

**ADMINISTRATIVE ORDER**

NO. 10

Series of 2023

**SUBJECT: DSWD GUIDELINES AND PROCEDURES IN THE USE OF INTEGRATED GRIEVANCE REDRESS MANAGEMENT SYSTEM (IGRMS)**

**I. Rationale**

In an effort to promote greater trust in government and usher in a people-centered and participative governance, the transacting public should have an avenue to report poor government frontline service delivery, including corrupt practices of officials and employees in all government agencies, government-owned and controlled corporations, government financial institutions and other government instrumentalities.

The issuance of Executive Order No. 6, series of 2016, "Institutionalizing the 8888 Citizens' Complaint Hotline and Establishing the 8888 Citizens' Complaint Center," paved a way for the creation of a grievance platform for the realization of the Government's policy to eradicate red tape and corruption spearheaded by the Office of the Cabinet Secretary.

On the other hand, Section 2 of Republic Act No. 11032, "Ease of Doing Business and Efficient Government Service Delivery Act of 2018," stipulates that it is *"the policy of the State to promote integrity, accountability, proper management of public affairs and public property as well as to establish effective practices, aimed at efficient turnaround of the delivery of government services and the prevention of graft and corruption in government."*

In consonance with the Department of Social Welfare and Development's (DSWD) thrust of continuously promoting transparency and accountability, an Integrated Grievance Redress Management System (IGRMS) was devised by the Agency Operations Center, now Agency Operations Service (AOS) and the Information and Communications Technology Management Service (ICTMS).

IGRMS will be the main platform for all grievances received by the Offices, Bureaus, Services and Units (OBSUs), Field Offices (FOs) and Attached Agencies (AAs) of the Department in order to properly document, monitor, and respond in a timely manner. These guidelines, therefore, aim to provide a reference to all OBSUs, FOs, and AAs of the Department on how to properly document, manage and address different grievances received.

## II. Legal Bases

1. Article II. Section 27 of the 1987 Constitution, states that:

*“The State shall maintain honesty and integrity in the public service and take positive and effective measures against graft and corruption.”*

2. Article XI. Section 1 of the 1987 Constitution, states that:

*“Public office is a public trust. Public officers and employees must at all times be accountable to the people, serve them with utmost responsibility, integrity, loyalty and efficiency, act with patriotism and justice, and lead modest lives.”*

3. Section 4.e of the Republic Act No. 6713, series of 1989, otherwise known as, “Code of Conduct and Ethical Standards for Public Officials and Employees” and in Section 1.e, Rule V, of the Implementing Rules and Regulations (IRR) of the same, states that:

*“[Public] officials and employees shall extend prompt, courteous, and adequate service to the public...ensure openness of information, public consultations and hearings whenever appropriate, encourage suggestions, simplify and systematize policy, rules and procedures, avoid red tape...”*

4. Section 2 of the Executive Order No. 6, series of 2016, otherwise known as, “Institutionalizing the 8888 Citizens’ Complaint Hotline and Establishing the 8888 Citizens’ Complaint Center,” institutionalized the grievance platform spearheaded by the Office of the Cabinet Secretary.

*“8888 CCC shall serve as a mechanism where citizens may report their complaints and grievances on acts of red tape, as defined under RA 9485 and other relevant laws, and/or corruption of any national government agency and other instrumentalities of the government.”*

5. Section 2 of the Republic Act No. 11032 series of 2018, titled, “Ease of Doing Business and Efficient Government Service Delivery Act of 2018” states:

*“...the policy of the state to promote integrity, accountability, proper management of public affairs and public property as well as to establish effective practices, aimed at efficient turnaround of the delivery of government services...”*

6. Section 2 of the Republic Act No. 10173 series of 2012, otherwise known as,



“Data Privacy Act of 2012” indicates:

*“...the policy of the state to protect the fundamental human right of privacy, of communication while ensuring free flow of information to promote innovation and growth...”*

7. Memorandum Circular 11 series of 2023, “DSWD Data Privacy Manual” which aims to reinforce and formalize the rights of an individual to privacy and guarantees a fair and lawful process that all government agencies must follow in collecting, storing, and processing of personal data or information.

*“This manual is written to guide the Department of Social Welfare and Development, its officials, managers, and all of its personnel (permanent, Contractual, Contract of Service, Job Order) in ensuring that everyone follows the principles set out in collecting, storing, processing, and sharing personal data in line with the Data Privacy Act of 2012”*

### III. Objectives

To ensure efficient monitoring, management, systematic resolution of complaints and generation of data thereon for policy and program development, these guidelines aim to:

1. Consolidate and integrate all systems and databases of complaints and grievances received through the different grievance systems of the DSWD and other platforms such as email, social media, SMS, walk-in clients and postal mails;
2. Ensure prompt assessment and resolution on complaints, request/s for assistance, inquiries, and other concerns referred to the DSWD through the above-mentioned platforms;
3. Identify areas of improvement and intervention to minimize, if not totally eradicate, recurring concerns, complaints, or requests for assistance by a single client; and
4. Generate actionable data as a basis for improvement of the DSWD's policies, programs, and services.

### IV. Coverage

1. Areas

IGRMS shall cover all grievance platforms of DSWD - Central Office, OBSUs, FOs, and Attached Agencies, such as but not limited to 4Ps NPMO Grievance System, SLP NPMO Grievance System, NHTO Grievance System, KALAHI CIDSS Grievance System, Civil Service Commission Contact Center ng Bayan, 8888 Citizens' Complaint Hotline, Presidential Complaint Center, Anti

Red Tape Authority (ARTA), eReklamo, WiServe, Client Satisfaction Measurement Forms, social media platforms and walk-in clients who either need DSWD assistance or have grievances on DSWD's programs and services.

2. Target Beneficiaries

General public who are requesting for DSWD assistance and existing program beneficiaries of the Department who have complaints on any of the DSWD's program or service delivery may avail of the grievance redress management system.

**V. Operational Definition of Terms**

For purposes of these guidelines, the following terms shall mean:

1. **Assessment** - a process in which data is collected from the complainant in a systematic way using prescribed methods and skills, and is then assembled together for analysis
2. **Client** - persons or entities accessing or availing particular government service including but not limited to, users, beneficiaries, other government offices and agencies, and the transacting public
3. **Closure of ticket(s)** - a concrete action done in relation to the resolution of a grievance, complaint, concern, inquiry, or request for assistance. This is accomplished by the IGRMS Administrator.
4. **Complaint** - refers to grievances, concerns, or requests for assistance addressed to government agencies/instrumentalities or its officers/employees
  - a. **Initial Complaint** - is an initial statement, in any form, including but not limited to verbal, written, or electronic means, received by the DSWD.
5. **Complainant** - a person or group reporting the grievance.
  - a. **Anonymous Complainant** - a complainant who does not want to be identified or did not provide any contact information.
6. **Employee** - refers to a person who works in DSWD and occupies a position in either the first or second level whose functions are not managerial in nature.
  - a. **IGRMS Receiving Employee** - refers to a DSWD employee assigned by the IGRMS Focal person to receive, facilitate or intake the clients' complaints in the IGRMS
  - b. **IGRMS Technical Employee** - refers to a DSWD employee that is assigned by the IGRMS Focal Person to handle the concerns, monitor,



follow up, and update the IGRMS data sheet in their individual offices, units, bureaus, and agencies for validation and means of verification.

7. **Grievance** - a verbal, electronic, or written expression of discontent or dissatisfaction towards circumstance(s), action(s), or lack thereof, of a person or office in DSWD
  - a. **Non-contentious Grievance** - merely requests for information or updates, seek clarifications or responses and suggestions to improve the program and service delivery of the Department.
8. **IGRMS Administrator** - refers to the office managing and monitoring the IGRMS. For DSWD, this pertains to the grievance officers under the Agency Operations Service.
9. **IGRMS Dashboard** - contains visual snapshots of grievance status in the system
10. **IGRMS Data Sheet** - a detailed matrix of data on grievances that could be extracted from the system to serve as a check-and-balance mechanism for data reconciliation.
11. **IGRMS Focal Person** - the head of the office, bureau, service, unit or attached agency under the Department of Social Welfare and Development.
  - a. **IGRMS Alternate Focal Person** - refers to a DSWD employee assigned by the IGRMS Focal Person as her/his alternate officer in her/his behalf in case the IGRMS Focal Person cannot perform the duties expected from the role.
12. **IGRMS Identification Number** – unique alphanumeric sequence for the purpose of coordination and tracing of grievances upon submission of the concern, inquiry, complaint, or request for assistance into the IGRMS.
13. **Monitoring** - a systematic process tracking the quality and progress of a ticket over a period of time.
14. **Prescribed time to respond** - the number of days prescribed to address a certain inquiry, concern, complaint, or request for assistance as indicated in the Citizen's Charter
15. **Receiving** - a function that involves checking the quality and relativity of the data and documents presented by the client/complainant
16. **Recording** - is the process in which the pertinent information/data of the client is encoded in the system/database.
17. **Sound and responsive interventions** - the specific and/or concrete act of

intervening, interfering, or interceding with the intent of modifying the outcome.

- 18. Ticket** - a concern, complaint or inquiry that has reached DSWD through any of the modalities and was submitted through the IGRMS.
- 19. Turnaround time** - the allotted period to complete a process cycle of grievance resolution

## VI. Classification of Transactions

For purposes of the IGRMS, the classification of transactions under Section 4 of the Republic Act No. 11032 is adopted, as follows:

1. *“(m) Simple transactions - applications or requests submitted by applicants or requesting parties of a government office or agency which only require ministerial actions on the part of the public officer or employee, or those which present only inconsequential issues for the resolution by an officer or employee of said government.*
2. *(d) Complex transactions – applications or requests submitted by applicants or requesting parties of a government office which necessitate evaluation in the resolution of complicated issues by an officer or employee of said government office, such transactions to be determined by the office concerned;*
3. *(g) Highly technical transactions – application or requests which requires the use of technical knowledge, specialized skills and/or training in the processing and/or evaluation thereof”*

## VII. Principles

The IGRMS shall be governed by the following principles:

1. **Consistency** - Ensure consistent treatment of grievances across different systems, departments, or locations. Establish uniform standards, processes, and procedures to handle grievances. This promotes fairness and reduces confusion among individuals seeking resolution.
2. **Accessibility** - Grievance management processes should be made accessible and transparent to all stakeholders. Provide clear information on how to file a grievance, the available channels where to file the same, and the expected timelines for resolution. Consider different communication methods and languages to accommodate diverse individuals or communities.
3. **Empowerment** - Empower individuals to voice their concerns without



fear of retaliation and retribution. Foster a culture that encourages open dialogue and actively promotes the reporting of grievances. Provide support and resources to help individuals navigate the process and ensure a feeling of safety throughout the entire process.

4. **Efficiency** - Streamline and simplify the grievance management systems to maximize efficiency. Avoid duplicative or overlapping processes, and leverage technology where appropriate to automate workflows, track progress, and facilitate communication. This ensures timely resolution and minimizes administrative burdens.
5. **Accountability** - Establish clear lines of responsibility and accountability for handling grievances. Define roles and responsibilities of key stakeholders involved, including managers, supervisors, HR personnel, and designated grievance handlers. Hold individuals accountable for prompt and fair resolution of grievances as indicated in their Office Performance Commitment (OPC) and Individual Performance Commitment (IPC).
6. **Continuous Improvement** - Regularly evaluate and improve the grievance management systems based on feedback and lessons learned. Monitor trends, identify recurring issues, and implement corrective measures to address systemic problems. Foster a culture of learning and adaptability to enhance the effectiveness of the grievance management process.
7. **Confidentiality and Privacy** - Safeguard the confidentiality and privacy of individuals involved in the grievance process. Ensure that personal information is handled with care and only shared with relevant parties on a need-to-know basis. Maintain appropriate data protection measures to comply with legal and ethical standards.
8. **Collaboration and Mediation** - Encourage collaboration and mediation as preferred methods of resolving grievances. Provide training and resources to equip managers and grievance handlers with effective conflict resolution skills. Foster a collaborative environment where parties can work towards mutually beneficial resolutions.
9. **Cultural Sensitivity** - Consider cultural, social, and diversity aspects when harmonizing grievance management systems. Recognize and respect different cultural norms, values, and communication styles. Tailor the process to be inclusive and sensitive to the needs of diverse individuals or communities.
10. **Transparency and Reporting** - Establish mechanisms to monitor and report on the status and outcomes of grievance management processes. Share aggregated data on the number and types of grievances received, resolution rates, and key learnings. Transparency

builds trust and accountability among stakeholders.

## **VIII. Policy Guidelines**

### **A. Digitalization**

These guidelines shall define specific procedures in converting manual consolidation as well as the introduction of standards to a more efficient and automated consolidation of grievances through IGRMS, as follows:

1. It shall facilitate the implementation of a more effective method of creating, tracking, monitoring, and resolving grievances received.
2. It shall set the minimum data needed from clients/complainants in order to act on grievances received by the system.
3. Each ticket should have at least the following data:
  - a. Name of Client or Complainant
  - b. General Location (province and city)
  - c. Contact Number
  - d. Birthday
  - e. Email Address
  - f. Subject of Complaint
  - g. Complaint, Inquiry and/or Request for Assistance
4. If the client chooses to remain anonymous, the concern or complaint will still undergo the usual business process.
5. The DSWD will retain and use the data obtained through the IGRMS no longer than necessary for the purpose for which it was collected and processed.

### **B. Privacy and Confidentiality**

IGRMS shall implement strict confidentiality, as follows:

1. All complaints, inquiries, and concerns shall be handled by all concerned employees with utmost confidentiality in all steps of the IGRMS process;
2. The personal information of the caller and anyone who is the subject of a complaint, concern, or request will be kept confidential and will only be used for the purpose of addressing the complaint, concern, or request and for any follow-through action;
3. The designated IGRMS employee is responsible in ensuring that all relevant files and information in any form are properly and securely kept;



4. Employees who are involved in the grievance management process shall ensure the right of the caller and anyone who is subject of a complaint, concern, or request to be free from unwarranted exploitation of one's person or from intrusion into one's private activities in such a way as to cause humiliation to a person's ordinary sensibilities.
5. Employees who are involved in the grievance management process are not allowed to divulge information in any form, manner, or means related to the grievance in accordance with Republic Act no. 10173 or the Data Privacy Act. Appropriate sanctions shall be imposed to employees who violate such provision;
6. A Non-Disclosure and Confidentiality Agreement (Annex A) shall be signed by all concerned employees;
7. Disclosure of lawful processing in accordance with the Data Privacy Law and pertinent issuances from the National Privacy Commission (NPC);
8. Provision of mechanisms for Informed Consent for clients who are filing grievances on behalf of the concerned/affected persons;and
9. Provision of protecting the rights of data subjects, particularly on transfer to a third party, archiving, and deleting information.

### C. Action on Grievances

*Any grievance shall be acted upon by the assigned officer or employee within the prescribed processing time stated in the Citizen's Charter which shall not be longer than **three (3) working days in the case of simple transactions** and **seven (7) working days in the case of complex transactions** from the date the request and/or complete application or request was received.*

*For a grievance involving highly technical application, the prescribed processing time shall in no case be longer than twenty (20) working days or as determined by the OBSUs concerned, whichever is shorter."*

Highly Technical grievances, applications or requests necessitate a thorough evaluation by an officer or employee of the government office. As such, grievances classified as highly technical generally would need collaboration and consultation with different units/sections/bureaus. These cases are to be resolved within a maximum of twenty (20) working days.

Non-Contentious Grievances shall not be governed by the prescribed processing time herein but shall follow the standard operating procedure of the OBSUs. These issues/concerns can be resolved through simple explanation, discussion, referral, and orientation (e.g. inquiries, additional

information, requests for referrals or assistance, etc.). Other requests that need no further validation and can be resolved immediately shall be done so.

Non-compliance with the prescribed processing time to respond/resolved grievances or complaints shall be elevated to the DSWD Committee on Anti-Red Tape Secretariat for review and possible action of the Committee over the concerned Office, Bureau, Service, Unit, or Attached Agency.

## IX. Implementing Procedures (Annex B: Business Process for IGRMS)

### A. Receiving

1. The IGRMS Receiving Employee shall perform a preliminary assessment of the complaints, concerns, inquiries, and walk-in clients from all grievance platforms (eReklamo, WiServe, DSWD CCB, CSC CCB, social media, SMS, 8888 Citizens' Complaint Hotline, Client Satisfaction Measurement Forms, walk-in clients and postal mail).
2. The IGRMS receiving employee shall assign a unique IGRMS identification number to a complaint, concern, inquiry and request for assistance received from all grievance platforms – except for complaints, concerns, inquiries, and requests for assistance received from the official website, portal of the DSWD or its equivalent where an IGRMS identification number would be automatically assigned – which shall be the identifying number for all transactions in OBSUs, FOs, and AAs pertaining to a single complaint, concern, inquiry, and request for assistance.
3. The receiving IGRMS technical employee shall acknowledge the grievance, concern, inquiry, and request for assistance upon receipt and update the client of the status of their concern as requested. For grievances, concerns, inquiry, and requests for assistance received through social media, the Media Production Division (MPD) of Social Marketing Service (SMS) shall acknowledge the concern before referring to the Agency Operations Center (AOC).

### B. Assessment

This stage of the process includes the review and analysis of complaints, requests for assistance, concerns, and inquiries. These are then tagged/classified by the IGRMS technical employee either as **simple**, **complex**, or **highly technical** cases. IGRMS focal person will then review and approve the assessment of the IGRMS technical employee.

1. Recording and data encoding - this process assures that all pertinent and vital data of the concern, complaint, or request for assistance are to be properly encoded in the IGRMS.
2. Immediate resolution and/or referral - all concerns, complaints, and



requests for assistance received through all platforms lodged in IGRMS should be acted upon with a sound and responsive intervention within the prescribed processing time stated in the Citizen's Charter.

If the inquiry, complaint, concern, and request for assistance can immediately be given a sound and responsive intervention, then the ticket may be requested for immediate closure.

### C. Resolution

The grievance, concern, inquiry, and request for assistance are considered resolved after the concerned OBSUs including FOs and AAs have responded to and provided detailed action taken to the said grievances through a signed feedback report or memorandum and prevent its recurrence.

On the other hand, a complaint is considered resolved upon receipt of the reply/clarification/explanation from the concerned OBSUs, FOs, and AAs.

### D. Closure/Termination

If the IGRMS employee has already acted on the said complaint, the employee shall report the action undertaken to the IGRMS Focal Person, which shall recommend the ticket for closure using the system for onward approval of the IGRMS administrator.

The Client Satisfaction Measurement Survey Form will be automatically provided to the client/complainant upon recommendation of the IGRMS Focal Person to close the ticket.

The IGRMS administrator shall identify the nature of closure of the grievance using the following categorization:

1. **Resolution Achieved:** The complaint was successfully resolved to the satisfaction of the complainant;
2. **Customer Withdrawal:** The complainant decided to withdraw the complaint voluntarily;
3. **Insufficient Information:** The complaint lacked necessary details or supporting evidence, making it difficult to investigate or take further action;
4. **Miscommunication:** The complaint arose due to a misunderstanding or miscommunication, and it was clarified or resolved through effective communication;
5. **No Action Required:** The complaint did not require any specific action as it was deemed invalid, baseless,, or a mere suggestion;

6. **Redress Provided:** The organization provided appropriate redress or compensation to address the complainant's concerns;
7. **Timeliness:** The complaint was closed because it was not submitted within the specified time frame or deadline;
8. **Duplicate Complaint:** The complaint was a duplicate of a previously filed complaint and was closed to avoid duplication of efforts;
9. **Outside Jurisdiction:** The complaint fell outside the jurisdiction or authority of the Department to address or resolve;
10. **Resolved through Alternative Means:** The complaint was resolved through alternative dispute resolution methods, such as mediation or arbitration;
11. **Unresponsive Complainant:** If there is no feedback received from the complainant upon three (3) non-consecutive attempts of contact to provide necessary information or documentation hindering the investigation or resolution process leading to closure;
12. **Administrative Closure:** The complaint was closed for administrative reasons, such as non-compliance with internal policies or procedures;
13. **Legal or Regulatory Resolution:** The complaint was resolved through legal proceedings or regulatory intervention;
14. **Lack of Evidence:** The complaint could not be substantiated due to insufficient evidence or inability to establish the alleged wrongdoing.

## E. Monitoring and Evaluation

To ensure the efficiency of the IGRMS, progress monitoring, reporting, and data analyses shall be generated from the IGRMS.

1. Monthly reports - all focal persons of OBSUs, FOs, and AAs shall submit a monthly report to the AOS on the issues and challenges experienced, and recommendations from the utilization of the IGRMS.
2. Semestral and annual reports – the system-generated reports on the received grievances shall be forwarded to appropriate bodies aligned with the guidelines provided for by the Committee on Anti-Red Tape (CART).
3. Evaluation on the implementation shall be done annually through the conduct of a Program Review and Evaluation Workshop (PREW) in compliance to DSWD AO 9 s. 2019. An official report on the result of



the PREW shall be processed for possible program implementation enhancement.

## **X. Institutional Arrangements**

### **A. Agency Operations Service (AOS)**

#### **1. Grievance Management**

- a. Ensure proper tagging of grievances according to Republic Act 11032.
- b. Monitor the status, actions taken, and/or interventions of each grievance and ensure the resolution of each using IGRMS. This includes, but not limited to, repeat grievances filed by perennial or recurring clients.
- c. Conduct regular dialogue with IGRMS Focal and Alternate Focal of OBSUs, FOs, and AAs of the Department in order to ensure compliance and extend technical assistance as to the resolution of tickets within the recommended time frame, standardization and other policy enhancement(s).
- d. Review and consolidate the client satisfaction survey form submitted by the OBSUs, FOs and AAs before tagging and approving the closure of tickets.
- e. Ensure proper escalation of grievances is observed across the Department to ensure proper resolution and in some cases, provide insight as to the needed improvements on programs and services of the Department.
- f. Develop Capacity Building modules for the IGRMS technical staff and focals.

#### **2. Integrated Grievance Redress Management System (IGRMS) Management**

- a. Ensure full utilization of the information system pursuant to its objectives by coordinating with IGRMS focals and alternate focals as to the implementation and usage, and with ICTMS as to the technical assistance.
- b. Evaluate and analyze the nature of complaint and adopt or institute appropriate interventions and remedies that may help hasten or improve the procedures, resolution, and guidelines.

- c. Identify patterns and trends by analyzing grievance management data as to the types of grievances being filed with the goal of identifying common issues, recurring problems, or systemic challenges that require attention.
- d. Provide assistance with regards to the in depth analysis of the data produced by the IGRMS.
- e. Submit requests for support and assistance in the operation of the system through the DSWD - ICTMS Help Desk [<https://ictsupport.dswd.gov.ph>] by providing details of the support/assistance needed.
- f. Continually assess the system's compliance and adherence to internal policies and external regulations related to grievance management to ensure that the system operates in accordance with legal and ethical requirements.

**B. Designated Grievance Focal & Technical staff of DSWD Central Office, Offices, Bureaus, Services, Divisions, Units, Field Offices, and Attached Agencies**

1. DSWD Central Office, Offices, Bureaus, Services, Divisions, Units, Field Offices, and Attached Agencies shall designate Focal, Alternate Focal, and/or Technical employee who will handle IGRMS to ensure that the received concerns, complaints, and requests for assistance pertaining to their programs and services are validated and responded to in a timely manner.
2. OBSUs, FOs, and AAs with existing social media accounts should respond to the complaints, inquiries and requests for assistance in consonance with the social media guidelines. AAs shall develop their own grievance systems, which would be integrated in the IGRMS, to ensure the systematic resolution of concerns, complaints and requests for assistance.
3. Program owners shall provide ICTMS and AOC approved updated IEC materials that would be secured in the system for the use of the IGRMS technical officers in responding to simple inquiries.
4. Ensure the complaints, requests for assistance, inquiries, and other concerns received in all platforms are properly encoded, validated, and responded to in a timely manner using IGRMS.
5. Refer the complaints, requests for assistance, inquiries, and other concerns to the concerned OBSUs, FOs, and AAs using IGRMS.
6. Ensure compliance to the prescribed time to respond to grievances,



complaints, requests for assistance, and other concerns received.

7. The designated focal person shall assess if the actions undertaken by their office is specific and concrete before affixing his/her signature on the document, a client satisfaction survey form should also be accomplished before he/she requests for closure to the IGRMS administrator.
8. Ensure full utilization of the IGRMS to realize its objectives.
9. Ensure that a client satisfaction survey form is given to the client and properly documented.
10. Conduct periodic evaluation of the system to generate recommendations that will improve the functionality, features, and effectiveness of the system.
11. Generate reports from IGRMS as the need arises.
12. Submit requests for support and assistance in the operation of the system through the DSWD - ICTMS Help Desk [<https://ictsupport.dswd.gov.ph>] by providing details of the support/assistance needed.

### **C. Information and Communications Technology Management Service (ICTMS)**

1. Provide immediate response to requests for support and assistance in the operation of the system received through the DSWD-ICTMS help desk.
2. Develop, manage and enhance the IGRMS and other ICT requirements to ensure the successful implementation of the project.
3. Enforce the security protocols, both physical and technical security measures of the IGRMS necessary to protect the privacy of individuals.
4. Creation of intermediary technology for system integration.
5. Facilitate regular monitoring of the IGRMS in order to prevent hacking incidents.
6. Conduct regular assessment and enhancement of the system taking into consideration the feedback from the OBSUs, FOs and AAs.
7. Provide technical assistance in the system integration together with the OBSUs with the existing grievance system to the IGRMS.

#### **D. DSWD Committee on Anti-Red Tape (CART) and its Secretariat**

Non-compliance to the allowed time to respond/ resolve all grievances or complaints by the office, bureau, or attached agency shall be elevated to the DSWD CART through its Secretariat for review and possible action to the concerned Office, Bureau, Service, Unit, Field Office, or Attached Agency.

#### **E. Legal Service**

To provide guidance and legal advice for the complaints and grievances received involving Third Level Officials or Presidential appointees. The same will be referred to the Legal Service in compliance with Administrative Order No. 17, series of 2022 using IGRMS.

#### **F. Public Assistance and Complaints Desks (PACD) managed by the Human Resource Management and Development Service**

1. To receive and act on complaints, requests for assistance, inquiries, and other concerns from the general public filed through the PACD and ensure that encoded, validated and responded to in a timely manner using IGRMS.
2. To refer the complaints, requests for assistance, inquiries, and other concerns to the concerned OBSUs, FOs, and AAs using IGRMS for appropriate action.
3. Ensure compliance with the prescribed time to respond to grievances, complaints, requests for assistance, and other concerns received.
4. To inform the client/complainant of the status of the complaint/request.
5. Ensure that a client satisfaction survey form is given to the client and properly documented.

#### **G. Social Marketing Service and its DSWD Field Office Counterparts**

To provide assistance to ensure that the public is informed on the use of the Integrated Grievance Redress Management System and how their complaints, inquiries, and requests for assistance may be processed for resolution through all official social media platforms and DSWD website.

### **XI. Transitory Provisions**

Within three (3) months from the approval of this Administrative Order, the Information and Communications Technology Management Service (ICTMS) shall spearhead the orderly, smooth transition, and system integration from the existing grievance redress systems of the OBSU to the IGRMS. The



grievance system of the Pantawid Pamilyang Pilipino Program will be first transitioned and integrated into the IGRMS. This will be followed by the integration of grievance systems of two other DSWD programs, which are to be determined with the AOS, into the IGRMS. To facilitate this, institutional arrangements of concerned offices are provided as follows:

#### **A. Pantawid Pamilyang Pilipino Program (4Ps)**

1. 4Ps shall designate a Focal, Alternate Focal, and/or Technical employee who will handle IGRMS to ensure that the received concerns, complaints, and requests for assistance pertaining to 4Ps received through IGRMS are validated and responded to in a timely manner.
2. Grievances received through the Grievance Redress System currently being utilized by 4Ps shall be accessible to the IGRMS Administrator, ensuring that confidentiality and privacy of the complainants and beneficiaries are strictly observed.
3. Each ticket accessible to the IGRMS Administrator should have at least the following data:
  - i. Name of Client or Complainant
  - ii. General Location (province and city)
  - iii. Contact Number
  - iv. Birthday
  - v. Email Address
  - vi. Details of the Complaint(s)
4. 4Ps Focal, Alternate Focal, and/or Technical employee assigned to handling IGRMS shall observe strict confidentiality upon receiving and grievances tagged under the said program from IGRMS. They shall likewise ensure ticket resolution and provide feedback to the IGRMS Administrator to ensure the closure of ticket from both systems.

#### **B. Other Programs**

1. Concerned OBSUs shall ensure utilization of the IGRMS to address grievances received pertaining to programs relevant to key stakeholders and clients of the Department.
2. Concerned OBSUs shall designate a Focal, Alternate Focal, and/or Technical employee who will handle IGRMS to ensure that the received concerns, complaints, and requests for assistance pertaining to said programs received through IGRMS are validated and responded to in a timely manner.

- 3. OBSUs Focal, Alternate Focal, and/or Technical employee assigned to handling IGRMS shall observe strict confidentiality upon receiving and grievances tagged under the said programs from IGRMS. They shall likewise ensure grievance resolution and provide feedback to the IGRMS Administrator to facilitate the closure of the grievances.

**XII. Amendatory Clause**

All or particular sections of these IGRMS guidelines may be amended or supplemented through an issuance of another memorandum.

**XIII. Funding**

As a rule, all OBSUs or delivery units shall implement these guidelines in the resolution of grievances or complaints using their available funds and subject to existing accounting and auditing rules and regulations. Additional funds necessary in the creation, implementation, and upkeep of systems and programs committed in the guidelines shall be charged to the funds of the ICTMS and other capacity-building activities.

**XIV. Repealing Clause**

All issuances inconsistent with the provisions of this Administrative Order are hereby repealed, modified, or amended accordingly.

**XV. Effectivity**

This Administrative Order shall take effect immediately upon approval. Let copies of this order be disseminated to all concerned Offices, Bureaus, Services, Units and Attached Agencies of the DSWD Central and Field Offices.

Issued this \_\_\_\_\_ day of \_\_\_\_\_ 2023 in Quezon City, Philippines.



**REX GATCHALIAN**  
Secretary

Date: SEP 04 2023

**Certified True Copy**

**05 SEP 2023**

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