

MEMORANDUM CIRCULARNO: 08
Series of 2023**COMPREHENSIVE GUIDELINES ON THE DSWD'S IMPLEMENTATION OF THE
PAYAPA AT MASAGANANG PAMAYANAN (PAMANA) PROGRAM****I. RATIONALE**

The Department of Social Welfare and Development (DSWD) and the Office of the Presidential Adviser on Peace, Reconciliation, and Unity (OPAPRU)¹ launched the Philippine Government's peace and development program named the Payapa at Masaganang Pamayanan (PAMANA) in 2011. This program aims to strengthen peace-building, reconstruction, and development in conflict-affected and vulnerable areas as well as complement the efforts of the Philippine Government to address the causes of conflict and issues affecting the peace process.

The following four (4) Offices/Bureaus/Sections/Units (OBSUs) of the DSWD are instrumental in the implementation of the PAMANA program: (1) Kapit Bisig Laban sa Kahirapan-Comprehensive and Integrated Delivery of Social Services (KALAHI-CIDSS), (2) Program Management Bureau (PMB), (3) Disaster Response Management Bureau (DRMB), and (4) Sustainable Livelihood Program (SLP). These OBSUs, in coordination with the field offices of the DSWD, and with oversight from the DSWD Office of the Undersecretary for Inclusive and Sustainable Peace (OUSISP), contribute to the PAMANA program's holistic approach to achieving Inclusive and Sustainable Peace. The PAMANA is a social protection program of the Department, devised to contribute to the peace-building, reconstruction, and development effort of the national government,

Since the program's inception, only two (2) of the implementing OBSUs have been operating under PAMANA-specific guidelines² while the rest have continued to provide assistance and services with their already-existing guidelines, failing to recognize the peculiarities of the PAMANA program as a peace advocating and promoting effort of the DSWD. The absence of a standard guide in the implementation of the PAMANA program results in differing procedures and mechanisms. With the current standing of the program, there is no way to provide proof and verification on the deduplication of efforts as well as in assessing their contributions to the current peace prongs of the country. In order to refine and further institutionalize the PAMANA program, the need for comprehensive and integrated guidelines was identified. Thus, this document shall serve as the overall guiding document for the oversight, implementing, and support offices of the PAMANA program.

II. LEGAL BASES

- 1. UN Guiding Principles on Internal Displacement** address the specific needs of internally displaced persons (IDPs) worldwide. Identify the rights and

¹ By virtue of Executive Order No. 158, series 2021. Formerly known as the Office of the Presidential Adviser on the Peace Process (OPAPP).

² Existing guidelines of each OBSU are annexed hereto for reference.

guarantees relevant to the protection of IDPs in all phases of displacement, in line with international human rights and humanitarian law;

2. **The 1987 Constitution of the Republic of the Philippines** declares as a State Policy under Article II, Section 9 that, “The State shall promote a just and dynamic social order that will ensure the prosperity and independence of the nation and free the people from poverty through policies that provide adequate social services, promote full employment, a rising standard of living, and an improved quality of life for all”;
3. **General Appropriations Act of the Implementing Years** provide that the appropriated amount for the DSWD's PAMANA Program “shall be used to provide financial assistance to individuals, families and communities in conflict affected areas. This includes food assistance, food packs, transportation, medical, burial assistance, assistance to students, and all other types of assistance to vulnerable individuals/sectors, cash/food for work, repairs/upgrading/construction of day care centers and senior citizen centers for communities in need of such facilities.”;
4. **Batas Pambansa 344 of 1983**, An Act to Enhance the Mobility of Disabled Persons Requiring Certain Building Institutions, Establishments & other Utilities to Install Facilities & other Devices;
5. **Republic Act No. 7160** or the Local Government Code of 1991, mandates the LGUs to implement and allocate funds for disaster mitigation, preparedness, response and rehabilitation programs and services;
6. **Republic Act No. 8371**, “Indigenous Peoples Rights Act of 1997” recognizes, protects, and promotes the rights of Indigenous Cultural Communities/Indigenous Peoples creating a Commission on Indigenous Peoples (NCIP), establishing implementing mechanisms, appropriating funds therefore, and for other purposes.
7. **Republic Act 9710 or the Magna Carta for Women (2009)** section 13 of IRR on women's right to protection and security in times of disaster, calamities and other crisis situations;
8. **Expanded Senior Citizens Act of 2010** Section h. 3 - Safety Nets/Social safety assistance intended to cushion the effects of economics shocks, disaster and calamities shall be available for senior citizens;
9. **Republic Act No. 7277 of 2010**, “Act Providing for the Rehabilitation, Self Development and Self Reliance of Disabled persons and their Integration into the Mainstream of Society & other purposes, chapter VI Accessibility, section 25 Barrier Free Environment”;
10. **Republic Act No. 10121 of 2010**, also known as the Philippine DRRM Law, advocates and promotes community-based disaster management. This law spells out the roles of members of the National Disaster Risk Reduction and Management Council (NDRRMC) as well as their counterpart at the regional, provincial and city/municipal levels. DSWD Secretary sits as the Vice Chairperson of the council for Disaster Response;

11. **Republic Act 11188 of 2019**, “An Act Providing for the Special Protection of Children in Situations of Armed Conflict and Providing Penalties for Violations Thereof”;
12. **Republic Act No. 11291 of 2019**, “An Act Providing for a Magna Carta of the Poor” also ensures the growth and development of the poor by mandating all implementing agencies to provide for a comprehensive, universal, culture sensitive and non-discriminatory programs and services to the target beneficiaries”;
13. **Executive Order No. 70 Series of 2018**, “Institutionalizing the Whole-Of-Nation in Attaining Inclusive and Sustainable Peace, Creating A National Task Force To End Local Communist Armed Conflict, and Directing the Adoption of A National Peace Framework” seeks to institutionalize the Whole-of-Nation Approach that emphasizes the need for collaboration of different government agencies in “prioritizing and harmonizing the delivery of basic services and social development packages by the government, facilitating societal inclusivity, and ensuring active participation of all sectors of the society in the pursuit of the country’s peace agenda”;
14. **NCIP Administrative Order No. 3, series of 2012**. “The Revised Guidelines on Free and Prior Informed Consent (FPIC) and Related Processes of 2012”;
15. **Guidelines on KC-NCDDP PAMANA Community with Fund Administration by Barangay Local Government Units (BLGUS)**;
16. **Administrative Order No. 09, Series of 2010** or the Guidelines in the Implementation of Temporary Shelter Assistance and Prioritization of Disaster/Internally Displaced Persons Thereto;
17. **DSWD Administrative Order No. 17, Series of 2010** or the Omnibus Guideline on Shelter Assistance, outlines the eligibility requirements of beneficiaries for the Core Shelter, Modified Shelter and Emergency Shelter Assistance;
18. **Enhanced Guidelines on the Implementation of the PAMANA-SLP program dated 08 July 2014** further improved the PAMANA-SLP guidelines in 2013;
19. **Memorandum Circular No. 04, Series of 2015** or the Guidelines on the Implementation of the Protective Services Program (PSP);
20. **Memorandum Circular No. 16, Series of 2015** or the Amendment to M.C. No. 04, Series of 2015;
21. **Guidance Note for PAMANA-SLP CY 2018 Implementation** provides insights on how the field offices should implement the PAMANA-SLP in their respective areas for the CY 2018;
22. **Memorandum Circular No. 2020-034**, “Enhanced Guidelines on the Implementation of KALAHI-CIDSS-PAMANA Indigenous Peoples-Community Driven Development (KC-PAMANA IP-CDD) Program”;

23. DSWD Memorandum Circular No. 04 series of 2021 also known as Enhanced Guidelines on the Implementation of the Cash and Food-for-Work, Training and Caring (C/FFW/T/C) for Disaster Risk Reduction and Management (DRRM).

24. DSWD Memorandum Circular No. 2, Series of 2022, "Amendments to Memorandum Circular No. 3, Series of 2020: Revised Guidelines in the Implementation of Executive Order No. 70, Series of 2018

III. OBJECTIVES

A. General Objective:

To provide clear guidance to the concerned Offices, Bureaus, Services, and/or Units (OBSUs) in the Central Office and Field Offices in standardizing the implementation of the PAMANA program.

B. Specific Objectives:

1. To define the roles and tasks of OBSUs in Central Office and in Field Offices responsible for efficient and effective implementation of the interventions under the PAMANA program for the conflict-affected and vulnerable areas (CAAs and CVAs);
2. To provide well-defined procedures, requirements, and eligibilities for a seamless process of access to services by the beneficiaries in CAAs and CVAs;
3. To integrate the efforts of the different OBSUs in Central Office and Field Offices for the PAMANA program beneficiaries; and
4. To support the implementation of the PAMANA program and its holistic approach to aid PAMANA program beneficiaries from CAAs and CVAs.

IV. SCOPE AND COVERAGE

A. Scope

This Memorandum Circular shall cover the implementation of various DSWD PAMANA programs, projects, and activities in support of the PAMANA National Framework, and as identified and endorsed by the OPAPRU.

The PAMANA Program shall cover peace agreement, conflict-affected and conflict-vulnerable areas across various geographical zones, which have been selected and prioritized by the OPAPRU to complement the peace process lines. Areas may vary in every batch and/or year depending on the assessment of the level of conflict and vulnerability of areas.

B. Eligible Beneficiaries

Eligible beneficiaries are those formally endorsed by the OPAPRU through its Secretary, with concurrence of the Secretary for Social Welfare and Development (SSWD). The DSWD, through the SSWD, with the endorsement by the PAMANA Cluster Head and the respective National Program Manager (NPM), and in consultation with its TWG along with other affiliates, may recommend possible beneficiaries subject to the approval of the OPAPRU, the latter being the National Program Manager for PAMANA and the agency mandated to oversee peace programs.

Beneficiaries recommended by the DSWD but were not chosen under the PAMANA Program may be served under the regular programs of the DSWD or may be recommended again for inclusion in the PAMANA Program for the following year.

C. Fund Source

The source of funds shall be the GAA allocation of the fiscal year of its implementation, and/or the remaining funds from the previous year should there be notice of continuing funds.

During the budget preparation, the DSWD shall provide copies of its financial and budget documents for the OPAPRU's endorsement to the DBM under its PAMANA national program funding.

Thus, the implementation of programs shall subject to the availability of funds in the GAA for both tracks of PAMANA.

D. Implementation Period

The project timeline shall follow the provisions of the respective implementing OBSUs, in accordance with the internal timeframes and deadlines set by the DSWD. Likewise, it shall remain coherent with the peace process led and monitored by the OPAPRU.

The official timeline of activities signed by the National Program Manager shall be submitted annually to the Cluster Head and copy furnished to the FMS and the PDPB no later than 30 days after receipt and acknowledgment of the Notice of Cash Allocation.

V. OPERATIONAL DEFINITION OF TERMS

For the purpose of this Memorandum Circular, the following terms are defined as follows:

1. **Ancestral Domain** - Subject to Section 56 of Republic Act 8371 or the Indigenous Peoples Rights of 1997, refer to all areas generally belonging to Indigenous Cultural Communities/Indigenous Peoples (ICCs/IPs) comprising lands, inland waters, coastal areas, and natural resources therein, held under a claim of ownership, occupied or possessed by ICCs/IPs, by themselves or through their ancestors, communally or individually since time immemorial, continuously to the

present except when interrupted by war, force majeure or displacement by force, deceit, stealth or as a consequence of government projects or any other voluntary dealings entered into by government and private individuals/corporations, and which are necessary to ensure their economic, social and cultural welfare. It shall include ancestral lands, forests, pasture, residential, agricultural, and other lands individually owned whether alienable and disposable or otherwise, hunting grounds, burial grounds, worship areas, bodies of water, mineral and other natural resources, and lands which may no longer be exclusively occupied by ICCs/IPs but from which they traditionally had access to for their subsistence and traditional activities, particularly the home ranges of ICCs/IPs who are still nomadic and/or shifting cultivators.

2. **Ancestral Domain Sustainable Development Protection Plan (ADSDPP)** - refers to the consolidated plans of indigenous cultural communities/indigenous peoples with an ancestral domain for sustainable development and management of their land and natural resources as well as the development of human and cultural resources based on their indigenous knowledge, systems, and practices.
3. **Cash-for-Work (CFW)** – cash aid in exchange of works rendered in the construction of shelters at the rate of current regional wage set by Department of Labor and Employment - National Wages and Productivity Commission (DOLE-NWPC).
4. **Certificate of Accreditation (CoA)** - A certification issued by the Standards Unit (SU) of the FO to the SLPAs after the issuance of the Certificate of Eligibility (COE) by the SLP Regional Program Management Office (SLP-RPMO). The COA shall be a requisite prior to the release of funds to the SLPAs under the Micro-enterprise Development (MD) Track.
5. **Certificate of Ancestral Domain Title (CADT)** - refers to a title formally recognizing the rights of possession and ownership of indigenous peoples over their ancestral domains identified and delineated in accordance with the Indigenous Peoples Rights Act (IPRA).
6. **Certificate of Eligibility (CoE)** - A certification signed by the Regional Program Coordinator (RPC) of SLP-RPMO certifying that the SLPA or EF program participant/s have complied with the processes of SLP. The COE is a requisite for the approval and obligation of the Mungkahing Proyekto and shall be the basis of the SU of the FO in issuing the COA to the SLPAs.
7. **Community-Driven Development (CDD)** - refers to an approach in community development practice where processes, principles, strategies, and resources are applied to ensure community empowerment by giving people authority and control over decisions and resources.
8. **Community Empowerment Activity Cycle (CEAC)** - refers to the primary community development process utilized under the KALAHI-CIDSS NCDDP that enables control of community groups over planning and investment resources for the planning, allocation, implementation and management of local development projects.
9. **Conflict-affected and vulnerable areas (CAAs and CVAs)** - refer to target areas of program implementation that are affected by conflict or other types of violence.

10. **Conflict-sensitive** - refers to the practice of understanding how aid interacts with conflict in a particular context, to mitigate unintended negative effects, and to influence conflict positively wherever possible, through humanitarian, development and/or peacebuilding interventions.
11. **Disaster Response Management Bureau (DRMB)** - refers to the implementing bureau that is responsible for providing Modified Shelter Assistance Program to communities affected by conflict and natural and/or man-made disasters.
12. **Indigenous Cultural Communities (ICCs)** - refer to a group of people or homogenous societies identified by self-ascription and ascription by others, who have continuously lived as organized communities on communally since time immemorial, occupied, possessed and utilized such territories, sharing common bonds of language, customs, traditions, and other distinctive cultural traits, or who have, through resistance to political, social, and cultural inroads of colonization, non-indigenous religions and cultures, became historically differentiated from the majority of Filipinos.
13. **Kapit-Bisig Laban sa Kahirapan - Comprehensive and Integrated Delivery of Social Services (KALAHI-CIDSS)** - refers to the implementing office that utilizes the Community-Driven Development approach to improve the access of conflict-affected and vulnerable communities to social services and accountable governance.
14. **Livelihood Assets and Market Map (LAMM)** - An SLP tool used to list down potential partners that may be engaged in the provision of livelihood interventions.
15. **Local Social Welfare and Development Officer (LSWDO)** - refers to the social welfare and development officers at the Municipal, City and/or Provincial levels, who formulate and carry out measures to ensure the delivery of basic services and provision of adequate facilities relative to social welfare and development services as provided for under Republic Act No. 7160 or the Local Government Code of 1991.
16. **Modified Shelter Assistance Program (MSAP)** – the provision of limited financial or material assistance to augment resources of families in constructing houses in relocation sites provided for the the purpose and using locally available materials but with modified structural design different from that of the core shelter assistance in consideration of the cultural, economic, and religious political realities of the affected areas and families.
17. **Monitoring and Evaluation Plan** - refers to the document that shows the progress of the interventions done under the program and whether or not the program has met its objectives.
18. **Neighborhood Association for Shelter Assistance (NASA)** – refers to homeowners' association with at least 10 to 50 members.
19. **Process Chart/Flow Chart** - refers to the diagram conveying a certain process or flow of steps in a process.

20. **Program Management Bureau (PMB)** - refers to the implementing bureau that offers psychosocial interventions, such as psychological first aid and processing, and construction of infrastructure as assessed by the social workers.
21. **Program Results Framework** - refers to the monitoring and evaluation framework that serves as a guide in attaining the results the program aims to achieve and the relevant adjustments needed to achieve them.
22. **Sub-project** - refers to the community project prioritized and approved by the assembly as a response to an identified need and/or problem. These may be the identified programs, projects, and activities in the ADSDPP.
23. **Sustainable Livelihood Program (SLP)** - refers to the implementing office that provides capacity building training to enrich the livelihood skills of the members of families and communities in conflict-affected and vulnerable areas and build resilience through the improvement of their socio-economic well-being.

VI. PROJECT DESCRIPTION

The PAMANA Program currently handles two tracks, namely: (1) the **Peace and Development Track**, and (2) the **Local Government Unit (LGU) - Led track**. The Peace and Development Track aims to improve access of CAAs, CVAs, and CADT areas to basic social services and accountable governance, while the LGU-led track is pursued in coordination with the different LGUs to implement the programs under such track.

A. Peace and Development Track

This track, currently being implemented by the KALAHI-CIDSS of the DSWD seeks to empower CAAs, CVAs, and CADT areas by involving them in the local development process through - identification and prioritization of community needs, planning for and implementing appropriate sub-projects, monitoring, evaluating, and reporting project outputs and results, and planning for sustainability. This process is aligned with the goal of the KALAHI-CIDSS to improve the access of CAAs, CVAs, and CADT areas to social services. Three components of which support the implementation of the peace and development track, as provided in Memorandum Circular No. 34.

Component 1: Community Grants for Planning and Implementation

Eligible CAAs, CVAs, and CADT areas shall be granted funds for the interventions determined and prioritized by their respective communities according to their plans that are based on the open menu of qualified sub-projects, as identified by KALAHI-CIDSS. Planning grants for community mobilization processes shall also be provided for the target municipalities and barangays.

Component 2: Capacity Building and Implementation Support (CBIS)

The second component seeks to support the provision of program staff, the local governments, and other stakeholders with necessary capacity-building interventions relative to risk reduction and management, building community resilience, gender mainstreaming, peace-building and culture-sensitivity, improving the level of understanding on the communities' rights, and enhancing facilitation skills in undertaking community mobilization activities.

Component 3: Program Management, Monitoring, and Evaluation

This component shall finance the overall management of the program as well as the monitoring and evaluation activities.

B. Local Government Unit (LGU) - Led Track

The Local Government Unit - Led track is composed of the Livelihood Assistance Program, Psychosocial Interventions, and the Modified Shelter Assistance Program with its Cash for Work Component. These are currently implemented by the: (1) Sustainable Livelihood Program (SLP), (2) Program Management Bureau (PMB), and (3) Disaster Response Management Bureau (DRMB) of the DSWD. Under this track, the programs are implemented together with the LGUs to deliver a comprehensive package of assistance to the beneficiaries from CAAs and CVAs.

1. Livelihood Assistance

The primary objective of the PAMANA-SLP is to strengthen resilience to conflict by improving the socio-economic capacity of the communities and families in CAAs and CVAs. This is achieved through the development of personal, social, entrepreneurial, and technical skills of duly organized Sustainable Livelihood Program Associations (SLPAs) which are composed of potential enterprising individuals within the community.

2. Psychosocial Interventions

The Program Management Bureau provides a combination of interventions which include the provision of psychological first aid e.g. processing (as needed), and psychosocial interventions that may include certain social welfare structures or systems as mandated of the Department, like food assistance, transportation, medical, burial assistance, and assistance to students, individuals, families in crisis or difficult situations, and vulnerable communities.

3. Modified Shelter Assistance Program

The DRMB leads in the development, implementation, and coordination of the Department's disaster response management programs, projects and services for both natural and human-induced hazards.

One of the programs and services of the bureau is to provide shelter assistance to the affected population.

VII. POLICY GUIDELINES

1. The framework shall follow and be anchored on the Government's strategy of winning the peace by forging strategic partnerships in promoting convergent delivery of goods and services and addressing regional development challenges in CAAs and CVAs. It builds both physical and social infrastructures for these areas at the regional, provincial and barangay levels, ensuring that they are not left behind. The design and delivery of the PAMANA Program shall be conflict-sensitive and peace-promoting (CSPP) thus distinguishing it from other development interventions of the Government. Table 1 below shows the pillars of implementation as provided by the PAMANA Manual of Operations (2017):

Table 1. Pillars of Implementation

| Pillar | Focus/Intervention |
|---------------|--|
| Pillar 1 | Policy reform and governance interventions addressing issues of injustices relative to land security, natural resources, identity, and human rights. |
| Pillar 2 | Capacity-building interventions relative to strengthening government institutions and empowering communities. |
| Pillar 3 | Peace-promoting socio-economic interventions. |

2. The DSWD, through its implementing OBSUs (the KALAHI-CIDSS, SLP, PMB, DRMB, and their respective field office/regional counterparts), and in close coordination with the OPAPRU, shall ensure the implementation of the PAMANA Programs.
3. The OPAPRU, as the lead and national oversight agency for the implementation of PAMANA Programs, shall remain as the primary source of funds and shall be responsible for the identification of benefitting areas, groups, or individuals. Recommendations from the DSWD shall be ultimately vetted and approved by the OPAPRU before it is officially included in the roster of beneficiaries and targets. This is to ensure that the prioritization of areas foremost considers the peace initiatives and/or goals of the country.
4. The Office of the Undersecretary for Inclusive and Sustainable Peace (OUSISP) shall act as the oversight office and cluster head of all PAMANA Programs lodged in the DSWD. Likewise, the following shall also be designated accordingly:
 - 4.1. The Assistant Secretary for Inclusive and Sustainable Peace and Special Concerns shall be designated as alternate head, and shall provide assistance in the oversight and development of the PAMANA programs of the DSWD;
 - 4.2. The Directors of the Implementing OBSUs shall be designated as National Program Managers (NPM); and
 - 4.3. The DSWD PAMANA Technical Working Group shall be composed of the following: (a) Identified focal persons and alternate focal persons from office of the cluster head, (b) the OBSUs, (c) the Finance and Management Service (FMS), and (d) the Legal Service.

- The PAMANA TWG shall perform secretariat and technical functions in addition to those enumerated for their respective offices in part IX - Institutional Arrangements of this document.
5. The KALAHI-CIDSS, SLP, DRMB, and PMB, shall be accountable and responsible for the accomplishments and activities of their respective field office/regional counterparts. Thus, they are expected to:
 - 5.1. Ensure compliance of their counterparts as to accomplishments, reports, mandates, and other requirements necessary for the implementation of the program;
 - 5.2. Act as the overall financial manager of their budget allocations; and
 - 5.3. Ensure the accuracy and completeness of data and information pertaining to the program.
 6. All PAMANA implementers, support and oversight offices shall observe the following:
 - 6.1. In the delivery of programs, it is imperative to support the Department's efforts on gender mainstreaming. Hence, disaggregation of data by sex, age, type of disabilities, ethnicity, status as solo parent if applicable, as well as gender responsiveness of programs is deemed necessary. Said disaggregated data will be utilized in the assessment of the program's inclusivity along gender mainstreaming;
 - 6.2. During the implementation of the programs, offices shall observe cultural sensitivity, ensuring that activities are responsive to the ethnic, racial, religious, regional, social, and linguistic orientation of all attending participants;
 - 6.3. As DSWD considers children in situations of armed conflict as victim-survivors, they - in the event that children are identified beneficiaries - shall be provided with special protection from all forms of abuse and violence pursuant to R.A. No. 11188 and other existing Child Protection laws safeguarding the rights of children; and
 - 6.4. Privacy rights of the data subjects shall be protected in accordance with the DSWD Data Privacy Manual and Republic Act No. 10173, otherwise known as the "Data Privacy Act of 2012" and its Implementing Rules and Regulations (IRR) and shall be monitored by the assigned Compliance Officer (COP) for Privacy.
 7. Considering the multitude of eligible interventions under the PAMANA Framework and the variety of services that the different implementing OBSUs provide, the PAMANA interventions propagated by the DSWD shall remain complementary to one another, ensuring that all attainable goals of the pillars are met within the OPAPRU-endorsed programs of the implementing year, and in adherence to the mandates of the DSWD.
 8. To ensure transparency and accountability at all levels, various measures shall be taken by all oversight and implementing offices to institutionalize mechanisms and processes to ensure adherence to these principles, from the preparatory stages up to the project termination and post signing of the program closure.

VIII. IMPLEMENTATION MECHANISMS

A. Peace and Development Track

KALAHI-CIDSS

The Peace and Development Track is currently implemented through the Indigenous Peoples-Community Driven Development (IP-CDD) modality of the KALAHI-CIDSS. It follows the usual Community Empowerment Activity Cycle (CEAC) of KALAHI-CIDSS, the process of which is harmonized with the Local Development Planning (LDP) and Ancestral Domain Sustainable Development and Protection Planning (ADSDPP). Harmonization is evidently seen during the ADSDPP-B/MLGU linking.

The CEAC includes: 1) Social Preparation; 2) Project Proposal Development; 3) Community– Managed Implementation; 4) Community Monitoring; and 5) Sub-project completion, turn-over acceptance, and booking of sub-projects. The process shall be in accordance with KALAHI-CIDSS Environmental and Social Safeguards Framework to ensure that all interventions are peace-promoting and culturally sensitive.

Since PAMANA is funded through the GAA, it shall follow Republic Act 9184 or the Government Procurement Reform Act, its IRR and other related issuances by GPPB in the procurement process of identified sub-projects. The financial procedure under this track shall follow the same financial management system of KALAHI-CIDSS as provided for in MC 34 series of 2020.

B. LGU-led Track

Sustainable Livelihood Program

The SLP utilizes the Community-Driven Enterprise Development (CDED) strategy incorporated in the Field Operation Manual (FOM) in its project implementation. The four stages of the CDED Strategy include: (i) Social Preparation; (ii) Capacity Building; (iii) Resource Mobilization; and (iv) Monitoring and Sustainability. For further details on the processes, attached herein is MC 022, s. 2019 as Annex B.

CYCLE 1

1. Pre-implementation stage

This stage includes coordination with the Municipality/City and Barangay Stakeholders. The activities included herein shall be conducted for the new project municipality/city and barangays. The prerequisite for this Phase is the signed Unified Memorandum of Agreement (MoA) between the Department and the LGU. For project areas from the previous year, the Implementing Project Development Officer (IPDO) may skip these activities and proceed to the next stage.

2. Social Preparation Stage

The Social Preparation includes the following phases:

- 2.1. Preparation of Data and Information for Targeting
 - Livelihood Assets and Market Map (LAMM)
- 2.2. SLP Assembly
- 2.3. Capacity Building
- 2.4. SLPA Formation
 - Leadership Training
 - Organization Building
- 2.5. Project Proposal Preparation
 - Mungkahing Proyekto and Modality Application Forms (MAF)

3. Resource Mobilization Stage

The Stage involves the (i) assessment of proposed livelihood projects to ensure feasibility and economic viability and (ii) release of grants to the program participants/SLPAs. The final outputs for this Stage are the approved Mungkahing Proyekto and the actual provision of SLP modalities.

- 3.1. Project Proposal Review and Approval
 - Project Proposal Review at the Provincial Level
 - Project Proposal Review at the Regional Level
 - Project Proposal Approval
 - Processing and validity of the Certificate of Eligibility (COE) and Certificate of Accreditation (COA)
 - Provision of Modalities

4. Project Implementation Stage

4.1. The IPDO shall supervise project implementation, along with other DSWD programs and partner institutions.

4.2. Project Implementation shall cover the first three (3) months of micro-enterprise operations. During such time, the IPDO shall ensure that all SLPA members are actively involved in the daily operations of their respective micro-enterprises. Moreover, the IPDO shall ensure that all procedures, activities, materials and equipment in starting up the micro-enterprises have been met.

4.3. After the first three (3) months of operations, the SLPA shall assemble for a meeting where all micro-enterprises within the association shall present a statement of account and the highlights of their operations, along with the next courses of action for their respective micro-enterprises.

4.4. The meeting shall be used as a platform to discuss matters concerning the association, including grants utilization, membership and/or registration to the concerned government agencies, or local networks and cooperatives, participation in additional training, and engagements with suppliers and/or buyers. Aside from that, the SLPA may use this as an opportunity for

members to share their experiences, learn strategies and areas for improvement, and to update each other about their respective micro-enterprise operations.

4.5. The Provincial Coordinator (PC), through the Program Monitoring and Evaluation Officer (PMEO), shall consolidate all implementation reports from the IPDOs which shall provide information regarding the utilization of grants that were transferred to the SLPAs, and ensure that these reports are duly turned over to the Monitoring Project Development Officers (MPDOs).

5. Turn-over of SLPAs and their Projects Stage

5.1. Target for turn-over to the C/MLGUs

All CAAs/CVAs that have completed the three (3) Cycles of implementation of PAMANA-SLP wherein the project/s under the 3rd cycle should be at least six (6) months in operation.

5.2. Pre-turn Over Phase

- Engagement with the C/MLGUs
- Conduct of Project Final Assessment and Organizational Assessment
- Conduct of Post-Assessment Conference
- Crafting, Approval, and Endorsement of the SLP-PAMANA Project Sustainability Plan

5.3. Turn-over Phase

- Project Turn-over
 - i. The project turn-over shall be undertaken after the approval of the Sangguniang Bayan through a Resolution;
 - ii. The turn-over shall be between the DSWD FO represented by the RD and the C/MLGU represented by the LCE. Other stakeholders such as the representatives from the OPAPRU, Barangay Officials, SLP Officers, representatives from the different government agencies, among others may be present to witness the turn-over ceremony; and
 - iii. The Project Development Officer (PDO) shall submit an activity report on the turn-over with photos for documentation.
- Execution and Monitoring of the Sustainability Plan
 - i. The C/MLGU shall create a Project Management Team (PMT) to oversee the execution of the Sustainability Plan. The creation of the PMT may be included in the Sustainability Plan and shall be affirmed in the Resolution. The LCE may also issue an Executive Order creating such team;

ii. The DSWD shall provide the needed technical assistance to the PMT if and whenever necessary and upon the request of the C/MLGU; and

iii. The C/MLGU shall provide a semestral report to the DSWD and other stakeholder such the OPAPRU on the status of the activities in the Sustainability Plan.

CYCLE 2 and 3

The PAMANA-SLP PDO shall revisit or review all documents prepared or approved during the Cycle 1 implementation and if needed, update these to ensure alignment with M.C. No. 22, series of 2019. Specifically, the PAMANA-SLP PDO shall:

1. Review the prepared LAMM during the Cycle 1 implementation. However, in case of absence the previously prepared LAMM, the PAMANA SLP PDO shall prepare a new one;
2. Facilitate the creation of the Core Group and designation of LGU Focal Person if such was not organized and assigned, respectively, during the previous cycles especially those CAAs/CVAs that were organized before the issuance of this Guidelines;
3. Revisit the Specific Implementation Agreement (SIA) if there is need to include provisions for the Cycle 2 or Cycle 3 implementation particularly for the creation of Core Group, designation of Focal Person for PAMANA-SLP implementation, and other provisions supportive to PAMANA-SLP implementation;
4. Conduct a re-orientation to the members of the SLPA and discuss the Cycle 2 or Cycle 3 project implementation;
5. Facilitate the review and possible amendment of the Constitution and By-Laws (CBL);
6. Facilitate the reorganization of the SLPA to include the membership of new members and election of new officers;
7. Revisit the validity of the CoA of the SLPA. If the CoA is no longer valid, the SLPA must undergo renewal of its CoA; and
8. Facilitate a refresher on Micro-Enterprise Development Training (MEDT) or other capability-building activities needed for the Cycle 2 or 3 implementation with the assistance of the C/MLGU, OPAPRU and other stakeholders.

Program Management Bureau

The Program Management Bureau shall follow the procedures below as they implement the required interventions to assist individuals and communities affected by disasters and crisis or difficult situations. Memorandum Circulars 004 and 016 series of 2015, and 009 series of 2016 are attached as Annex C for further reference.

1. *Assistance to Individuals in Crisis Situation*

This MC shall not repeal the prevailing guidelines of the AICS and shall still be implemented based on its current guidelines.

a. Interview and Assessment

The social worker shall interview the client and assess the case based on the gathered information, client's current needs, and supporting documents presented. They can also provide psychosocial support to lessen the client's anxieties brought about by the crisis.

b. Release of Assistance

The assistance shall be released to the client immediately once the amount has been determined based on the interview/assessment and submitted supporting documents subject to availability of cash advance.

c. Referral

Referral services may include the following:

- i. Referral to residential centers and institution for temporary shelter and/or protective custody
- ii. Referral to other agencies such as the Philippine Charity Sweepstakes Office (PCSO) for availment of further services and assistance

2. Psychosocial Interventions

Psychosocial services such as Psychological First Aid and Psychological Processing shall be also available for the beneficiaries to receive as soon as it is recommended by the social workers during case management. This is to ensure that the beneficiaries who were affected psychologically by the conflict in their areas can better cope with its effects on their mental health.

Other psychosocial interventions include the building of supporting infrastructure to handle vulnerable populations. As soon as the need for supporting infrastructures (e.g. day care centers and senior citizens centers) arise, as assessed by the social workers or after case management, these can be processed for construction. The beneficiaries can also be referred to other programs offered by the DSWD or other agencies as deemed necessary.

a. Construction and Repair/Improvement of Day Care Center

After the identification of lot for the construction of the center, the LGU, with the technical input of the DSWD Regional Office Focal Person, shall prepare the project proposal providing the rationale and details of the project. Together with the approved project proposal, the LGU shall submit the documentary requirements to DSWD Field Office for assessment and approval. Upon approval of

the Field Office, a copy of the approved proposal and master list of beneficiaries shall be submitted to the Central Office for the facilitation of sub-allotment and transfer of funds. The Field Office shall manage the project fund and project implementation. The construction of center shall be in accordance with the approved proposal and bill of works. The focal person of the Field Office in coordination with the partnered LGUs shall conduct monthly monitoring on the implementation of the project and provide status report to DSWD CO.

b. Construction and Repair/Improvement of Senior Citizens Center

After the identification of lot for the construction of the center, the LGU, with the technical input of the DSWD Regional Office Focal Person, shall prepare the project proposal providing the rationale and details of the project. Together with the approved project proposal, the LGU shall submit the documentary requirements to DSWD Field Office for assessment and approval. Upon approval of the Field Office, a copy of the approved proposal and master list of beneficiaries shall be submitted to the Central Office for the facilitation of sub allotment and transfer of funds. The Field Office shall manage the project fund and project implementation. The construction of center shall be in accordance with the approved proposal and bill of works. The focal person of the Field Office in coordination with the partnered LGUs shall conduct monthly monitoring on the implementation of the project and provide status report to DSWD CO.

Disaster Response Management Bureau

1. Modified Shelter Assistance Program (MSAP)

1.1. Beneficiaries

- a. Recipients are former rebels and armed-conflict victims as identified, profiled, and endorsed by the Office of the Presidential Adviser on Peace, Reconciliation and Unity (OPAPRU) to the DSWD.
- b. Family members of the beneficiary must not be a recipient of any other housing assistance from any other individual, groups or government agency or non-government organizations.

1.2. Relocation Site:

- a. The area where the house will be built is not prone to hazards and shall be certified as safe by the Department of Environment and Natural Resources (DENR)- Mines and Geo-science Bureau (MGB), Department of Science and Technology (DOST) - Philippine Institute of Volcanology Seismology (PHIVOLCS), and Local Disaster Risk Reduction Management Offices (LDRRMOs)
- b. Area should have access to transportation.
- c. The relocation site should have access to potable water and power supply.

- d. Shelter units should have a minimum lot allocation of 60 square meters and provision of space for path walks and other community facilities.

1.3. Planning and Detailed Design

- a. Site Planning and Detailed Design shall be undertaken after meeting the criteria of site and recipient selection;
- b. Requirements for LGUs requesting for shelter assistance:
 - i. Provide a resettlement site or if not, ensure availability of shelter lots with at least a minimum of 10 shelter units per cluster;
 - ii. Submit a Project Proposal describing the rehabilitation project and specific counterpart of LGUs and timeline for shelter implementation;
 - iii. Submit a master list of the proposed beneficiaries as identified, profiled, and endorsed by the OPAPRU and LGU;
 - iv. Submit Site Development Plan, Program of Works, and Detailed Estimate;
 - v. Submit a copy of notarized deed of donation / documents attesting to the availability of sites/lot for shelter project;
 - vi. Submit a Sangguniang Bayan (SB) / City/Municipal Council Resolution approving/endorsing the proposed housing project;
 - vii. Submit a Certification from the LGU's Treasurer on the availability of fund to be used as a counterpart for the shelter project; and
 - viii. Submit certifications issued by DENR-MGB and DOST-PHILVOCS.

1.4. Social Preparation:

- a. A composite team composed of the C/MSWDOs, DSWD-FO/SWAD, and PNP shall validate the circumstances of intended beneficiaries; and certify as to their eligibility for shelter assistance.
 - i. Close coordination with local officials;
 - ii. Conduct of dialogue / meetings / community assembly; and
 - iii. Validation and confirmation of targeted community and beneficiaries.
- b. The final list shall be made by the DSWD Field Office in accordance with the validation conducted by the composite team.
- c. To strengthen community organization and encourage building a community, C/MSWDOs shall organize the beneficiaries into Neighborhood Association for Shelter Assistance (NASA) with a minimum of 10 to a maximum of 50 members. They shall elect their officers such as President, Treasurer, Secretary, and Auditors among others.
- d. The C/MSWDO shall provide technical assistance to NASA Organization and capacitate with following rules:
 - i. Formulation of rules and regulations;
 - ii. Procurement, management of funds and resources, and control measures;
 - iii. Safekeeping of tools and equipment;

- iv. Maintaining inventory of construction materials;
- v. Construction of shelter units;
- vi. Conduct of NASA regular meeting; and
- vii. Reporting

2. Cash-for-Work

Cash assistance to support the needs of the beneficiaries through Cash-for-Work scheme at the rate of 100% of the current daily regional wage for the prescribed 8 working hours per day as set by the Department of Labor and Employment - National Wages and Productivity Commission (DOLE-NWPC) for a maximum of 30 days in exchange of works rendered in the shelter construction or community activities within the relocation site. Only one (1) member of the family can benefit from or avail of the CFW assistance.

3. Financial Assistance

The DSWD shelter assistance grant shall be funded by the OPAPRU and shall be adjusted from time to time depending on the prevailing cost of the construction materials. Depending on the agreements during the social preparation and in consideration of present guidelines, the transfer of funds may be done through the following:

3.1. Transfer of Funds to Neighborhood Association for Shelter Assistance (NASA)

- a. Open a bank account in the name of NASA Organization with the NASA President and Treasurer, MSWDO, and DSWD-SWAD Team Leader as signatories.
- b. The transfer of funds from DSWD Field Office to the beneficiaries may be done in two (2) ways:
 - Individual check release to beneficiary. The beneficiaries shall agree to sign an undertaking with the LGU and DSWD that upon receipt of fund thru check that it shall be deposited to the NASA bank account;
 - DSWD Field Office shall directly transfer the fund to NASA Bank Account with the consolidated individual check named to beneficiaries.
- c. Security and Exchange Commission (SEC) registration shall no longer be necessary in the organization of NASA considering that the funds are directly released to the beneficiaries and the NASA organizations do not conduct business related and/or investment activities.
- d. Forge a Memorandum of Agreement (MOA) with DSWD Field Office and Local Government Unit (LGU) prior to the transfer of funds.

3.2. Transfer of Funds to LGU

- a. The funds shall be transferred from DSWD Field Office to Local Government Unit Official Bank Account; and
- b. Forge a Memorandum of Agreement (MOA) with DSWD Field Office and NASA prior the transfer of funds.

4. Shelter Implementation

4.1. LGUs Roles and Responsibilities. The LGUs shall:

- a. Make available its technical personnel specifically the C/MSWDO and Municipal/City Engineer's Office and hasten project implementation at minimum cost within the agreed duration;
- b. Implement the construction of shelter units using the agreed structural model. Modification of structural design shall be subject for approval of the DSWD Central Office;
- c. Mobilize other partners that can provide volunteer labor, construction materials, transport of materials and advocacy in support of the project implementation;
- d. Regularly coordinate with the DSWD Field Office solely for the implementation of the project;
- e. Submit monthly report on the status of the project implementation to DSWD Field Office;
- f. Use the funds released by the DSWD solely for the implementation of the project. Also, keep and maintain Financial and Accounting records for the said funds in accordance with the generally accepted accounting principles;
- g. Take full responsibility in the disposition/disbursement of fund for the implementation of its programs, in accordance with COA rules and regulations;
- h. Together with NASA commit to solidarity guarantee completion of the project within the agreed upon time, unless prevented by force majeure;
- i. Refund to the DSWD any unused funds or savings generated after the project completion.
- j. Be liable for damages to DSWD if the implementing agency or third party fails to comply with its obligations under the MOA based on agreed duration. They shall be held responsible for the return of unutilized project funds.

4.2. DSWD Field Office shall:

- a. Designate Focal Persons and alternate focal persons who will coordinate for the technical management and/or project implementation and for the continuous monitoring and evaluation of the PAMANA Program;
- b. Ensure that a Memorandum of Agreement (MOA) shall be forged with concerned LGUs and NASA;
- c. Provide technical assistance to the LGU and NASA;
- d. Make regular coordination and consultation with the LGU and NASA;
- e. Monitor the status of the project in terms of physical accomplishment and the utilization of funds;
- f. Require LGU to submit monthly reports on the status of the project implementation;
- g. Submit regular monthly, quarterly, semester and annual report to DSWD Central Office;
- h. Issue the Certificate of Acceptance upon completion of the project;
- i. Request the Commission on Audit (COA) Auditor to conduct a special audit in case there is a need;

- j. Demand the refund of any disallowed amount after the special audit; and
- k. Submit Terminal Report to DSWD Central Office upon completion of the project.

4.3. Neighborhood Association for Shelter Assistance (NASA) shall:

- a. Coordinate with the LGU assigned overall Project Technical Supervisor for assistance relative to the project implementation;
- b. Organize a committee which shall be in charge of the canvassing, marketing, purchasing of construction materials, and monitoring of the shelter construction;
- c. Elect Officers such as the President, Treasurer, Secretary, and Auditor among others;
- d. Agree with the specification on materials/supplies to be used in the modified shelter;
- e. Be supervised by foreman/supervising Social Welfare Officer/Project Development Officer/Municipal Engineer in the implementation of the modified shelter;
- f. Submit a monthly fund utilization and status report of shelter construction to LGU for submission to DSWD Field Office;
- g. Coordinate with the foreman thru the inspection committee before the acceptance of construction materials to check that all construction materials delivered are complete and in accordance with the project specification;
- h. Allocate all construction materials to each shelter beneficiary, in accordance with the approved bill of materials, and ensure it is duly received by the beneficiaries, attested by the foreman and members of the supply committee and noted by MSWDO;
- i. In case of savings in the MSAP funds, request approval of DSWD through LGU, to use the savings for project that provide common benefits to the members;
- j. Maintain a copy of all official receipts and other supporting documents for all transactions made during the project implementation; and,
- k. Cooperate with the LGU and DSWD for any audit activities which require the support/assistance of the NASA related to the shelter assistance project.

IX. INSTITUTIONAL ARRANGEMENTS

A. Office of the Presidential Adviser on Peace, Reconciliation, and Unity (OPAPRU) shall:

- 1. Provide information to the DSWD including, but not limited to, verified list of CAAs, CVAs, and other beneficiaries as identified, and basic information about them for the provision of interventions under the PAMANA program;
- 2. Provide timely technical assistance responsive to the implementation of projects to areas as needed, which includes but is not limited to:
 - concerns raised as to clarification of targets;

- information on the proposed modality of targets;
 - raised queries on the applicability of guidelines; and
 - issues and concerns of the DSWD in the implementation of lodged PAMANA programs in the department;
3. Coordinate and ensure the synchronous and harmonious implementation among member national government agencies (NGAs), local government units (LGUs), civil society organizations (CSOs), and non-government organizations (NGOs);
 4. Endorse the budget and targeting of DSWD PAMANA to the DBM during the budget cycle;
 5. Act as overall head in the monitoring of PAMANA programs - in archiving official records on its implementation, providing general implementing instructions (as to targets, beneficiaries, modalities, and funding), and submission and reporting to the Office of the President and other external stakeholders as identified by the OPAPRU; and
 6. Manage and administer the conduct of the program from the assembly to the closure of programs.

B. DSWD Central Office

1. **Office of the Undersecretary for Inclusive and Sustainable Peace (OUSISP) shall:**
 - a. Oversee the overall implementation of the PAMANA program based on the agreements with OPAPRU, to include monitoring of both physical and financial accomplishments in close coordination with the OBSUs;
 - b. Ensure availability of funds in the overall implementation of the PAMANA program;
 - c. Provide guidance, assistance, and support to all DSWD CO and OBSUs in the entire project management;
 - d. Recommend necessary policy guidelines to address implementation gaps to the DSWD Secretary for the latter's approval, if necessary;
 - e. Issue guidance on the reporting and monitoring of activities and outputs and other guidance notes that do not necessarily require the approval and signature of the DSWD Secretary;
 - f. Provide reports to the DSWD, the OPAPRU, and other external partners, as deemed vital to the program;
 - g. Serve as approving authority for financial documents of PAMANA (in line with the set range of the FMS during the implementing fiscal year); and
 - h. Attend and/or conduct TWG and inter-agency meetings, workshops, project evaluation and other related activities relative to the project implementation.
2. **Office of the Assistant Secretary for Inclusive and Sustainable Peace, and Special Concerns shall:**
 - a. Act as alternate of the USISP as cluster head; and
 - b. Perform tasks related to PAMANA as delegated by the Cluster Head.
3. **KALAHI-CIDSS, Sustainable Livelihood Program, Disaster Response Management Bureau, and Program Management Bureau shall:**

- a. Provide guidance and technical assistance to the implementing Field Office;
- b. Designate Focal Persons who will coordinate for the implementation of the PAMANA Program;
- c. Regularly monitor the status of the project/assistance in coordination with the DSWD Field Office and the LGU;
- d. Provide regular reports of accomplishments and other status updates to the OUSISP;
- e. Prepare all budgetary and financial requirements/documents for the implementation of the program; and
- f. Attend coordination or consultative meetings relative to the project implementation as required by the OUSISP.

4. Finance and Management Service (FMS) shall:

- a. Assist OUSISP in monitoring the utilization of funds as well as submit quarterly financial reports to the OUSISP no later than 25 days after the end of the quarter ;
- b. Assist OUSISP and facilitate the request for sub-allotment and transfer of funds to the Field Offices for the interventions under PAMANA program, subject to the usual accounting and auditing rules and procedures;
- c. Assist the OUSISP in ensuring the timely submission of liquidation report from the DSWD Field Offices, as implementing unit, for onward submission to OPAPRU as need arises, and provide technical assistance if needed; and
- d. Attend coordination or consultative meetings relative to the project implementation as required by the OUSISP.

5. Policy Development and Planning Bureau (PDPB) shall:

- a. Act as overall monitoring office for sectoral needs during armed and other forms of conflict;
- b. Ensure the coherence of policies and implementation of the PAMANA program to the mandate of DSWD including its GAD, cultural, children, and other sectoral sensitivity and mainstreaming efforts;
- c. Ensure that the needs of vulnerable sectors are included in the efforts of peace and security through Social Protection;
- d. Collate and record HPMS submissions of the PAMANA Program; and
- e. Attend coordination or consultative meetings relative to the project implementation as required by the OUSISP.

6. Legal Service shall:

- a. Provide legal advice/guidance and implications to the Field Offices and OBSUs related to the implementation of the program; and
- b. Attend coordination or consultative meetings relative to the project implementation as required by the OUSISP.

7. Social Marketing Service (SMS) shall:

- a. Develop communication plans including information and advocacy materials on the program;
- b. Provide technical assistance to the different field offices in localizing the communication plan including information and advocacy materials;

- c. Attend coordination or consultative meetings relative to the project implementation as required by the OUSISP.

8. Other DSWD Offices shall:

- a. Provide technical assistance in the overall implementation of the PAMANA Program as may be determined by the Cluster Head or its TWG; and
- b. Attend coordination or consultative meetings relative to the project implementation as required by the OUSISP.

C. DSWD Field Offices shall:

- a. Designate Focal Persons who will coordinate for the implementation of the PAMANA Program;
- b. Ensure the proper implementation of program interventions to eligible CAAs and CVAs in close coordination with DSWD-OBSUs at the DSWD Central Office, Local Government Units, and other stakeholders within their respective regions;
- c. Act as direct project implementer in close coordination with all concerned DSWD-OBSUs at the DSWD Central-Office, MSSD-BARMM and other stakeholders within the region;
- d. Enter into a memorandum of understanding with BARMM, AFP, and PNP;
- e. Provide technical assistance to the implementing partners (can be a government agency, LGU, registered POs) when necessary;
- f. Assist the municipal team in the conduct of technical review, and validation of project proposals for Cash for Work submitted by BARMM;
- g. Identify SDOs for the disbursement of grants;
- h. Facilitate the release of funds to Special Disbursing Officers (SDOs) and monitor compliance to liquidation of cash advances following COA rules and regulations;
- i. Coordinate with other NGAs and other stakeholders for a harmonious project implementation;
- j. Conduct regular monitoring in all phases of the PAMANA program implementation to ensure that the completion of the approved infrastructure and interventions are based on the approved WFP and program of work, if applicable;
- k. Ensure judicious management of funds;
- l. Formulate and implement a localized communication plan for the project management;
- m. Consolidate and submit monthly reports and other reports as requested on the status of the project implementation to DSWD Central Office and other bodies;
- n. Tap services from various agencies of government and private sector/CSOs as necessary to accompany the livelihood enterprise development and provide business development, whenever necessary; and,
- o. Attend TWG and inter-agency meetings, workshops, project evaluation and other related activities relative to the project implementation.

D. Bangsamoro Autonomous Region in Muslim Mindanao (BARMM) shall:

- a. Perform duties and responsibilities as indicated in the Memorandum of Understanding between the DSWD and BARMM and/or its Ministry of Social Services and Development (MSSD); and
- b. Monitor served beneficiaries.

X. GRIEVANCE AND REDRESS MECHANISM

A. Scope

The implementation of the program shall follow the below prescribed system and be in accordance with Republic Act No. 11032, "An Act promoting Ease of Doing Business and Efficient Delivery of Government Services", amending for the purpose RA No.9485, otherwise known as the "Anti-Red Tape Act of 2007, and for other Purposes." Grievance applies to any form of complaints or issues arising from the Program implementation including but is not limited to:

1. misappropriation of funds and allegations of corruption;
2. inappropriate intervention by outside parties (in making decisions and determining allocations);
3. violations of project policies, principles, or procedures; and
4. other related grievance and redress concerns.

B. Filing of Grievance

May be submitted through any of the DSWD's levels of structure from the community to the national levels through any present representative by:

1. Verbal narration from walk-in complaints at NPMO, RPMO, and other focals in the covered areas;
2. Letter addressed to the implementing offices (SLP, DRMB, PMB, KALAHI-CIDSS) or the oversight office (OUSISP) or the DSWD Field Offices;
3. Phone calls to the released official DSWD numbers and emails through the published directory;
4. Grievance/ feedback boxes;
5. Complaint centers such as 8888 Citizen's Complaint Center; and
6. Other modes of grievance and redress of the DSWD including but not limited to, the Agency Operation Center and other established reporting of complaints.

C. Processing of Redress

1. Operating hours:
 - a. All grievances can be filed at any time of any day but those sent on weekends and holidays shall be acknowledged and recorded on the next working day; and
 - b. All grievances received beyond working hours shall be acknowledged and recorded on the following working day.

2. Period to take action:
 - a. All grievances shall be acknowledged and recorded within 72 hours from receipt of complaint, that is, if there are no weekends or holidays prohibiting such; and
 - b. All grievances shall be resolved within the prescribed periods from the point reference of acknowledgement and recording:
 - Simple grievance - 72 hours;
 - Complex grievance - seven (7) days; and
 - Highly technical - 20 days.

XI. PERIODIC REVIEW AND EVALUATION

1. Schedule. The program cluster shall meet:

- a. **Monthly:**
 - as a regular *kumustahan session* amongst technical personnel and other TWG members.
- b. **Quarterly:**
 - *to review program details to the principals and put forth issues and concerns for their assessment and guidance; and*
 - among principals and other heads of offices, as a periodic review and evaluation of policies, concerns, and other issues revolving the implementation of the program; and
- c. **Annually:**
 - as Program Implementation Review (PIR) of the PAMANA program within the department including but not limited to the assessment of integrated and holistic approaches towards peace and development ; and
 - which includes impact evaluation/assessment in coordination with both the OPAPRU for all programs as well as the NCIP for the Peace and Development Track. The assessment may be undertaken in-house or by a third-party service provider to include relevance of said programs to the whole Peace and Development program of the government.

2. Content. Said reviews and evaluation shall include the following, but not limited to:

- a. Review and evaluation of accomplishments, utilization, and other program details;
- b. Determination of program highlights, issues and concerns, and ways forward;
- c. Review of the design of implementation of each program/service provided;
- d. Assessment of integration and holistic approaches employed towards inclusive and sustainable peace;
- e. Updating of cost of work and cost of subsidies as found necessary; and

- f. Evaluation and assessment of impact towards the beneficiaries.

3. Other details

- a. Data collected from the above, along with significant reports, documentations, and other literature shall be submitted monthly by the Field Offices to their respective NPMs. These regional reports shall then be collated by the NPMs and submitted to the Cluster Head using the prescribed templates coherent to the provisions of the Harmonized Planning Monitoring and Evaluation System (HPMES). The collated regional reports submitted by the NPMs shall be aggregated and assessed by the OUSISP and submitted to the OPAPRU in compliance to the department's monitoring commitments and to the Policy Development and Planning Bureau (PDPB) to be recorded under the HPMES, as it serves as the repository of data;
- b. A program results framework shall be developed by the TWG, spearheaded by the Cluster Head. This shall serve as the basis for the schedule and templates of the year-round reviews;
- c. A monitoring and evaluation plan, and Process/Flow Chart shall be crafted by the implementing OBSUs, coherent to the program results framework developed by the TWG and other standing guidelines/commitments of the department. This shall be submitted, for reference of the Cluster Head, within 30 calendar days after the receipt of the Notice of Cash Allocation; and
- d. The implementation of this Memorandum Circular shall be subject to a periodical review by the Secretary within three years from the commencement or reinforcement of the current programs.

XII. REPEALING CLAUSE

All issuances, orders, rules, and regulations or parts thereof that are inconsistent with the provisions of this Memorandum Circular are hereby repealed, amended, or modified accordingly.

Provisions of this Memorandum Circular may likewise be repealed, amended or modified subject to the mutual agreement of OPAPRU and DSWD through formal communication, and official issuances.

XIII. EFFECTIVITY

This Memorandum Circular shall take effect immediately and shall provide the Implementing Guidelines on the implementation of PAMANA Programs within the DSWD.

Issued this 20th day of April 2023 in Quezon City, Philippines.



REX GATCHALIAN
Secretary

Department of Social Welfare and Development

Certified True Copy



MYRNA H. REYES
OIC-Division Chief
Records and Archives Mgt. Division

03 MAY 2023