

CITIZENS CHARTER

Name of Department/Office : MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE

Vision : A society where the poor, vulnerable and disadvantaged individuals and communities are empowered for an improved quality of life.

Mission : A Municipality where men and women have equal rights and opportunities in accessing social welfare services.

Mandate : An Office responsible for the protection of social welfare rights and promotion of social development.

MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE						
STEPS	APPLICANT/CLIENT	SERVICE PROVIDER	PROCESSING TIME	PERSON IN CHARGE	FEES	REMARKS
AVAILMENT OF ASSISTANCE TO INDIVIDUALS IN CRISIS SITUATION/ LIVELIHOOD ASSISTANCE						
1	Present the required documents	Receive docs, conduct intake interview, verify and assess if eligible for assistance	15-30 mins.	D. Ariño, R. Poliquit, A. Piano	None	
2	Wait for notification	Process documents	1-2 weeks	MSWDO, MBO, Mun. Acctng, MTO, Mun Mayor's Office staff	None	
3	Claim financial assistance, present valid identification Card.	Release assistance at the Mun. Treasurers Office	5 minutes	MTO and MSWDO staff	None	
End of Transaction : Total time : 30 mins. for preparation of docs and 1 -2 weeks time for processing and release of assistance						
REQUEST FOR SOCIAL CASE STUDY REPORT/ CASE FINDINGS/ REFERRALS TO OTHER NGAS AND NGOs.						
1	Present the required documents	Receive docs, conduct intake interview, verify and assess if eligible for assistance requested	30-45 mins.	M. Cubi, M. Fernandez	None	SCSR for court related cases may take 2-3 weeks time to prepare.
2	Claim requested document	Prepare/make said document Release document				
End of Transaction : Total time : 45 minutes excluding waiting time.						
AVAILMENT OF CERTIFICATE OF INDIGENCY FOR APPLICATION OF PHILHEALTH INSURANCE, ELECTRIC INSTALLATION/ CIVIL REGISTRATION AND MEDICAL CONSULTATION AND OTHERS						
1	Present required documents	Receive verify encode	5-10 mins.	MSWDO staff	None	
2	Claim requested document	Release of document				
End of Transaction : Total time : 10 minutes excluding waiting time.						
ISSUANCE OF PWD/SOLO PARENTS IDENTIFICATION CARD						
1	Present required documents	Receive, verify, intake interview,	15-30 mins	B. CHAVEZ, G. BANTASAN	None	
2	Claim ID card	Preparation and release of ID card				
End of Transaction : Total time : 30 minutes excluding waiting time.						

MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE						
STEPS	APPLICANT/CLIENT	SERVICE PROVIDER	PROCESSING TIME	PERSON IN CHARGE	FEEs	REMARKS
ISSUANCE OF SENIOR CITIZENS IDENTIFICATION CARD						
1	Present the required documents	Receive docs, conduct intake interview	5 working days	M. Ariño, R. Poliquit G. Bantasan		
2	Wait for notification	Preparation of ID cards				
3	Claim the ID card	Release of ID card				
End of Transaction : Total time : 5 working days						
ISSUANCE OF BENEFIT DANCE PERMIT						
1	Present required documents	Receive docs, verify and encode	10-15 mins.	MSWDO staff	Php100.00	
2	Pay fees	Pay at the Mun. Treasurer's Office				
3	Claim document	Release of document				
End of Transaction : Total time : 15 minutes excluding waiting time.						
MEDIATION CONFERENCE/CASE CONFERENCE/ COUNSELING						
1	Request for mediation/Case /Counselin conference/dialogue	Intake interview, review documents if applicable Set schedule/ send notice Conduct mediation/case and counseling session with the client	flexible time	M. Cubi M. Fernandez	None	Maybe conducted once or more as the need arises