

**Republic of the Philippines**  
**Department of Social Welfare and Development**

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**NATIONAL PROGRAM MANAGEMENT OFFICE**  
*Pantawid Pamilyang Pilipino Program*

Memorandum Circular No. 04  
Series of 2012

**SUBJECT: RE-DEFINING THE FLOW OF TRANSACTIONS INVOLVING THE THREE CORE SYSTEMS FROM THE CLUSTER GROUPS TO THE PROVINCIAL OPERATIONS OFFICE FOR A FASTER AND IMPROVED PROGRAM OPERATION**

**I. RATIONALE**

The Updates, Compliance Verification and Grievance Handling Process for the *Pantawid Pamilya* occupy a crucial role in ensuring that the Program achieves its goals. Changes in the information about households members to serve as basis for monitoring compliance of beneficiaries are captured and recorded thru the process of updating. Relatedly, the collection of compliance data, linking it with payments and analyzing compliance turnouts for its operational value and significance are done thru the compliance verification process. On the other hand, grievances related to program implementation are processed and provided with appropriate redress thru an established grievance machinery.

As it is, the Program faces many challenges in implementation given how the number of its beneficiaries has expanded since the beginning of the Program. Consequently, the amount of coordination required to handle transactions such as the abovestated has also grown given this. Hence, in cognizance with the Program's thrust to ensure that program targets are met thru a faster and improved operation, it is imperative that program staff and structure at the local level are capacitated and streamlined to meet this demand.

However, it has been observed that protocols from the cluster to the provincial operations level have significantly contributed to the lengthening timeline of provision of appropriate action on matters concerning the updates, compliance verification and grievance handling process. Although protocols are necessary to ensure that proper order is observed in terms of operation, it should not hinder the the abovestated processes nor should it be a cause for delay for the provision of immediate and appropriate action at the expense of the program beneficiaries and/or other parties concerned particularly in the case of grievances.

This memorandum, therefore, aims to re-define the flow of transactions involving the three core systems (Updates, Compliance Verification and Grievance) from the cluster level to the provincial operations level so that required action may be provided within the prescribed timeline by program staff concerned.

**II. DESCRIPTION OF THE PROVINCIAL OPERATIONS OFFICE AND CLUSTER GROUPS**

**Provincial Operations Office (POO)**

The *Provincial Operations Office (POO)* covers a province or a cluster of provinces within a region. The POO is headed by a Provincial Link to oversee, monitor and supervise the



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provincial operations. A *Provincial Grievance Officer (PGO)* is assigned at the provincial level and is tasked with ensuring that grievances filed in the province are provided with the appropriate resolutions. The PGO also acts as the head secretariat of the PGC.

### **Cluster Groups**

*Cluster Groups* are groups of adjoining municipalities in a province covering a total of 25,000 households. A Cluster Group is headed by a Social Welfare Officer III.

A *BUS Cluster Coordinator (BUSCC)* is assigned at this level that is in charge of receiving and reviewing updates submitted together with the supporting documents provided. The BUSCC also monitors the submission of update forms per municipality and keeps a record of the total number of update forms received. Most importantly, the BUSCC is in charge of submitting the reviewed update forms to the Regional Office for proper disposition.

A *CVS Coordinator* is also assigned at the cluster level that is tasked with the distribution of the CV Forms downloaded by the RPMOs from the NPMO. In turn, the submission of said CV forms to the RPMO after having been duly accomplished is also the responsibility of the CVS Coordinator.

On the other hand, a Cluster Grievance Officer (CGO) is assigned at the cluster level that is tasked with ensuring that grievances filed in the cluster level are provided with the appropriate resolution. Said grievance officer also provides technical assistance to concerned City/Municipal Links, who are the frontline workers for the GRS/ main grievance monitors.

## **III. GENERAL POLICIES**

As stipulated above, all transactions involving the three core systems **shall be considered as urgent and requiring immediate attention.** Hence:

### **A. For Updates:**

#### **1. The City/Municipal Link shall:**

- (a) ensure that updates submitted at her level are reviewed and forwarded to the Provincial Operations Office thru the BUS Cluster Coordinator within three (3) days upon receipt of said document; and
- (b) adopt a proactive stance in ensuring that required updates are provided by the beneficiaries within prescribed timeline.

#### **2. The BUS Cluster Coordinator shall:**

- (a) directly report to the Provincial Link (PL); and
- (b) in collaboration with the C/ML, ensure that updates submitted from the cluster level shall be forwarded to the POO within three (3) days upon receipt.



**B. For Compliance Verification:**

1. The **City/Municipal Link** shall:
  - (a) ensure that CV forms downloaded from the RPMO by the NPMO shall be distributed to the concerned facilities within prescribed timeline;
  - (b) supervise the collection of the accomplished CV Forms by the Social Welfare Assistant or LGU Link within prescribed timeline and forward said forms to the CVS Coordinator for proper disposition also within prescribed timeline; and
  - (c) monitor the attendance of the grantees in the Family Development Sessions.
2. The **CVS Coordinator** shall:
  - (a) directly report to the Provincial Link (PL);
  - (b) in coordination with the C/ML, ensure that CV forms downloaded from the RPMO by the NPMO shall be distributed to concerned facilities within prescribed timeline and shall also be collected after having been accomplished for submission to the POO also within prescribed timeline; and
  - (c) review the accomplished CV Forms submitted by the C/ML.

**C. For Grievances:**

1. The **City/Municipal Link** shall:
  - (a) ensure that grievances filed/forwarded at her level shall be verified/validated within five (5) working days upon receipt; and
  - (b) forward validation result to the Provincial Operations Office thru the Cluster Grievance Officer for proper disposition within five (5) working days.
2. The **Cluster Grievance Officer** shall:
  - (a) directly report to the Provincial Link (PL);
  - (b) in collaboration with the C/ML, ensure that regular updates on grievance transactions and appropriate resolution within prescribed timeline shall be directly provided to the PL; and
  - (c) conduct validation on cases involving the C/ML within five working days upon receipt and forward result of such to the Provincial Operations Office within five working days after validation has been conducted.
3. The output of the City/Municipal Link in terms of grievance processing shall be included in the performance assessment and shall comprise a significant portion of the rating system.

**IV. ROLES AND FUNCTIONS OF ABOVESTATED PROGRAM STAFF**

The Provincial Link, Social Welfare Officer III, BUS Cluster Coordinator, CVS Coordinator, Cluster Grievance Officer and City/Municipal Link shall retain their roles and functions as stipulated in their approved Terms of Reference. However, the direct supervisory function of the Provincial Link over the BUS Cluster Coordinator, CVS Cluster Coordinator and Cluster Grievance Officer shall be added/ highlighted in the TOR of the former.


**V. REPEALING CLAUSE AND EFFECTIVITY**

This Circular takes effect immediately and amends previous issuances inconsistent herewith.

Copies of this Circular shall be disseminated to all concerned Offices, Bureaus and Services at the DSWD Central and Field Offices.

Issued in Quezon City, this 28<sup>th</sup> day of February 2012.

  
**CORAZON JULIANO-SOLIMAN**  
Secretary

Original Copy.  
  
MARIBEL REYES  
Assistant Secretary