
FOREWORD

The KALAHI-CIDSS Grievance Redress System is one of the key features of the program to promote transparency and accountability. Since 2003, the KC-GRS has been continuously responding to a wide-range of complaints and grievances related to the program. The system has been installed from the national to regional offices of DSWD to every barangay covered by the program to ensure that communities have access to all levels in filing and or reporting their complaints.

Another important aspect of the KC GRS is its recognition of communities' rights to demand accountability from the government and communities' capacity to address their own situation. As such, the GRS provides them the opportunity to actively take part in the resolution of their issues and concerns.

This document is a compilation of reference documents and cases on the Grievance Redress System gathered from more than ten years of program implementation. The document shall serve as a guided for program staff in ensuring that proper resolution of grievances is observed by referring to the GRS handbook and supplementing it with actual cases reported through the system.

It is also through this initiative that the community-driven approach in grievance handling and resolution is documented. Some of the cases featured in this compendium also highlights the importance of barangay assemblies and community consultations as means to resolve the grievances.

MESSAGE FROM NPMO

In general, a grievance is an expression of concern or complaint voiced by any person who feels they have been or will be negatively impacted by someone else's activity.¹ For Kalahi -CIDSS-NCDDP, a grievance may include non-contentious inquiries and clarifications about the project as well as issues and concerns that emanate due to non-compliance to project processes, MOA and non-conformance to government procurement and finance guidelines. Kalahi-CIDSS-NCDDP's Grievance Redress System is a locally-based formalized way to accept, assess and resolve community feedback or complaints. It uses community driven development (CDD) as an approach, to handle and manage grievances, that upholds the program's principles of transparency and social accountability. The GRS is an important component of the program as it provides a venue for communities to express their feedback on government actions/programs and provide them the opportunity to actively take part in the resolution of their issues and concerns. A grievance committee is formed in order to ensure participation of community members.

In addition, the system is also one of the safeguards for ensuring that the project is free from abuse and corruption.

To enable the system to be accessible to all those who wish to send in their complaints, KC GRS entertains grievances and complaints through various designated channels such as text, grievance box, email, letter, or reporting to authorized KC-NCDDP personnel, directly at any level of the project – municipal, regional or national offices where your grievance will still be entertained.

Grievance resolution in KC-NCDDP is a transparent and participatory process that allows the people to take part in resolving their issues/problems that is acceptable and fair to all

As in any other process in the program, the KC GRS also aims to capacitate the community to demand /seek accountability from those in the position of power. The program hopes that even beyond the project life, the communities continue to practice the principles of transparency and accountability in local government. It is encouraged that the GRS be adopted by the LGU as a means for communities to exact accountability from their officials.

(Footnotes)

¹ Grievance Redress Mechanism Frequently Asked Questions. World Bank

TABLE OF CONTENTS

Foreword	1
Message from National Project Management Office	2
Grievance Redress System Overview	4
GRS Handbook	10
Feature Stories	36
List of Acronyms	60

GRIEVANCE REDRESS SYSTEM

In general, a grievance is an expression of concern or complaint voiced by any person who feels they have been or will be negatively impacted by someone else's activity.¹ For KALAHAI -CIDSS-NCDDP, a grievance may include non-contentious inquiries and clarifications about the project as well as issues and concerns that emanate due to non-compliance to project processes, MOA and non-conformance to government procurement and finance guidelines. KALAHAI-CIDSS-NCDDP's Grievance Redress System is a locally-based formalized way to accept, assess and resolve community feedback or complaints. It uses community driven development (CDD) as an approach, to handle and manage grievances, that upholds the program's principles of transparency and social accountability. The GRS is an important component of the program as it provides a venue for communities to express their feedback on government actions/programs and provide them the opportunity to actively take part in the resolution of their issues and concerns. A grievance committee is formed in order to ensure participation of community members.

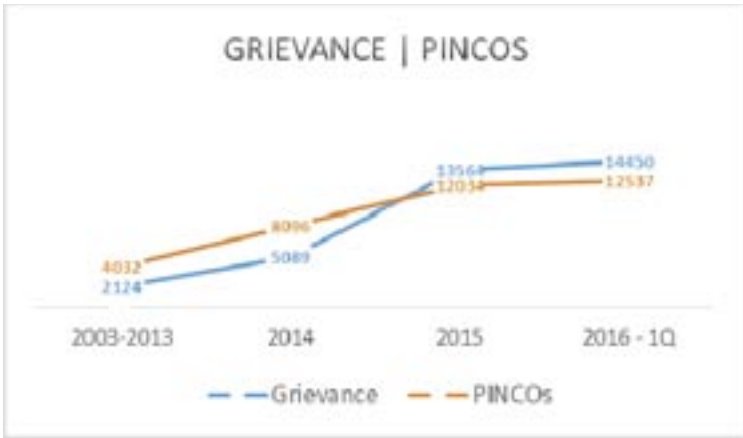
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In the past 13 years, the KALAHI-CIDSS GRS has received and recorded a total of 14,450 grievances that have been reported through the KC Program Information Management System. The volume of Grievances has increased significantly over time from approximately 3,000 in 2014 to approximately 8,000 in 2015 because of the expansion of KALAHI-CIDSS to NCDDP for almost 230% in 2015.

At the end of 2016-First Quarter, a total of 14,450 grievances have been reported through the Grievance Redress System, wherein 98.98% have been satisfactorily resolved. Among the covered KC areas, Region XII has the highest number of reported cases (3,901) followed by Region V (3,294).

Meanwhile, there were 12,537 PINCOs (Problems, Issues, Needs, and Observations) reported as of 31 March 2016. PINCOs are usually raised during barangay assemblies or by project staff. They are mostly non-contentious in nature such as clarifications on project processes and guidelines or operational issues or red flags that require immediate attention by the management.

	A	B	C	D	E	NL	TOTAL
TOTAL	12,934	1206	225	40	40	5	14,450

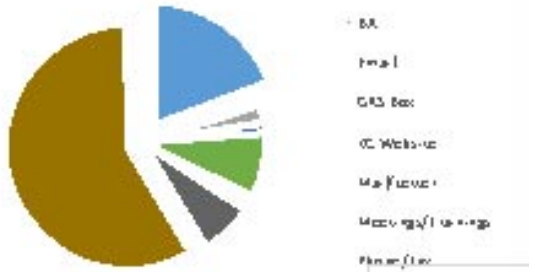
Grievances are classified according to types and further categorized based on areas of concern. Under Type A (non-contentious queries, comments or suggestions), out of the 12,934 cases filed; conformance to KC Process/Design/Guidelines (6,145) has the highest count, followed by SP Community Participation (1,231), then SP Implementation (1,158).

For Type B (compliance to project processes, MOA and other KC implementation arrangements), a total of 1,206 grievances were recorded. Conformance to KC process, design, guidelines (310) has the highest count, followed by Administrative concerns (298).

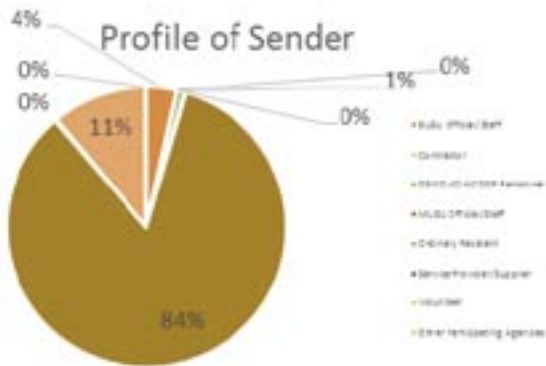
A total of 225 grievances for Type C (Conformance with KC procurement and finance guidelines); Issues pertaining to Procurement processes (63) has the highest count followed by conformance to KC processes, design, and guidelines (43).

	A	B	C	D	E	NL	TOTAL
Administrative	457	298	13	6		3	777
CEAC Schedule/ Timeline	647	47	0	1			695
Community Participation	1231	50	1	2			1284
Delivery of LCC	104	6	0	1			111
Delivery of Materials	187	31	1	2			221
Financial Management	456	47	29				532
Gender Concerns	171	7	0				178
Graft and Corruption	12	10	19				41
KC Process/design/ guidelines	6145	310	49	19	38	2	6563
LGU Participation	88	19	0	2			109
O&M/Sustainability	71	18	2				91
Positive comments	730	33	2				765
Procurement	459	37	63	4	1		564
Quality and Operation of SPs	211	69	6				286
RFR Processing	391	43	4				438
Salary and Allowances	297	33	16	1			347
Social and Environmental Safeguards	36	17	0				53
SP Implementation	1158	116	20	2	1		1297
TA/support, info dissemination and capacity bldg	83	15	0				98
TOTAL	12934	1206	225	40	40	5	14450

Most grievances – 59 percent as per recorded – filing through verbal narration; either walk-in filing or informal talks with the community

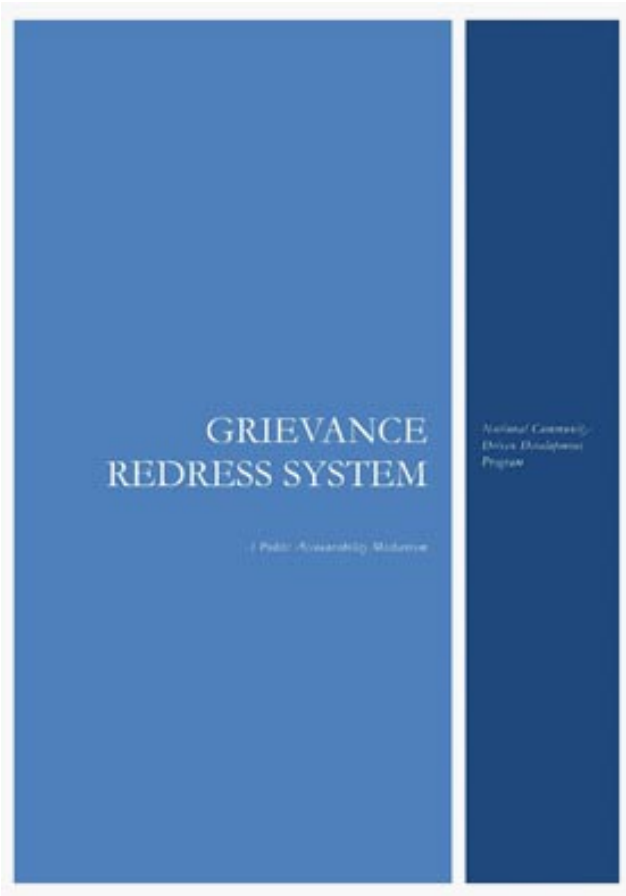


residents. Filing during meetings is still uncommon. Social Networking sites followed in the least-used means because of limited connectivity in the internet in areas of operations. As NCDDP pursued, Walk-in filings topped the number of grievances captured through Barangay Assemblies – trends of filing grievances from other means also expanded as KALAHI-CIDSS’s initiative to provide trainings on GRS and Alternative Dispute Resolution for the community level rolled-out.



Overall, received grievances are usually filed by primary resident – 84 % in total, followed by Community volunteers. Community volunteers are composed of heads and members of committees formed in the community for the whole operations of the project. The composition of the complainant categories has changed over time. Different stages of the CEAC cycle shows different trends on the profiles of complainant/sender.

The number of concerns/grievances reported through the Grievance Redress Mechanism would show that the project has put in place an effective system of guarding the project against abuses. It has also provided communities an effective platform to exercise their rights to have a graft-free project as well as to participate and be heard in its implementation. Through the Special Barangay Assemblies, the system also



strengthens the community-based approach in addressing conflicts and grievances in local government. The GRS has made communities more vigilant of their project, thereby, strengthening accountability in governance as people demand greater transparency in their projects.

INTRODUCTION

The Kalahi-CIDSS National Community Driven Development Program is the scaled-up implementation of Kalahi-CIDSS which uses the Community-Driven Development approach to promote local poverty reduction. CDD puts people at the center of decision-making and enables them to take part on their own development.

The Grievance Redress System is a feature of KALAHI-CIDSS-NCDDP to promote social accountability. It allows the Project to be fully responsive to its beneficiary communities. 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.); and violation of project policies, principles or procedures. It will also respond to simple requests for information to clear up a misunderstanding.

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

The Grievance Redress System is anchored on the following principles that guide the KALAHI-CIDSS-NCDDP Project:

Transparency – The system 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, NGOs and other civil society actors 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 system 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 system will allow anyone, especially the poor, the disadvantaged groups, the women, to raise grievance or complaints, be heard and be involved in its redress.

Institutional capacity-building for good governance – Through the system, the DSWD and local government units can strengthen channels of communication and mechanisms for grievance redress at the community level. The system 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 system 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 system entails 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 system 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 grievance.

RIGHTS AND OBLIGATIONS OF PARTICIPANTS IN THE KALAHI-CIDSS PROJECT

A complaint or grievance is usually filed because of a personal or collective belief that there was a violation of a right or a non-fulfillment of an obligation.

Rights of Participants in the Project. Barangay residents, LGU officials, employees of national government agencies, media representatives, NGOs and civil society groups and the project implementers are accorded the following rights as Project participants.

Right to information – The principle of transparency and good governance dictates that all participants should have full access to information on the Project especially the status of the sub-projects in their communities. Information that will enable the barangay residents to make an effective decision on matters affecting their welfare should be made readily available at all levels of the Project.

Right against intervention – The Project supports localized and demand-driven decision-making. The Project respects the right of communities to choose the people who will represent them, make decisions on the sub-projects they want to propose, the manner of implementing projects, and the manner by which grievance and complaints will be resolved -- free from interference from other sectors or agencies. Provision of a sound technical assistance by the Project staff to the community could not be considered as a form of intervening community decisions. Proper technical assistance would guide

the community to make the most appropriate, effective, and efficient solution to their needs.

Right to a graft-free project – Among the objectives of the principle of transparency is to ensure that sub-projects chosen and implemented by the barangays are graft-free. If people fully participate and take charge of their own development, corruption will be lessened, if not eradicated.

Right to participate and be heard -- The Project advocates for participation in the selection, design and implementation of sub-projects and in the election of community representatives. The right of all participants to be heard and to air grievance, comments, and opinion is also respected.

Right to informed consent -- Only after the communities are informed of all options available to them and the possible consequences of their choices should they be asked to make their final decisions. The right of the people to information and technical advice is premised on the assumption that they are only able to make right decisions after full information has been given to them.

Obligations of Participants in the Project. Parties joining the Project will assume certain obligations inherent to or explicitly provided by the Project. These obligations are categorized into four general areas, as follows:

Obligations arising from the principles of the Project. Adherence to the core principles of the Project is required. The operationalization of these principles is mostly contained in the project manuals. The manuals therefore serve as a reference on these obligations.

Localized decision-making. All deliberations and decisions on subprojects are taken at the barangay level and at the inter-barangay forum.

Empowering and participatory. The Project ensures that communities, with assistance from technical experts, will be able to prioritize development needs and make decisions on how resources are to be used.

Transparent. The barangay and the municipal stakeholders will know every aspect of project decision-making. Every amount spent and all decisions taken will be publicly announced and made available on information boards and through the independent monitoring of NGOs and media groups.

Community prioritization. Participating barangays will submit proposals to the inter-barangay forum for prioritization. All barangays have equal chances to access project funds based on the feasibility of proposed activities.

Socially inclusive. The whole community, not just a few families, will have the opportunity to be involved in the planning and decisionmaking process. Special effort will be taken to ensure gender-balance and active participation of the poorest segments and minorities in the barangay.

Demand-driven. options for community-driven development projects are based on an open menu. Communities will prioritize their needs, design project activities,

seek technical expertise and make informed choices on how resources are to be used for sustainable poverty reduction.

Simple. All decision-making, financial procedures and components of the project will be kept simple for all stakeholders to easily understand and become fully involved.

Sustainable. Long-term operations and maintenance plans are set up to ensure sub-project sustainability. At the municipal and barangay levels, local governments will be encouraged to adopt participatory community-driven planning approaches.

Obligations arising from the provisions of the Memorandum of Agreement (MOA) among parties participating in the project. These MOAs contain the responsibilities of different parties and become a source of obligations. The MOAs are between the: DSWD and MLGU perfected during the municipal launch and DSWD, MLGU and BLGU/BSPMC on Sub-Project Implementation **Obligations also arise because the Project confers and recognizes certain rights of stakeholders.** Violation of any of these rights may result in the filing of grievance or complaint. Discussed earlier, these rights are as follows: Right to information, right against intervention, right to a graft-free project, right to participate and be heard, right to informed consent

Lastly, obligations arise from generally accepted norms of conduct dictated by legal precepts or cultural practices. These are contained in: Civil Code as the basic law guiding human relations Code of Conduct and Ethical Standards for Government Employees Traditional and Customary Laws of the areas where Project is implemented

Grievance: Definition

- ✓ Non- contentious questions/clarifications regarding the project
- ✓ Issues/concerns that result due to non-performance of obligation of any of the parties involved to project processes and documents
- ✓ Grievances or offenses pertaining to conformance with KC-NCDDP government procurement and finance guidelines such as misuse of funds, allegations of corruption, falsification of public documents.

INSTALLATION

The Grievance Redress System must be accessible to everyone who wants to file a grievance or ask clarifications regarding the project. Grievance installation should be done at the initial stages of the CEAC cycle starting from Municipal Orientation. The GRS is considered installed once the following key activities are completed:

- GRS orientation at the municipal and barangay levels provided:
 - o Grievance orientation to be provided to all covered areas of the project during the municipal orientation and first barangay assembly.
 - o During the municipal orientation, the GRS is explained, and a resolution forming a municipal grievance committee composed of the Municipal Interagency Committee/Municipal Development Council 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.

- GRS information materials available:
 - o Information materials such as brochures, tarpaulin or posters should be present in the area. The materials should contain information regarding the GRS and contact numbers or hotline of DSWD NCDDP Office at all levels and should be translated into local dialect.
- Grievance committee established and trained
 - o Each barangay should have a functioning grievance committee who are oriented on the grievance redress system and trained on basic alternative dispute resolution.
 - o During the first Barangay Assembly, the community elects three volunteers coming from different purok to compose the GRS Committee. The GRS committee should as much as possible link up with the Lupon Tagapamayapa or other existing grievance resolution bodies in the barangay to harmonize their systems of resolving grievances.
 - o For IP communities, the grievance committee will automatically be the members of the IP's conflict resolution system. ? For municipal level grievances, the Municipal Grievance Committee is composed of members of the Municipal Interagency Committee/Municipal

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- Means of reporting grievances available
 - o This includes putting up the grievance box in the barangay and other means to receive complaints such as e-mails, grievance hotlines or complaints desk.

The Grievance Box

- The grievance box aims to provide a means for anonymous complainants to raise their concerns without revealing their identity. Renaming the grievance box to a more culturally-sensitive term is encouraged.
- Box should be secured and locked before placing in an accessible area in the barangay.
- Should be opened by authorized personnel on a regular basis (at least once a month) during community assemblies or BSPMC meetings in the presence of at least one GRS volunteer to ensure proper documentation.

HANDLING AND MONITORING STRUCTURE

Barangay Level

Barangay Assembly – Is the decision-making body at the barangay. Actions and resolution on the grievance will be decided by voting or consensus among the attendees.

Barangay GRS Committee - Ensures that grievances and

PINCOS (problems, issues, needs, concerns and observations) at the barangay level are captured and addressed by the Grievance Redress System. During the first Barangay Assembly, the community elects three volunteers coming from different purok to compose the GRS Committee.

ROLES OF GRS COMMITTEE

- Once elected, the GRS committees will serve as the Community Empowerment Facilitator's assistant in ensuring that the GRS is properly installed in the barangay.
- The GRS committee will link up/coordinate with the Lupon Tagapamayapa and other barangay grievance structures to harmonize the various systems (example: representation of GRS committee in the Lupon Tagapamayapa).
- In cases when there is a need for fact-finding, the GRS committee will assist the Community Volunteer in calling for community assemblies, and securing means of verification and other pertinent documents regarding the grievance.
- the Grievance Committee will also inform the Community Empowerment 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.

Barangay-based Institutions – KALAHI CIDSS-NCDDP 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, Lupon Tagapamayapa, Brgy Disaster Risk Reduction Mngt, and Council of elders (for IP communities)

However, the structure must be agreed upon in an assembly and documented with minutes of meeting or barangay/municipal resolution.

Community Empowerment Facilitator – 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 CEF also ensures that the

Municipal Level

Municipal Inter Barangay Forum/Municipal Forum – The decision making body for municipal-level grievances. Actions and resolution on the grievance will be decided by voting or consensus among the attendees.

Municipal Inter-agency Committee (MIAC) or Municipal Development Council (MDC) – The MIAC and MDC will be informed of municipal-level concerns or those that affect more than one barangay. With representatives from concerned Barangay Grievance Committees, the MIAC or MDC may conduct fact-finding or immediately call for municipal consultations to discuss the grievance.

Area Coordinator – Serves as the municipal grievance monitor who is responsible for monitoring the status and actions taken on all municipal-level concerns. The Area Coordinator is also responsible for accomplishing the intake form to document the

grievance.

ROLES OF THE AREA COORDINATING TEAM

- Monitor and ensure installation of the Grievance Redress System
- 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 and Sub-Regional Project Management Level

Regional Project Director – Supervises and ensures that the Grievance Redress System is functional as part of the NCDDP’s program features.

Regional Grievance Office (Regional Project Manager)

– Under the supervision of the Regional Project Director, the Regional Grievance Officer renders decision on grievances concerning project staff and those that cover violations on procurement and financial guidelines based on results of investigation.

Regional/Sub-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 Grievance Monitors (Monitoring and Evaluation Officers III) - provides technical assistance and capability building to Area Coordinating Teams in grievance handling and reporting. The responsibility also includes intaking, monitoring and consolidating municipal level database.

Regional/Sub-regional Fact-finding Body - is a person or group of persons designated by the Regional Grievance Officer (RPM) to conduct validation of facts related to the grievance. The function may also include provision of technical assistance to clarify issues in the project.

DSWD Retainer Lawyer - provides assistance and advice for grievances involving legal actions and complaints against Project staff and other personnel of the DSWD.

ROLES OF THE REGIONAL & SUB-REGIONAL MANAGEMENT TEAM

- Ensure installation and functionality of the Grievance Redress System to Project areas.
- Conduct GRS orientation and create greater awareness to various stakeholders (NGOs, NGAs, media, etc)
- Simplify and localize the grievance information materials
- Monitor resolution of grievances/complaints and response to queries, comments and suggestions.

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- 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.

National Level

National Project Director and Deputy National Project Director – Issue operational directives to reflect official department positions that will have impact on Project policies and operations including that of the Grievance Redress System.

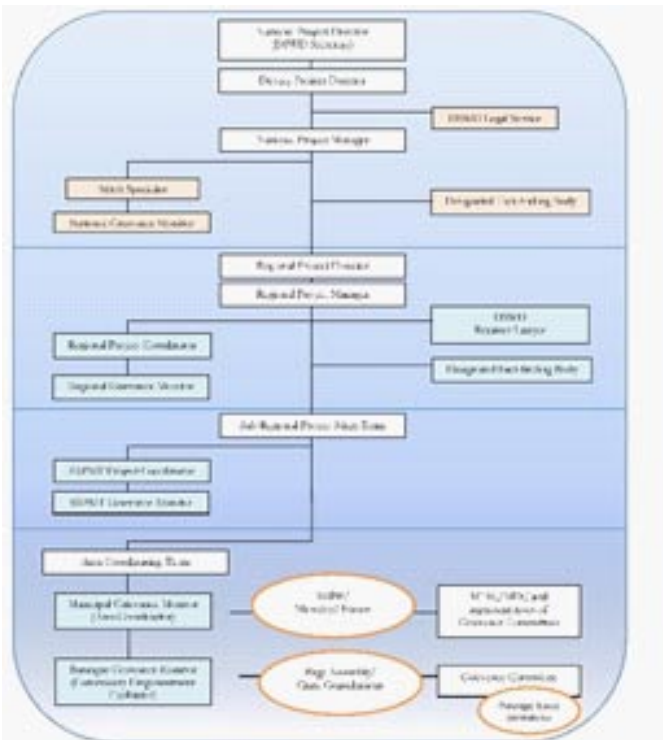
National Project Manager - Ensures that the grievance cases in all the regions covered by NCDDP are promptly acted upon. The responsibility includes supervising the strengthening of the system and making it viable for institutionalization at the local level.

Monitoring & Evaluation Specialist - Provides overall supervision to the Grievance Redress System by ensuring that it is properly functioning at all levels.

National Grievance Monitor - Provides technical assistance to the 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. The NGM also consolidates and reviews the grievance reports and databases coming from the regions.

Fact-finding Body - 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.

DSWD Legal Service - provides assistance and advice for



grievances involving legal actions and complaints against Project staff and other personnel of the DSWD.

HANDLING PROCESS

The grievance handling process involves four major steps, namely:



INTAKE

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 grievance. 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 non-government organizations, faith-based institutions, consultants, media representatives and local business groups, 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: Letters, e-mails, text messages, verbal narration from walk-in complainants, phone calls, suggestion boxes to be placed in non-political/religious institutions, reports on visits to project offices and sites by project staff, independent monitors, supervision teams, government officials, or any interested persons or special groups like IPs, elderly, etc, reports of

staff, consultants, NGOs, LGUs and journalists, findings of WB supervision missions, call in questions, comments or complaints from radio programs, media newscasts, newspaper articles, and other publications.

TYPES OF GRIEVANCES

Type A – Non-contentious queries, comments, and suggestions.

This type is 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.

Type B - Compliance with project processes, MOA and other KC implementation arrangements.

This type of grievance results from the non-performance of obligation of any of the parties involved to project processes and documents. Primarily addressed by the Barangay Assembly (BA) and/or the Municipal Inter-barangay Forum (MIBF) at the community level but there are cases, especially those involving project staff, when RPMO/NPMO action is required.

Type C - Conformance with KC procurement and finance guidelines.

This includes grievances or offenses pertaining to conformance with KC government procurement and finance guidelines such as misuse of funds, allegations of corruption, falsification of public documents.

VERIFICATION AND ACTION

This second step in the grievance handling process covers two activities, namely:

Verification. This activity includes gathering of facts and clarifying information in order to have a clear picture of the circumstances surrounding the grievance or complaint.

Action. This step 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 decision 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.

Any decisions made by the body should be contained in a minutes of meeting or proceeding. This would serve as 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 and the person who raised the concern is satisfied with the response provided.
- When unfulfilled obligations/commitment of one of the parties involved had been complied and all parties are satisfied with the actions taken.

Processing of Grievances Per Type

Type of Grievance	Processing	Timeline
<p>Type A: Non-contentious queries/Clarifications on the project</p> <p>Examples: Positive comments/appreciation on the project; Clarification on roles and responsibilities of volunteers; inquiry on schedule and timeline of project.</p>	<p>Responded to at the point of intake at any level of the project or referred to appropriate office/person who can address the inquiry.</p>	<p>Should be addressed within 5 days from the date of receipt.</p>
<p>Type B: Compliance with project processes, MOA and other KC-NCDDP implementation arrangements</p> <p>Scope: Only one barangay</p> <p>Example: Title capture in decision making for proposed sp.</p>	<p>CEF will endorse grievance to GRS committee.</p> <p>GRS committee may conduct initial fact finding or call for community consultations where involved parties will arrive at decision/consensus/agreement.</p> <p>Grievance committee will gather/secure MOVs (ex. Minutes of the meeting) and coordinate with CEF on status of resolution.</p>	<p>Should be addressed within 15-30 days from the date of receipt.</p>
<p>Type B: Compliance with project processes, MOA and other KC NCDDP implementation arrangements</p> <p>Scope: More than one barangay</p> <p>Example: Collusion in MBBF</p>	<p>ACT will endorse grievance to MBAC/EMDC.</p> <p>MBAC/EMDC with reps from brgy grievance committees to conduct fact finding and discuss grievance in the MBBF or municipal forum.</p> <p>MBBF/Municipal Forum to decide on the grievance.</p>	<p>Should be addressed within 15-30 days from the date of receipt.</p>
<p>Type B: Compliance with project processes, MOA and other KC-NCDDP implementation arrangements</p> <p>Scope: Involving project staff</p> <p>Example: Project staff manipulated results of MBBF.</p>	<p>SRPMT/RPMO or next higher level to conduct fact finding.</p> <p>Composition of fact-finding group to be designated by head of office.</p> <p>Head of office to decide.</p>	<p>Should be addressed within 15-30 days from the date of receipt.</p>
<p>Type C: Conformance with KC-NCDDP procurement and</p>	<p>ACT/SRPMT together with brgy grievance committee to</p>	<p>Should be addressed within 30-60 days.</p>

finance guidelines Scope: Involving one barangay Example: Brgy SAC favored a certain supplier	conduct fact-finding. Results of fact finding to be presented in a community consultation or barangay assembly for validation. Head of office to decide.	from the date of receipt.
Type C: Conformance with KC-NCDDP procurement and finance guidelines Scope: Involving 2 or more barangay	ACT informs MIAC/EMDC of grievance MIAC/EMDC together with SRPMT/RPMO to conduct fact-finding. Results of findings to be presented in MIBF/Municipal forum for validation. Head of Office to decide.	Should be addressed within 30-60 days from the date of receipt.
Type C: Conformance with KC-NCDDP procurement and finance guidelines Scope: Involving project staff Example: Forgery of documents	SRPMT/RPMO or next higher level to conduct fact-finding. Composition of fact-finding group to be designated by head of office. Head of Office to decide	Should be addressed within 30-60 days from the date of receipt.

Note: Community Consultations may replace Barangay Assemblies while Municipal Forum may replace Municipal Inter-Barangay Forum as venues for community decision making.

Possible Sanctions

Sanctions that may be imposed by the BA and MIBF

- ✓ Compromise agreement ? Warning ? Reprimand
Sanctions that may be imposed by the Regional Grievance Officer and National Project Manager
- ✓ Suspension from NCDDP for one or two cycles and from proposing certain types of projects for one or two cycles
- ✓ Disqualification for the entire project duration from proposing certain types of sub-projects.
- ✓ Non-renewal of project staff

-
- When violations committed had been corrected in accordance to program policies and guidelines.
 - Appropriate sanction to group/individual involved in the case has been imposed when necessary

SANCTIONS

Depending on the gravity of the act or omission, sanctions may be imposed by the BA, MIBF or concerned head of agency. Sanctions can be imposed only when there is a majority vote of the members of the BA or MIBF. In cases where sanctions are not within the scope of the BA and MIBF, the Regional Project Manager (as the Regional Grievance Officer) and the National Project Manager will decide on the matter. Sanctions may be imposed on an individual, group of individual, sitio, group of sitios, barangay, and group of barangays, cluster, or municipality.

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 complaint. If 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.

FOLLOW-UP

This involves determining the result/outcome of resolved grievances. 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.

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

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

MONITORING AND REPORTING SYSTEM

There are two forms used in GRS monitoring:

- 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 Community Empowerment Facilitator and Area Coordinator 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 to the findings and should be filed in a secure area in the ACT office.

The installation and grievance intake forms will then be encoded to the GRS Database. The database contains both the barangay and municipal installation

Appeal

GRS is part of the project's commitment in its Key Performance Indicators (% 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.

Feature Stories

Grievance from Barangay Malongcay Diot, Zamboanguita on the Alleged Sub-Project Mismanagement and Document Falsification

Background



During the KC-MCC implementation in Brgy. Malongcay Diot, Zamboanguita, Negros Oriental last March 2015, a community volunteer filed a grievance relating to the alleged forgery of documents and mismanagement of their proposed sub-project “Concreting of 0.40 km Access Road.”

The grievance was initially posted on the official MCA-P Facebook page by the said community volunteer last March 4, 2015 and subsequently followed by a complaint lodged at the MCC Hotline on September 23, 2015. The grievance was specifically filed due to allegation that there was mismanagement of the sub-project’s Php 1.9 Million worth of fund, forgery of Barangay Assembly (BA) attendance sheets, and incompleteness and non-compliance of the required project documentations.

The grievance was filed under Type C as this revolves on the contention that the volunteers and the Kalahi-CIDSS staff violated the rules stipulated under the KC principles on finance guidelines which includes the misuse of funds and falsification of public documents. Connected to this issue is the dispute about the decision to change the project site. Due to technicalities in complying to the requirements, the project site was transferred to another location around 3 kilometers away for the original site.

Resolution of Grievance

The RPMO fact-finding team went to Zamboanguita to investigate on this matter. They checked all Means of Verification (MOVs) and collected essential documents needed to either support or debunk the issue. On the next day, a special meeting was held in the municipality and a Barangay Assembly was convened in the afternoon to clarify the issues and come up with a resolution.



On the alleged mismanagement of the Php 1.9 million worth sub-project to fund another project that was three kilometers away from the original site, Barangay Malongcay Diot's project named

“Concreting of 0.40 km Access Road” was originally designed to be located at Sitio Bagaba/Jumao-as. However, despite efforts by the community, they were not able to secure a Deed of

Donation (DOD) from the owners of the land. Consequently, the community convened special barangay assemblies to decide on the sub-project and on their sixth BA held last August 4, 2014, the community, especially those from Sitio Bagaba/Jumao-as, decided to change the location of the sub-project which was about three kilometers away from the original site. In this explanation, the sub-project was not reprogrammed but rather relocated due to aforementioned challenges.

The community denied the allegation that the attendance sheets were being passed around to achieve the required participation rate without the conduct of meetings. They clarified that they are conducting small meetings/gathering in sub-villages (sitios) to discuss about the same agenda covered during the BA proper. Those who were present in the small meetings/gatherings were counted as additional participants who can sign to the attendance sheets. The strategy not only allowed the community members to be informed about the things discussed during the BA proper, but it also increased the overall participation rate of the barangay. Another issue raised in the grievance is the similarity of the strokes of the signatures. The attendees mentioned that they are generally not literate (not able to read and write) and so they would ask a family member, a neighbor, or friend to sign for them.

On the approval of the sub-project despite lack of proper documentations or requirements. Per CEAC, once project is identified and proposal is prepared, it will be subjected Municipal Inter Agency Committee (MIAC) technical review. The committee ensures that all proposed subprojects of the barangays have completed the documentation requirements before subjecting these to MIBF for prioritization. The MIAC Technical Review was held last July 7, 2015. The MIAC informed the volunteers

of Barangay Malongcay Diot that they need to secure a Deed of Donation for the original project site. Aware that they only have ten (10) days to comply the said requirement, they called for special barangay assemblies where they finally decided during the 6th BA to move the project site. Therefore, the community was still able follow the process and met the criteria set during the CSW. CHECK DATES WITH CEAC TRACKING

Lessons Learned



At the onset of the complaint, the allegation implied that there were mismanaged funds. It was important for the project to validate the allegations in order to clear and provide corresponding resolution. As in this case, the process needs to be explained to the complainant.

Barangay Assemblies served as a means to decide on their sub-project, and clarify and resolve the issues raised on their implementation.

The MIAC technical review ensured complete requirements were secured so as to safeguard the project from problems that may arise in the future.

Road-Right-Of-Way Issue (Barangay Padangaan, Besao, Mountain Province)

Background



This grievance stems from a road right-of-way issue, which was filed on two separate occasions by two people from the same party. Ms. Nancy Yang-ed Sardina visited the Regional Project Management Office on 28 April 2015 to clarify issues on the ongoing sub-project Construction of 232.2 LM Padangaan Barangay Road in Barangay Padangaan, Besao, Mountain Province that affected her lot. She claimed that she had sent a letter to the concerned BLGU questioning the legality of the

quit claims provided for the SPI. She expressed that when the BLGU received the letter, they should have stopped the SPI until the issues were solved. She requested that the turn-over of SP should be halted until the issues were cleared. A similar complaint was filed in January at the ACT Office.

The grievance is an inquiry on the legality of the excavation of a donated portion of an affected lot along the path of the Construction of Farm-to-Market Road SP in Barangay Padangaan.

The grievance was filed under Type B as this involves dispute on Social Environmental Safeguards of the project.



Grievance Handling and resolution

The AC called the donor Ms. Elizon Yang-ed to inform her of the grievance received last January. However, she dismissed the complaint and declared that they were the owners of the said lot by virtue of being the legal heirs of the deceased owner. The quit claim allowing the barangay to excavate a portion of

their lot for the sub-project was signed by Ms. Elizon Yang-ed in the presence of her siblings and Barangay Kagawad Ms. Segundina Compala.



In April 2015, Ms. Nancy Yang-ed Sardina filed the same grievance at the RPMO. A meeting was then agreed to be convened at the barangay office of Padangaan in Besao on 30 April 2015. This was attended by Ms. Sardina and her adoptive mother, BSPMC volunteers, BLGU and Lupon Tagapamayapa. During the meeting, it was clarified that Ms. Elizon Yang-ed and her

siblings are the legal heirs of the lot owner, Mr. Benito Yang-ed. Being the rightful owners of the affected lot where a portion was to be excavated for the sub-project, Ms. Yang-ed executed a quit claim in the interest of the sub-project.

Ms. Sardina understood these and also acknowledged and posed no further objection to the initial quit claim executed by Ms. Elizon Yang-ed. However, Ms. Sardina feels that she should have been consulted prior to the implementation of the SP affecting the said lot. She believes that the sub-project also affected a portion of her lot. During the discussion, she expressed her willingness to donate that part of her lot. In addition, it was noted that a survey needs to be conducted in order to determine the actual size of the lots. The BLGU committed to assist her on this request.

Ms. Sardina executed a quit claim to show her permission for the sub-project to use a portion of their lot.

The issue was eventually resolved to the satisfaction of concerned parties. Relevant details were carefully threshed out and these were presented and discussed with all concerned.

Lessons Learned

The presence of significant stakeholders like the BLGU and community volunteers showed their collective commitment and the role they play in the resolution of the issue.

The involvement of existing grievance resolution bodies such as the Lupon Tagapamayapa was crucial in this case since the issue raised, land ownership, is beyond the scope of the program. In reference to the instances that led to the grievance, it was apparent that a thorough background investigation of related legal documents in SPI where ownership particularly land ownership is concerned was insufficient. In this case, the presentation of the need for quit claims for those affected by the SPI through the various barangay assemblies was not enough to ensure that nobody would lodge a related complaint as to land ownership. It is also important to act immediately on concerns when they are first presented; to prevent any conflict from escalating.

Reported Hardened Cement (Barangay Magsilay, Pasil, Kalinga)

Background



In Pasil, Kalinga, the grievance redress system was utilized to resolve an observation in a timely and efficient manner, thereby assuring the community that subproject implementation is continued.

KC Regional Program Coordinator chanced upon a project-related concern while taking a break in Barangay Magsilay. On 6 January 2015, during a Program Review and Evaluation Workshop, she pointed this out to Pasil Area Coordinator. The RPMO provided technical assistance in planning the conduct of investigation.

It was reported that there were cement bags that hardened intended for the sub-project Construction of Communal Irrigation System in Barangay Magsilay.

This grievance was classified under Type B - Compliance with project processes, MOA and other KC implementation arrangements and further categorized under Sub-Project Implementation.

Grievance Handling and resolution

A spot check on the sub-project site by the Community Facilitator on 17 January 2015 shows that the reported 104 bags of cements were all accounted for.

The issue was raised during a Kapehan session last 19 January 2015 attended by the ACT together with the MIAC that included the LCE, other elected MLGU officials and other stakeholders; and as a result of this, a special barangay assembly was



scheduled to specifically discuss the issue. The said special assembly was postponed twice, the first caused by the lack of awareness of the affected community of the scheduled meeting resulting into few meeting attendances while the second one was affected by an untimely death in the community to which the whole community attended to.

CF's findings were presented to the community during the 21 January 2015 special assembly facilitated by ACT. It was again confirmed by the community during the meeting that the 3 bags of cements that looked hardened were still usable.



During the barangay assembly, it was found out that of the 104, only 23 bags of cement were used for the sub-project implementation. The remaining 81 bags were still usable. It was also in this barangay assembly where the community discussed where to use the remaining bags of cement for the additional works for the sub-project particularly the riprapping of critical section and concreting of irrigation canal. The community also discussed about the labor counterparts per sitio.

Lessons Learned

It helps for Project Staff to have an intuitive knowledge about GRS and to immediately identify concerns from the community members; also having the due diligence to use proper channels to address the grievance add up to a speedier grievance resolution.

One particular lesson that stood out in the resolution is that a simple query from the community member can uncover more pressing issues such as the utilization of excess /remaining construction materials.

The grievance process, when followed, ensures that pending issues are addressed properly. In this case, both the ACT and the community did not allow postponements to hinder the resolution of pending issues.

Protest of Sangguniang Barangay Tamalagon, Tangalan, Aklan | On the Non-Inclusion of their Barangay from KALAHI CIDSS Budget Allocation

Background



Barangay Council of Barangay Tamalagon, Tangalan Aklan filed a grievance for their non-inclusion among the prioritized Barangays during the Municipal Inter Barangay Forum-Participatory Resource Allocation (MIBF-PRA) on December 7, 2012. The Barangay's proposal was Construction of two (2) linear meter x 0.791 km farm to market road with reinforced concrete pipe culvert project. The grievance was filed at the Regional Level as the complainants sent a letter to Regional Program Management Office (RPMO) on July 21, 2013. It was noted that they previously filed the same complaint with the Municipal Grievance Committee, however, they were not satisfied with the result.

This grievance is classified under Type B, as this revolves on the compliance to KC Process, Design, Guidelines. The complainant is protesting about the result of the MIBF-PRA, where their proposed farm to market road was not prioritized. This was after the assurance given by the former Area Coordinator that they will be prioritized.

Grievance Handling and resolution

During the Criteria Setting Workshop, the following criteria was set by the MIBF as the basis for their prioritization of sub projects: Quantitative Criterion – Participation Rate is 30%; Qualitative Criteria are as follows: Urgency and Necessity of the proposed sub-project 25%, Environmental Friendliness 10%, Impact to Increase Income 15% and Sustainability 20%, with a total of 100%. In the MIBF-PRA, using the approved criteria during the CSW, Brgy. Tamalagon subproject was not prioritized for the funding of KALAHI-CIDSS: Millennium Challenge Corporation Project Funding, placing 10th out of 15 Barangays, 7 of which were prioritized.

Punong Barangay of Brgy. Tamalagon, feels that their Barangay was disregarded by the KALAHI staff in Tangalan during the MIBF-PRA. He stated that they were assured by the previous Area Coordinator that they would be prioritized if they were to propose a newly opened sub-projects such as a construction of a new farm to market road. To their surprise that during the MIBF-PRA, other barangays had a proposal on road improvement, especial on upland areas. These upland barangays were all prioritized during the MIBF-PRA. This situation left Punong Barangay to feel that there was a connivance resulting to the non-prioritization of their proposal.

The letter of complaint by Barangay Council of Barangay Tamalagon was received in the Regional Program Management Office and was received earlier by the Area Coordinating Team of Tangalan, Aklan. Upon receipt at the municipal level, the Area Coordinator furnished a copy to the Municipal Mayor, to Municipal Inter-Agency Committee (MIAC) Members and to the Fact-Finding-Committee. To address the grievance,

the ACT requested a meeting with Sangguniang Barangay and community volunteers of Barangay Tamalagon. but there was no response to the request., instead, a letter response was rather preferred regarding their concerns. A response letter stating clarifications and answers to the grievances and complaints was sent to the Sangguniang Barangay of Tamalagon. It discusses about the criteria agreed as well as the MIBF-PRA process. On April 11, 2013, the Sangguniang Bayan Members of Tangalan also tackled the said issue in their regular session for them to be aware of the issue and to take actions in resolving the grievance. The Municipal Grievance Committee/ Fact Finding Committee decided that the protest allegation of Tamalagon's Barangay Council was unfounded.

The Barangay Council was not satisfied with the response letter provided and filed another complaint.

Another Grievance Resolution Meeting was set to address the said issue facilitated by the Regional Project Management Office (RPMO). This meeting was attended by the Municipal Mayor, MIAC members, the Municipal Coordinating Team, and the Tamalagon's Barangay Council as well as the ACT and RPMO representatives of KALAHI CIDSS. The AC presented the criteria formulated during the MIBF for Criteria Setting Workshop (CSW) that was the basis of project prioritization during the MIBF-PRA. After the result of the MIBF-PRA was presented, the Punong Barangay was requested to speak on behalf of the Barangay Council and community. The Punong Barangay expressed his disappointment with the result of the MIBF-PRA and sought clarification on the non-prioritization of their proposed sub-project. He cited that former AC assured him of prioritization if the community followed the AC's recommendation of construction of new sub-projects. That is

why they community opted to propose Construction of Farm to Market Road. This statement was clarified by the Community Facilitator, who was also present during the same Barangay Assembly. He stated that the AC's presentation was captured in the minutes, wherein he only presented the eligible and non-eligible projects.

The meeting also served as venue for the Punong Barangay to raise his other concerns such as including having a participation rate of 80-100% as criteria during CSW and overpriced estimates of the engineer. The ACT staff responded that the it is up to the barangays to strategize on how to reach this requirement/ criterion for the participation rate. It was pointed out that the cost of the sub-project was not a basis for prioritization as it was not included in the criteria set during the CSW.

The Barangay Council of the Tamalagon was given a copy of the results of the scoring and asked if they have any more clarifications on why their barangay was not prioritized. The Barangay Council of Tamalagon expressed their gratitude that their queries and protest were given attention and eventually resolved. Punong Barangay likewise expressed his realization of the project process and committed to supporting KALAH I implementation.

The resolution of the grievance resulted in more support from the LGU to the KALAH I-CIDSS implementation. The Barangay council committed to conduct meetings with the community and let them know of the responses to the clarifications and inform them of the resolution of the complaint.

Lessons Learned

The GRS handling demonstrated transparency in resolving grievances or complaints pertaining to implementation. The GRS was made the venue to air out their protest and Project also had the opportunity provide answers and clear out unresolved issues being raised against the Project. The processes were reviewed as well as the results of the prioritization. The Barangay's queries and clarification on their non-prioritization were properly and adequately responded to. It is equally important that documentation captured results, commitments and important agreements for anyone who has clarifications may easily refer to the documents.

During the KC-MCC implementation in Brgy. Puan, Vallehermoso, Negros Oriental in 2014, the barangay captain filed a grievance relating to the alleged bias of the municipal mayor against their barangay during MIBF subproject prioritization. The barangay with their sub-project "Improvement of 0.765 km Barangay Flood Control Dike" was disqualified due to their failure to comply with the submission of certificate of non-compliance (CNC) 5 days after the MIBF. The grievance was received at the regional level and MCAP.

This grievance is classified as Type B grievance, it was a question against Kalahi-CIDSS processes, policies, and other KC implementation arrangements – particularly on the authority of the Special MIBF to disqualify a prioritized barangay from receiving grants from the project. The Barangay Captain also implied influence of the municipal mayor on this disqualification considering they belonged to the opposition group and that there was also a possibility of a collusion among other barangay officials in order to disqualify the sub-project paving the way for another barangay to receive funding.

Grievance Handling and Resolution

A series of fact -finding investigations were conducted by RPMO and NPMO teams. Key informant interviews were conducted with the Municipal Mayor, the members of the Area Coordinating Team and their counterparts from the Municipal Coordinating Team (MCT), the members of the BRT and PPT of Barangay Puan, and the Barangay Captain.

Findings revealed that Barangay Puan was ranked number one amongst prioritized sub-projects during the conduct of their Municipal Inter-Barangay Forum (MIBF) for the 3rd cycle last July 24, 2014.

It was agreed during the Criteria Setting Workshop (CSW) that the barangays should complete all documentary requirement 5 days after the MIBF.

Brgy. Puan requested for reconsideration on their delay in the submission of documents, but was not granted by the MIBF Executive Committee. The barangay justified it was only after the prioritization of their sub-project in the MIBF that the barangay was informed for the first time that they are required to submit a document coming from the Department of Environment and Natural Resources (DENR).

The body decided with a 4-11 vote, in favor of not extending the deadline for the submission of the lacking requirement – Certificate of Non Coverage from DENR – since it has passed the agreed 5 working days timeframe. The eleven (11) who voted against the extension defended that they should retain and follow the original criteria and rules of decorum set during its CSW. This process disqualified Brgy. Puan to be funded as a prioritized barangay and their slot was replaced by another barangay.

A team from the National Program Management Office (NPMO) was also sent to investigate and concurred with the decision made by the body during the MIBF. Per report, it followed the criteria and rules set by the community themselves. Although the team also recognized that there was a lack of assistance from the ACT to the community in securing and fulfilling necessary requirements for the sub-project. In the investigation, the consequence of the disqualification of the barangay was highlighted considering that it was ranked top priority. It was agreed that the sub-project will still be implemented through mobilization of other funding source.

The management decided that the sub-project will be funded from the savings of MCC Cycle 1. Meanwhile the local cash counterpart was shouldered by the BLGU.

The Regional Office issued a certification of compliance for Barangay Puan and implementation started.

Lessons Learned

Provision of appropriate and timely technical assistance of ACT to the community is crucial to ensure that the community is able to follow the timeline and process of the program. This will also enable the community in complying with the program requirements. In this case, without the community being properly informed by the ACT and MIAC of the requirements, they will not be aware that they need to secure the CNC. It is best that program staff are reminded to dedicate as much effort and assistance to all barangays so that we can avoid similar concern in the future.

The resolution of grievance went beyond looking into the technicalities /program processes but considered as well the bigger issue of responding to the needs of the community. Upholding the decision to disqualify the community alone without giving them options on how to they can implement their sub-project will not satisfy the complainant and will only give them a reason to mistrust the Program.

The validation of the different parties from the Regional and National offices has also facilitated satisfactory resolution.

GRIEVANCE FILED BY BICOL SANITARIUM AGAINST KALAHI AND BGY. CANDAMI

Background

On September 24, 2014, the Chief of Hospital of Bicol Sanitarium has sent a letter addressed to DSWD Regional Director and the Barangay Captain of Brgy Candami Libmanan, Camarines Sur opposing the construction of a farm to market road funded by Kalahi-CIDSS that will traverse the premises of the hospital.

In their letter, Bicol Sanitarium reiterates their objection that they will not allow the Project to be connected to the hospital service road and then convert it to farm to market road as it is not a barangay or municipal road. The current use of the road is for hospital operations. The hospital can allow passage of community residents nearby only if they abide by safety requirements of the hospital but not to open it for commercial

travel as this will open their personnel and patients within the compound to greater risk.

The hospital has earlier elevated the matter to Department of Health - Center for Health Development (CHD) V, wherein CHD V reiterated that the property, which is under DOH, should only be used for health related activities.

Grievance Handling and Resolution

Upon receipt of the grievance, a fact-finding committee from the Regional Program Management Office set a meeting with the Bicol Sanitarium to clarify further the issues they were raising. The RPMO team met with the Administrative Officer who discussed the same sentiments stated in the letter. Site visit and interview with the volunteers and Brgy. Council and review of program documents were also conducted.

During the validating team's meeting with the volunteers and Brgy. Council, it was found out that Brgy. Candami has requested Bicol Sanitarium to allow the road construction that will affect the portion of the hospital's property. With the hospital's disapproval,



the community decided to change the sub-project from Improvement of Farm to Market road to Concreting of .100km Pathway. With this change, the property of Bicol Sanitarium will no longer be affected.

The volunteers and Brgy. Council recognized that they failed to inform the Hospital administrators of this change /update even as

the sub-project implementation has already started. With that, the BLGU and volunteers committed to meet with the hospital administration and clarify the misinformation.

On the other hand, it was further validated that the lot used for the implementation of the approved sub-project is a property of a private individual, with proper safeguard documents accomplished by the community. It was also noted that one of the purposes of the Concrete Pathway is to provide the residents better and faster access to basic health services being rendered by the hospital.

Upon actual site inspection, the required physical target has been completed and no portion of the Bicol Sanitarium property was used.

Lessons Learned

In this case, the GRS was made the venue for open communication among stakeholders specifically between the community and the administrator of Bicol Sanitarium to thresh out unresolved issues relating to sub-project implementation. Also, the case highlights the need to conduct consultations with the community and other stakeholders to ensure that projects implemented do not violate any social and environmental standards.

LIST OF ACRONYMS

AC - Area Coordinator

ACT - Area Coordinating Team

BA - Barangay Assembly

BC - Barangay Council

BDC - Barangay Development Council

BSPMC - Barangay Sub-Project Management Committee

CAA / CAB - Conflict Affected Area / Conflict Affected
Barangay

CBO - Community-Based Organization

CDD - Community -Driven Development

CEAC - Community Empowerment Activity Cycle

CF - Community Facilitator

CO - Community Organizing

CSW - Criteria Setting Workshop

CV - Community Volunteer

DAC - Deputy Area Coordinator

DSWD - Department of Social Welfare and Development

FGD - Focused Group Discussion

GRS - Grievance Redress System

KALAHI-CIDSS - Kapitbisig Laban sa Kahirapan -

Comprehensive and Integrated Delivery of
Social Services

LCC - Local Counterpart Contribution

LDC - Local Development Council
LGU - Local Government Unit
M&E - Monitoring and Evaluation
MAC - Municipal Area Coordinator
MCT - Municipal Coordinating Team
MDAC - Municipal Deputy Area Coordinator
MDC - Municipal Development Council
MIAC - Municipal Inter-Agency Committee
MIBF - Municipal Inter-Barangay Forum
MLGU - Municipal Local Government Unit
NPMO - National Project Management Office
PPT - Project Preparation Team
PSA - Participatory Situation Analysis
RPMO - Regional Project Management Office
RPMT - Regional Project Management Team
SP - Sub-Project
SPCR - Sub-project Completion Report
SPI - Sub-Project Implementation
TA - Technical Assistance
TWG - Technical Working