



Department of Social Welfare and Development



BAGONG PILIPINAS

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Optimizing Artificial Intelligence in Enhancing the Grievance Redress of the Philippine Conditional Cash Transfer

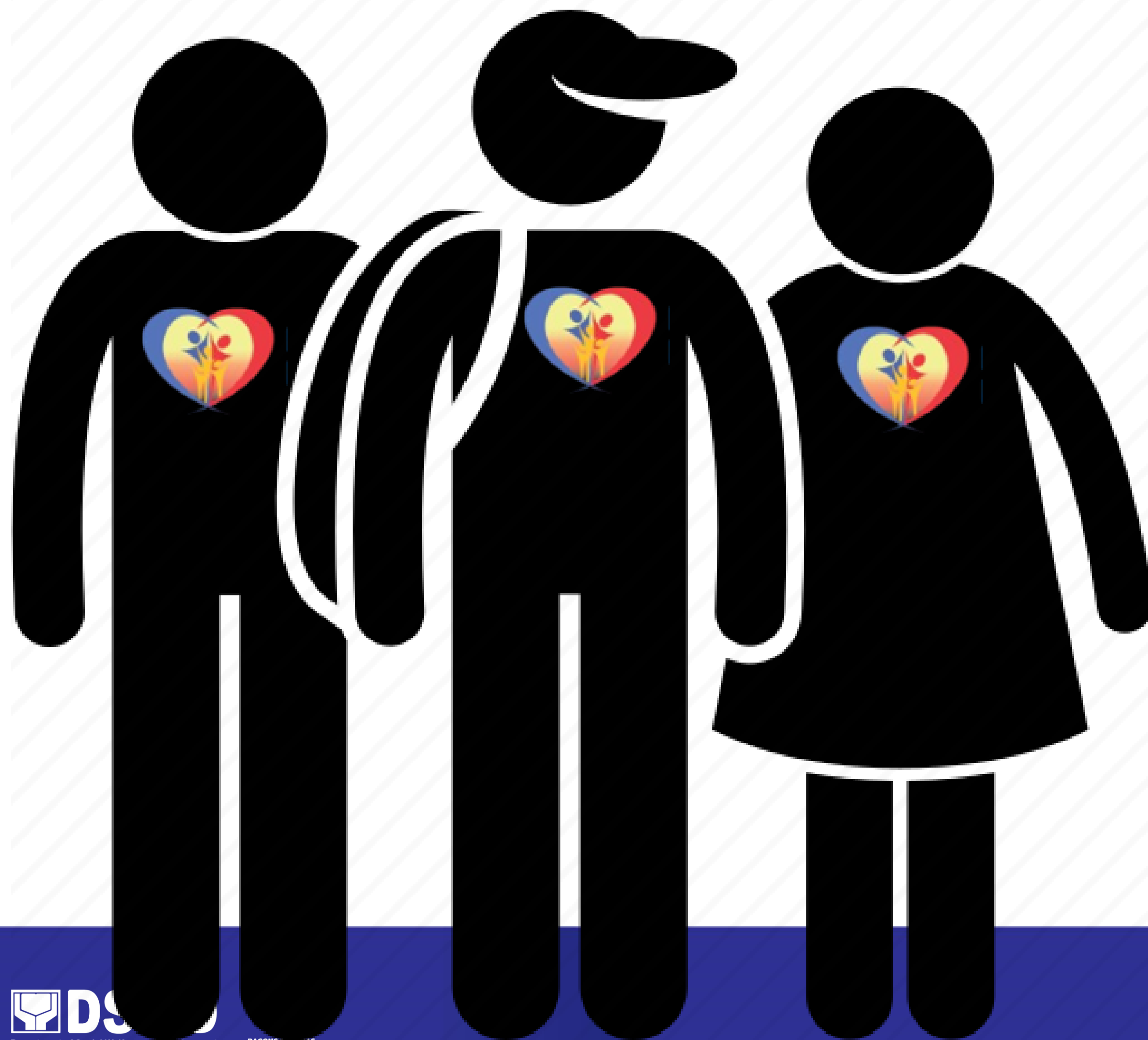
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#BawatBuhayMahalagaSaDSWD

Objectives:

1. Provide brief background on Philippine Conditional Cash Transfer and its current accomplishment;
2. Discuss how Artificial Intelligence is integrated into the process of CCT specially on Grievance Redress;
3. Identify potential deterrents and challenges on Grievance Work Automation
4. Recommend on policy actions to further optimize Artificial Intelligence in the social service delivery (grievance management)



The Philippine Conditional Cash Transfer / Pantawid Pamilyang Pilipino Program (4Ps) is the **national poverty reduction strategy** and a **human capital investment program**

Social Protection in the Philippines

MATATAG, MAGINHAWA, AT PANATAG NA BUHAY

ECONOMIC AND SOCIAL TRANSFORMATION FOR A PROSPEROUS, INCLUSIVE, AND RESILIENT SOCIETY

DEVELOP AND PROTECT CAPABILITIES OF INDIVIDUALS AND FAMILIES

TRANSFORM PRODUCTION SECTORS TO GENERATE MORE QUALITY JOBS AND COMPETITIVE PRODUCTS

 PROMOTE HUMAN AND SOCIAL DEVELOPMENT	 REDUCE VULNERABILITIES AND PROTECT PURCHASING POWER	 INCREASE INCOME-EARNING ABILITY
BOOST HEALTH IMPROVE EDUCATION AND LIFELONG LEARNING ESTABLISH LIVABLE COMMUNITIES	ENSURE FOOD SECURITY AND PROPER NUTRITION STRENGTHEN SOCIAL PROTECTION	INCREASE EMPLOYABILITY EXPAND EMPLOYMENT OPPORTUNITIES ACHIEVE SHARED LABOR MARKET GOVERNANCE

 MODERNIZE AGRICULTURE AND AGRIBUSINESS	 REVITALIZE INDUSTRY	 REINVIGORATE SERVICES
PROMOTE TRADE AND INVESTMENTS ADVANCE R&D, TECHNOLOGY, AND INNOVATION ENHANCE INTER-INDUSTRY LINKAGES PROMOTE COMPETITION AND IMPROVE REGULATORY EFFICIENCY		

 PRACTICE GOOD GOVERNANCE AND IMPROVE BUREAUCRATIC EFFICIENCY	 ENSURE MACROECONOMIC STABILITY AND EXPAND INCLUSIVE AND INNOVATIVE FINANCE
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 ENSURE PEACE AND SECURITY, AND ENHANCE ADMINISTRATION OF JUSTICE	 EXPAND AND UPGRADE INFRASTRUCTURE	 ACCELERATE CLIMATE ACTION AND STRENGTHEN DISASTER RESILIENCE
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#BawatBuhayMahalagaSaDSWD

www.pantawid.dswd.gov.ph

DSWDPantawidPamilya



Social Protection Framework (2023 - 2028)



**Pantawid Pamilyang Pilipino Program
4Ps**

GOAL

OUTCOME

OBJECTIVES

STRATEGIC FOCUS

Risks and Vulnerabilities Reduced

Strengthening Social Protection



Individual Life Cycle Risks Mitigated



Economic Risks Managed



Natural, Health, Climate and Human Reduced Hazards Mitigated



Governance and Political Risks Addressed



Individuals to have guaranteed access to a full complement of SP programs and services



Families and communities to have improved capabilities to prepare, cope, and adapt



Delivery systems of SP programs and services to become more simplified, integrated and accessible



Full Implementation of SP Floor



Universal health care



Basic Income security for children



Basic Income security for persons in active age



Basic Income security for older persons



Development of Adaptive and Shock-Responsive SP Programs



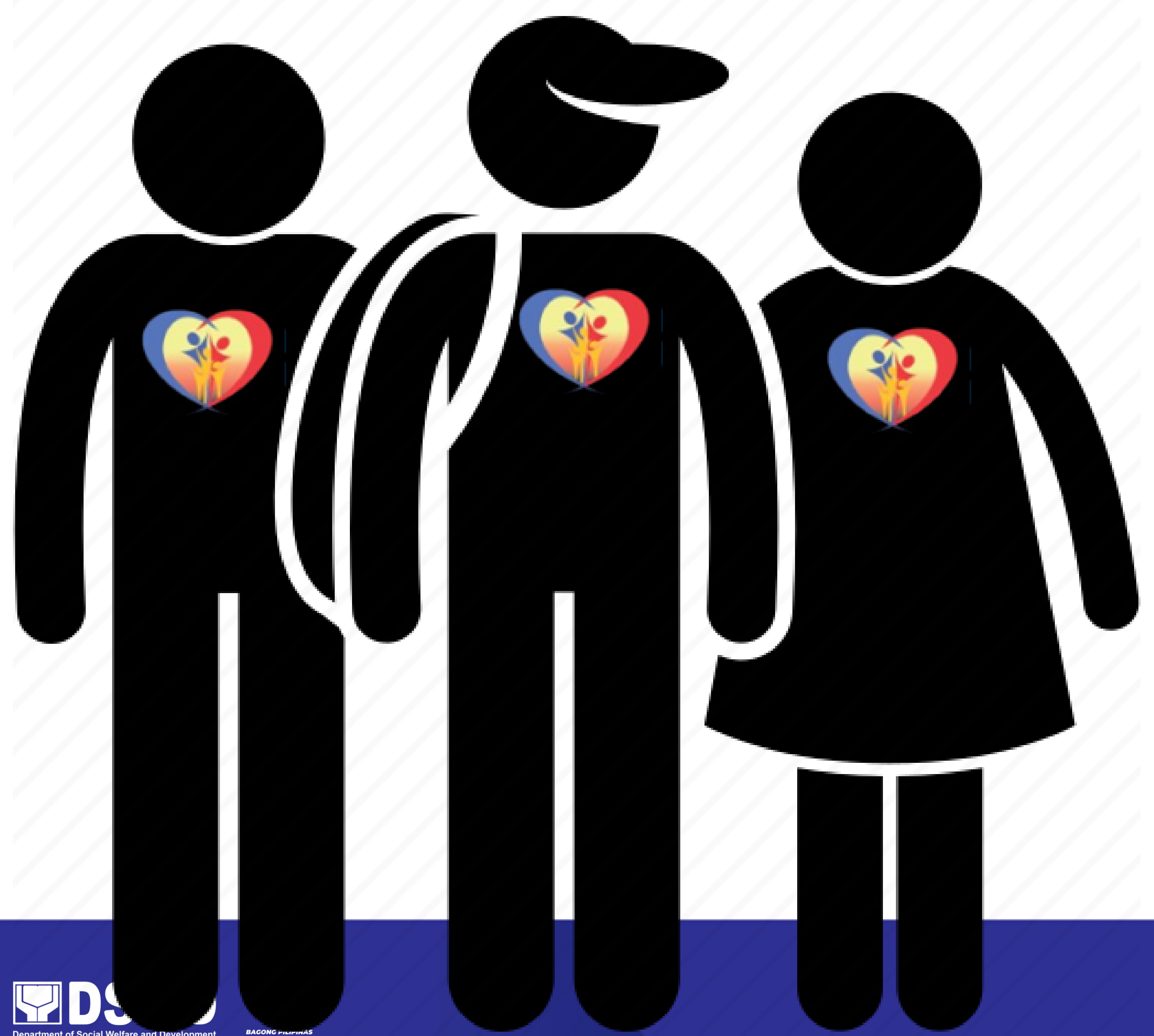
Adequate Coverage and Level of Benefits



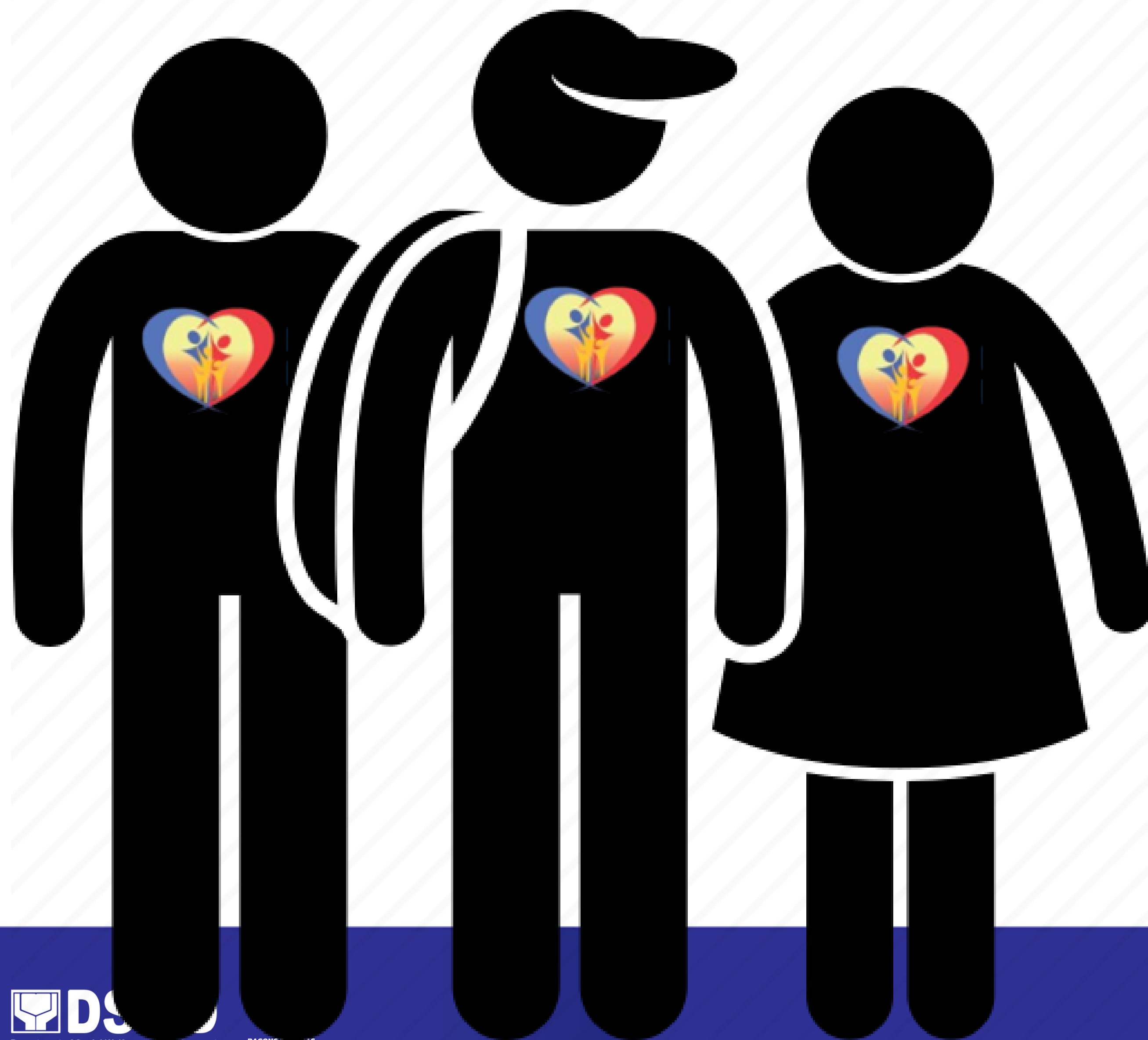
Integrate Social Protection in climate change adaptation and disaster risk reduction strategies



Rationalization, Modernization, and Integration of the Social Protection System



16 years
in impacting the Filipino HHs



- **World Bank:** CCT program as one of the driver for poverty reduction in the Philippines (1.4% poverty reduction in 2013, 1.5% in 2015 and 1.3% in 2017)
- **National Economic Development Authority:** Major factor in its improvement of poverty reduction by providing the income of poor households
- **3 Waves of Impact Evaluation (2012, 2015, 2018):** consistently shown that it kept children in school and healthy

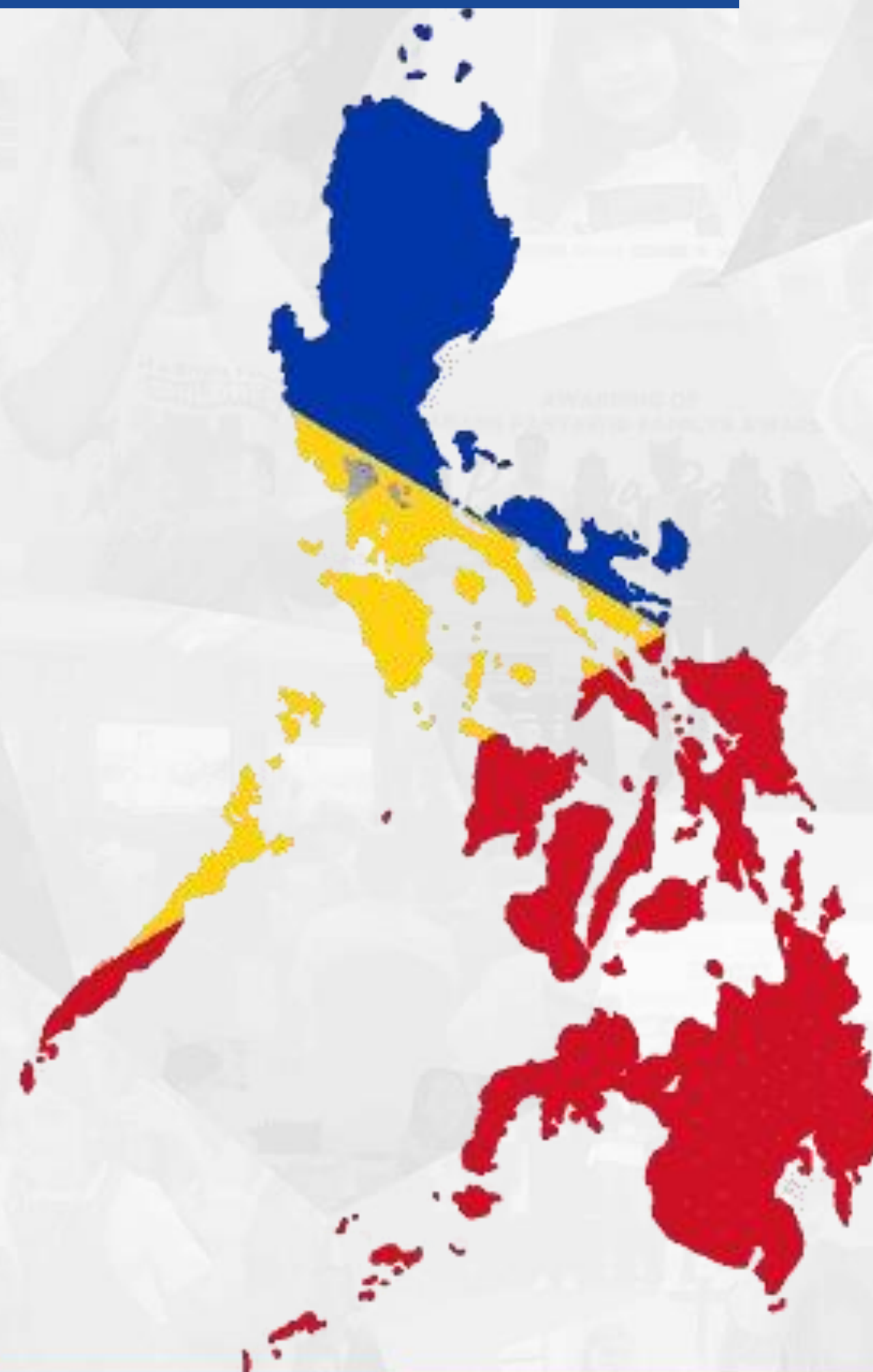
GEOGRAPHIC COVERAGE

99.33%

of the total **42,027 barangays** in the entire Philippines

99.66%

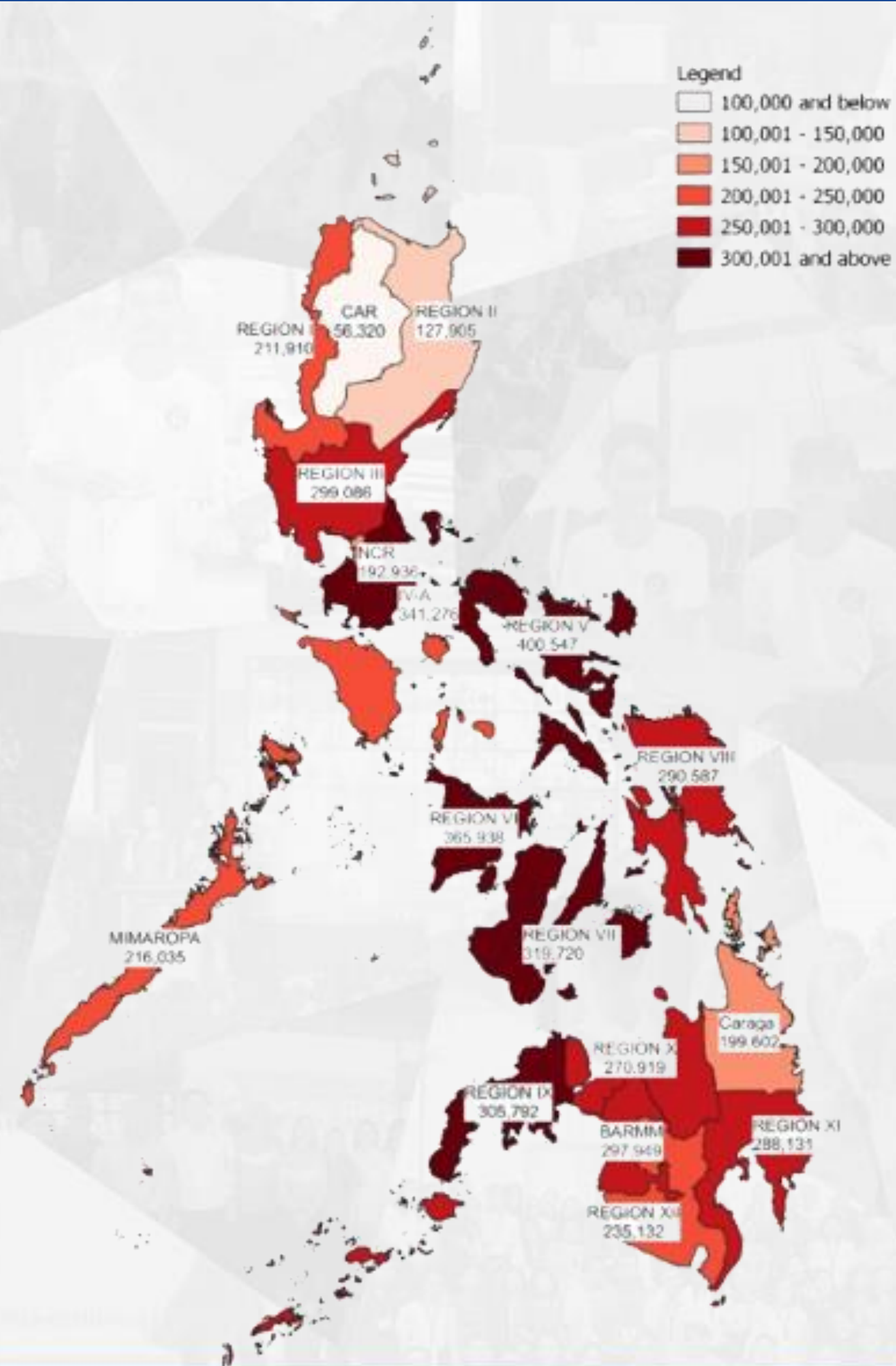
of the total **1,486 municipalities** in the entire Philippines



100%

of the all **cities (142), provinces (82) and regions (17)** in the entire Philippines







HOUSEHOLD COVERAGE



4,419,785 (100.45%)

of 4,400,000 target households served by the end of the year

PROFILE OF THE BENEFICIARIES

Grade Level	Age Group (Years Old)				Sex		Total	Percentage (%)
	 0 to 2	 3 to 5	 6 to 14	 15 to 18	 Girl	 Boy		
Kindergarten	-	235,804	224,214	104,421	268,677	295,762	564,439	6.52%
Grades 1-6	-	-	2,998,728	434,371	1,624,850	1,808,249	3,433,099	39.66%
Grades 7-10	-	-	1,146,106	1,834,058	1,446,489	1,533,675	2,980,164	34.43%
Grades 11-12	-	-	-	996,267	530,330	465,937	996,267	11.51%
No Grade Level Reported	23,779	206,750	300,096	152,362	316,051	366,936	682,987	7.89%
Total	23,779	442,554	4,669,144	3,521,479	4,186,397	4,470,559	8,656,956	100.00%
Percentage (%)	0.27%	5.11%	53.94%	40.68%	48.36%	51.64%	100.00%	

4Ps HUMAN DEVELOPMENT MILESTONE



32,556

Finished College

(From FY 2016 to Present)

4,111 *Board Examination Passers*

40 *Board Topnotchers*

82 *Magna Cum Laude*

1,135 *Cum Laude*

132 *with Special Distinctions*

4Ps HUMAN DEVELOPMENT MILESTONE

GRADE LEVEL COMPLETION (From FY 2016 to Present)



Graduated from *Elementary*

11,436,938



Graduated from *High School*

3,254,002

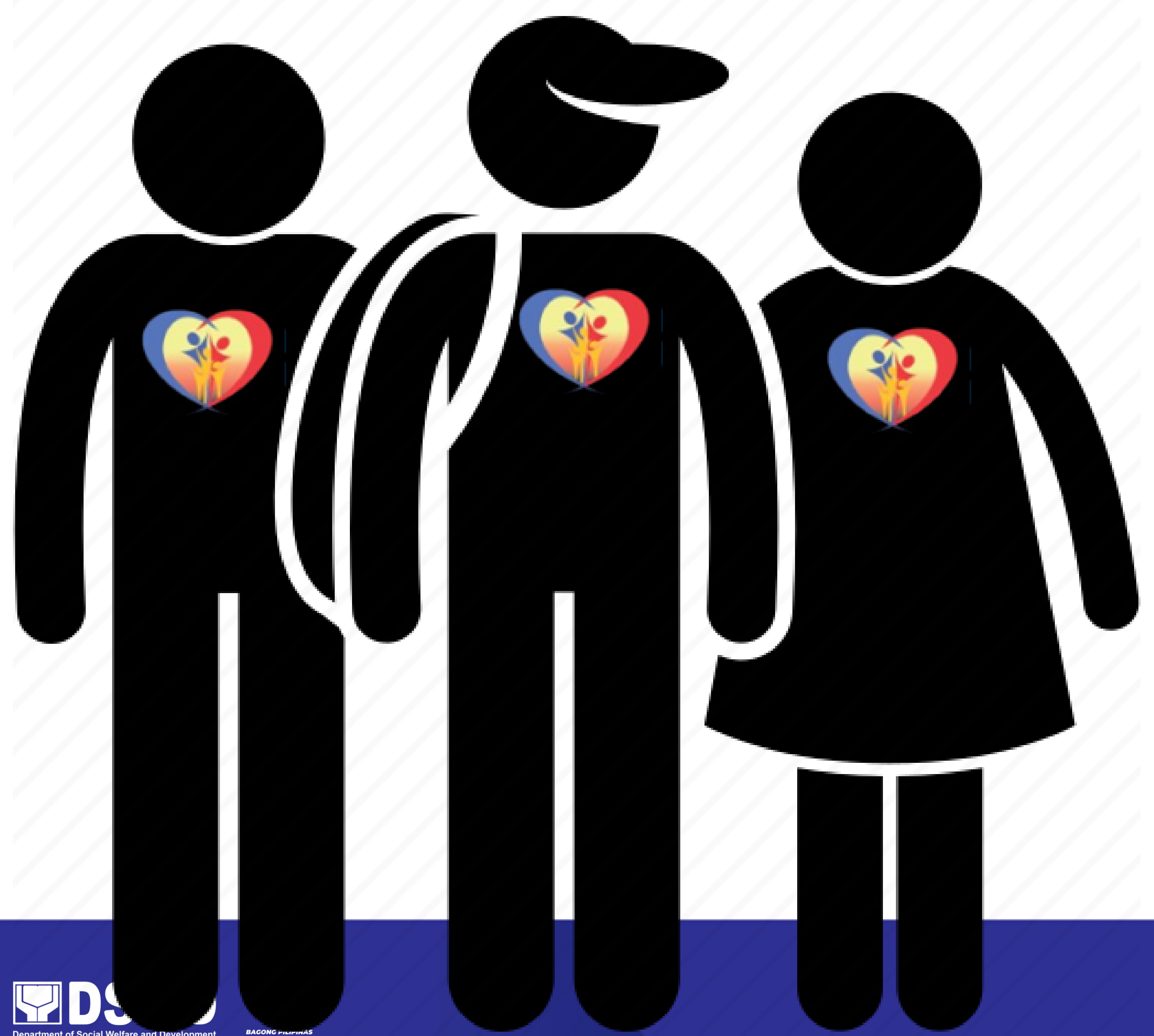
4Ps HUMAN DEVELOPMENT MILESTONE



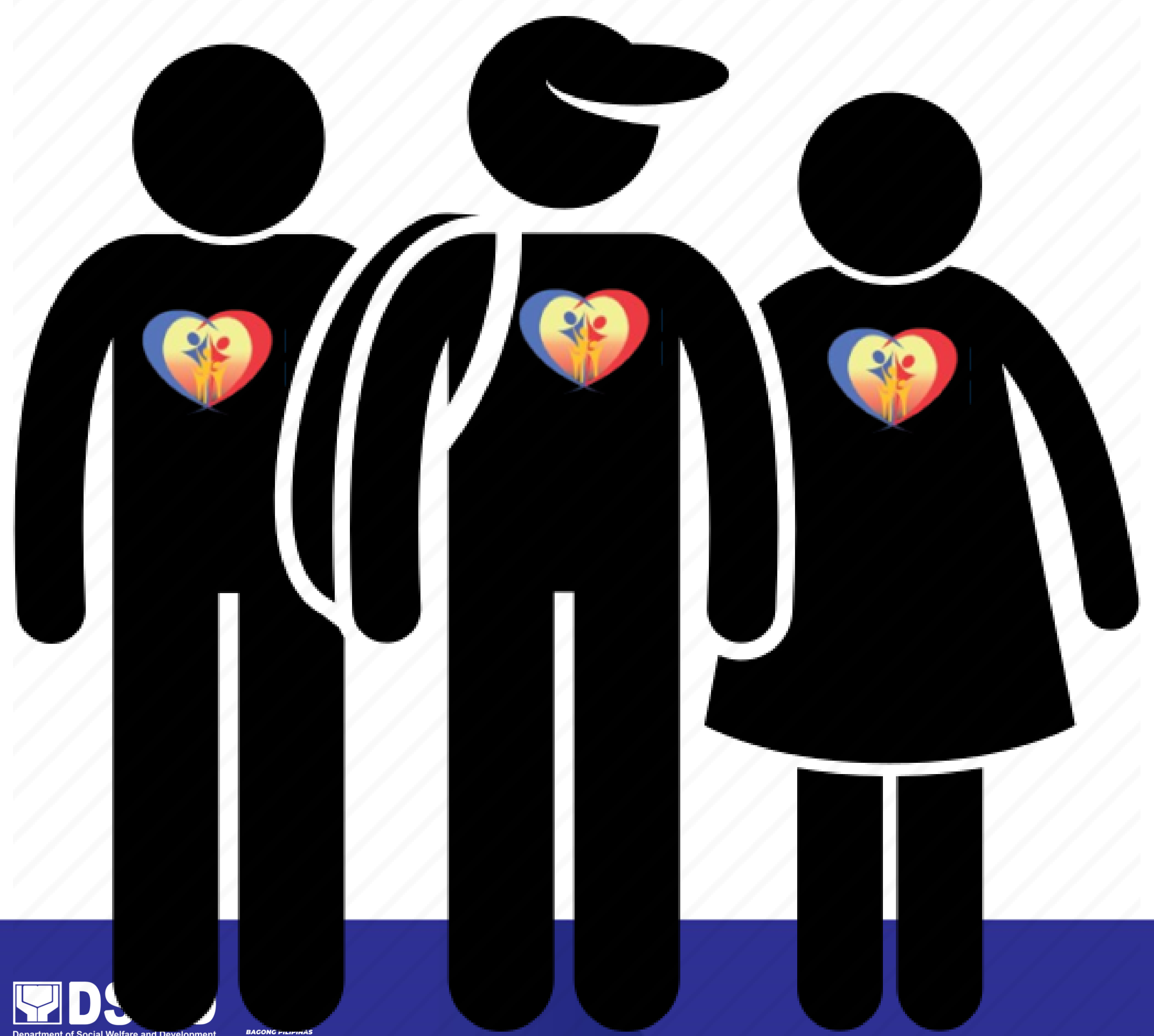
355,414

Self-Sufficient Households

by the **end of FY 2023** and were **graduated** from the program



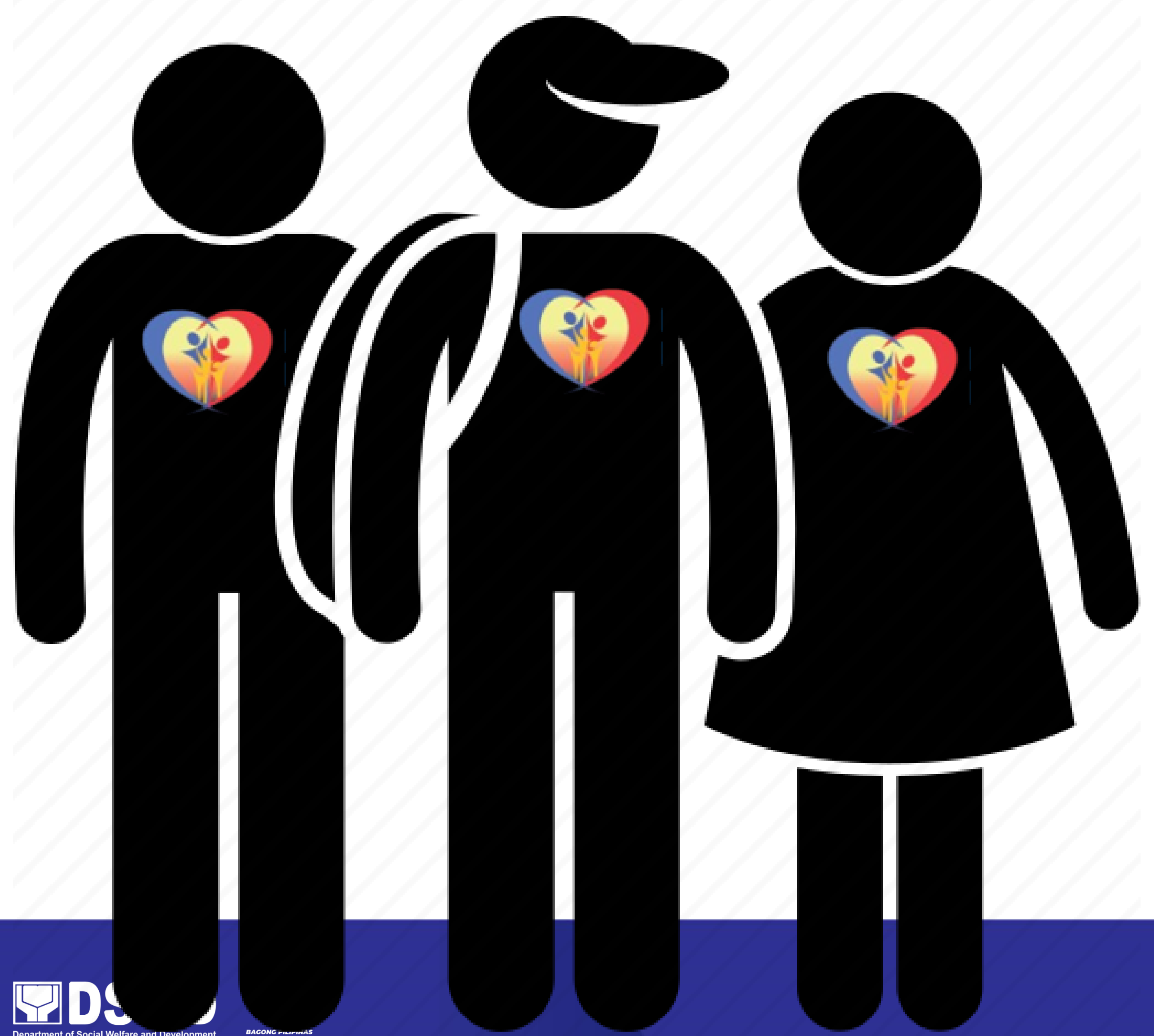
Critical Period for Transformative Change



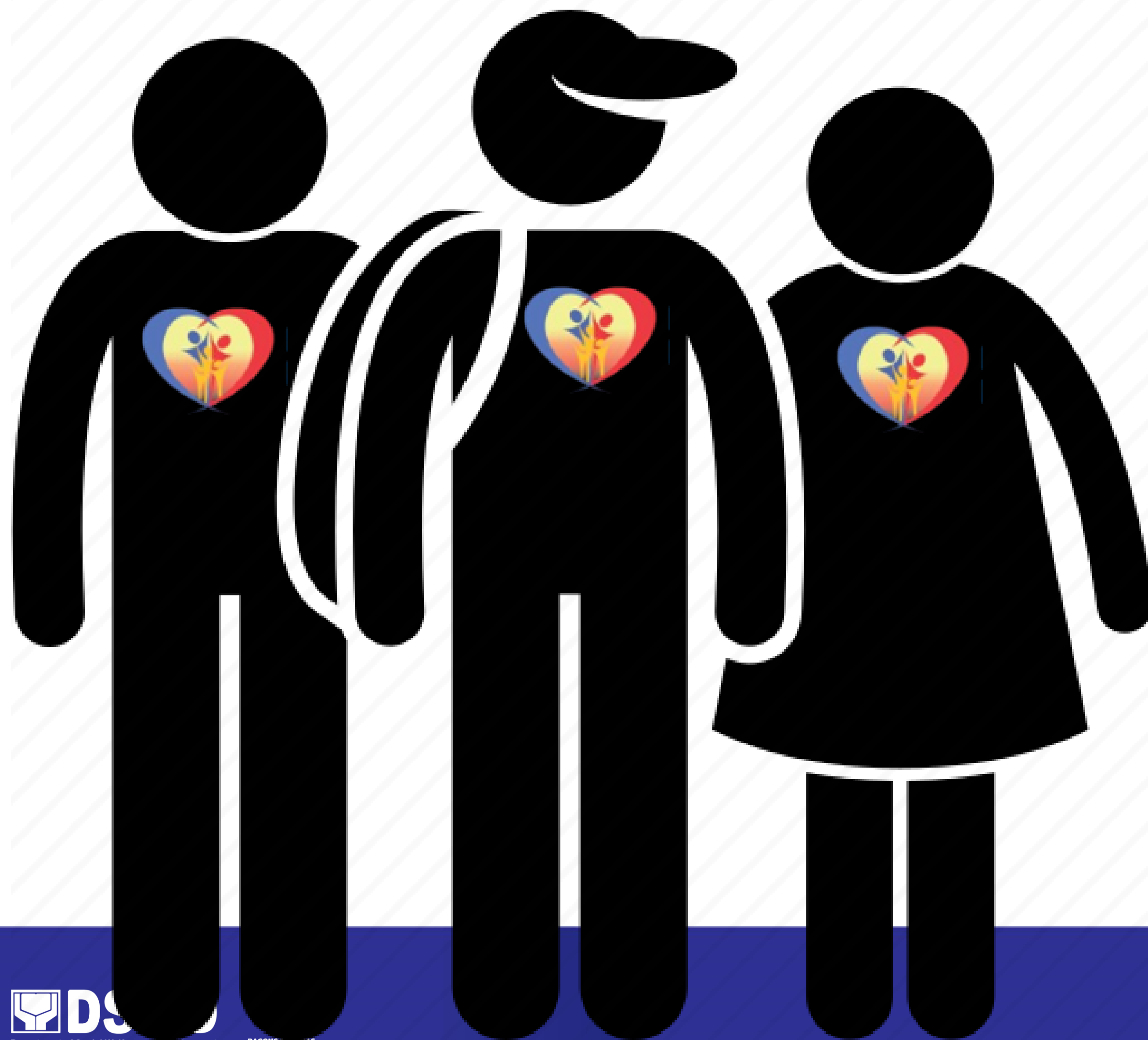
The demand for digital transformation is, in fact, an understatement.

GAMECHANGER

Drastic impact of technology of how Filipinos live and how it is redefining the narrative of poverty and the manner through which social services delivery is conducted

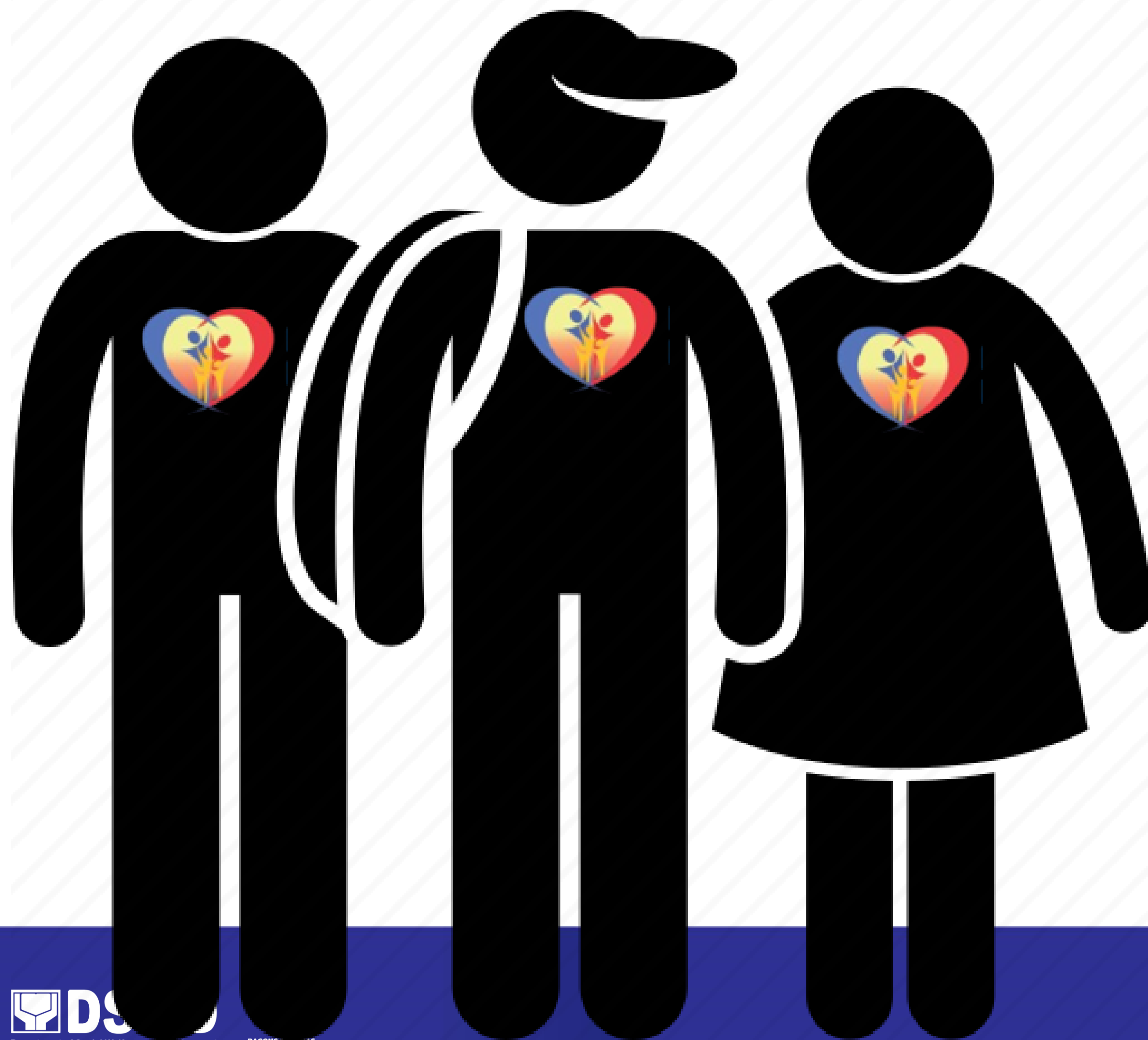


**We are EVOLVING.
We are RESPONDING.
We are CHANGING.**



Grievance Redress System

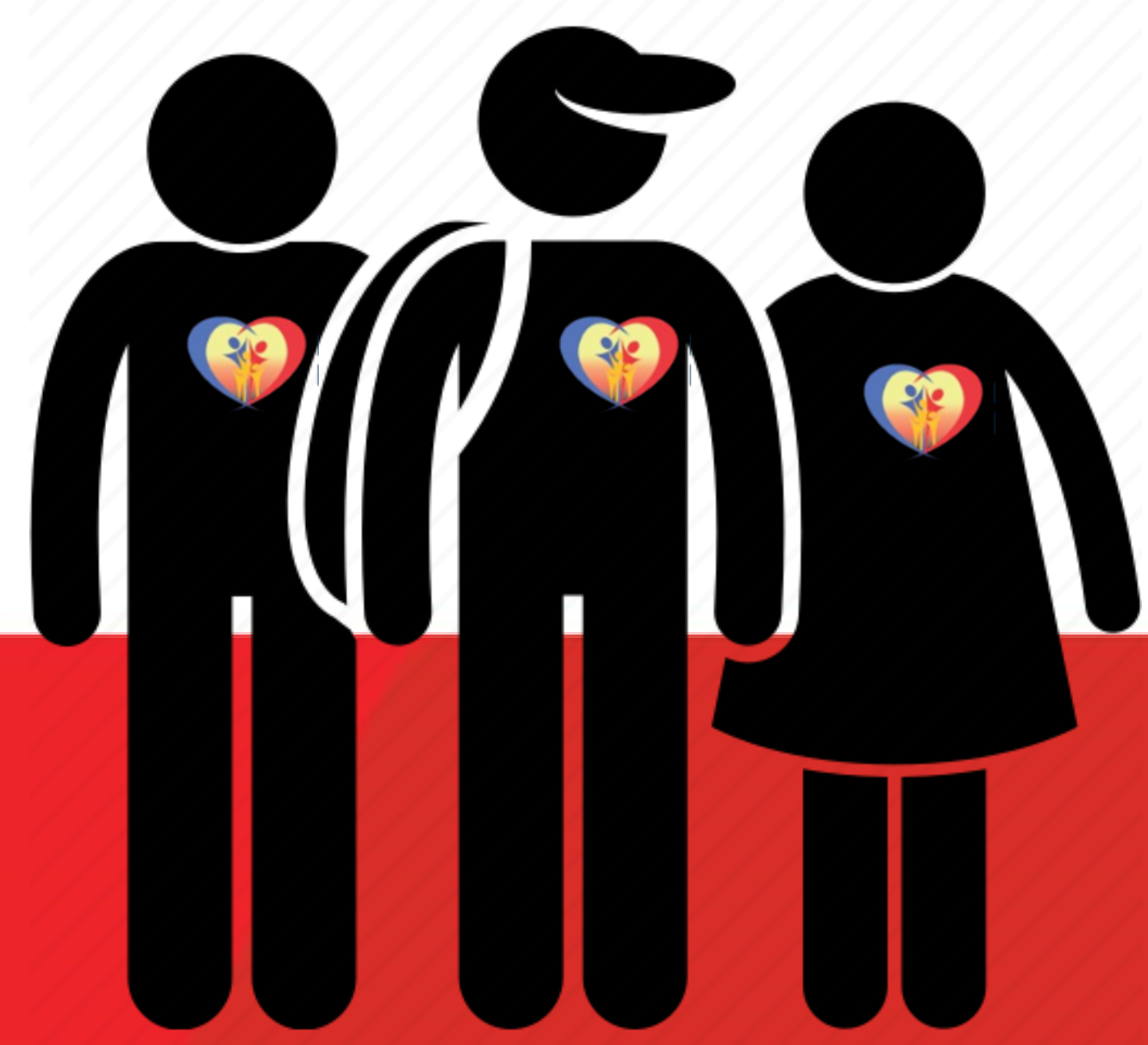
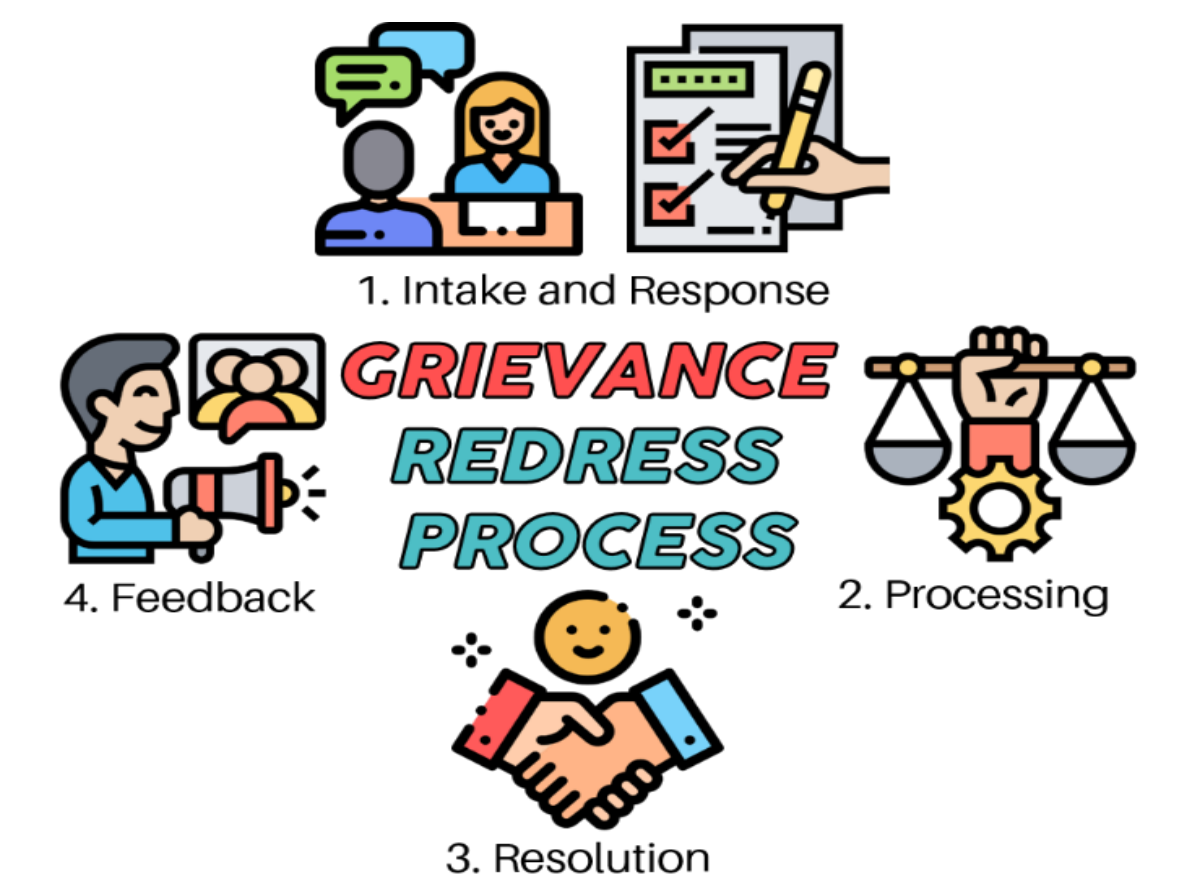
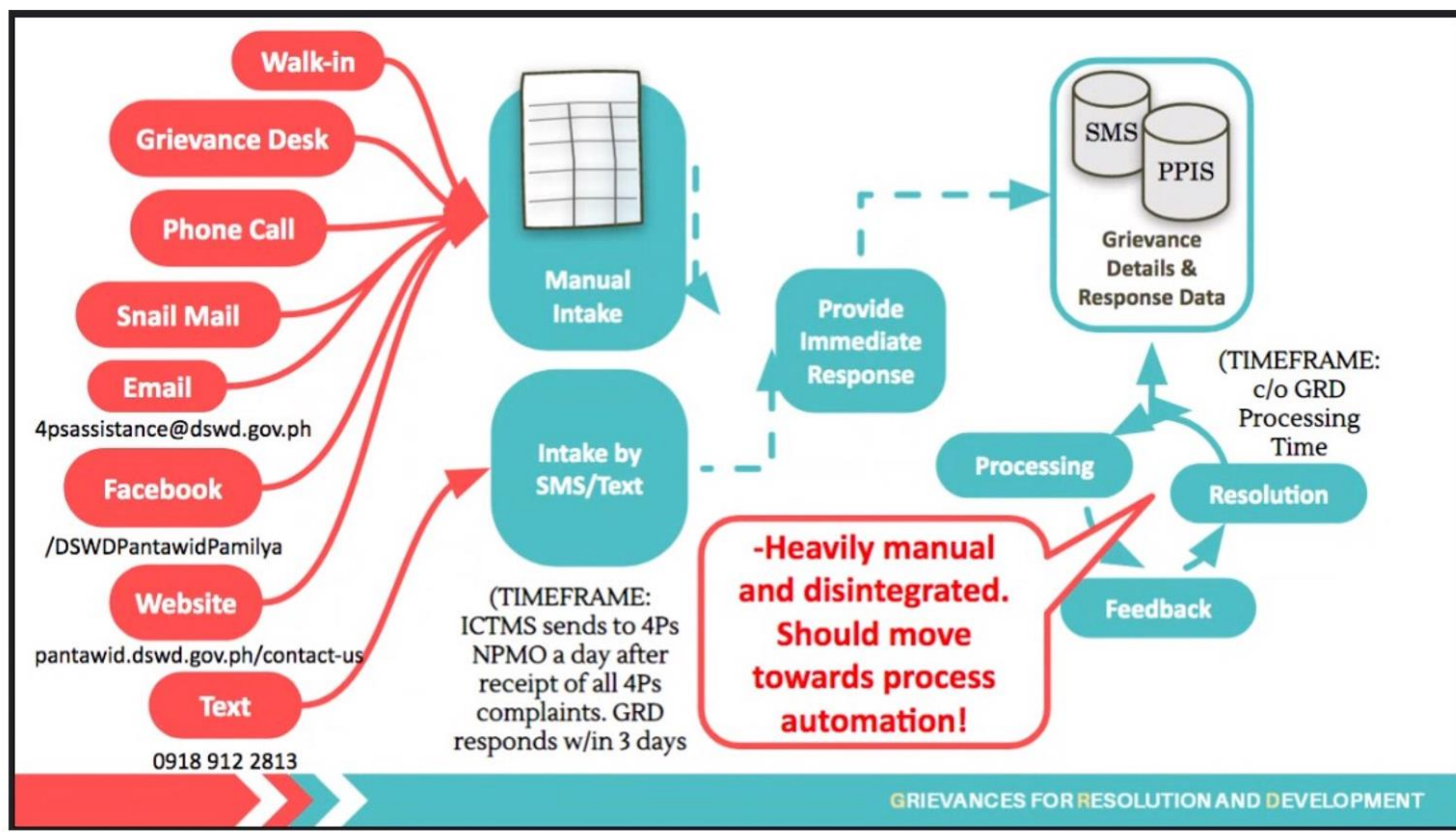
resolve grievances and utilize such grievance data for program development with the end view of minimizing incidence of grievance and improving beneficiary experience and satisfaction about the Program.

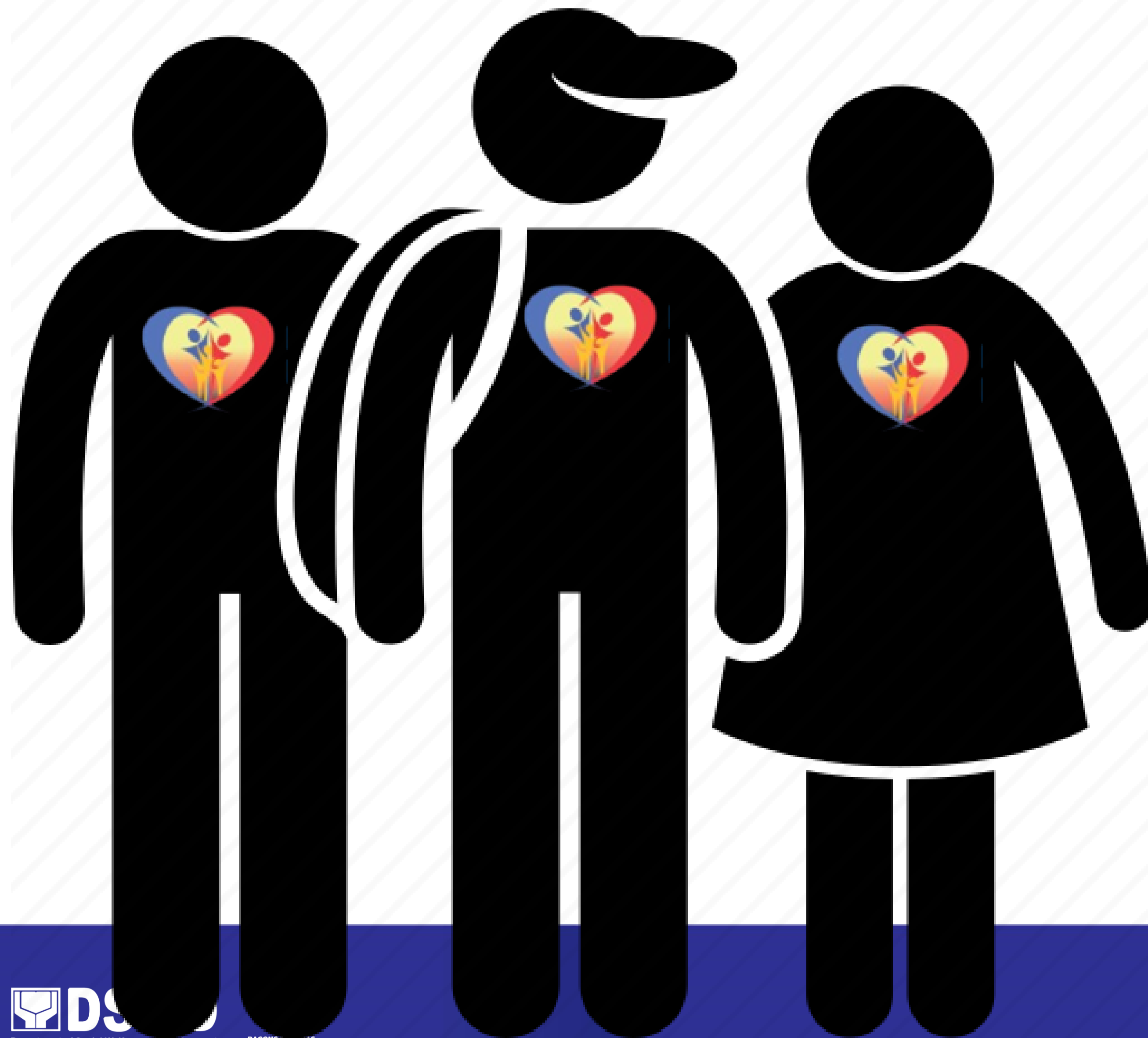


Grievance Redress Workflow Automation System or NEWGRS

leverage Artificial Intelligence and rule-based workflow engine

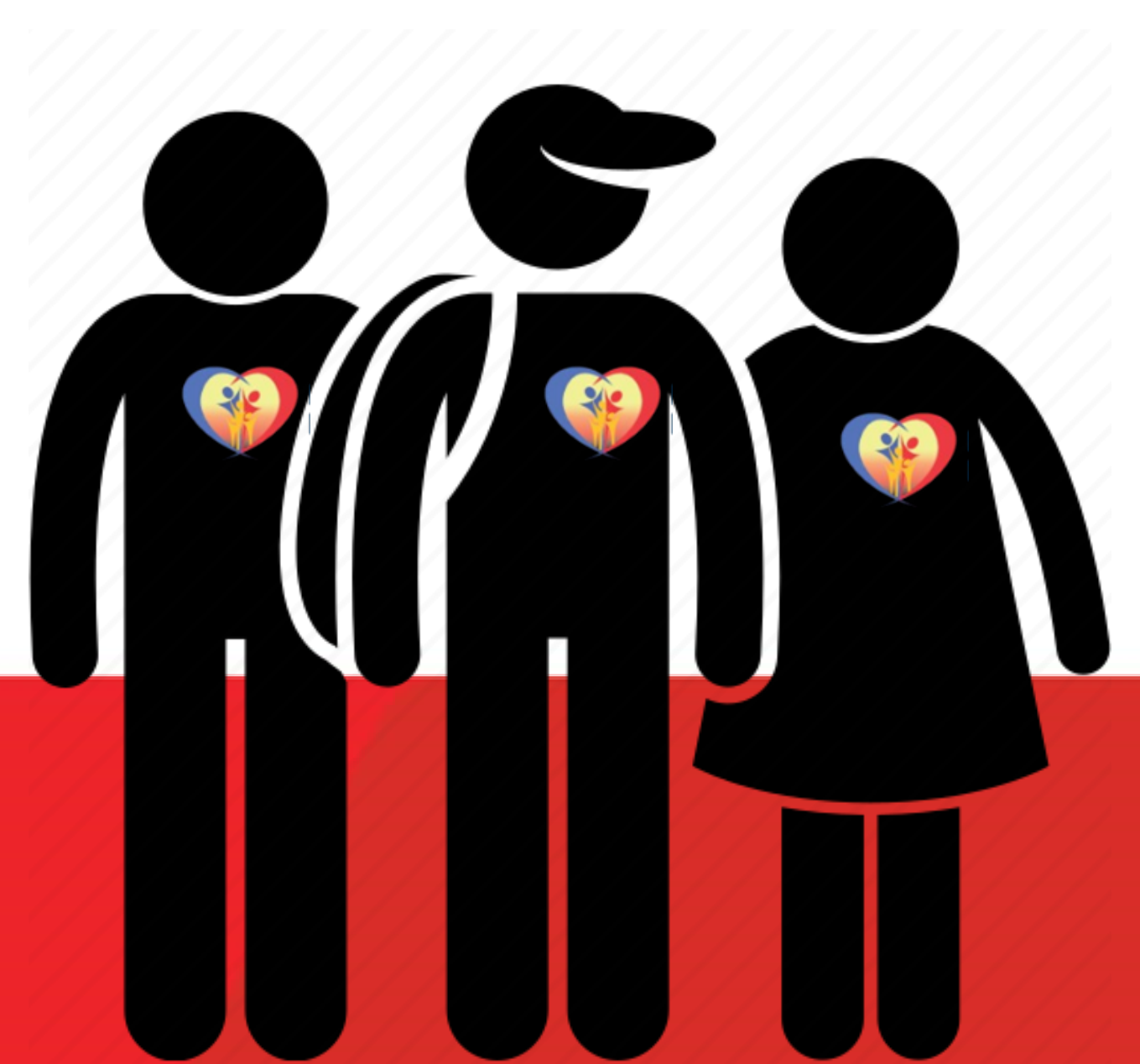
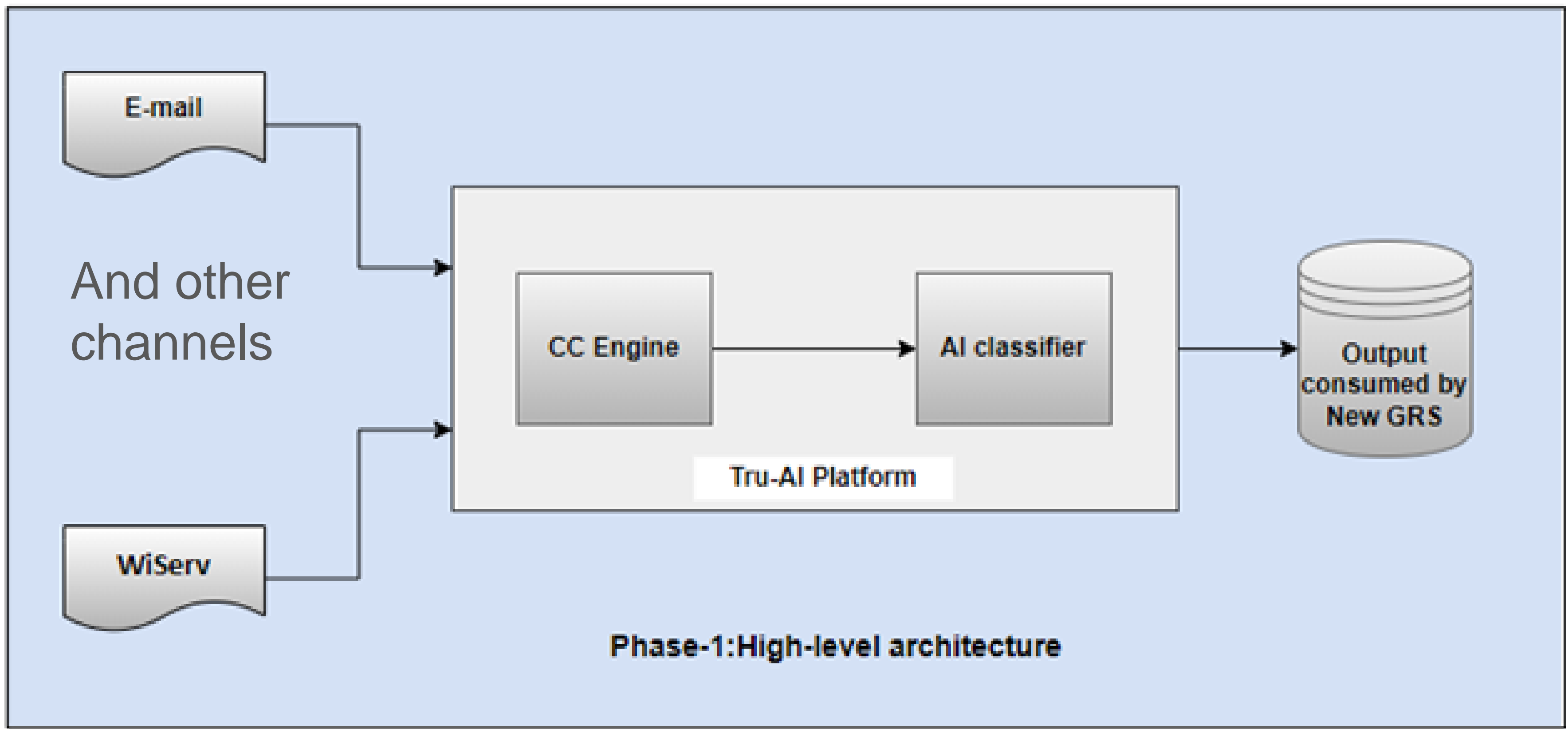
Automate the interconnectivity of various field implementers across levels of operations for immediate resolution





Grievance Redress Workflow Automation System or NEWGRS

- Text analytics solutions on emails and SMS (and subsequently snail mails)
- Segregate emails with grievances from other emails
- Extract the grievance and classify it into the 8 types of grievances
- Extract specific information (Beneficiary, Household id, period of grievance etc) from the email text for accelerating allocation and resolution.



IMPROVING THE GRIEVANCE REDRESS SYSTEM WITH AI

AUTOMATED GRIEVANCE HANDLING

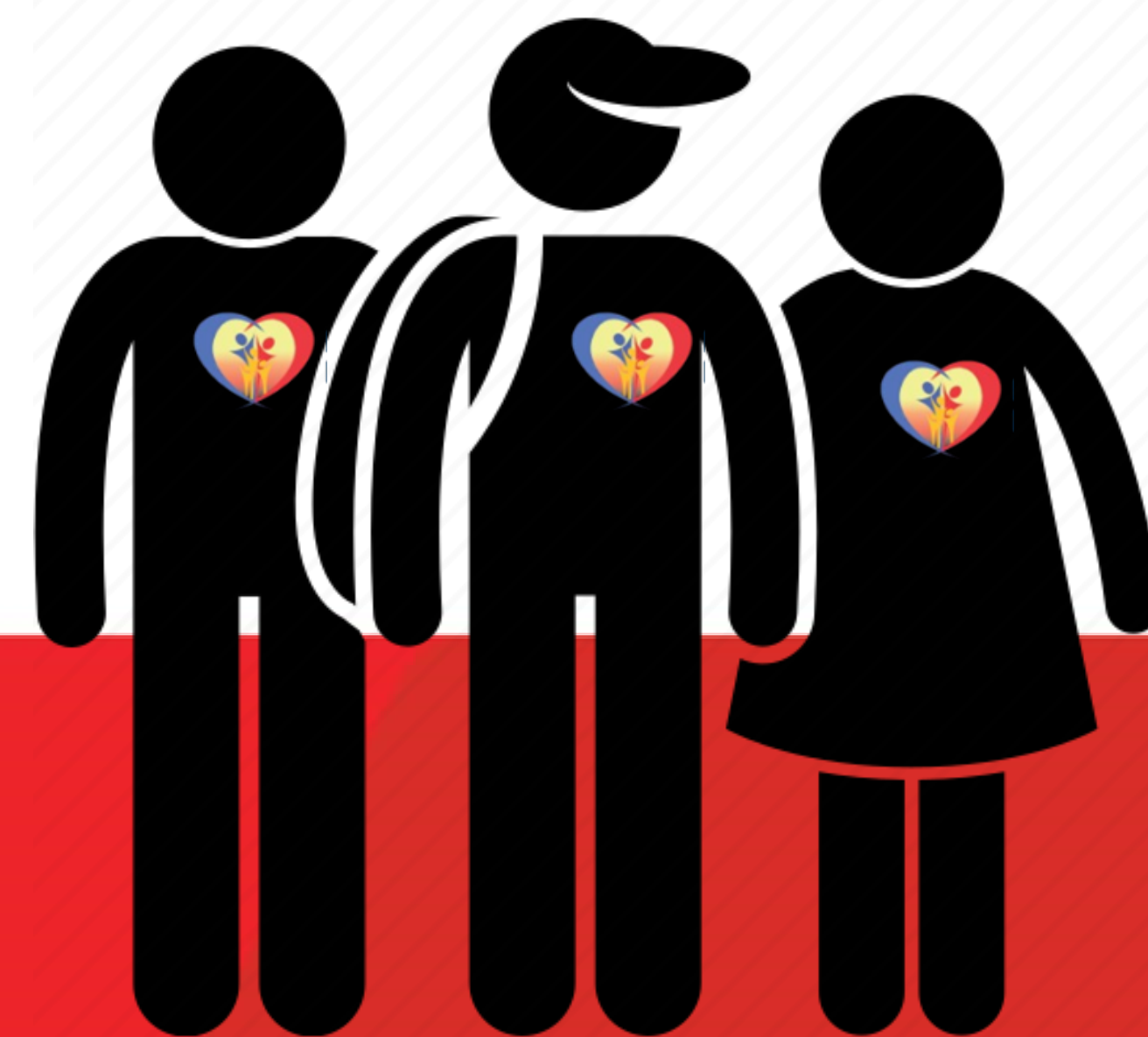
AI can enhance the efficiency of GRS by automating case management (case classification and resolution tracking)

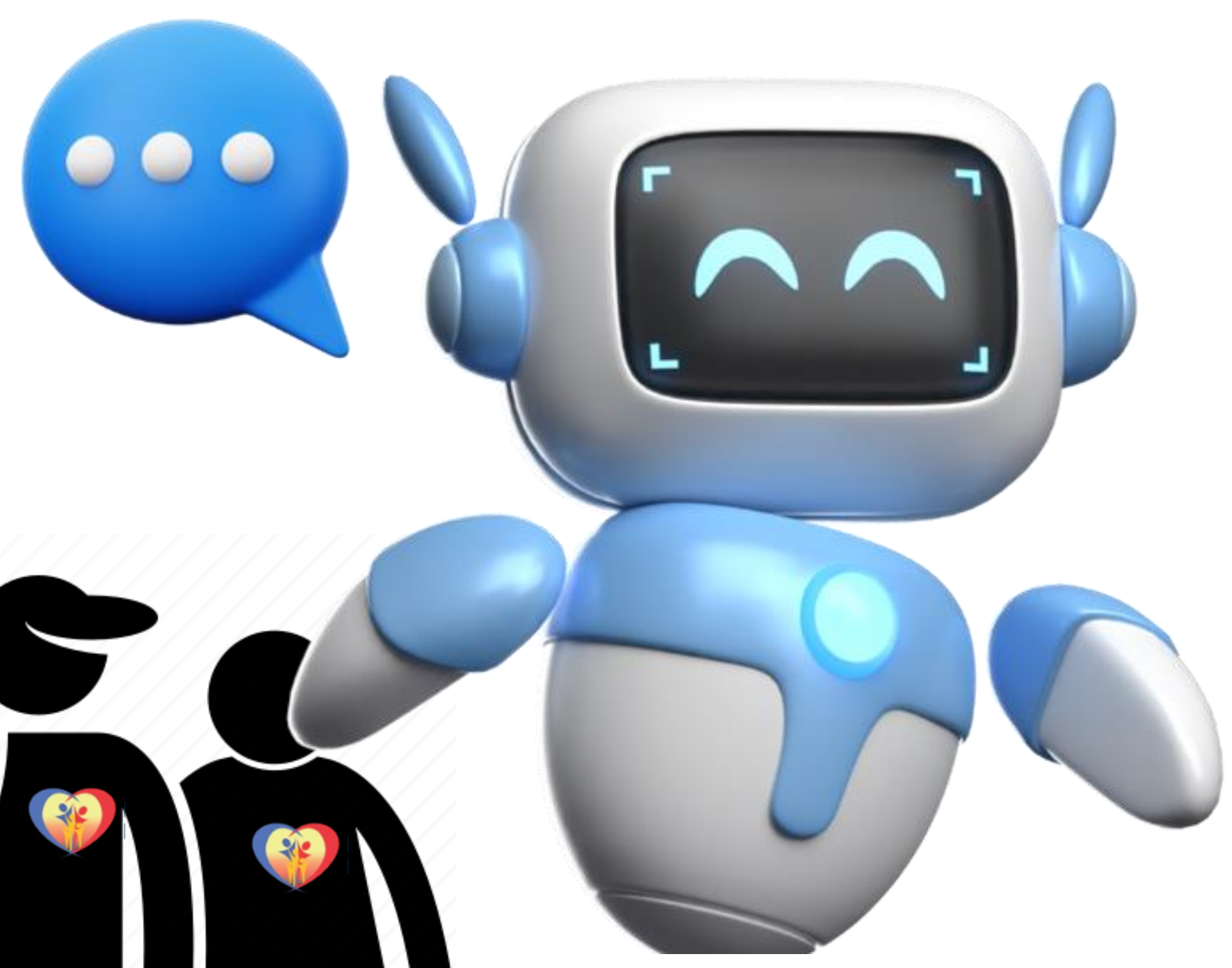
ENHANCING TRANSPARENCY AND ACCOUNTABILITY

AI can improve transparency and accountability in the grievance handling process (dashboard analytics, feedback mechanism)

PERSONALIZED SUPPORT

AI can offer personalized support to individuals filing grievances (virtual support agents)





Enhancing Data Collection and Analysis

Improving Beneficiary Outreach and Communication

Streamlining Application Processes

DETECTING FACTORS AND CHALLENGES



Digital Divide and Access Issues

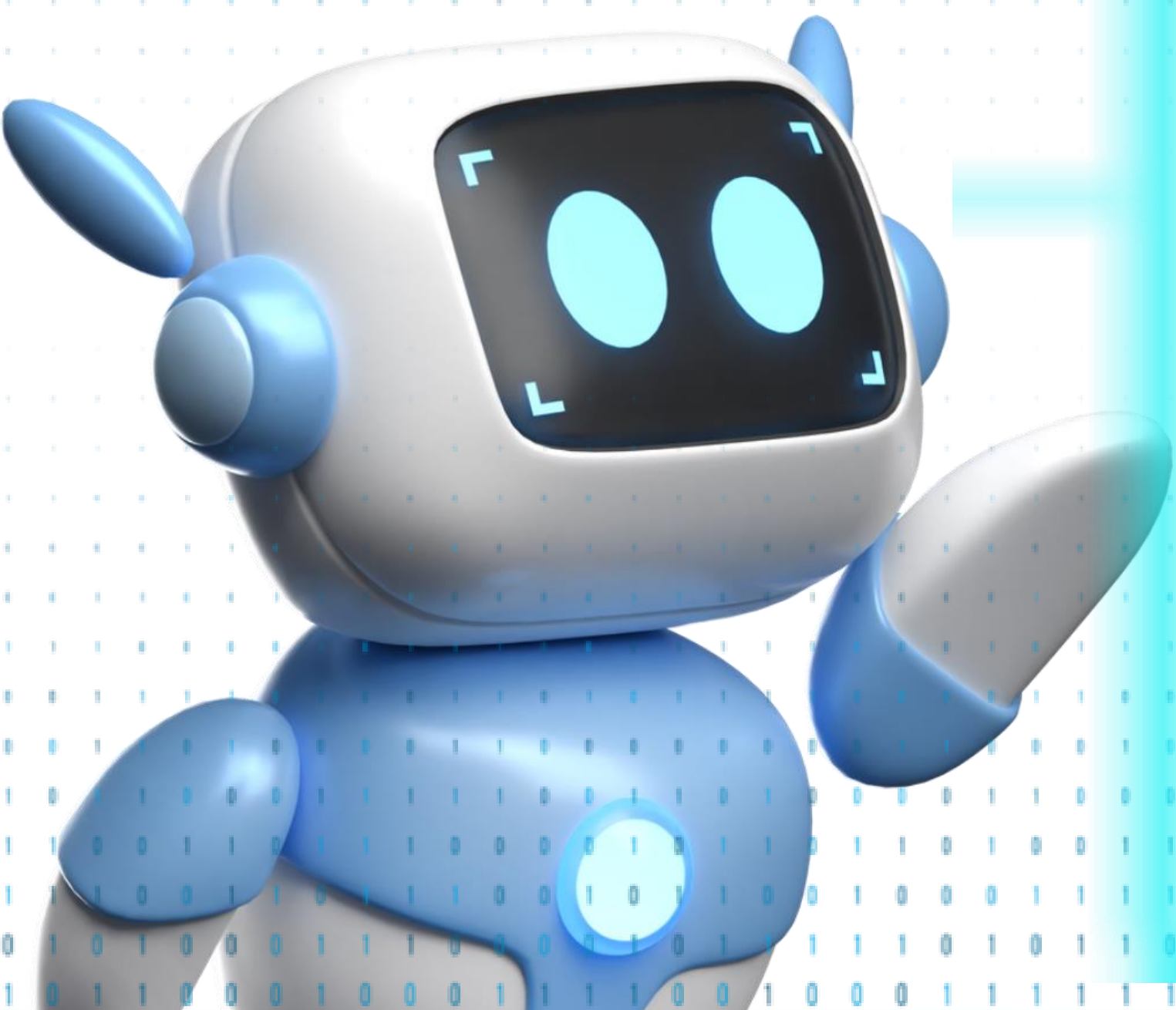


Data Privacy and Security Concerns



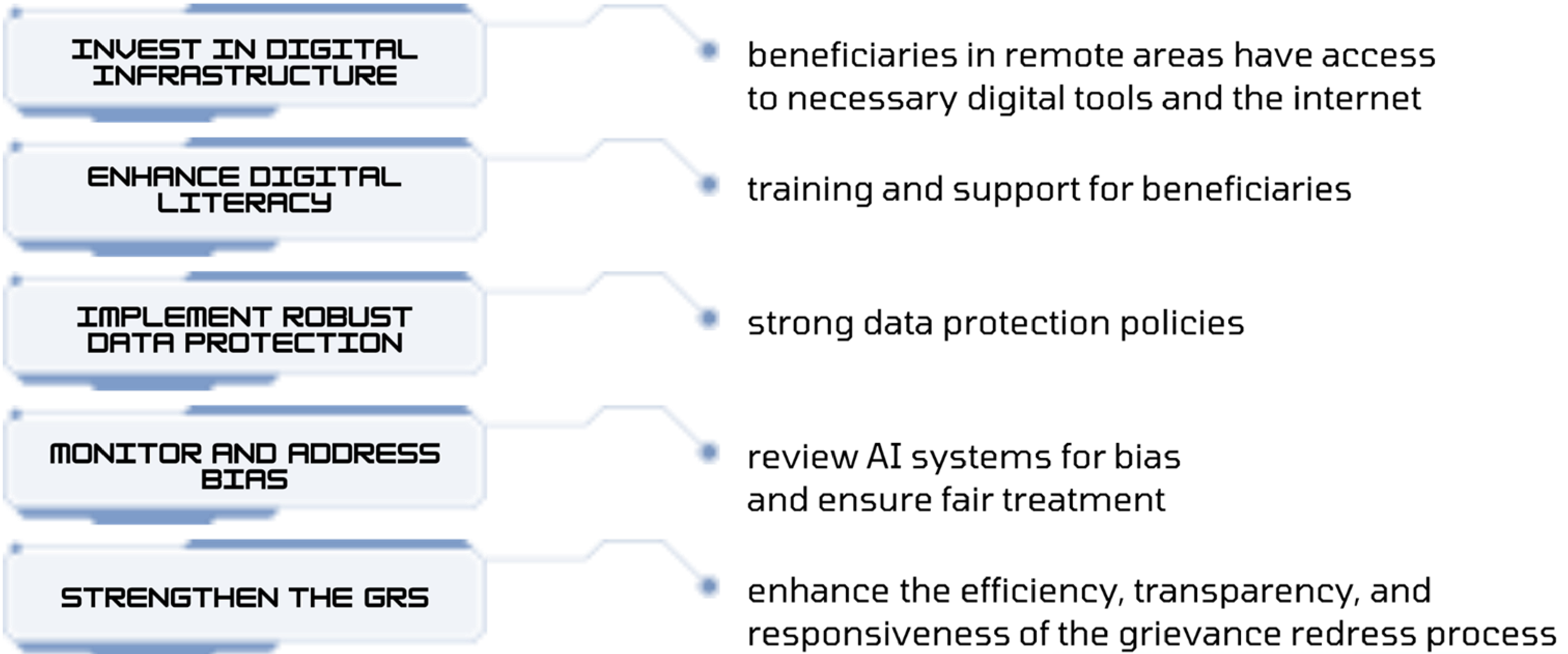
System Reliability and Bias





AI holds significant potential for optimizing the implementation of the Philippine CCT program by enhancing data management, improving communication, and streamlining processes. However, to ensure inclusivity and responsiveness, policymakers must address challenges such as digital access disparities, data privacy concerns, and potential biases in AI systems. By leveraging AI effectively, the GRS can be made more efficient, transparent, and responsive to the needs of beneficiaries.

RECOMMENDATIONS



The **heart** of **4Ps** is the empowerment of the poor, disadvantaged and vulnerable to find their voice to address the drivers of poverty, and to break the cycle of intergenerational poverty.



The HOUSEHOLDS matter.



EMPOWERMENT

the poor, vulnerable and disadvantaged matter.

Important and critical actors
in making decisions for the families to address their risks and vulnerabilities



**Together, let
us remain
true and
committed to
the heart of
the program.**

