

Philippine Multisectoral Nutrition Project

Guidelines on Grievance Redress Mechanism

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Department of Health (DOH)
Department of Social Welfare and Development (DSWD)

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List of Acronyms

| | | |
|--------------|---|---|
| ACT | - | Area Coordinating Teams |
| BLGU | - | Barangay Local Government Committee |
| BNC | - | Barangay Nutrition Committee |
| CF | - | Community Facilitator |
| CHD | - | Center for Health Development |
| DO | - | Department Order |
| DOH | - | Department of Health |
| DSWD | - | Department of Social Welfare and Development |
| EMNC | - | Expanded Municipal Nutrition Committees |
| GC | - | Grievance Committee |
| GRM | - | Grievance Redress Mechanism |
| IP | - | Indigenous Peoples |
| Kalahi-CIDSS | - | Kapit-Bisig Laban sa Kahirapan – Comprehensive and Integrated Delivery of Social Services |
| LGU | - | Local Government Unit |
| LMP | - | Labor Management Procedure |
| Lupon | - | Lupong Tagapamaya (Barangay LGUs’ Peace and Order Committee/Council) |
| MOV | - | Means of Verification |
| MLGU | - | Municipal Local Government Unit |
| NPMO | - | National Project Management Office |
| PCERP | - | Philippines COVID-19 Emergency Response Project |
| PINCO | - | Problems, issues, needs, concerns and observations |
| PMNP | - | Philippine Multisectoral Nutrition Project |
| POM | - | Project Operations Manual |
| PMO | - | Project Management Office |
| RPMO | - | Regional Project Management Office |
| RTWG | - | Regional Technical Working Group |
| SEP | - | Stakeholders’ Engagement Plan |

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Introduction

The Grievance Redress Mechanism (GRM) is a feature of the Philippine Multisectoral Nutrition Project (PMNP) to promote social accountability. It allows the Project to be fully responsive to its beneficiary communities and stakeholders, ensuring that comments, feedback, incidents and complaints, and recommendations are properly addressed and resolved.

This mechanism was designed to attend to complaints, problems and issues that arise out from project implementation. These issues may include misuse of funds and allegations of corruption; inappropriate intervention by outside parties (in making decisions, determining allocations, in procurement etc); violation of project policies, principles or procedures; and relevant issues and/or complaints against or by staff. It will also respond to simple requests for information to clear up a misunderstanding and address positive and negative feedback. It may also pertain to suggestions or recommendations to enhance the program design, improve operations and facilitate administrative or logistical support. It may refer to a complaint from a person who feels that he has been or will be negatively affected by an act or omission of another.

The system upholds the principle of transparency, accountability and demonstrates the commitment of the Project to provide opportunities for the empowerment of communities and stakeholders. It is for this reason that the system ensures the participation of the barangay assembly and volunteers in the handling and redress of grievances.

Chapter 13 of the Project Operations Manual (POM)¹ provides the user an appreciation of the importance of a GRM as an integral part of the PMNP designed for the purpose of effecting lasting outcomes and building cooperation and trust among stakeholders involved in the Project. Specifically, the discussion on GRM aims to: (i) define the purpose and key features of the GRM of the Project; (ii) describe the different mechanisms which can be used by any institution or individual in reporting complaints/grievances, and (iii) outline the guides in the receipt, investigation and closing of the grievance or complaint received.

The Project's guideline for GRS is mostly adopted from the Philippines COVID-19 Emergency Response Project (PCERP) Operations Manual and Kalahi-CIDSS Grievance Redress Sub-Manual.

Objectives of the Grievance Redress Mechanism (GRM)

The GRM is a mechanism by which any complaint or grievance related to the PMNP implementation can be reported by any institution or individual at any time to the Implementing Agencies (DSWD and DOH) and to the World Bank, and in turn given attention for timely resolution. Any community or individual who believes that he/she has been adversely affected by the Project may submit complaint/s through the existing project-level GRM. The GRM ensures that complaints received on any project-related concern are promptly reviewed in a timely, effective and efficient manner that satisfies all parties involved.

The main objective of the GRM is to resolve complaints/grievances in a timely, effective and efficient manner that satisfies all parties involved. This is important as the GRM provides a transparent and credible process for fair, effective and lasting outcomes, and builds trust and cooperation as an integral component of broader community consultation that facilitates corrective actions. Specifically, the GRM aims to:

¹ Copy of the Project Operations Manual may be accessed from <http://bit.ly/3VeMkSd> or in [Annex A](#) of this document.

1. Provide affected people with avenues for making a complaint or resolving any dispute that may arise during the course of the implementation of the Project;
2. Ensure that appropriate and mutually acceptable redress actions are identified and implemented to the satisfaction of complainants; and
3. Avoid the need to resort to judicial proceedings.
4. Provide feedback mechanisms to all parties.
5. Provide a platform for receiving positive feedback and more recommendations from the Project's stakeholders.

This Grievance Redress Mechanism is anchored on the following principles:

- **Transparency.** The mechanism encourages comments and feedback (negative and positive) to improve the Project. The community must be aware of all complaints, grievances and problems reported; must be involved in their redress; and must be kept informed on progress made in resolving grievances.
- **Empowering and participatory.** Communities, project implementers, CSOs, and journalists are encouraged to participate and bring complaints, grievances and comments to the attention of Project management. More importantly, communities are responsible for resolving problems and the mechanism will prepare them to do so.
- **Socially inclusive and open.** The whole community (and even those outside) is given the opportunity to raise concerns and the right to be accorded a response. The grievance mechanism will allow anyone, especially the poor, the disadvantaged groups, the women, to raise grievances or complaints, be heard and be involved in its redress.
- **Institutional capacity-building for good governance.** Through the mechanism, government agencies involved in the project, the Local Government Units (LGUs), and the communities can strengthen channels of communication and mechanisms for grievance redress at the community level. The mechanism enables the Government to be accountable to the people and work transparently to resolve problems - not on behalf of the people but with the people. This enhances responsiveness of local governments and develops people's trust.
- **Simple and accessible.** Procedures to file complaints and seek redress are kept simple and easy to understand by the communities. Complaints and queries may be sent through different accessible means.
- **Quick and proportional action.** Response to grievance and comments is ensured within an acceptable timeline and that the corresponding action is responsive and commensurate to the complaint or comment. The mechanism does not over-react to problems and strives to provide solutions which shall address the problem rather than penalize the people or communities.
- **Objective and independent.** The mechanism entails an objective and independent process so that it will be perceived as fair and encourages people to use it, thus enhancing the Project's contribution to good governance. In all instances, conflict of interest or perceptions of conflict of interest will be looked into and avoided.
- **Anonymity and security.** To remain accessible, open and trusted, the grievance mechanism ensures that the identities of those complaining are kept confidential. This encourages people to openly participate and file complaints or comments.
- **Due process.** Implies the right of a person to be present and be heard before a duly constituted body assigned or formed to hear, settle, mediate or conciliate complaints or grievances.

GRM Systems Components

Installation

The Project's GRM must be accessible to everyone who wants to file a grievance or ask for clarifications regarding the project. Grievance installation starts before the project is implemented and will continue until key stakeholders of the Project, including the relevant community members, are trained on the GRM guidelines and procedures. The GRM is considered installed once the following key activities are completed²:

A. Pre-Implementation Phase

- a. GRM Guidelines formulated and incorporated in the Project Operations Manual (POM), Stakeholder Engagement Plan (SEP), and the Labor Management Procedure (LMP). The guideline shall outline the key information about the types of the Grievances that the Project can anticipate, roles of each Project stakeholder in the GRM, handling process or procedures of GRM complaints and/or incidences both related to Project implementation and staff concerns, and monitoring and reporting of GRM. Likewise, Project documents that include GRM Guidelines shall be posted in the Implementing Agencies' websites for public access.
- b. Issuance of Department Order³ (DO) defining the roles of each National Project Management Office (NPMO) and Regional Project Management Office (RPMO) entity in the GRM of the Project, as well as the implementation arrangements between and among the Bureaus, Offices, and Units within the Department of Health (DOH) and the Centers for Health Development (CHDs).
- c. Hiring of NPMO staff to be assigned as GRS focal both for the DOH and DSWD.
 - i. For the DOH, the Social Safeguards Monitoring Officer shall be the designated GRM Focal. Included in the position's Terms of References related to GRM are (i) implementing and managing implementation of SEP and GRM; (ii) act as the Project's focal for grievance redress mechanisms and reporting; (iii) assist in the development/strengthening of grievance mechanism/s in place and ensure timely resolutions of any grievances relative to project implementation; (iv) track grievance complaints and statuses of resolutions; and coordinate and/or monitor grievance complaints, action points, and resolution. Engagement of this position shall begin in the second year of the Project (2023) until the end of Project life.
 - ii. For DSWD, Kalahi-CIDSS NPMO's Project Development Officer III for Grievance Monitoring shall be in-charge of oversight, overall handling of Grievance complaints and incidents, provision of capacity building and technical assistance to Project staff, and monitoring and reporting.
- d. Project staff at the National and Regional levels shall be trained on the policies and guidelines on GRM, as part of pre-onboarding activities with the staff. The Project Staff, especially the Designated Grievance Officers, will be trained on the basic concepts of GRS, types and sample cases of grievance complaints, doing intake and organizing and coordinating with fact-finding groups, procedures in handling grievance complaints, levels of decision-making, and monitoring and reporting. Likewise, GRM shall be included in the key topics and concerns in the Technical Sessions to be provided to members of the Regional Technical Working Groups (RTWGs) as part of their orientation on project guidelines and implementation procedures.

² As of 30 November 2022, the Project is still anticipating the release of its funds, which are needed to facilitate the requirements for most of the GRM Installation requirements.

³ Department Order: Implementation Arrangement for the Philippine Multisectoral Nutrition Project (PMNP) under the International Bank for Reconstruction and Development (IBRD) Loan No. 9382-PH, which may be accessed from <http://bit.ly/3VHowpT> or [Annex D](#) of this document.

B. Project Roll-Out

- a. GRM orientation at the municipal and barangay levels provided. Grievance orientation to be provided to all covered areas of the project during the municipal orientation and first barangay assembly. During the municipal orientation, the GRS is explained, and a resolution forming a municipal grievance committee composed of the Expanded Municipal Nutrition Committees (EMNC) and representatives from the barangay grievance committees, is passed. The municipal resolution in general stipulates the commitment of the municipality to include representatives from the barangay grievance committees as members of the municipal grievance committee.
- b. Grievance Committee (GC) established and trained. Each barangay should have a functioning GC who are oriented on the grievance redress system and trained on basic alternative dispute resolution and indigenous peoples conflict resolutions. This committee shall be composed of at least three community volunteer group representatives and at least two regular members of the Barangay Nutrition Committee (BNC). Likewise, the committee will be linked up with the Barangay’s Lupong Tagapamayapa (Lupon) or other existing grievance resolution bodies in the barangay to harmonize their systems of resolving grievances. For Indigenous Peoples' (IP) communities, the GC will automatically be the members of the IP’s conflict resolution system. For municipal level grievances, the Municipal GC is composed of members of the EMNC with five to ten representatives coming from the different Barangay GCs.
- c. A training for members of GCs shall be provided by the RPMO staff, focusing on the project’s GRM Guidelines and policies; roles and responsibilities of the Barangay GCs, the BNCs, and EMNCs; handling and facilitating data-gathering/fact-finding activities; and feedbacking, monitoring and reporting of grievance complaints.
- d. GRS information materials available. Information materials such as brochures, tarpaulin or posters should be present in the area and official websites and social media accounts of DOH and DSWD. The materials should contain information regarding the GRS and contact numbers or hotline of DOH CHDs and DSWD Field Offices and should be translated into local languages.
- e. Means of reporting grievances available. This includes putting up the grievance box in the barangay and other means to receive complaints such as emails, social media, grievance hotlines or complaints desks.

Types of Grievances

Grievances are categorized to four, mainly according to the level of authority delegated to address or resolve them.

Table 1. Types of Grievances

| Type | Definition |
|------------------|--|
| Type A Grievance | Simple, non-contentious queries, clarifications, comments, and/or suggestions on the project. |
| Type B Grievance | Compliances with project processes, the Tripartite Memorandum of Agreement between the DOH-DSWD-LGU, and other PMNP implementation arrangements. |
| Type C Grievance | Conformance to PMNP procurement and finance guidelines. |
| Type D Grievance | Conformance with DOH’s Primary Health Care guidelines and policies. |

Type A Grievances are non-contentious and merely requests for information/updates, seeks clarification or a response and suggestions to enhance the project design, improve operations and facilitate

administrative/logistical support to the project. This type of grievance may be resolved by providing response and clarification, often by simply explaining and/or expounding on the issue or the question raised.

Types B to C Grievances are related to compliances with project policies, processes, and implementation. These grievances may also include grievances or offenses pertaining to misuse of funds, allegations of corruption, falsification of public documents that will require conduct of further inquiries, investigations, fact-finding activities and submission and review of means of verification and/or evidence to ensure that a fair and just process of resolution.

Type D Grievances pertains to complaints, cases, and/or reported situations wherein the implementation process are not conforming with the various guidelines and policies on Primary Health Care issued by the Department of Health and other similar or related national policies. Also, Type D Grievances may also refer to the effects of mishandling or mismanagement of primary health care interventions offered by the Project resulting in adverse effects on the health and well-being of the beneficiary/ries.

Handling and Monitoring Structure

Barangay-Level

At the Barangay level, the key players for handling and monitoring grievances are:

1. Barangay Grievance Committee - Ensures that grievances and problems, issues, needs, concerns and observations (PINCOS) at the barangay level are captured and addressed by the Barangay Grievance Committee. The roles of the Committee are:
 - Serve as the Community Facilitator's assistant in ensuring that the GRM is properly installed in the barangay.
 - Link up/coordinate with the Lupong Tagapamayapa and other barangay grievance structures to harmonize the various systems.
 - In cases when there is a need for fact-finding, the GC will assist the project staff in calling for meetings and other fact-finding activities and in securing Means of Verification (MOV) and other pertinent documents regarding the grievance complaint.
 - The GC will also inform the Community Facilitator about existing PINCOS in the community and how they were addressed or what actions are expected from the management.
 - Documentation of grievances that were raised during community assemblies/meetings or submitted through other channels such as the grievance box.

2. Barangay-Based Institutions – PMNP is fully cognizant of existing structures and community-based modes of dispute or grievance resolution. The Project will therefore try to harness these mechanisms and complement these structures. The following are the mandated structures in the barangay which can be tapped during the grievance resolution process:
 - Barangay Development Council
 - Peace and Order Council
 - Lupong Tagapamayapa
 - Women and Children's Desk / Barangay Council for the Protection of Children
 - Council of elders and Tribal leaders (for IP communities); The structure must be agreed upon in an assembly and documented with minutes of meeting or barangay/municipal resolution.

- The Project's Community Facilitator (CF) – Serves as the barangay grievance monitor who is responsible for recording all grievances in an intake form and ensuring that these are inputted by the encoder in the database. The CF also ensures that the GRS has been installed in his/her assigned barangay. The CF should regularly monitor the status of resolution of grievances.

Municipal-Level

At the Municipal level, the following entities will be fully engaged for handling and monitoring grievances:

- Expanded Municipal Nutrition Committees (EMNCs) – The EMNC will be informed of municipal level concerns or those that affect more than one barangay. With representatives from concerned Barangay Grievance Committees, the EMNC may conduct fact-finding activity, community validation sessions, or immediately call for municipal consultations to discuss the grievance complaints received.
- Area Coordinating Teams (ACTs) – Serve as the municipal grievance monitors who are responsible for monitoring the status and the actions taken on all municipal-level concerns. The roles of the Area Coordinating Teams include the following:
 - Monitor and ensure installation of the GRS.
 - Provide coaching to grievance volunteers on GRS handling process and conflict resolution.
 - Receive complaints and accomplish Intake Form
 - Convene the grievance volunteers and facilitate resolution of complaints/issues.
 - Monitor resolution and ensure closure to every grievance.
 - Submit required monthly and quarterly report to the regional office

Regional Project Management Level

DOH CHD/DSWD Field Office Staff and Officials shall be responsible for handling and monitoring grievances at the regional project management level:

- Regional Director – Supervises and ensures that the GRS is functional; renders decisions on grievances concerning project staff and those that cover violations on procurement and financial guidelines based on results of investigation procedures and review of evidence.
- Designated Regional Grievance Monitors – provides technical assistance and capability building support to Area Coordinating Teams/Regional Implementation Teams in grievance handling and reporting. The responsibility also includes facilitating intake, monitoring and consolidating municipal level databases.
- DOH-CHD Designated Focal/DSWD Regional Project Coordinator - supports the system by performing tasks given by the Regional Grievance Officer and by providing the administrative and other needs to enable the regional staff in performing their function.
- Regional Fact-finding Group - is a person or group of persons designated by the Regional Director to conduct validation of facts related to the grievance. The function may also include provision of technical assistance to clarify issues in the project.
- DOH-CHD Legal Service/DSWD Field Office Retainer Lawyer - provides assistance and advice for grievances involving legal actions and complaints against project staff and other personnel of the DSWD.

The Regional Project Management Office, specifically the DOH Regional Project Officer for Mobilization and Technical Assistance and the Regional Project Coordinator, shall perform the following tasks:

- Ensure installation and functionality of the GRS to Project areas.

- Conduct GRS orientation and create greater awareness to various stakeholders (NGOs, NGAs, media, etc)
- Simplify and localize the grievance information materials.
- Facilitate the investigation, verification, and resolution of grievances received, ensuring that project guidelines are followed.
- Monitor resolution of grievances/complaints and response to queries, comments and suggestions.
- Provide coaching/training on the GRS handling process and conflict resolution to field staff.
- Provide sufficient grievance intake and report forms at the field.
- Institute review of common cases, sharing of lessons learned, and effective strategies in redressing grievances.
- Submit required monthly and quarterly reports to the NPMO.
- Conduct spot checks or site visits to check on installation and functionality of the grievance system including the process and outcome of grievance resolution.

Table 2. Designated Grievance Monitors per Implementation and Management Level

| Level | Grievance Monitors | Name and Contact Details (as of 24 November 2022) <i>*to be updated once Project Funds become available and staff are hired.</i> |
|--|--|--|
| Barangay | Barangay Nutrition Committee's designated focal | For identification and hiring, during Social Preparation Phase of Component 2 implementation (beginning Q1-Q2 of 2023) |
| Municipal | Municipal Nutrition Committee's designated focal | For identification and hiring, during Social Preparation Phase of Component 2 implementation (beginning Q1-Q2 of 2023) |
| Regional Project Management Office | Designated Project Officer for Grievance (DOH CHDs and DSWD RPMOs) | Regional PMNP Focals: <ul style="list-style-type: none"> ● DOH CHDs – Regional Project Officer for Mobilization and Technical Assistance, for hiring beginning January 2023 ● DSWD Field Offices – Kalahi-CIDSS RPMOs' Monitoring and Evaluation Officer III |
| National Project Management Office | DSWD KC NPMO's Project Development Officer III for Grievance Redress (PDO III for Grievance) | Guien Carlos C. Pacios PDO III for Grievance, Kalahi-CIDSS NPMO gccpacios@dswd.gov.ph |
| | DOH NPMO's Social Safeguards Officer | For identification and hiring, beginning January 2023 |
| Overall Project Focal for Grievance Monitoring and | DOH, as Lead NPMO through the Project Officer III (Team Leader) | <i>Interim, until December 2022:</i> Josephine R. Jade Senior Project Officer jrjade@doh.gov.ph |

| | | |
|----------------------|--|--|
| Technical Assistance | | |
|----------------------|--|--|

National Level

The NPMOs of DOH and DSWD will be responsible for handling and monitoring grievances at national level. The following staff and officials shall have specific roles and responsibilities in the grievance handling and resolution process:

- National Project Director (NPD) and Deputy National Project Director (DNPD) – Issue operational directives to reflect official department positions that will have impact on Project policies and operations including that of the Grievance Redress System.
- National Project Manager (NPM) - Ensures that the grievance cases in all the regions covered by the Project are promptly acted upon. The responsibility includes supervising the strengthening of the system and making it viable for institutionalization at the local level.
- Designated National Grievance Monitor (NGM)⁴
 - Provides technical assistance to the designated Regional Grievance Monitors in building the capacity of the people to install, operate and sustain the system through community training activities in grievance handling, tracking, and data-basing.
 - Consolidates and reviews the grievance reports and databases coming from the regions.
 - Mobilizes concerned staff/units to facilitate the investigation, verification, and resolution of grievances received, ensuring that project guidelines are followed.
 - Ensure installation and functionality of the GRM to Project areas.
 - Conduct GRM orientation and create greater awareness to various stakeholders (NGOs, NGAs, media, etc).
 - Simplify and localize the grievance information materials.
 - Facilitate the investigation, verification, and resolution of grievances received, ensuring that project guidelines are followed.
 - Monitor resolution of grievances/complaints and response to queries, comments and suggestions.
 - Provide coaching/training on the GRS handling process and conflict resolution to field staff.
 - Provide sufficient grievance intake and report forms at the field.
 - Institute review of common cases, sharing of lessons learned, and effective strategies in redressing grievances.
 - Prepare/Draft the quarterly report to be submitted to the World Bank.
 - Conduct spot checks or site visits to check on installation and functionality of the grievance system including the process and outcome of grievance resolution.
- Fact-finding Group - is a person or group of persons designated by the NPM to conduct validation of facts related to the grievance. The function may also include provision of technical assistance to clarify issues in the project.
- Legal Service - provides assistance and advice for grievances involving legal actions and complaints against Project staff and other personnel of the DOH and DSWD.

Handling Process

Intake

⁴ Social Safeguards Monitoring Officer for DOH NPMO and Project Development Officer III for DSWD NPMO.

This is the first step in the process whereby a grievance, comment, suggestion or query is filed. Anyone with a complaint against the Project, its implementation, the project staff, local personalities in the areas of Project operation and others may file grievances. This includes:

- Any or all residents of the barangay and municipality where the project is being implemented.
- Officials of local and national government agencies.
- Staff of NGOs, faith-based institutions, consultants, media representatives, local business groups, or simply any Project stakeholder.
- Non-residents of the barangay or municipality who stand to gain or lose from the project.

A grievance or comment may be channeled or initiated through any of the means or channels identified in the matrix below, through CHDs or Field Offices:

Table 3 Grievance Reporting Mechanisms

| Grievance Reporting Medium or Channel | Grievance Reporting Mechanism |
|---------------------------------------|--|
| Physical or Walk-In | <p>Complainants may file grievance either through verbal narration and/or submission through Suggestion Boxes, in any of the following Offices:</p> <ul style="list-style-type: none"> ● Complaints Handling Unit (CHU) or similar unit in the DOH and DSWD Central Offices ● DOH Centers for Health Development, Provincial DOH Offices, and DOH Health Facilities. ● DSWD Field Offices and Social Welfare and Development Teams (SWADT) Offices in the Provinces ● Civil Service Commission and its Regional Offices ● Area Coordinating Teams (ACTs) based in the LGUs ● Local Government Units (Municipal or Barangay) ● World Bank Office |
| Mail, Online, and Email | <p>Complainants may file, endorse, or submit their grievances through any of the following means:</p> <ul style="list-style-type: none"> ● Letter ● Email ● Social Media posts, ● SMS/Text Messages <p>The designated Grievance Officer shall monitor grievances filed through the above-mentioned means. In cases of social media posts, the Grievance Officer shall coordinate with the Social Marketing and Communications Units of DOH/DSWD Central Offices, CHDs, and Field Offices to gather grievances posted in the Departments’ social media accounts.</p> |
| Phone Call | <p>Complainant files grievance by calling the following:</p> <ul style="list-style-type: none"> ● DOH Call Center/Hotline (Covid-19 and vaccines) or through hotline of DOH health facilities ● Citizens’ Complaint Center No. 8888, currently managed by the Civil Service Commission ● DOH Covid-19 Emergency Hotline No. 02-894-COVID and 1555 ● DSWD Agency Operations Center No. 8931-8101 loc 10212 ● Local Numbers of DOH CHDs and DSWD Field Offices, posted in conspicuous place |

A concerned individual or group may file a complaint or address queries/comments at any level of the Project’s implementation structure using any of the means identified above. The designated GRS Focals and/or Project Staff shall facilitate the verification and action steps to address and resolve Grievance complaints and incidents received.

Verification and Action

Verification includes gathering of facts and clarifying information in order to have a clear picture of the circumstances surrounding the grievance or complaint. Conducting Verification and Fact-finding entails the following:

- Analyze issues that need to be validated and the persons or parties involved.
- Determine facts to be verified and how to gather them. Validation methods include site visits, review of documents, interviews and meetings with concerned individuals/groups.
- Secure all documents/means of verifications (MOVs) that will support the findings.
- Ensure that the whole procedure is properly documented (such as minutes of meeting, recordings or photos), fair and transparent.
- Present findings/results of validation to the Municipal/Barangay Nutrition Committee or head of office for their decision.

The following constitute the verification or fact-finding groups at the different levels:

Table 4 Complaint Fact-Finding Team Composition per Implementation and Management Level

| Levels | Fact-Finding Group |
|------------------------------------|--|
| Barangay | Grievance Redress Committee (GRC) |
| Municipal | Expanded Municipal Nutrition Committee (EMNC) |
| Regional Project Management Office | Regional Fact-Finding Group, members of which are designated by the Regional Director and convened by the Designated Focal for Grievance Concerns |
| National Project Management Office | Regional Fact-Finding Group, members of which are designated by the Project Manager (Director/OIC) and convened by the Grievance Monitoring Officer/Social Safeguards Monitoring Officer |

Action reflects the steps towards the resolution of the case. Actions to a grievance include openly discussing the issues to the community and arriving at agreements and decisions as well as imposition of sanctions if needed. In general, the process is kept simple and all grievances will be dealt with at the lowest level possible – at the *barangay* or municipal level. This is because the ultimate users of the system are the residents of the *barangay* participating in the project. They should therefore be kept informed and involved in determining actions to be taken.

Table 5 Action Steps per Each Type of Grievance

| Type of Grievance | Example/Scope | How to Process and/or Facilitate | Timeline |
|---|--|---|--|
| Type A: Non-contentious queries/Clarifications on the project | Positive comments/appreciation on the project; Clarification on roles and responsibilities of volunteers; inquiry on | Responded to at the point of intake at any level of the project or referred to appropriate office/person who can address the inquiry. | Addressed within five days from the date of receipt. |

| | schedule and timeline of project. | | |
|---|--|--|---|
| Type B: Compliance with project processes, MOA and other PMNP implementation arrangements | Scope: Involving project staff Example: Project staff manipulated results of budget allocation. | <ul style="list-style-type: none"> ○ Designated Grievance Focal to intake the grievance complaint, prepare necessary briefing to the fact-finding group and the Regional Director. ○ Composition of a fact-finding group to be designated by the Regional Director; Designated Grievance Focal to coordinate with Fact-Finding Group members. ○ Fact-finding Group to investigate and endorse/recommend actions to the Regional Director. ○ Regional Director to decide, in consultation with the Regional TWG. ○ Applicable Labor Management Procedures shall be followed. | Addressed within 15-30 days from the date of receipt. |
| Type B: Compliance with project processes, MOA and other PMNP implementation arrangements | Occurrence in more than one barangay Example: Biases in allocating community grants | <ul style="list-style-type: none"> ○ GRC and/or BNC will endorse grievance complaint to EMNC. ○ EMNC with representatives from Barangay GRC to conduct fact-finding and endorse findings and recommendations to the PMNP Regional TWG. ○ Regional TWG to decide through a resolution. | |
| | | | |

| | | | |
|---|---|---|--|
| <p>Type C: Conformance with PMNP procurement and finance guidelines</p> | <p>Scope: Involving one barangay Example: Barangay BAC favored a certain supplier</p> | <ul style="list-style-type: none"> ○ Community Facilitator together with barangay GRC to conduct fact-finding. ○ Results of fact-finding to be presented in a community consultation or barangay assembly for validation. ○ GRC to endorse/recommend actions to the Regional Technical Working Group. ○ EMNC to decide through a resolution, unless it elevates the matter to the Regional TWG. | <p>Addressed within 30-60 days from the date of receipt.</p> |
| <p>Type C: Conformance with PMNP procurement and finance guidelines</p> | <p>Scope: Involving project staff Example: Forgery of documents</p> | <ul style="list-style-type: none"> ○ Designated Grievance Focal to intake the grievance complaint, prepare necessary briefing to the fact-finding group and the Regional Director. ○ Composition of a fact-finding group to be designated by the Regional Director; Designated Grievance Focal to coordinate with Fact-Finding Group members. ○ Fact-finding Group to investigate and endorse/recommend actions to the Regional Director. ○ Regional Director to decide, in consultation with the Regional TWG. | <p>Addressed within 30-60 days from the date of receipt.</p> |
| <p>Type D: Conformance on DOH's Primary</p> | | <p>Grievances will be handled at the local</p> | <p>Addressed within 48 hours to 10 days.</p> |

| | | | |
|--------------------------------------|--|--|--|
| Health Care guidelines and policies. | | <p>level by the respective health facility or LGU and Centers for Health Development (CHDs) at the regional level.</p> <ul style="list-style-type: none"> ○ Designated Grievance Focal to intake the grievance complaint, prepare necessary briefing to the fact-finding group and the Regional Director as needed. ○ Composition of a fact-finding group to be designated by the Regional Director; Designated Grievance Focal to coordinate with Fact-Finding Group members. ○ Fact-finding Group to investigate and endorse/recommend actions to the Regional Director. ○ Regional Director to decide, in consultation with the Regional TWG. | |
|--------------------------------------|--|--|--|

Any decisions made by the body should be documented in the minutes of meeting or proceeding. This would serve as a supporting document to the resolution of the case. A grievance case is considered resolved when:

- An inquiry or clarification regarding the program/project has been responded to and the person who raised the concern is satisfied with the response provided.
- Unfulfilled obligations/commitment of one of the parties involved has been complied and all parties are satisfied with the actions taken.
- Violations committed had been corrected in accordance with program policies and guidelines.
- Appropriate sanction to the group/individual involved in the case has been imposed when necessary.

If needed, the DOH intends to harness its DOH COVID-19 Hotline agents in the case of incidents/grievances pertaining to Type D: Conformance on DOH’s Primary Health Care guidelines and policies for immediate response. The Hotline will filter calls which require more advanced support and may eventually be forwarded to the appropriate team for immediate assistance.

Sanction. Depending on the gravity of the act or omission, sanctions may be imposed by the EMNC or the Regional Technical Working Group. Sanctions can be recommended and imposed only when there is a majority vote of the members of the EMNC, and Regional TWG. In cases where sanctions are not within the scope of the EMNC, the Regional Technical Working Group will decide and issue a

resolution. Sanctions may be imposed on an individual, group of individuals, sitio, group of sitios, barangay, and group of barangays, cluster, or municipality.

Any sanction shall be without prejudice to the penal, civil or administrative sanctions that may be imposed by pertinent laws or guidelines. Sanctions that may be imposed by the Regional Technical Working Group include but not limited to:

- Warning
- Compromise agreement
- Removal from the community volunteer groups/BNC/EMNC; will not be allowed to participate in project activities.
- Reimbursement of funds provided or paid.
- Non-payment for the services rendered to date/or supplies provided.
- Suspension from participation in DSWD Kalahi-CIDSS' projects
- Work suspension, non-renewal of project staff's contract, or immediate termination of work contract.

Feedback

This refers to the process of replying to the grievance sender and informing the complainant or aggrieved party of the status of his/her/them complaint. If the complainant is unknown, the status or the redress documents covering the complaint will be posted in the municipal and barangay bulletin boards. Response to grievances under Type A must be presented to assemblies to provide clear and complete information to people about their queries.

Any person who does not agree with the decision on a complaint or grievance may file an appeal with the next higher level of the grievance redress system or to any appropriate office. The appeal shall be resolved by the receiving office within 30 working days.

To ensure the effectiveness of the GRS, the grievance handling procedure must adhere to the Ease of Doing Business (EODB⁵) and Efficient Government Service Delivery guidelines provided by the program offices. See Annex E: Republic Act No. 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018.

According to the EODB guideline on Rule IV Citizen's Charter Section 3 Responsibilities of Government Agencies, the transactions are categorized based on the revised service requirements. The table below shows the service levels and definition for easy, complex, and highly technical transactions and the corresponding number of days. The EODB guidelines must be observed at all times when dealing with complaints or grievances. However, the type and context of grievances must always be taken into account and correspond to the PMNP grievance processes and timeline described in Action Steps per Grievance Type.

Table 6 Ease of Doing Business

| Service Standards | Definition | Number of Days |
|-------------------|------------|----------------|
|-------------------|------------|----------------|

⁵ See [Annex E - Republic Act 11032](#) (Ease of Doing Business and Efficient Government Service Delivery Act of 2028)

| | | |
|---------------------|--|-----------------|
| Simple transaction | inquiries or request submitted by clients or requesting parties of a government officer or agency which only require ministerial actions on the part of the public officer or employee, or that which present only inconsequential issues for the resolution by an officer or employee of said government office | 3 Working Days |
| Complex Transaction | inquiries or request submitted by clients 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 | 7 working days |
| Highly Technical | a transaction which requires the use of technical knowledge, specialized skills and / or training in the processing and / or evaluation thereof | 20 working days |

Follow-up

Follow-up must also be done to all resolved grievances immediately upon the feedback was provided to the complainant to determine if the final resolution yielded positive result to the aggrieved party and to the community in general. This involves asking the complainant whether or not he/she was satisfied or not satisfied with the resolution of the issue.

The Designated Regional Grievance Officer should also conduct an audit to review if handling of grievances was in accordance with the GRS process.

Labor Grievance Management System⁶

The Project undertakes to implement and disseminate the mechanism for handling complaints and grievances for workers, which will be a transparent and timely procedure and will allow workers to raise complaints, claims, labor inquiries, or suggestions even anonymously. The grievance mechanism shall be made easily accessible to all project workers. Regular meetings with the project workers to discuss any work-related issues and concerns will be conducted. Every grievance raised by a worker will be documented with the actions undertaken by the office to address such grievance. This mechanism will be replicated in contractor and subcontractor companies.

Complaints about sexual harassment shall be subject to the procedure outlined in Republic Act 7877 (Anti-Sexual Harassment of 1995). Government workers' complaints shall observe the grievance

⁶ The Project's Labor Management Plan may be accessed from <http://bit.ly/3gO3ZkC>, as an Annex of Project Environment and Social Management Framework ([Annex B](#) of this document).

redress mechanism of the concerned agency. For other labor issues or complaints emanating from the implementation of the Project, this grievance mechanism will apply. Availing of the grievance mechanism process provided herein is without prejudice to the filing of appropriate complaint before the DOLE, CSC, or the proper courts and other competent authority.

The means (face-to-face, virtual, telephone call) to make complaints, claims, work inquiries, or suggestions are as follows:

Table 7 Communicating Grievance Complaints (Template for Info Dissemination)

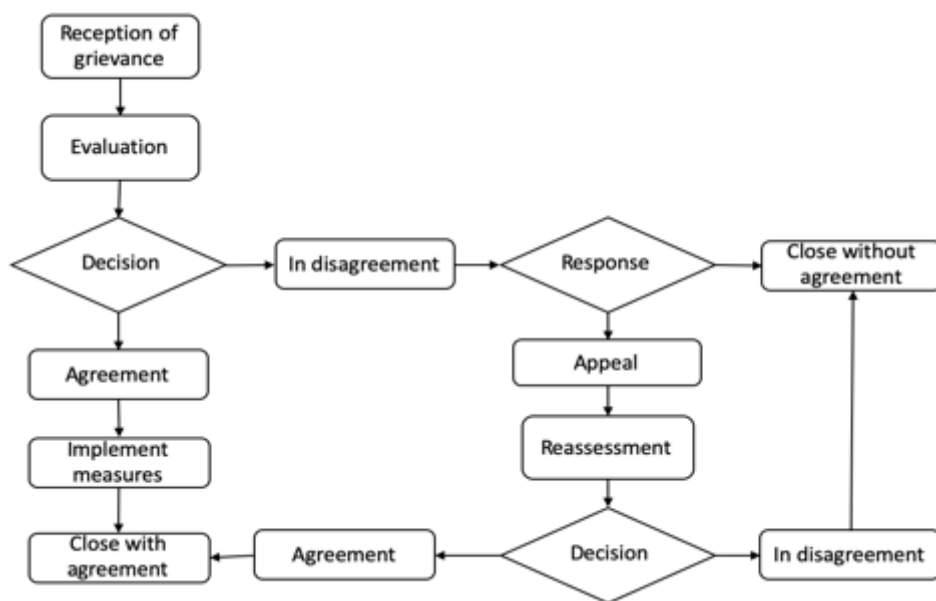
| Means | Data |
|--------------|--|
| Telephone | [Numbers] |
| | [Hours of Attention] |
| Email: | [Email Address] |
| | National Project Management Offices: pmnp@doh.gov.ph kc@dswd.gov.ph |
| Web: | [Webpage] |
| In Person: | [Office name and address] |
| | [Hours of Attention] |
| | [Contact Person] |

The contact numbers, email addresses, website and other details shall be posted in public places in the targeted municipalities and barangays. The complaints may also be filed through a Grievance Committee logbook or via text or letter to any member of the Barangay/MNC Grievance Committee.

The procedure for the complaints and grievance mechanism will be as follows:

1. The person will formulate the complaint, claim, labor consultation, or suggestion through the established means, which will be received, registered and evaluated by the concerned Project Management Office (PMO).
2. The concerned PMO shall determine the validity of the complaint filed. It shall likewise ensure confidentiality until proper venue has been provided to discuss and settle the reported issues.
3. In case the complainant/claimant does not agree with the response of the concerned PMO, he/she may file a Motion for Reconsideration (MR) before the said Office. It should be specified that the worker, according to the nature of his complaint or claim, may at any time continue through administrative or judicial means.
4. The MR will be a ground for re-evaluation of the first decision of the concerned PMO which will issue a decision on MR.
5. In case the complainant/claimant does not agree with the decision on the MR, the procedure will be closed without any agreement. The complainant/claimant may follow the applicable administrative procedure according to the nature of the complaint or claim.
6. In case the complainant/claimant agrees with the decision of the concerned PMO, the agreement will be implemented after the corresponding negotiation in order to close the procedure.

The following is the flow chart for the labor complaints and grievances mechanism:



For workers of Contractors/Subcontractors, the aggrieved worker may raise any issue anonymously through a letter which shall be submitted to his/her immediate supervisor's office. All grievances that are not anonymous pertaining to adequate working conditions, standard occupational safety and health and other concerns from the workers shall be addressed following the procedures outlined below:

1. The grievance shall be submitted by the workers to the Contractor who shall follow the DOLE procedures in handling the complaints. The Contractor shall act within 15 days upon receipt thereof;
2. If no understanding or amicable solution can be reached, or if the complainant does not receive a response from the Contractor within 15 days of registry of the complaint, he/she can appeal to the concerned PMO, which shall act on the complaint/grievance within 15 days from the day of its filing. If the concerned PMO does not see itself fit to address the complaint it will immediately bring the matter to the concerned DOLE office.
3. If the complainant is not satisfied with the resolution offered by the Project Executing Unit, he/she can bring the complaint to the concerned DOLE office, which shall act on the complaint/grievance in accordance with its rules of procedure.

For their part, every worker can file a complaint with the competent authorities. The following Table presents the authorities according to their functions to receive specialized complaints:

Table 8 Institutions and their Functions in Receiving Grievance

| | Institutions | Functions |
|---|--------------------------------|---|
| 1 | Civil Service Commission (CSC) | CSC shall hear and decide administrative cases instituted by or brought before it, directly or on appeal ⁷ |
| 2 | Head of Agency /LGU | They take cognizance of complaints involving their respective personnel. ⁸ All agencies must establish grievance machinery. ⁹ |

⁷ Revised Rules on Administrative Cases in the Civil Service

⁸ Revised Rules on Administrative Cases in the Civil Service

⁹ CSC Memorandum Circular 2 s.2001

| | | |
|---|--|--|
| 3 | Private Arbitration | The parties may agree to private arbitration, but this will not deprive Philippine labor courts or agencies of jurisdiction over certain labor disputes as provided by law. |
| 4 | Grievance Machinery under the CBA | The Labor Code requires parties to a CBA to establish a machinery for the adjustment and resolution of grievances arising from the interpretation or implementation of their CBA. |
| 5 | DOLE/SeNA Desk Officers | The DOLE through its regional offices and attached agencies shall provide a speedy, impartial, inexpensive and accessible settlement of labor issues arising from employer-employee relations, including issues on OSH Standards, to prevent them from ripening into full blown labor dispute or actual labor case, of the Single Entry Approach (SeNA) ¹⁰ |
| 6 | Committee on Decorum and Investigation (CODI) in Sexual Harassment Cases | Receive complaints of sexual harassment; Investigate sexual harassment complaints in accordance with the prescribed procedure; Submit a report of its findings with the corresponding recommendation to the disciplining authority for decision; and Lead in the conduct of discussions about sexual harassment within the agency or institution to increase understanding and prevent incidents of sexual harassment. |
| 7 | Labor Arbiters/ National Labor Relations Commission (NLRC) | Labor Arbiters have original and exclusive jurisdiction to hear and decide the following cases involving all workers, whether agricultural or non-agricultural: unfair labor practice cases; termination disputes; claim for reinstatement; claims damages; cases arising from strikes and lockouts; and all other claims arising from employer-employee relations. Cases decided by Labor Arbiters are appealable to the NLRC ¹¹ |
| 8 | Philippine National Police (PNP) | Through the police stations, they intervene in the reception and processing of complaints, as well as in the investigation of crimes. |

Monitoring and Reporting System

There are two forms used in GRS monitoring:

¹⁰ RA 10396 and DOLE Department Order No. 151-16, s. 2016

¹¹ Art. 217, Labor Code

1. The Barangay and Municipal Installation Form - Checklist to monitor the status of the grievance system's installation in the barangay and municipality.
2. The Grievance Intake Form - Used to record reported and unreported grievances (PINCOs). It is accomplished every time a grievance/concern has been filed and must be updated until the case is resolved.

The EBNC/Community Facilitators are responsible for filling up both the installation forms and the intake forms at the barangay and municipal levels respectively. All means of verifications (such as minutes of the meeting, resolutions, financial documents, statements, reports etc) must be attached to the intake form in support of the findings and should be filed in a secure area in the BNC/MNC office.

The installation and grievance intake forms will then be encoded to the GRS Database. The database contains both the barangay and municipal installation database and the grievance database and must be submitted to the regional office every month.

GRS is part of the project's commitment in its Key Performance Indicators (percentage of registered grievances satisfactorily resolved in line with the GRS). As such, monitoring of status of resolution of all reported grievances should be strengthened at all levels.

Below is the template to be used in recording and reporting grievance complaints, for use of the Designated Grievance Officers.

Table 9 Template for Recording and Reporting Grievance Complaints Received

| Recording and Reporting Form on Grievances For the Month/Quarter: _____ | | | | | |
|--|--------------------------------------|---------------------|---------------------------|---------------|---|
| List of Grievances Filed/ Registered | GRM Source (DOH; DSWD; CSC; LGU; WB) | Name of Complainant | Grievance Level/ Category | Actions Taken | Status of Resolution (completed, no further complaint; on-going; complaint dropped) |
| | | | | | |
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The form shall be accomplished by each Project Management Office at various levels on a quarterly basis and be incorporated into the Project MIS. Quarterly Grievance Monitoring Report shall include the number of grievances received per type, action steps taken and/or facilitated, status of resolution, and other remarks to aid follow-up.

Annexes

- Annex A - [Project Operations Manual](#)
- Annex B - [Environmental and Social Management Framework](#)
- Annex C - [Stakeholder Engagement Plan](#)
- Annex D - [Department Order: Implementation Arrangement for the Philippine Multisectoral Nutrition Project \(PMNP\) under the International Bank for Reconstruction and Development \(IBRD\) Loan No. 9382-PH](#)
- Annex E - [Republic Act No. 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018](#)