



Republic of the Philippines
Department of Education
REGION IV-A CALABARZON
GATE 2, KARANGALAN VILLAGE
1900 CAINTA, RIZAL



26 March 2020

Regional Memorandum

CLARIFICATORY GUIDANCE RELATIVE TO THE PANTAWID PAMILYA CASH GRANTS

To **Schools Division Superintendents**

1. Attached are Advisories from the Regional Advisory Council on Pantawid Pamilyang Pilipino Program relative to Clarificatory Guidance in Conducting Pantawid Pamilya Cash Grants Withdrawal.
2. For information and widest dissemination.


WILFREDO E. CABRAL
Regional Director

cc: ad/agtp



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Trunkline: 02-8682-5773/8684-4914/8647-7487

Website: depedcalabarzon.ph

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DSWD IV-CaLaBaRZon
PANTAWID PAMILYANG PILIPINO PROGRAM**

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SUBJECT : **Endorsement of Regional Advisory No. 1 s. 2020:
Clarificatory Guidance in Conducting Pantawid Pamilya Cash Grants
Withdrawal**

DATE : **March 25, 2020**

In the light of the ongoing enhanced community quarantine in the whole Luzon due to the Novel Coronavirus (COVID-19) pandemic, this is to provide the members of the Regional Advisory Council IV-A of the Pantawid Pamilyang Pilipino Program, with the copy of the attached Regional Advisory No. 1 s. 2020: Clarificatory Guidance in Conducting Pantawid Pamilya Payouts. As members of the Council who are responsible in providing the necessary support to uplift the beneficiaries' level of well-being, we enjoin everyone to help DSWD IV-A disseminate proper information to our respective spheres of influence using different platforms.

Thank you.


LUCIA C. ALMEDA
Chairperson

PANTAWID PAMILYA REGIONAL ADVISORY NO. 1
Series of 2020

**CLARIFICATORY GUIDANCE IN CONDUCTING PANTAWID PAMILYA CASH
GRANT WITHDRAWAL**

I. RATIONALE

Pursuant to Presidential Proclamation placing Luzon under Enhanced Community Quarantine and to DSWD Advisory No. 1 dated 15 March 2020, and recognizing localized situations and concerns of Local Government Units, this Guidance is to clarify and reiterate that **compliance to ALL PROGRAM CONDITIONS such as education and health were placed on FORCE MAJEURE and hence suspended**. Also suspended are over-the-counter payments and cash card distribution.

However, the suspension **DOES NOT COVER CASH GRANTS WITHDRAWAL** through servicing banks hence appropriate response strategy among frontline workers together with the LGUs is imperative. Such response strategy should be in accordance with existing protocols i.e., social distancing while ensuring the overall welfare and addressing practical needs of household beneficiaries.

In anticipation of cash grants crediting to individual grantee accounts scheduled from 24 March 2020 and onwards, this Advisory is being issued.

II. SCOPE/COVERAGE AND APPLICABILITY

This Advisory covers Pantawid Pamilya cash grants withdrawal to take place in Landbank of the Philippines (LBP) servicing branches, accredited ATMs and Point of Sale (POS) units available within LGU jurisdictions.

III. OBJECTIVES

1. To provide localized protocols on cash grants withdrawal that will manage and control tendencies to mobilize and congregate in public spaces that may place the beneficiaries at greater risks amidst COVID-19 pandemic.
2. To guide coordination and building of strategies between Pantawid Pamilya Operations Offices, Action Teams and Local Government Units.

IV. RECOMMENDED PROTOCOLS

1. Coordination with the Operations Offices and Action Teams

- a. RPMO provides Payroll List and Payroll Summary to Operations Offices
- b. Assigned Municipal Roving Bookkeeper (MRB) through phone call or text message informs the Action Team Leader on crediting of grants to Pantawid beneficiaries EMV cash card accounts.
- c. Team Leader verifies with Cluster SWO III the plans to facilitate cash grant withdrawal.
- d. Team Leader discusses cash grant withdrawal plans and agrees with the Team to ensure proper coordination with respective LGU and its Local Chief Executive.

2. Coordination with the Local Government Unit

- a. Team Leader coordinates via phone call or text message to the Municipal Executive Assistant and Administrative Officer or officially designated point person the scheduled crediting of cash grants to Pantawid beneficiaries EMV cash card accounts and suggested cash grant withdrawal protocols for consideration of the Local Chief Executive.
- b. Cash grant withdrawal protocols is coordinated with barangay government for clearance and border control at designated quarantine checkpoints.

3. Coordination with the Provincial Cluster Operations Office

- a. Team Leaders provide feedback and updates on the results of C/MAT discussion, agreement with the Cluster SWO III, and the proposed localized strategy for cash grants withdrawal.
- b. Provincial Cluster Operations Offices through ProvLinks provide comments and/or confirm proposed cash grant withdrawal strategy.

4. Coordination with Landbank of the Philippines

- a. Municipal Roving Bookkeepers coordinate with LBP and for its accredited POS to be available in their respective areas to service beneficiaries in anticipation of withdrawal transactions starting 24 March 2020 and onwards.
- b. Specific dates when grants are to be credited to individual accounts are not to be made public but to be provided only to those who should be in the information loop. This is to avoid un-managed and uncontrolled crowd at servicing points and in public spaces in general.

5. Coordination with Parent Leaders

- a. Based on the cash grant withdrawal plan, C/ML mobilizes Parent Leaders to provide scheduled day and time when each member may be allowed to go out and transact with designated LBP servicing branch, accredited ATMs and POS.
- b. Beneficiaries designated to withdraw cash grants are reminded of the quarantine checkpoint, sanitary and social distancing protocols. This includes reminder to bring community quarantine pass, Pantawid HH ID, and supporting message authorizing the grantee or household representative to withdraw cash grants at a given schedule.
- c. **Remind beneficiaries of the safety protocols in handling their cash card. The cardholder is responsible for the card PIN's confidentiality based on LBP protocols.**

6. Coordination with the Barangay LGU

- a. C/ML works with the MRB on the cash grant plan and the list of beneficiaries and their schedules. These are coordinated with and furnished to the Barangay LGU for coordination with border control and community quarantine checkpoints.
- b. Pool skeletal workforce from MSWDO, PNP, RHU, BLGU, BHW, etc. to ensure social distancing, public health safety and sanitation before, during and after withdrawal of cash grants at every accredited transaction points. The same shall ensure frequent sanitizing of the area.
- c. Crowding at any transaction point shall be strictly prohibited and to be managed and controlled by the LGU.

7. Process Flow at Transaction Areas

- a. **Only 30 to 40** cash grantees would be allowed at quarantine checkpoints every hour or proportionately with the number of accredited ATMs in the locality. **For example**, if there are two (2) accredited transaction units, the barangay will only allow 60 to 80 people to withdraw at any given hour.
- b. Each LBP ATM, POS, and other accredited servicing units shall allow 30 to 40 cash grantees every hour.
- c. Signages and safety precautions shall be made visible in transaction areas e.g., ATM, POS

- d. **Mass handling of cash cards by only one person is strictly prohibited to abate any opportunistic interests against the Pantawid grant owner and to avoid possible grants-related grievances.**
- e. Only one (1) person from Pantawid household will be allowed to withdraw the grants. i.e., the grantee or cardholder bearing the Pantawid ID, the authorized household bearer of community quarantine pass slip, the spouse or child of legal age with corresponding identification card (ID) provided that the grantee issued the authorization letter. This shall be supported by the text message from the C/ML or parent leader to be honored at transaction areas.
- f. If the person to withdraw the grant is not the grantee him/herself (as stipulated in 7e), withdrawal transaction tape and proof of receipt shall be signed by the former, pictures of which shall be sent to the Parent Leader or C/ML with jurisdiction over the household.

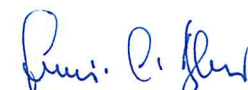
8. Others

- a. **Should the LGU decides to suspend or disallow payouts during the time of Enhanced Community Quarantine**, it shall however ensure that their Family Food Packs (FPP) shall prioritize and reach 4Ps households who are considered as the poorest of the poor among their constituents.
- b. **Should the LGU formulate an alternative cash grants withdrawal strategy**, it shall be done without prejudice to the protocols and restrictions as clarified particularly in 5c and 7d of this Advisory.
- c. It is imperative that Pantawid households, as they are classified as indigent, should always be prioritized for service delivery and social amelioration interventions by the LGU i.e., family food packs. Their cash grants should not be made as a reason or justification for their further disenfranchisement.

V. EFFECTIVITY CLAUSE

This Advisory shall be in effect from **19 March to 14 April 2020**, subject to changes as may be instructed further by the DSWD Central Office and in alignment with any National Directives.

Signed on the **19th day of March 2020**, in Alabang, Muntinlupa City.


LUCIA C. ALMEDA
OIC-Regional Director


DBD/NVM/VTM



PAALALA!

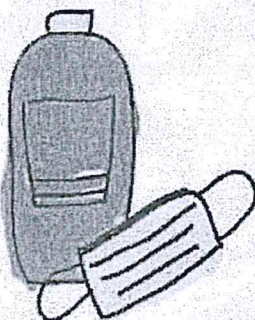
**MGA DAPAT TANDAAN SA PAGKUHA NG
INYONG CASH GRANTS SA GITNA NG
BANTA NG COVID-19**

1

Hintayin ang abiso ng Municipal/City Link sa pag-credit ng cash grant sa account bago tumungo sa mga ATM.



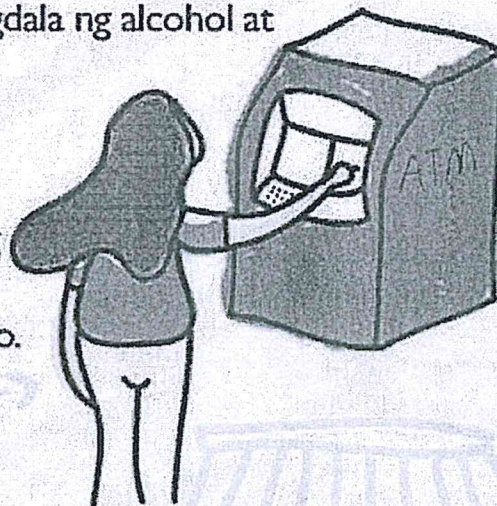
2



Siguraduhing protektado sa paglabas ng bahay at pagpila. Magdala ng alcohol at face mask o panyo.

3

Panatilihin ang social distancing o ang hindi pagdidikit-dikit sa paglabas ng bahay lalo na sa pagpila sa mga bangko.



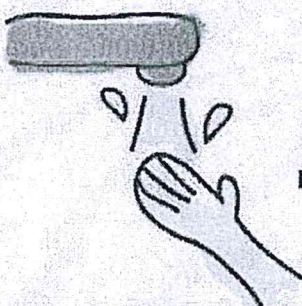
4



Maaaring gamitin sa mga estabilisimiyentong may Point of Sale (POS) devices tulad ng grocery o supermarkets.



5



Maghugas ng kamay, magpalit ng damit, at mag-disinfect pagkauwi ng bahay.