OFFICE OF THE MUNICIPAL MAYOR

SPECIAL ORDER No. 1
Series of 2022

SUBJECT: **A SPECIAL ORDER DESIGNATING ATTY. JHONDY ROXAS AS POINT PERSON OF GRIEVANCE REDRESS MECHANISM POINT PERSON FOR THE SPECIAL SUB-PROJECT UNDER PHILIPPINE RURAL DEVELOPMENT PROGRAM IN THE MUNICIPALITY OF BONGABON, NUEVA ECIJA.**

A Grievance Redress Mechanism or GRM was established by the Municipal Government of Bongabon, Nueva Ecija to serve in the special sub-project under Philippine Rural Development Program and a Grievance Point Person is hereby designate in the person of Atty. Arnold G. Onia, as Legal Officer of the Local Government Unit of Bongabon, to supervise the following legal procedures pertaining to the program:

a. Step 1: Feedback/Complaint Form will be accomplished by beneficiaries, affected persons (APs), households (AHs) or groups of households and sent to the GPP of the relevant body (PSOs, RPCOs or LGUs).

b. Step 2: Feedbacks and complaints will be recorded in the registry. In cases of complaints, the GPP will assess the validity of the grievance. If evaluated as valid, within 10 days from the date the complaint is received, the relevant LGU's GPP will organize meetings with the relevant agencies/contractors to discuss how to resolve the matter. All meetings will be recorded and copies of the minutes of meetings will be provided to beneficiaries or APs/AHs.

c. Step 3: The relevant LGU Governor/Mayor's Office shall take such mitigation measures as agreed in meetings from step 2 within 10 days, or some other period acceptable to the parties referred to in step 2.

d. Step 4: When the complaint is resolved, the Complaint Form shall be signed by complainant/head of household, the relevant LGU Mayor's Office and annotated at each stage of process by the relevant LGU with copies to be sent to the concerned RPCO.

e. Step 5: If no understanding or amicable solution is reached, or if no response is received from the relevant LGU Governor/Mayor's Office within 15 days after the registration of complaint, the APs/AHs can appeal to the relevant RPCO GPP. The concerned RPCO will decide and take mitigation measures within one month of receiving the appeal.

f. Step 6: When the complaint is resolved, the Complaint Form shall be signed by complainant/head of household, the relevant LGU, the RPCO, and annotated at each stage of process by the GPP of the PSO.

g. Step 7: If no understanding or amicable solution is reached, or if no response is received from the relevant RPCO within 15 days after the registration of complaint, the APs/ AHs can appeal to the PSO GPP. The PSO will provide a decision and take mitigation measures within one month of receiving the appeal.

h. Step 8: When the complaint is resolved, the Complaint Form shall be signed by complainant/ head of household, the relevant LGU, the PSO and annotated at each stage of process by the GPP of the NPCO.

i. Step 9: If no understanding or amicable solution is reached, or if no response is received from the relevant PSO within 15 days after the registration of complaint, the APs/ AHs can appeal to the NPCO GPP. The NPCO will provide a decision and take mitigation measures within one month of receiving the appeal.
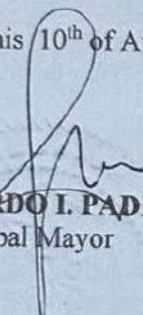
j. Step 10: When the complaint is resolved, the Complaint Form shall be signed by complainant/ head of household, the relevant LGU, and the NPCO with copies to be sent to WB.

k. Step 11: If the AP/AH is still not satisfied with the decision of the NPCO in the absence of any response within the stipulated time, the AP/AH as a last resort may submit his/her case to the court, in which decision is final.

In addition, GRM will always be highlighted during the conduct of continuous and regular consultation so that the information on the access to the mechanism will be strengthened among the beneficiaries. Likewise, the barangay will be oriented on their role in having a Grievance Committee under the Barangay Inspectorate Team.

This Special Order shall take effect immediately.

Done this 10th of August, 2022 hereat Bongabon, Nueva Ecija.

RICARDO I. PADILLA
Municipal Mayor