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Department of Social Welfare and Development

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NATIONAL PROGRAM MANAGEMENT OFFICE

Pantawid Pamilyang Pilipino Program

Memorandum Circular No. 03
Series of 2012

SUBJECT: REVITALIZING THE PROVINCIAL GRIEVANCE COMMITTEES (PGCs) FOR A MORE RESPONSIVE AND TIMELY PROVISION OF REDRESS AT THE PROVINCIAL LEVEL

I. RATIONALE

Resounding from the commitment of the provincial government to provide the support needed for the implementation of the *Pantawid Pamilya* particularly in responding to grievances related to program implementation raised at the provincial level, the Provincial Grievance Committee has been created to respond to such.

Given the full implementation of the program expansion and the projected increase in the number of grievances that may arise as a result of such, there is a parallel need to ensure that those tasked to provide redress to grievances are responsive and fully capable of the task at hand. Hence, there is a need to further strengthen the Provincial Grievance Committees and adapt a more proactive stance when it comes to processing complaints particularly at the provincial level.

This memorandum, therefore, aims to revitalize the Provincial Grievance Committees by convening regular meetings so that grievances raised at their level shall be provided with appropriate and timely resolution.

II. DESCRIPTION OF THE PROVINCIAL GRIEVANCE COMMITTEE

The PGC acts on cases reported to them directly or indirectly and those referred upwards by the Cluster, City/Municipal Link and the Local Government Unit. The Committee responds to all complaints received either through direct or indirect sources.

The members of the Committee are composed of the members of the Provincial Advisory Committee (PAC) with secretariat from the Pantawid Pamilya Provincial Operations Office (Provincial Link, Provincial Grievance Officer, Monitoring and Evaluation Specialist and an Administrative Assistant). The Provincial Governor, being the Chairperson of the Provincial Advisory Committee, also serves as the de facto Chair of the PGC.

Complaints that can be resolved at the Provincial Level include:

- a. Complaints/Appeals on Ineligibility;
- b. Service providers' issues on health and education;
- c. Appeals on the 3rd instance of non-compliance or suspension in the Program; and
- d. External pressure and misdemeanor committed by service providers and officials.

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Complaints that cannot be resolved by the PGC are referred to the Regional Committee. For cities covered by the Program, the next level committee will be the appropriate body to handle grievances/cases referred directly or thru the City Link.

III. GENERAL POLICIES

In order for the Provincial Grievance Committee to promptly respond to all grievances raised at their level for discussion and/or resolution, the following shall be observed:

1. The Committee shall convene on a weekly basis and ensure that grievances and other related updates are discussed and every member well-informed on the discussions/agreements made. The PGO shall report all transactions for the monitoring/reporting period, including payment issues requiring immediate attention.
2. If the Provincial Governor is not available, the Provincial Social Welfare and Development Officer (PSWDO) or the designated Chairperson shall preside on all matters related to grievance transactions. If both are unavailable, a Committee Member or the Provincial Link should facilitate the reporting and discussion of grievance transactions.
3. The Committee Secretariat shall ensure that all Committee Members are informed of the schedule of said weekly meetings and consistent follow-ups should be made to ensure attendance.
4. For highly urbanized cities wherein a PGC is not applicable, the creation of a City Grievance Committee is encouraged that will perform the same functions as that of a PGC and shall convene on a weekly basis as that of the latter.

IV. ROLES AND FUNCTIONS OF THE COMMITTEE

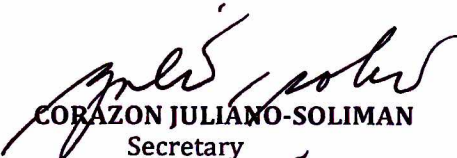
The stipulated functions of the Committee Members in their Terms of Reference approved by the National Advisory Committee shall still be observed.


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 23rd day of February 2012.


CORAZON JULIANO-SOLIMAN
Secretary


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