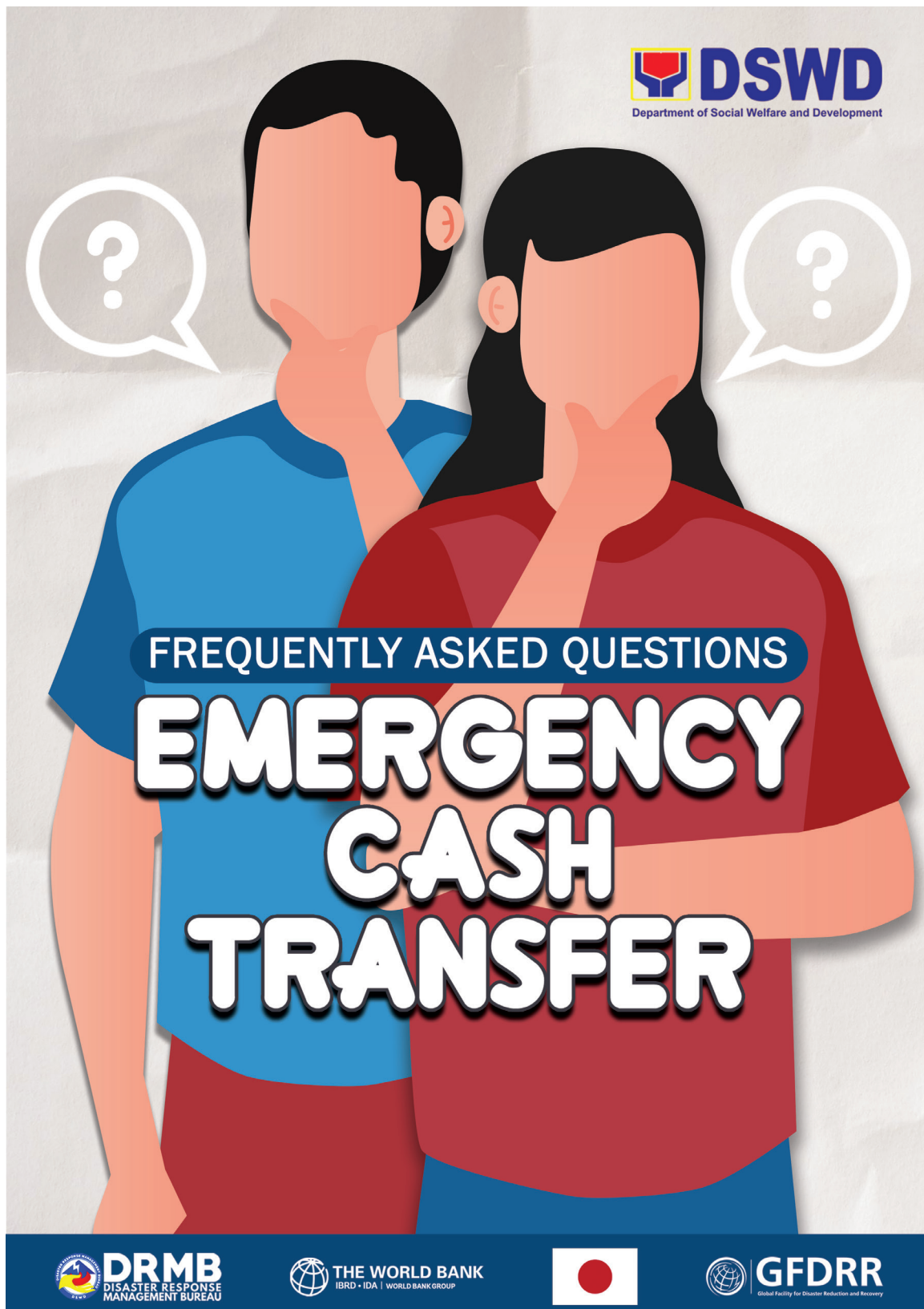
**Note**

IEC materials are disseminated through social media platforms, Field Offices, and LGUs

**Link**

<https://tinyurl.com/DSWD-ECT-References>

## ECT Frequently Asked Questions



## IEC Program Briefer



## Emergency Cash Transfer

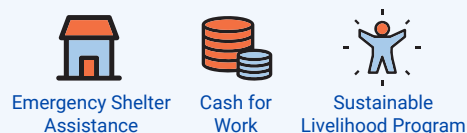
### Quick Guide for Implementers

#### 1 What is ECT?



An unconditional cash aid bridging the gap between immediate disaster relief, humanitarian response, and early recovery.

#### 2 What are other complementary Cash Transfer Programs?



#### 3 What triggers ECT?



**Declaration of State of Calamity**



Magnitude of the disaster



Rapid Damage Assessment and Needs Analysis (RDANA)



Operational markets

#### 4 How much assistance can be received?

##### Relief Assistance

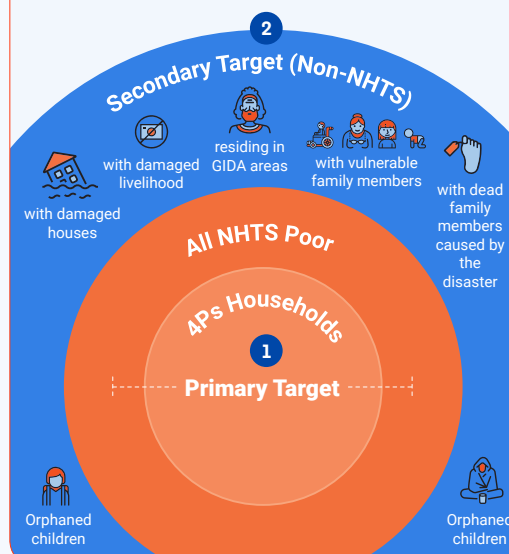
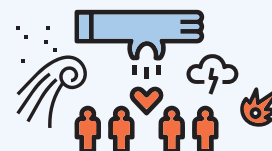
**75%** of the current regional daily wage for maximum of 3-months

##### Early Recovery & Rehabilitation

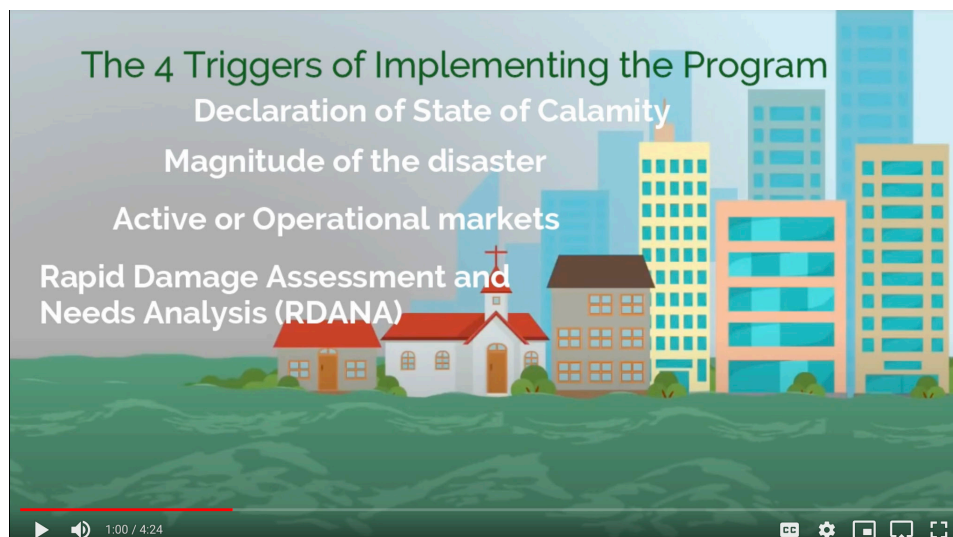
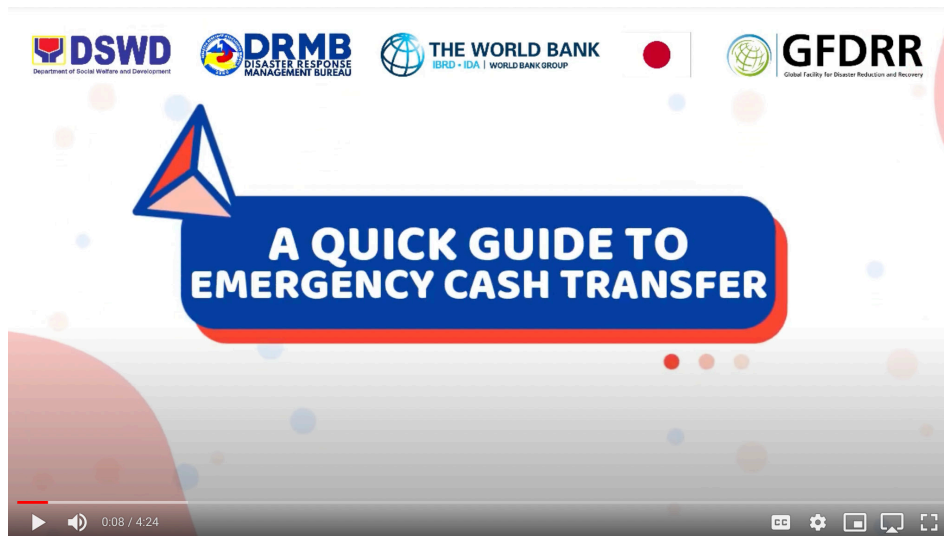
— to the Emergency Shelter assistance (ESA) for families with damaged houses.

#### 5 Who are the beneficiaries?

Victims of calamities and human-induced disasters nationwide



## Audiovisual Presentations



# Glossary

**4Ps beneficiary** – a household that is a beneficiary of the Pantawid Pamilyang Pilipino Program (4Ps), a government program that provides conditional cash transfers or grants to the poorest of the poor in the Philippines. Under ECT, 4Ps beneficiaries include those under the Modified Conditional Cash Transfer such as homeless street families, indigenous people in GIDAs, and families in need of special protection. The program aims to break the cycle of poverty by keeping children aged 0-18 healthy and in school, so that they can have a better future.

**disaster** - a serious disruption of the functioning of a community or a society, involving widespread human, material, economic or environmental losses and impact, and which exceed the ability of the affected community or society to cope using its resources.

**Disaster Assistance Family Access Card** – abbrev. DAFAC; a profiling tool used in collecting the demographic and socioeconomic data of disaster-vulnerable and disaster-affected families, such as their name, age, sex, education, and income, as well as post-disaster data and information about damage to shelter and humanitarian assistance received. DAFAC may be administered either as a pre or post-disaster social registry form and serve as a family verification tool for accessing response and rehabilitation support interventions from the government and other stakeholders. The DAFAC also includes a Vulnerability Assessment Index (VAI), which measures

the risk exposure of a family and used as a baseline for priority targeting.

**disaster response** – provision of emergency services and public assistance during or immediately after a disaster to save lives, reduce health impacts, ensure public safety, and meet the basic subsistence needs of disaster-affected people.

**disaster survivor** – an individual or group of individuals or community that suffered from a disaster and survived it.

**DROMIC-GIS** – the geographic information system (GIS) used to generate data about disaster-affected areas and populations. It is managed by DRMB's Disaster Response Monitoring and Information Center (DROMIC).

**eligible beneficiary** - the representative of the family that is to benefit from ECT assistance. The representative should be 18 years or older and preferably female, except in situations when a child has to lead the family in the event of demise of the child's parents due to a disaster.

**Emergency Shelter Assistance** – the cash assistance or limited housing materials that augment the resources of affected families in the reconstruction or repair of their totally or partially damaged houses (DSWD MC No.19, Series of 2018).

**family** – a group of persons usually living together and composed of the head of the family and other persons related to the head



by blood, marriage, or adoption; a basic social unit consisting of parent/s and child/children, considered as a group and living in one dwelling unit.

**gender-based violence** - any act that is perpetrated against a person's will and is based on gender norms and unequal power relationships. It encompasses threats of violence and coercion. It can be physical, emotional, psychological, or sexual, and can take the form of a denial of resources or access to services. It inflicts harm on women and men, girls and boys.

**General Appropriations Act** – abbrev. GAA; a law providing for the annual appropriations passed by the Philippine Congress and authorizing the expenditure of government funds. It defines the annual expenditure program of the national government and all of its instrumentalities.

**geographically isolated and disadvantaged area** – abbrev. GIDA; an area or community where a marginalized population lives. GIDA is physically and socioeconomically hard-to-reach or separated from mainstream society and is characterized by the absence or limited access to roads, opportunities for development, social services, and food security.

**household** - the social unit consisting of a person living alone or a group of persons sleeping in the same housing unit, including any place of dwelling or facility, and have common arrangements for the preparation and consumption of food.

**National Household Targeting System for Poverty Reduction** – abbrev. NHTS-PR, also known as Listahanan; an information management system that identifies who and where the poor are in the country. The targeting system is used by national government agencies and other social protection stakeholders as a reference in identifying potential beneficiaries of social protection programs.

**Predictive Analytics for Humanitarian Response** –a forecasting tool used to prepare humanitarian response during slow-onset hazards. It uses mathematics, science and technology to analyze current and historical data.

**poor and near-poor household** – a household identified in the National Household Targeting System as 'poor' with an estimated income falling below the poverty threshold, or 'near-poor' with an estimated income of within 10 percent above the poverty threshold.

**Quick Response Funds** – abbrev. QRF; built-in budgetary allocations that represent pre-disaster or standby funds that agencies can use to immediately assist areas affected by catastrophes and crises.

**Rapid Damage Assessment and Needs Analysis** – a quick and rapid assessment of the areas affected immediately or a few days after the occurrence of disasters. It determines the extent of damage to government and private infrastructure and lifelines as well as the needs of the affected population that require immediate response.

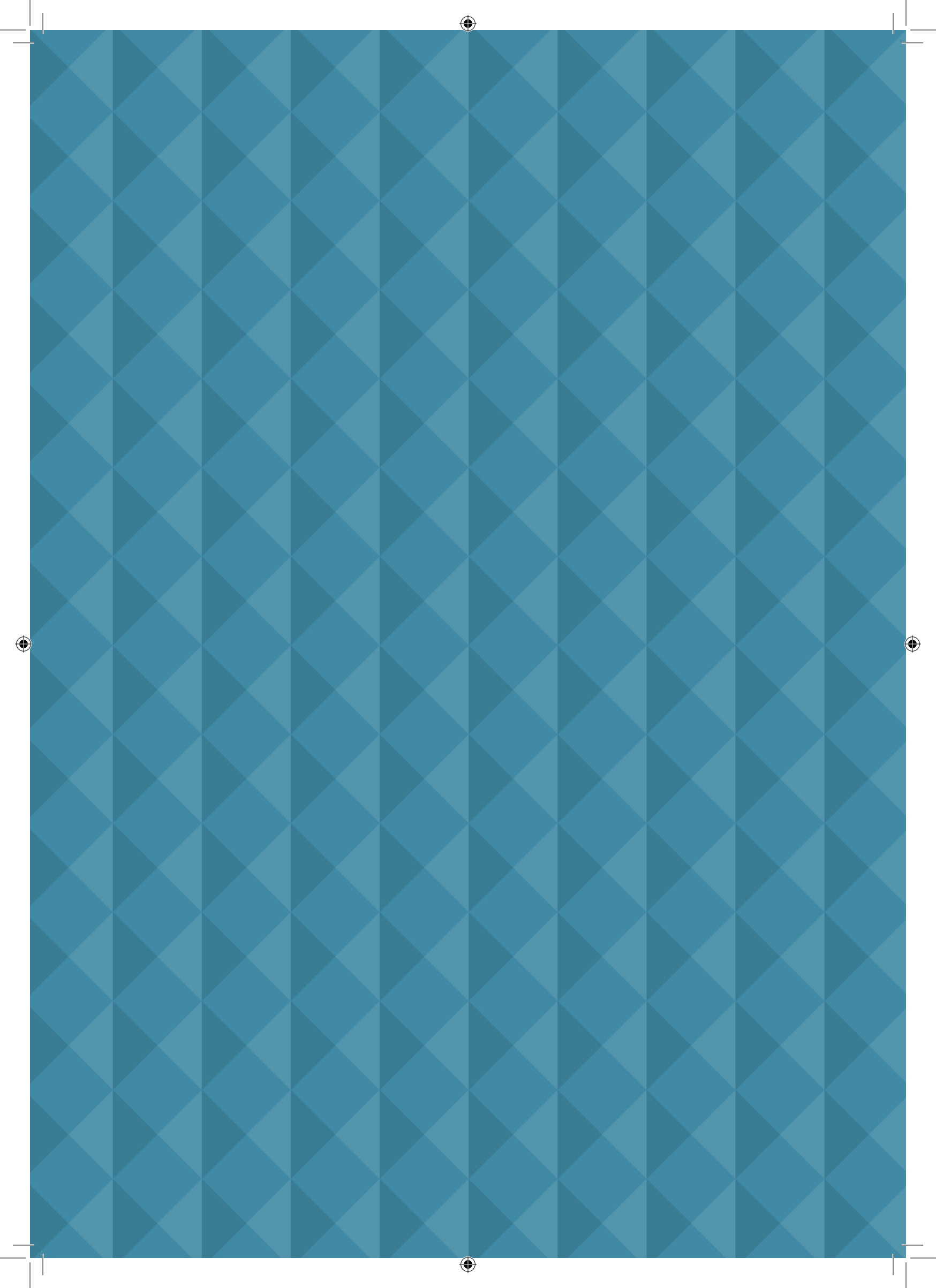


**recovery and rehabilitation phase** - the post-disaster stage when the affected communities or areas are working to restore their normal level of functioning by rebuilding livelihood and damaged infrastructure and increasing the community's organizational capacity.

**response or relief phase** – the stage that involves the evacuation or transfer of a population to a safe place, search and rescue, and quickly focusing on fulfilling the basic humanitarian needs of the affected population.

**state of calamity** – a condition involving mass casualty or major damage to property, and the disruption of means of livelihood, roads, and normal way of life of people in the affected areas as a result of the occurrence of a natural or human-induced disaster.

**Vulnerability Assessment Index** – a scorecard used in determining indices of vulnerability of households and families not listed in the NHTS-PR and based on a set of parameters or scoring criteria. This is used as a reference in identifying other potential beneficiaries that should be prioritized in social protection programs.



**Disaster Response Management Bureau**  
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