



Department of Social Welfare and Development

MEMORANDUM CIRCULAR

No. 17

Series of 2019

SUBJECT: GUIDELINES IN THE IMPLEMENTATION OF THE EMERGENCY CASH TRANSFER (ECT) DURING DISASTERS

I. RATIONALE:

Pursuant to the RA 10121, otherwise known as the Philippine Disaster Risk Reduction and Management Act of 2010,¹ the DSWD is mandated to act 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 change. Under the national disaster risk management framework, the primary goal of disaster response is to “provide life preservation and meet the basic subsistence needs of the affected population based on acceptable standards during or immediately after a disaster”.

In time of major disasters, the needs of the victims are varied which consist of food and non-food items necessary for survival. To some extent, urgent requirements for medicines and health care or even buying more nutritious food items not included in government-provided supplies are required. Immediately thereafter, areas and population affected by disasters and emergencies would require assistance which would enable them to immediately undertake repair of damaged shelter and/or main sources of income.

In order to be responsive, it is but necessary that DSWD relief and recovery assistance be designed to respond to the needs of the affected population at the same time be able to provide support to hasten recovery and rehabilitation. Thus, this implementing guidelines for the implementation of the Emergency Cash Transfer (ECT) as a strategy in responding to varied relief and early recovery needs. The ECT can complement the provision of in-kind assistance during emergencies. The provision of cash empowers the affected population to decide on their own needs using available local resources.

II. LEGAL BASES:

1. Executive Order No. 15, s. 1998, Redirecting the Functions and Operations of the Department of Social Welfare and Development, Section 1 of which mandated the Department to provide assistance to local government units (LGUs), non-government organizations (NGOs), other national government agencies (NGAs), people's organizations (POs) and other members of civil society in effectively implementing programs, projects, and services that will alleviate poverty and empower disadvantaged individuals, families and communities for an improved quality of life;

¹ The Philippine Disaster Risk Reduction Management (DRRM) Act of 2010, Quezon City, Philippines 1126

2. Philippine Disaster Risk Reduction and Management Act of 2010 (Republic Act 10121), which mandated DSWD to act as Vice Chairperson for Disaster Response of the National Disaster Risk Reduction and Management Council (NDRRMC). Section 2 of the said law provided among others, maximum care, assistance, and services to individuals and families affected by disaster, implement emergency rehabilitation projects to lessen the impact of disaster and facilitate resumption of normal social and economic activities; and,
3. General Appropriations Act (GAA), providing for budgetary support to programs, projects and activities of government instrumentalities for a specific year.

III. OBJECTIVES:

This guideline intends to provide clear definition of the ECT, its features, rate of assistance and implementation processes for guidance of offices, bureaus, services and units involved in its implementation.

It primarily aims to:

- Provide operational clarity and guidance to decision-makers and implementers of the ECT;
- Enable the Department's operational groups/bureaus/services and units, partner organizations to understand the organization, procedures, and scope of ECT during disasters;
- Specify the roles and responsibilities that the DSWD and other stakeholders involved in ECT are expected to meet; and,
- Guide the operations of ECT to ensure consistency, timeliness, and accuracy.

IV. PROGRAM DESCRIPTION:

The ECT is an adaptive strategy in bridging the gaps between immediate disaster relief, humanitarian response and early recovery support through the provision of unconditional cash to victims of disasters and emergency situations requiring DSWD interventions. The ECT is a two-phase assistance which will enable the affected families to respond to their emergency requirements during the response phase and will assist them in transitioning to early recovery phase and returning to normalcy. The ECT reduces the financial and administrative costs to the government, in general and DSWD, in particular. It also minimizes security risks for personnel, lessen logistical demands, and support the early revival of local markets.

ECT may be implemented in tandem with general distribution of food and non-food items, especially in situation when local markets have not recovered yet or still at the early stage of operations and cannot fully supply the basic food or NFIs. It complements the existing cash transfer provided to disaster victims undergoing early recovery and rehabilitation such as the Emergency Shelter Assistance (ESA), Cash-for-Work (CFW) and sustainable livelihood support, which require proof of outputs delivered.

To trigger the ECT implementation, an assessment by the DSWD Field Office should be done to determine the following:

- a. Magnitude of the disaster in terms of population adversely affected and extent of devastation on the physical, social and means of production and other aspects;
- b. Active/operational markets where the IDPs can buy goods and services;
- c. Urgent priority requirements based on the results of the Rapid Damage Assessment and Needs Analysis (RDANA);
- d. Whether or not the areas requiring ECT has been placed under or covered by a local declaration of a State of Calamity

In determining when the ECT may be implemented, the following parameters shall be considered:

1. **General Food and Non-Food Distribution** – when the markets in disaster affected areas have not yet recovered or resumed operations yet and the affected population do not have access to the markets or have no supplies to buy from the same; and,
2. **Emergency Cash Transfer (ECT)** – when the local markets in disaster-affected areas are operational already and are capable of supplying the items needed by the affected population outside of the usual food and NFIs supplied by government and humanitarian partners.

Essential to the ECT implementation is the provision of appropriate rate assistance responsive to the needs of the disaster-affected population, as follows:

- a. **As relief assistance** - equivalent to seventy-five percent (75) percent of the prevailing Regional Daily Wage Rate at the time of the implementation period which may be used to buy nutritious food items not included in the food packages of the DSWD, hygiene kits, medicine, clothing, hospitalization, transportation, and educational support. The emergency cash transfer may be released on a monthly basis for a maximum of three (3) months subject to assessment based on the magnitude or impact of the disaster and availability of funds. **ECT support when considered under response, targets family even when they are living with other families within a household.**
- b. **As support to early recovery and rehabilitation** – equivalent to the approved cost for ESA for families with damaged houses for the covered fiscal year which may be used for the urgent repair of damaged shelter units or main source of income or livelihood. The amount per schedule of release shall be dependent on the availability of funds for this purpose. The emergency cash transfer may be released on the 3rd or 4th month after the disaster but only to those victim-beneficiaries who, based on pre-determined indicators and needs assessment, in particular, evaluation on the status of their safety and security, source of income, and support systems, need further assistance to start their early recovery and rehabilitation.

The rate of ECT assistance may be adjusted overtime based on the prevailing market price in consideration of economic fundamentals such as inflation.

Funds for the implementation of ECT may be sourced from the following:

1. Quick Response Fund (QRF) of the National Disaster Risk Reduction & Management Fund (NDRRMF) as part of the General Appropriations Act (GAA);
2. Disaster Fund (DF) as part of the GAA;
3. Supplemental funds enacted by law intended for programs, project and activities for affected population of specific disasters;
4. Cash donations with no limitations set for expenditures; and,
5. Fund from United Nations (UN) agencies, International Organizations (IOs) and other donors and partners.

V. DEFINITION OF TERMS:

- a. **Bank and Financial Institutions** – is an establishment that conducts financial transactions such as investments, loans, and deposits.
- b. **Cash-for-Work (CFW)** – is a short-term intervention to provide temporary employment to distressed/displaced individuals by participating in or undertaking preparedness, mitigation relief, rehabilitation or risk reduction projects and activities in their communities or in evacuation centers.
- c. **Disaster Response** – the provision of emergency services and public assistance during or immediately after disaster in order to save lives, reduce health impacts, ensure public safety and meet the basic subsistence needs of the people affected. Disaster Response is predominantly focused on immediate and short-term needs and is sometimes called “disaster relief”.
- d. **Emergency** – unforeseen or sudden occurrence, especially danger, demanding immediate action;
- e. **Emergency Cash Transfer (ECT)** – the provision of unconditional cash-support to the qualified victims of disasters to support their early recovery while at the same time designed to reduce financial and administrative costs from government and implementing agencies, reduce security risks for personnel, minimize logistical demands, and support the early revival of local markets.
- f. **Emergency Shelter Assistance (ESA)** – the provision of emergency “self-build” shelter assistance through limited housing materials or financial assistance to augment resources of affected families who opted not to be transferred to a resettlement site to enable them to purchase shelter materials required in constructing or repairing damaged houses which are partially or totally destroyed as a result of natural or human-induced calamities.
- g. **Family** - a basic social unit consisting of parent/s and child/children, considered as a group, and living in one (1) dwelling unit.
- h. **Financial Products and Services** - are the economic services provided by the finance industry, which encompasses a broad range of businesses that manage money, including credit unions, banks, insurance companies and other financial institutions.
- i. **Household** – A social unit composed of those living in the same dwelling unit.

- j. **Internally Displaced Persons (IDPs)** –are persons or group of persons who have been forced or obliged to flee or to leave their homes or places of habitual residence, in particular as a result of or in order to avoid the effects of natural or human-induced disasters, and who have not crossed an internationally recognized State border.
- k. **Listahanan** – or the National Household Targeting System for Poverty Reduction (NHTS-PR) is an information management system that provides national government agencies, development partners, and other social protection duty-bearers with information on who and where the poor are in the Philippines. This information is used for identification of potential beneficiaries of social protection programs.
- l. **Slow-onset disaster** - one that does not emerge from a single, distinct event but one that emerges gradually over time, often based on a confluence of different events.
- m. **State of Calamity** – a condition involving mass casualty and/or major damages to property, disruption of means of livelihoods, roads, and normal way of life of people in the affected areas as a result of the occurrence of natural or human-induced hazard. Declaration of a state of calamity will be in accordance with the provision of RA 10121.

VI. PROJECT COVERAGE AND SELECTION OF BENEFICIARIES

While inclusiveness is one of the primary aims of the project coverage, the following criteria shall be the guiding principle in selection and prioritization of beneficiaries taking into consideration the magnitude of the disasters, financial and security risks and availability of funds:

- a. **Priority target are the poor listed in the National Household Targeting System (NHTS) data base:**
 - 1. Beneficiaries of the Pantawid Pamilyang Pilipino Program (4Ps) who are bona fide residents of the areas affected by disasters; and,
 - 2. Families considered as poor in the Listahanan but do not qualify under the 4Ps.
- b. **When not included as poor in the NHTS data base:**
 - 1. Families not listed as poor but residing in easily-isolated or Geographically Isolated and Disadvantaged Areas (GIDAs);
 - 2. Families with members who are persons with disability, elderly, children, pregnant or lactating women;
 - 3. Orphaned children;
 - 4. Families with dead family members caused by the disaster;
 - 5. Families with damaged houses; and,

6. Families which due to the damage they sustained became transitional or “new poor” and are not able to provide for their own requirements especially during relief phase.

The ECT implementation may be done simultaneously in different disaster-affected areas as well as to respond to series of disaster events over a period of time. The following consideration shall be used as basis of prioritizing areas to be covered by ECT in a series of disaster events and/or multiple disaster-affected areas;

- a. Percentage of population affected, where the areas with highest affected population are priorities;
- b. Availability of funds, sufficient to cover the targeted number of affected areas and households;
- c. Presence of banking and non-banking financial institutions which may tapped to support, subject to applicable procurement processes;
- d. Availability of bonded and trained Special Disbursing Officers for the payouts;
- e. Support and cooperation of local governments, other government agencies and humanitarian partners in the provision of security, manpower and other logistical requirements.

The ECT may be provided more than once to a family affected by multiple disasters. However, provision of such assistance shall be subject to needs assessment. A combination of food and ECT may be provided together at times when the IDPs still needs food assistance but also needing cash to procure shelter materials necessary for repairs of shelter units to make the unit safe for occupancy.

Further, additional support for large-sized families or with members exceeding the average number of five (5) members may be favorably considered subject to assessment to consider the actual needs of the family.

VII. ENROLMENT AND TRANSFER OF CASH TO BENEFICIARIES:

- a. 4Ps beneficiaries who are victims of disasters can readily be enrolled to ECT. If holders of 4Ps cash cards already, ECT benefits will be released through their cash cards. Existing guidelines on top-up mechanisms may be adopted, supplemented or amended;
- b. For beneficiaries under the Listahanan, with no cash cards yet, the cash assistance may be released either over the counter of 4Ps servicing bank, financial service providers with existing service contracts with DSWD or through direct cash/check payout by designated Special Disbursing Officers (SDOs); and
- c. For non-NHTS beneficiaries, the local government units (LGUs) where they are issued with the DSWD Disaster Assistance Family Access Cards (DAFACs) shall be required to submit to the DSWD-FOs the recommended list of beneficiaries subject for validation by the DSWD-FOs. The cash assistance for this category of beneficiaries may be released either through DSWD servicing banks, money transfer facilities or non-bank financial service partners who have existing access

to or operations in disaster-affected areas or through direct cash payout by designated SDOs. Mechanism in the release of assistance through private service providers such as banks, money transfer centers, etc., shall be governed by Republic Act 9184 (Government Procurement Reform Act) and with government accounting rules and regulations.

VIII. IMPLEMENTATION PROCEDURES:

a. Pre-Implementation Stage:

1. Orientation and Socialization Processes with the Internal Stakeholders:

1.1 The DRMB shall undertake the following:

- Conducts of orientation and consultation with DSWD-Central Office offices, bureau and services and with the DSWD-FOs on the ECT;
- Provides technical support and capacity building to the DSWD-FOs;
- Formulates the Work and Financial Plan (WFP) required for a specific fiscal year;
- Spearheads in the partnership undertaking with stakeholders;
- Seeks the technical support of the Financial Management Service (FMS) on partnership with banking institutions and other service providers for the maximum use of the Cash Card modality including management of dormant accounts under the Cash Card modality in the future;
- Develops a monitoring and evaluation results framework with the assistance of the Policy Development and Planning Bureau (PDPB);
- Develops and produce IEC materials translated into major dialects with the support of the Social Marketing Service (SMS);
- Develops a Management Information System (MIS) for ECT with the technical assistance of the Information and Communication and Technology Management Service (ICTMS); and,
- Conducts forum and workshops with the DSWD-FOs to proact on potential ECT issues and design strategies to prevent these issues from occurring.

2. Conduct of Social Preparation:

2.1 Selection of ECT Beneficiaries:

- All families who are victims of disasters may benefit from ECT. However, the families who are listed as poor and vulnerable in the NHTS data base are the priority for ECT; and,
- Targeting, selection, enrollment and prioritization of ECT beneficiaries are provided in Sections VII and VIII of this guideline.

2.2 The DSWD-Central Office shall engage the DSWD-FOs on the ECT implementation and banks and other prospective service providers for the cash transfer set-ups;

- DRMB shall engage and orient the DSWD-FOs Field Offices (FOs) on the details of the ECT to prepare them for its implementation; and,
- The DSWD-FOs shall engage the LGUs to prepare them for the identification of areas and beneficiaries in case ECT will be implemented in their respective areas.
- DSWD Central Office through DRMB and FMS shall provide training and capacity building for the Special Disbursing Officers of the FOs. Further, DRMB shall include in the funding support to FOS provision for purchase of bonds and insurance for the SDOs and other allowable expense items to ensure a successful ECT implementation.

3. Engagement with External Partners:

3.1 DRMB shall present the ECT to the NDRRMC for information and/or replication by the member agencies as one of the strategies for national disaster response at the same time conducts forum and discussions with the UN agencies, development partners, potential donors, and international organizations (IOs) for support and replication for consistency in terms of processes, approaches and mechanisms; and,

3.2 DRMB, with the support of relevant DSWD bureaus, services or offices shall facilitate the preparation of standby Letter of Understanding (LOU) with concerned agencies of the NDRRMC, UN agencies, IOs and financial service providers for areas for partnership engagement.

b. Implementation Stage:

1. The DSWD-FOs shall undertake validation of the LGU-submitted list of disaster victims using the issued DSWD-DAFAC;
2. The DSWD-FOs shall conduct rapid assessment of the situation and needs of the affected areas and recommend to the DRMB activation of the ECT strategy when appropriate;
3. DRMB shall conduct immediate validation of the appropriateness of ECT to respond and/or implement accordingly;
4. DRMB shall assess and recommend the amount of ECT support for release to the DSWD-FOs to the Office of the Secretary through the Office of the Undersecretary for DRMG;
5. DRMB shall validate the appropriateness of the delivery modality;
6. DRMB shall provide technical support to the DSWD-FOs and LGUs on appropriate modality. Eligible beneficiaries will be notified by the Barangay LGU to a chosen payout venue where they will directly receive the cash assistance from the authorized DSWD staff. The SDOs shall be responsible for bringing the money safely to the payout venue and the processing of required documents for liquidation while the Special Disbursing Officers (SDOs) will be responsible for the distribution of ECT assistance to each eligible beneficiary during direct payout. The LGUs shall choose and provide security to the payout venue.
7. The DSWD-FO shall be responsible for providing the SDOs the money for direct payout and transferring the money to the Service Providers of cash cards and electronic transfer payout, except for the 4Ps beneficiaries which top-up

process shall be undertaken by the DSWD-Central Office consistent with existing mechanisms;

8. The ECT-NPMT shall monitor the disbursement of cash grants to ensure that the would-be- beneficiaries receive their assistance on time and that the cash are disbursed as scheduled to avoid being dormant;
9. The ECT-NPMT shall develop a Management and Information System (MIS) that would track and generates periodic reports of project milestones; and,
10. DRMB and the DSWD-FOs shall manage all complaints under the e-reklamo system or other platforms for resolutions; and,
11. The ECT-NPMT shall undertake regular monitoring and conduct evaluation to determine areas for enhancement of guidelines based on need and relevance to current situation.

c. Post-Implementation Stage

1. The ECT-NPMT shall provide technical assistance to the ECT implementing DSWD-FOs;
2. The DSWD-FOs shall conduct regular monitoring and review to ensure that timeliness of the delivery of cash assistance are strictly followed and submit two monitoring reports based on the two phases of delivery of cash assistance: relief phase (monthly delivery of assistance for the first three months) and recovery and rehabilitation phase;
3. The DRMB shall conduct project evaluation to ascertain the outcomes, effectiveness, and sustainability. Conduct of a Program Review and Evaluation Workshop (PREW) on the ECT implementation after its first year of implementation is essential; and,
4. The ECT-NPMT shall conduct a Strategy Implementation Review (SIR) upon completion of the pilot implementation to determine areas for enhancement particularly in strengthening cooperation between and among:
 - Internal stakeholders (DSWD);
 - External partners (LGUs, BARMM, UN/international donors/agencies); and,

IX. INSTITUTIONAL ARRANGEMENTS:

Engagement of the DSWD-Central and Field Offices V and XII and the Ministry of Social Service of the Bangsamoro Autonomous Region in Muslim Mindanao (BARMM) shall be primarily anchored on its inherent functions, as mandated. Likewise, all other government instrumentalities shall provide its support consistent with Republic Act 10121.

Participation of private financial institutions shall be governed by RA 9184 and Republic Act 8791 (General Banking Law of 2000).

United Nations (UN) agencies and International Organizations (IOs) shall operate consistent with its Charter as a sovereign entity.

a. **DSWD-Central Office**

1. **Office of the Secretary:**

- Issues a memorandum authorizing the ECT implementation based on the recommendation of the DSWD-FOs as endorsed by the DRMG Undersecretary;
- Approves the downloading of funds to the DSWD-FOs with amount consistent with the delegated authority; and,
- Spearheads discussions with oversight agencies and Congress for the inclusion of ECT as a strategy for disaster response and early recovery.

2. **Office of the Undersecretary for Disaster Response Management Group (DRMG)**

- Endorses to the Secretary for the ECT implementation based on the recommendation of the DSWD-FOs;
- Approves the downloading of fund to the DSWD-FOs with amount consistent with the delegated authority; and,
- Reports updates/status of program implementation to the DSWD Secretary.

3. **Disaster Response Management Bureau (DRMB)**

- Spearheads the overall ECT implementation at the national level;
- Undertakes coordination meetings with concerned DSWD Offices, Bureaus, Services and Units (OBSUs);
- Provides capacity building or orientation of all DSWD-Central and Field Offices personnel;
- Identifies priority target areas and beneficiaries;
- Formulates WFPs;
- Develops a GRMS for ECT;
- Develops a MIS for ECT with the support of the ICTMS;
- Develops multi-lingual IEC materials with the technical assistance of the SMS;
- Undertakes resource generation strategy and campaign;
- Assesses/validates the recommendation of the DSWD-FOs on the ECT implementation for endorsement to the DRMG Undersecretary;
- Presents the ECT to the NDRRM, UN agencies and International Organizations (IOs) for adoption;
- Facilitates forging of Letter of Understanding (LOU) on ECT with partners;
- Develops TORs and guidelines for the involvement of 3rd party monitoring organizations;
- Sustains collaboration with all internal and external implementing stakeholders;
- Undertakes periodic reporting of project milestones;
- Conducts regular periodic review/enhancement of guidelines based on need/applicability;

- Conducts Strategic Implementation Review (SIR);
- Recommends release of fund to FOs;
- Conducts workshops and discussions on ECT institutionalization;
- Provides technical assistance to the DSWD-FOs on the ECT implementation;
- Undertakes field monitoring;
- Lobbies/advocates policy support in the enhancement of the program; and,
- In coordination with FMS, secures agreement with service providers (banks, financing institutions, other financial products intended for mass-based cash distribution) through the execution of MOA/ MOU/ TOR.

4. Pantawid Pamilyang Pilipino Program – National Project Management Office (4Ps-NPMO):

- Provides the updated list of 4Ps and MCCT beneficiaries;
- Provides guidance in managing the dormant accounts for cash transfer modality;
- Assists in the operationalization of the top-up mechanism;
- Provides inputs on the continuing review/enhancement of the ECT guideline; and,
- Participates in the project monitoring and conduct of SIR.

5. Program Management Bureau (PMB)

- Provides the updated list of the Social Pension Program for Indigent Senior Citizens beneficiaries;
- Provides technical guidance in managing dormant accounts;
- Assists in operationalization of the tap-up mechanism;
- Provides inputs on the continuing review/enhancement of the ECT guideline; and,
- Participates in the conduct of SIR.

6. National Household Targeting Office for Poverty Reduction (NHTO-PR):

- Provides updated list of the poor households;
- Provides inputs on the continuing review/enhancement of the ECT guideline; and,
- Participates in the conduct of SIR.

7. Financial Management Service (FMS):

- Provides leadership in exploring and establishing partnership with banking institutions, non-banking financial institutions and other similar financial service providers;
- Spearheads in the operationalization of the top-up scheme for the ECT implementation for 4Ps, MCCT, Social Pension and other programs implemented through the Cash Card modality;
- Provides TA along financial matters in the ECT implementation;

- Provides inputs on the continuing review/enhancement of the ECT guideline;
- Assists DRMB along resource generation;
- Participates in the monitoring of cash disbursements and balances and SIR; and,
- Certifies availability of funds for the ECT implementation.

8. Policy Development and Planning Bureau (PDPB):

- Assists DRMB in the development of a monitoring and evaluation results framework;
- Provides inputs to policies and/or inputs on the continuing review/enhancement of the ECT guideline; and,
- Participates in the conduct of the SIR.

9. Social Marketing Service (SMS):

- Assists DRMB in the formulation of a communication plan;
- Provides technical assistance to the DSWD-FOs in the development of localized communication plan in major regional dialect;
- Provides inputs on the continuing review/enhancement of the ECT guideline; and,
- Participates in the conduct of the SIR.

10. Information and Communication Management System (ICTMS)

- Assists DRMB in the development of a ECT-MIS for reporting and database of ECT beneficiaries;
- Provides inputs on the continuing review/enhancement of the ECT guideline; and,
- Participates in the conduct of the SIR.

11. Social Welfare Institutional and Development Bureau (SWIDB)

- Assists DRMB in the conduct of orientation and capacity building activities;
- Provides inputs on the continuing review/enhancement of the ECT guideline; and,
- Participates in the conduct of the SIR.

b. DSWD-Field Offices:

a. DSWD-Field Office:

- Spearheads the field implementation of ECT in its regional jurisdiction;
- Participates in all capacity building or orientation activities;
- Verifies and validates ECT priority beneficiaries as affected families;
- Develops a localized communication plan in major regional dialect;
- Presents the ECT to the RDRRMC;

- Strategizes with bank and money transfer service providers and law enforcement agencies in managing security risks;
- Sustains collaboration with all implementing stakeholders for resolution of new and recurring issues and concerns;
- Submits to FMS, copy furnished DRMB, the profile of all Special Disbursing Officers (SDOs), to include the corresponding authorized bonded amount for operational and financial planning purposes;
- Participates in all workshops, discussion and implementation review; and,
- Prepares status/accomplishment report on the implementation of the program for submission to DRMB.

b. DSWD-Field Office (FO) IX:

- Spearheads the field implementation in the Provinces of Basilan, Sulu and Tawi-tawi in the Bangsamoro Autonomous Region in Muslim Mindanao (BARMM) in collaboration with the Minister of Social Service (MSS) of BARMM, in addition to its project management within its regional jurisdiction.

c. DSWD-Field Office (FO) XII:

- Spearheads the field implementation in the Provinces of Lanao del Sir and Maguindanao, BARMM in collaboration with MSS-BARMM, in addition to its project management within its regional jurisdiction.

d. Ministry of Social Service – Bangsamoro Autonomous Region in Muslim Mindanao (BARMM):

1. Participates in all capacity building and orientation activities conducted by DSWD-FO XII on the ECT implementation;
2. Support DSWD-FO XII in all its advocacy activities to LGUs and BARMM offices;
3. Provide technical support to the LGUs in the submission of all documentary requirements for the approval of the ECT implementation;
4. Assist DSWD-FO XII in the verification and/or validation of LGU-identified disaster-affected families recommended for ECT access;
5. Provides inputs to the continuing review and enhancement of the ECT guideline;
6. Assists DSWD-FO XII in grievance and redress management; and,
7. Engages in the conduct of the SIR.

e. Local Government Units (LGUs):

1. Endorses the list of Non-NHTS disaster-affected families to the DSWD-FOs subject for validation;
2. Conducts orientation to beneficiaries in coordination with the DSWD-FOs; and,
3. Submits the required documentary requirements for the ECT implementation.

f. **Banks, Non- Banks and other Financial Service Providers:**

1. Undertakes fund releases and related activities and provide needed support in accordance with LOUs/MOAs;
2. Submits reports of financial disbursements, balances and dormant accounts; and,
3. Participates in meetings and discussions relevant to ECT.

g. **Other Government Partners** such as DILG, DND, AFP, PNP, PCG, BFP, PSA, DICT and other relevant agencies and organizations which may provide security and safety and mobility to beneficiaries, DSWD and LGU personnel involved in the ECT implementation which may be formalized through MOU/LOUs.

h. **Donors, development partners, United Nations (UN), International Organizations (IOs) and Non-Government Organizations (NGOs)** may provide funding support, technical assistance and conduct of 3rd party independent monitoring and studies on ECT.

X. REPORTING, MONITORING AND EVALUATION:

The DSWD-FOs shall be the primary source of information on the progress of the ECT service implementation for submission to DRMB on a bi-monthly basis. The Office of the Director of DRMB is directly responsible for the submission of reports and documentation of the implementation of ECT to the Secretary, DRMG and NDRRMC. It shall likewise be responsible for the conduct of evaluation, research studies and implementation review of ECT to determine its efficiency and effectiveness in responding to the needs of disaster victims. The continuity or termination of the ECT strategy shall be based on the results of its implementation review and evaluation.

Annexes A to D provide the necessary reportorial requirement for generation and analysis indicating the physical and financial targets and accomplishments by type of ECT service and interventions, classification of beneficiaries and modality of release of assistance.

XI. RISK AND GRIEVANCE REDRESS MANAGEMENT:

a. Risk Management

In the implementation of ECT, the following are the usual risks: (1) security of SDOs and other staff during direct payout, (2) fiduciary risk and liquidation concerns of SDOs who are responsible for physically securing and liquidation of a large amount of cash, and (3) corruption.

Any DSWD personnel who will be involved in the distribution of ECT benefits shall be provided with insurance and fidelity bonds due to their special functions

and may not be covered by the GSIS insurance. Further, the ECT amount intended for distribution shall also be covered by an insurance to ensure that whatever unintended losses due to robbery and other incidents are minimized, if not totally avoided.

b. Grievance and Redress Management:

Transparency and accountability in all stages of the implementation of ECT shall be observed. The existing e-reklamo system, a web-based complaints management ticket system designed to manage grievances on the implementation of Disaster Risk Reduction and Management (DRRM) programs, projects and activities, shall be tapped for grievance and redress management.

Under the e-reklamo system, a complaint could be sent by accessing the following information and communication technology platforms:


1. **ereklamo.dswd.gov.ph** website wherein each complaint is assigned with a unique ticket number that can be used to track the progress and response online. A valid email address from the sender is required to use the system.
2. **Short Messaging System (SMS)** using the following syntax: Text
DSWD<space>ereklamo<space>"Name of Complainant"<space>Location<space>"Complaint Message" and send to 3456 (for all networks).
3. **Email to ereklamo@dswd.gov.ph**

Other workable strategies may be tapped in furthering the feedback mechanism and complaint resolutions such as:

4. Setting-up of information or grievance/complaint desks at the DSWD-Central and Field Offices;
5. Use of the social media platforms (e.g. Facebook, Twitter, Instagram, etc.)
6. Mobilization of other existing grievance and redress management such as the 4Ps, Social Pension, etc.
7. of the Provincial/City/Municipal Action Teams (P/C/MATs) and Social Welfare and Development (SWAD) teams at the local level;

XII. EFFECTIVITY:

This implementing guidelines for the ECT shall take effect immediately upon signing.


ROLANDO JOSELITO D. BAUTISTA
Secretary
Date: AUGUST 30, 2019

Annex A
(Physical and Financial Targets and Accomplishments)

Republic of the Philippines
Department of Social Welfare and Development
DSWD-Field Office _____

PHYSICAL AND FINANCIAL TARGETS AND ACCOMPLISHMENTS
Re: Emergency Cash Transfer (ECT)
As of _____

Region : _____
Type of Disaster : _____
Date of Occurrence : _____

Project Areas		No. Affected		Relief						Recovery						Total	
Province	City/Mun.	Families	Persons	Target		Accomplishment				Target		Accomplishment				No. of Ben.	Cost
				No.	Cost	Physical		Financial		No.	Cost	Physical		Financial			
						No.	%	Cost	%			No.	%	Cost	%		
Total	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Prepared by:

Noted by:

Focal Person

Regional Director

Annex D
(ECT Release Modality)

Republic of the Philippines
Department of Social Welfare and Development
DSWD-Field Office _____

STATUS OF IMPLEMENTATION BY RELEASE MODALITY
Re: Emergency Cash Transfer (ECT)
As of _____

Region : _____
Type of Disaster : _____
Date of Occurrence : _____

Project Areas		No. Affected		Top-Up	Direct Payout			Service Providers	Total (P)
Province	City/Mun.	Families	Persons		Cash	Check	Total		
Total		-	-	-	-	-	-	-	-

Prepared by:

Noted by:

Focal Person

Regional Director