



## **PROGRAM MANAGEMENT BUREAU**

### **CITIZEN'S CHARTER 2024 (1st EDITION)**

## QUALITY POLICY

### DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT

**D**eliver, coordinate, and monitor social protection programs and services to the poor, vulnerable, and disadvantaged population towards a fair, just and peaceful society;

**S**ustain a culture of excellence through continual improvement of systems, mechanisms, and procedures in the delivery of programs and services;

**W**ork with integrity and adhere to ethical standards for customer satisfaction and quality service by complying with the DSWD mandates, and other pertinent laws; and

**D**emonstrate genuine concern for the poor, prompt compassionate service, and free from any form of corruption.

## **I. Mandate:**

The Department of Social Welfare and Development (DSWD) is the primary government agency mandated to develop, implement and coordinate social protection and poverty-reduction solutions for and with the poor, vulnerable and disadvantaged.

## **II. Vision:**

The Department of Social Welfare and Development envisions all Filipinos free from hunger and poverty, have equal access to opportunities, enabled by a fair, just, and peaceful society.

## **III. Mission:**

To lead in the formulation, implementation, and coordination of social welfare and development policies and programs for and with the poor, vulnerable, and disadvantaged.

## **IV. Service Pledge:**

We are committed to provide quality, prompt, and courteous service from Mondays to Fridays, 8:00 A.M. to 5:00 P.M., without noon breaks and thereby ensure that all applicants or requesting parties who are within the DSWD premises prior to the end of the official working hours and during lunch break shall be attended to. In view of this, we shall ensure availability of Officers-in-Charge of our frontline services at all times for consultation and advice.

Furthermore, we shall endeavor to complete transactions within the day and in the event that we are unable to do so, we shall inform you promptly of our actions taken so far and clearly explain the reason/s for such delay.

We shall appreciate any positive or negative feedback regarding our services, facilities, and personnel.

All these we pledge for the best interest of the clients/customers we serve.

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## LIST OF SERVICES

Office	DOCUMENT # (SOP Number)	Type of Service	Name Of Service
PMB	DSWD-PMB-SOP-010	Frontline	Implementation of The Assistance to Individuals In Crisis Situation Program for Individual Clients Transacting within the DSWD Offices (CIU/CIS/SWAD)
PMB	DSWD-PMB-SOP-011	Frontline	Implementation of The Assistance to Individuals In Crisis Situation Program For Clients Tagged As Group Of Individuals
PMB	DSWD-PMB-SOP-003	Non-Frontline	Securing Travel Clearance Blue Cards
FO	DSWD-PMB-SOP-012	Frontline	Implementation of Government Internship Program (GIP) to Central office and Field Offices
FO	DSWD-PMB-SOP-021B	Frontline	Procedure in the Implementation of the Social Pension for Indigent Senior Citizens (SPISC)
FO	DSWD-PMB-SOP-023	Frontline	Procedure in the Implementation of the Centenarians Act in the Field Offices
FO	DSWD-PMB-SOP-004	Frontline	Securing Travel Clearance for Minors Traveling Abroad

**PROGRAM MANAGEMENT BUREAU**

**FRONTLINE (EXTERNAL)**

**SERVICES**

## 1. Implementation of The Assistance to Individuals In Crisis Situation Program for Individual Clients Transacting within the DSWD Offices (CIU/CIS/SWAD OFFICES)

AICS serves as a social safety net or stop-gap measure to support the recovery of individuals and families identified to be suffering from any adversity or crisis through the provision of financial assistance, psychosocial intervention, and referral services that will enable the clients to meet their basic needs in the form of food, transportation, medical, educational, material, funeral, and cash assistance for other support services, among others.

The provision of psychosocial support, including psychological first aid, and counseling, as well as financial assistance to disadvantaged and marginalized sectors, are part of the social protection services of the Department. These protective services aim to help individuals and families to cope with the present difficult situation they are experiencing, such as illness, death, loss of job, or source of income. In order to effectively and efficiently respond to existing and emerging crisis situations among vulnerable sectors, a Citizens Charter was crafted to provide a comprehensive guide on the provision of the aforementioned assistance.

<b>Office or Division:</b>	Program Management Bureau - Crisis Intervention Division, Protective Service Division- Crisis Intervention Section Field Office I-XII, CARAGA, CAR, and NCR
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C- Government to Citizen
<b>Who may avail:</b>	Indigent, marginalized, and vulnerable/disadvantaged individuals and families or are otherwise in crisis situation based on the assessment of the Social Worker
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
One (1) valid identification card of the client/ person to be interviewed; (1 Photocopy)  Preferably issued by any government agencies such as but not limited to: <ul style="list-style-type: none"> <li>Philippine Statistics</li> </ul>	<ul style="list-style-type: none"> <li>Applicable government agencies</li> </ul>

<p>Authority (PhilSys ID)</p> <ul style="list-style-type: none"> <li>• Social Security System or Government Service Insurance System (UMID ID, SSS or GSIS ID)</li> <li>• Philhealth (Philhealth ID)</li> <li>• Land Transportation Office (Driver's License)</li> <li>• Professional Regulation Commission (PRC ID)</li> <li>• Overseas Workers Welfare Administration (OWWA ID)</li> <li>• Department of Labor and Employment (iDOLE)</li> <li>• Pag-IBIG Fund (PAG-IBIG ID)</li> <li>• Commission on Election (Voter's ID or Voter's Certification)</li> <li>• Post Office (Postal ID)</li> <li>• Department of Foreign Affairs (Philippine Passport)</li> <li>• National Bureau of Investigation (NBI Clearance)</li> <li>• Department of Social Welfare</li> </ul>	
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<p>and Development (4Ps ID)</p> <ul style="list-style-type: none"> <li>Local Government Unit           <ul style="list-style-type: none"> <li>PWD ID</li> <li>Solo Parent ID</li> <li>City or Municipal ID</li> <li>Barangay ID</li> <li>Office of Senior Citizen Affairs (OSCA ID)</li> </ul> </li> <li>Police Clearance</li> <li>or any ID preferably with validity date, and picture and signature of the client</li> <li>In extremely justifiable circumstances, a Barangay Certification certifying the identity of the client may be presented in lieu of an Identification Card.</li> </ul>	
Signed Authorization Letter (if applicable)	<ul style="list-style-type: none"> <li>Beneficiary of Assistance except for those who do not have the capacity to act or below 18 years old</li> </ul>
<b>TRANSPORTATION ASSISTANCE</b>	

1. Other supporting document/s such as but are not limited to, medical certificate, death certificate, and/or court order or subpoena (1 Photocopy)	<ul style="list-style-type: none"> <li>• Police Station - Police Blotter</li> <li>• Hospitals or Clinic - Medical Abstract</li> <li>• Court - Court Order or Subpoena</li> <li>• Civil Registry - Death Certificate</li> </ul>
<b>MEDICAL ASSISTANCE FOR HOSPITAL BILL</b>	
1. Medical Certificate or Clinical Abstract or Discharge Summary or Alagang Pinoy Tagubilin Form with Diagnosis with complete name, license number and signature of the Physician issued within three months (1 Original or Certified true copy)	<ul style="list-style-type: none"> <li>• Medical records of the Hospital or Clinic</li> </ul>
2. Hospital bill or Statement of Account (outstanding balance) with name and signature of billing clerk or Certificate of balance and Promissory Note signed by the credit and collection officer or billing clerk. (1 Photocopy)	<ul style="list-style-type: none"> <li>• Billing Office of the hospital</li> <li>• Credit and Collection Office</li> </ul>
3. Social Case Study Report or Case Summary. (1 Original Copy)	Registered Social Worker in public or private practice. <ul style="list-style-type: none"> <li>• Department of Social Welfare and Development (DSWD)</li> <li>• Local Social Welfare and Development Office (LSWDO)</li> <li>• Non-Government Organization (NGO)</li> <li>• Medical Social Service</li> </ul>
<b>MEDICAL ASSISTANCE FOR MEDICINE OR ASSISTIVE DEVICE</b>	

1. Medical Certificate or Clinical Abstract or Discharge Summary or Alagang Pinoy Tagubilin Form with Diagnosis with complete name, license number and signature of the Physician issued within three months (1 Original or Certified true copy)	<ul style="list-style-type: none"> <li>• Medical records of the Hospital or Clinic</li> </ul>
2. Prescription with date of issuance, complete name, license number and signature of the Physician issued within three months. (1 Photocopy)	<ul style="list-style-type: none"> <li>• Attending Physician from a hospital or clinic.</li> </ul>
If the amount of assistance being requested exceeds PhP10,000.00, the following shall be required as additional requirements	
1. Quotation of Medicine or Assistive Device (1 Original or Photocopy)	<ul style="list-style-type: none"> <li>• Service Provider</li> </ul>
2. Social Case Study Report or Case Summary. (1 Original or Photocopy)	Registered Social Worker in public or private practice. <ul style="list-style-type: none"> <li>• Department of Social Welfare and Development (DSWD)</li> <li>• Local Social Welfare and Development Office (LSWDO)</li> <li>• Non-Government Organization (NGO)</li> <li>• Medical Social Service</li> </ul>
<b>MEDICAL ASSISTANCE FOR LABORATORY</b>	
1. Medical Certificate or Clinical Abstract or Discharge Summary or Alagang Pinoy Tagubilin Form with Diagnosis with complete name, license number and signature of the	<ul style="list-style-type: none"> <li>• Clinic of the Attending Physician or from Medical Records of the hospital.</li> </ul>

Physician issued within three months (1 Original or Certified true copy)	
2. Laboratory Requests or Laboratory Protocol or Doctor's Order with name, license number, and signature of the Physician (1 Photocopy)	<ul style="list-style-type: none"> <li>• Attending Physician from a hospital or clinic</li> </ul>
3. Social Case Study Report or Case Summary. (1 Original or Certified true copy)	Registered Social Worker in public or private practice. <ul style="list-style-type: none"> <li>• DSWD</li> <li>• LSWDO</li> <li>• NGO</li> <li>• Medical Social Service</li> </ul>
If the amount of assistance being requested exceeds PhP10,000.00, the following shall be required as additional requirements	
1. Quotation of Laboratory (1 Original or Photocopy)	<ul style="list-style-type: none"> <li>• Service Provider</li> </ul>
2. Social Case Study Report or Case Summary. (1 Original or Photocopy)	Registered Social Worker in public or private practice. <ul style="list-style-type: none"> <li>• DSWD</li> <li>• LSWDO</li> <li>• NGO</li> <li>• Medical Social Service</li> </ul>
<b>FUNERAL ASSISTANCE FOR FUNERAL BILL</b>	
1. Death Certificate or Certification from the Tribal Chieftain (1 Original or certified true copy)	<ul style="list-style-type: none"> <li>• City or Municipal Hall (Civil Registry Office), Hospital, Funeral Parlor, Tribal Chieftain or Imam</li> </ul>
2. Promissory Note or Certificate of Balance or Statement of Account (1 Original Copy)	<ul style="list-style-type: none"> <li>• Authorized staff of the Funeral Parlor or Memorial Chapel</li> </ul>
3. Funeral Contract (1 Original or Photocopy)	<ul style="list-style-type: none"> <li>• Authorized staff of the Funeral Parlor or Memorial Chapel</li> </ul>
<b>FUNERAL ASSISTANCE FOR TRANSFER OF CADAVER</b>	

1. Death Certificate or Certification from the Tribal Chieftain (1 Original or certified true copy)	<ul style="list-style-type: none"> <li>City or Municipal Hall (Civil Registry Office), hospital, funeral parlor, tribal chieftain or Imam.</li> </ul>
2. Transfer Permit (1 Original or Photocopy)	<ul style="list-style-type: none"> <li>City or Municipal Hall</li> </ul>
<b>EDUCATIONAL ASSISTANCE</b>	
1. Validated School ID and Valid I.D (1 Original or Photocopy)	<ul style="list-style-type: none"> <li>School Registrar where the beneficiary is enrolled</li> </ul>
2. \ <ul style="list-style-type: none"> <li>a. Enrolment Assessment Form or</li> <li>b. Certificate of Enrolment or Registration; or</li> <li>c. Statement of Account</li> </ul> (1 Original or Photocopy)	<ul style="list-style-type: none"> <li>School Registrar or Concerned Office where the beneficiary is enrolled</li> </ul>
<b>FOOD ASSISTANCE FOR INDIVIDUAL AND FAMILIES ENDORSED IN GROUPS</b>	
1. Barangay Certificate or Residency or Certificate of Indigency or Certificate that the client is in need of assistance may be required or medical document as proof that the beneficiary is admitted 2. (1 Original or Photocopy)	<ul style="list-style-type: none"> <li>Barangay Hall where the client is presently residing</li> <li>Hospital where the beneficiary is currently admitted</li> </ul>
<b>CASH RELIEF ASSISTANCE</b>	
Depending on the circumstances:	
a. <b>For Fire Victims:</b> <b>Police</b>	<ul style="list-style-type: none"> <li>Bureau of Fire or PNP</li> </ul>

<p>Report or Bureau of Fire Protection Report from the Bureau of Fire</p> <p><b>b. For Distressed OFs:</b> Passport, Travel Document/s, certification from OWWA or the Barangay</p> <p><b>c. For Rescued Client:</b> Certification from a social worker or Case manager from rescued clients.</p> <p><b>d. For victims of Online Sexual Exploitation:</b> Police Blotter and social worker's certification for the victims of online sexual exploitation of children</p> <p><b>e. For Locally stranded individuals (LSI):</b> LSI without valid IDs, the Medical Certificate or the Travel Authority issued by the Philippine National Police will suffice and be accepted to prove his or her identity.</p> <p>(1 Original or Photocopy)</p>	<ul style="list-style-type: none"> <li>• Overseas Workers Welfare Administration or Department of Migrant Workers or Barangay</li> <li>• Local Social Welfare and Development Office or other social welfare agencies</li> <li>• Local Social Welfare and Development Office or other social welfare agencies</li> <li>• Police Station - Police Blotter</li> <li>• Hospital or Clinic - Medical Certificate signed by the Registered Physician</li> </ul>
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<p><b>For all other incidents:</b></p> <p>Barangay Certificate of Residency or Certificate of Indigency or Certificate of the Client is in Need of Assistance as well as other documents from legal authorities or regulating agencies, as may be applicable such as but not limited to Police Report or Blotter, Spot report from the AFP or PNP, Joint AFP-PNP Intelligence Committee (JAPIC) certificate, Certification of death, Disaster Assistance Family Access Card (DAFAC); Medico-legal certification</p>	<ul style="list-style-type: none"> <li>• Barangay Hall where the client is presently residing</li> <li>• Police Station</li> <li>• AFP or PNP</li> <li>• Office of Civil Registry</li> <li>• Certificate from the LDRMO; <i>or</i></li> <li>• Local Government Unit</li> <li>• Hospital or Clinic signed by Licensed Physician</li> </ul>
<b>MATERIAL ASSISTANCE</b>	
<p>1. General Intake Sheet</p>	<p>DSWD CIU/CIS/SWAD</p>
<p>2. Material Assistance Distribution Sheet</p>	<p>DSWD CIU/CIS/SWAD</p>

<b>ON-SITE TRANSACTION</b>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEE S TO PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure a queuing number.	1.1.1 Provide Client with queuing number.	None	<b>10 Minutes</b>	CIU Head/ Social Welfare Officer III
1.2 Present pertinent Document	1.2.1 DSWD personnel will check the validity, and completeness of required documents presented by the client.	None	<b>20 Minutes</b>	CIU Head/ Social Welfare Officer III
	1.2.2 Check the client's record to the Crisis Intervention Monitoring System (CrIMS)	None	<b>20 Minutes</b>	CIU Head/ Social Welfare Officer III
	1.2.3 If documents are complete and valid, and right frequency of availment, the client will be advised to proceed to step 2 and submit documents pertinent to their request. If not, the client will be advised to comply with the needed documents or be rescheduled to the date wherein the proper frequency of availment will be met	None	<b>10 Minutes</b>	CIU Head/ Social Welfare Officer III



2. Submit pertinent documents for Interview and Assessment	2.1 The DSWD Social Welfare Officer (SWO) shall interview, assess the documentary requirements presented, and Fill out the information in the General Intake Sheet (GIS) and the Certificate of Eligibility (CE).	None	<b>40 Minutes</b>	CIU Head/ Social Welfare Officer III
	2.2 The DSWD Social Welfare Officer (SWO) shall determine the eligibility of the client to receive assistance, and recommend the appropriate assistance.  If found to be ineligible for the services under the program, the client will be formally informed of the reason of ineligibility and henceforth be declined and provided with a letter of disqualification to receive assistance.	None	<b>40 Minutes</b>	CIU Head/ Social Welfare Officer III
	2.3 Advise the client to Proceed to Step 3 and wait to be called for the release of assistance.	None	<b>40 Minutes</b>	CIU Head/ Social Welfare Officer III

	2.4 Forward the Client's Document to the Authorized Approving Officer.	None	<b>40 Minutes</b>	CIU Head/ Social Welfare Officer III
	2.5 Approve the Social Worker's recommendation if found reasonable and with complete and valid documents.	None	<b>40 Minutes</b>	CIU Head/ Social Welfare Officer III
	2.6 Scan the client's approved documents for filing, and forward to Step 3 for releasing of assistance.	None	<b>30 Minutes</b>	CIU Head/ Social Welfare Officer III
3. Receive Assistance	3.1 Check the Client's Identity	None	<b>15 Minutes</b>	CIU Head/ Social Welfare Officer III
	3.2 Release the Assistance.	None	<b>15 Minutes</b>	CIU Head/ Social Welfare Officer III
4. Fill out client satisfaction measurement survey	4. Receive the client satisfaction survey	None	<b>20 Minutes</b>	CIU Head/ Social Welfare Officer III
<b>TOTAL</b>		<b>None</b>	<b>5 Hour, 40 Minutes for Cash Out Right<sup>1</sup></b>  <b>1 Day or 24 Hours for Guarantee Letter<sup>2</sup></b>	

<sup>1</sup> Time may vary depending on the influx of clients, technical, and other circumstances outside the control of the Department.

<sup>2</sup> Time may vary depending on the influx of clients, technical, and other circumstances outside the control of the Department.

## 2. Implementation of The Assistance to Individuals In Crisis Situation Program For Clients Tagged As Group Of Individuals

AICS serves as a social safety net or stop-gap measure to support the recovery of individuals and families identified to be suffering from any adversity or crisis through the provision of financial assistance, psychosocial intervention, and referral services that will enable the clients to meet their basic needs in the form of food, transportation, medical, educational, material, funeral, and cash assistance for other support services, among others.

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<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C- Government to Citizen
<b>Who may avail:</b>	Indigent, marginalized, and vulnerable/disadvantaged individuals and families or are otherwise in crisis situation based on the assessment of the Social Worker
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
One (1) valid identification card of the client/ person to be interviewed;  Preferably issued by any government agencies such as but not limited to: <ul style="list-style-type: none"> <li>• Philippine Statistics Authority (PhilSys ID)</li> <li>• Social Security System or Government Service</li> </ul>	<ul style="list-style-type: none"> <li>• Applicable government agencies</li> </ul>

<p>Insurance System (UMID ID, SSS or GSIS ID)</p> <ul style="list-style-type: none"> <li>● Philhealth (Philhealth ID)</li> <li>● Land Transportation Office (Driver's License)</li> <li>● Professional Regulation Commission (PRC ID)</li> <li>● Overseas Workers Welfare Administration (OWWA ID)</li> <li>● Department of Labor and Employment (iDOLE)</li> <li>● Pag-IBIG Fund (PAG-IBIG ID)</li> <li>● Commission on Election (Voter's ID or Voter's Certification)</li> <li>● Post Office (Postal ID)</li> <li>● Department of Foreign Affairs (Philippine Passport)</li> <li>● National Bureau of Investigation (NBI Clearance)</li> <li>● Department of Social Welfare and Development (4Ps ID)</li> <li>● Local Government Unit               <ul style="list-style-type: none"> <li>○ PWD ID</li> <li>○ Solo Parent ID</li> <li>○ City or Municipal ID</li> <li>○ Barangay ID</li> <li>○ Office of Senior Citizen Affairs (OSCA ID)</li> </ul> </li> <li>● Police Clearance</li> </ul>	
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<ul style="list-style-type: none"> <li>• or any ID preferably with validity date, and picture and signature of the client</li> <li>• In extremely justifiable circumstances, a Barangay Certification certifying the identity of the client may be presented in lieu of an Identification Card.</li> </ul>	
Signed Authorization Letter (if applicable)	<ul style="list-style-type: none"> <li>• Beneficiary of Assistance except for those who do not have the capacity to act or below 18 years old</li> </ul>
<b>TRANSPORTATION ASSISTANCE</b>	
2. Other supporting document/s such as but are not limited to, medical certificate, death certificate, and/or court order or subpoena	<ul style="list-style-type: none"> <li>• Police Station - Police Blotter</li> <li>• Hospitals or Clinic - Medical Abstract</li> <li>• Court - Court Order or Subpoena</li> <li>• Civil Registry - Death Certificate</li> </ul>
<b>MEDICAL ASSISTANCE FOR HOSPITAL BILL</b>	
4. Medical Certificate or Clinical Abstract or Discharge Summary or Alagang Pinoy Tagubilin Form with Diagnosis with complete name, license number and signature of the Physician issued within three months (Original or Certified true copy)	<ul style="list-style-type: none"> <li>• Medical records of the Hospital or Clinic or the Attending Physician</li> </ul>
5. Hospital bill or Statement of Account (outstanding balance) with name and signature of billing clerk or Certificate of balance and Promissory Note signed by the credit and collection officer or billing clerk.	<ul style="list-style-type: none"> <li>• Statement of Account - Billing Office of the hospital</li> <li>• Certificate of Balance and Promissory Note - Credit and Collection Office</li> </ul>

6. Social Case Study Report or Case Summary.	Registered Social Worker in public or private practice. <ul style="list-style-type: none"> <li>• DSWD</li> <li>• LSWDO</li> <li>• NGO</li> <li>• Medical Social Service</li> </ul>
<b>MEDICAL ASSISTANCE FOR MEDICINE OR ASSISTIVE DEVICE</b>	
3. Medical Certificate or Clinical Abstract or Discharge Summary or Alagang Pinoy Tagubilin Form with Diagnosis with complete name, license number and signature of the Physician issued within three months (Original or Certified true copy)	<ul style="list-style-type: none"> <li>• Medical records of the Hospital or Clinic of the Attending Physician</li> </ul>
4. Prescription with date of issuance, complete name, license number and signature of the Physician issued within three months.	<ul style="list-style-type: none"> <li>• Attending Physician from a hospital or clinic.</li> </ul>
If the amount of assistance being requested exceeds PhP10,000.00, the following shall be required as additional requirements	
3. Quotation of Medicine or Assistive Device	<ul style="list-style-type: none"> <li>• Service Provider</li> </ul>
4. Social Case Study Report or Case Summary.	Registered Social Worker in public or private practice. <ul style="list-style-type: none"> <li>• DSWD</li> <li>• LSWDO</li> <li>• NGO</li> <li>• Medical Social Service</li> </ul>
<b>MEDICAL ASSISTANCE FOR LABORATORY</b>	
4. Medical Certificate or Clinical Abstract or Discharge Summary or Alagang Pinoy Tagubilin Form with Diagnosis with complete name, license number and signature of the Physician issued within three months (Original or Certified true copy)	<ul style="list-style-type: none"> <li>• Attending Physician or from Medical Records of the hospital or clinic.</li> </ul>

5. Laboratory Requests or Laboratory Protocol or Doctor's Order with name, license number, and signature of the Physician	<ul style="list-style-type: none"> <li>• Attending Physician from a hospital or clinic</li> </ul>
6. Social Case Study Report or Case Summary.	Registered Social Worker in public or private practice. <ul style="list-style-type: none"> <li>• DSWD</li> <li>• LSWDO</li> <li>• NGO</li> <li>• Medical Social Service</li> </ul>
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<b>FUNERAL ASSISTANCE FOR FUNERAL BILL</b>	
4. Death Certificate or Certification from the Tribal Chieftain (Original or certified true copy)	<ul style="list-style-type: none"> <li>• City or Municipal Hall (Civil Registry Office), Hospital, Funeral Parlor, Tribal Chieftain or Imam</li> </ul>
5. Promissory Note or Certificate of Balance or Statement of Account	<ul style="list-style-type: none"> <li>• Authorized staff of the Funeral Parlor or Memorial Chapel</li> </ul>
6. Funeral Contract	<ul style="list-style-type: none"> <li>• Authorized staff of the Funeral Parlor or Memorial Chapel</li> </ul>
<b>FUNERAL ASSISTANCE FOR TRANSFER OF CADAVER</b>	
3. Death Certificate or Certification from the Tribal Chieftain (Original or certified true copy)	<ul style="list-style-type: none"> <li>• City or Municipal Hall (Civil Registry Office), hospital, funeral parlor, tribal chieftain or Imam.</li> </ul>
4. Transfer Permit	<ul style="list-style-type: none"> <li>• City or Municipal Hall</li> </ul>
<b>EDUCATIONAL ASSISTANCE</b>	
3. Validated School ID and Valid I.D	<ul style="list-style-type: none"> <li>• School Registrar where the beneficiary is enrolled</li> </ul>
4. a. Enrolment Assessment Form or	<ul style="list-style-type: none"> <li>• School Registrar or Concerned Office where the beneficiary is enrolled</li> </ul>

b. Certificate of Enrolment or Registration; or c. Statement of Account	
<b>FOOD ASSISTANCE FOR INDIVIDUAL AND FAMILIES ENDORSED IN GROUPS</b>	
3. Barangay Certificate or Residency or Certificate of Indigency or Certificate that the client is in need of assistance may be required or medical document as proof that the beneficiary is admitted	<ul style="list-style-type: none"> <li>• Barangay Hall where the client is presently residing</li> <li>• Hospital where the beneficiary is currently admitted</li> </ul>
<b>CASH RELIEF ASSISTANCE</b>	
Depending on the circumstances:  f. <b>For Fire Victims:</b> Police Report or Bureau of Fire Protection Report from the Bureau of Fire  g. <b>For Distressed OFs:</b> Passport, Travel Document/s, certification from OWWA or the Barangay  h. <b>For Rescued Client:</b> Certification from a social worker or Case manager from rescued clients.  i. <b>For victims of Online Sexual Exploitation:</b> Police Blotter and social worker's certification for the victims of online sexual exploitation of children  j. <b>For Locally stranded individuals (LSI):</b> LSI without valid IDs, the Medical Certificate or the	<ul style="list-style-type: none"> <li>• Bureau of Fire or PNP</li> <li>• Overseas Workers Welfare Administration or Department of Migrant Workers or Barangay</li> <li>• Local Social Welfare and Development Office or other social welfare agencies</li> <li>• Local Social Welfare and Development Office or other social welfare agencies</li> </ul>



Travel Authority issued by the Philippine National Police will suffice and be accepted to prove his or her identity.	<ul style="list-style-type: none"> <li>• Police Station - Police Blotter</li> <li>• Hospital or Clinic - Medical Certificate signed by the Registered Physician</li> </ul>
<b>For all other incidents:</b>  Barangay Certificate of Residency or Certificate of Indigency or Certificate of the Client is in Need of Assistance as well as other documents from legal authorities or regulating agencies, as may be applicable such as but not limited to Police Report or Blotter, Spot report from the AFP or PNP, Joint AFP-PNP Intelligence Committee (JAPIC) certificate, Certification of death, Disaster Assistance Family Access Card (DAFAC); Medico-legal certification	<ul style="list-style-type: none"> <li>• Barangay Hall where the client is presently residing</li> <li>• Police Station</li> <li>• AFP or PNP</li> <li>• Office of Civil Registry</li> <li>• Certificate from the LDRMO; or</li> <li>• Local Government Unit</li> <li>• Hospital or Clinic signed by Licensed Physician</li> </ul>
<b>MATERIAL ASSISTANCE</b>	
2. General Intake Sheet	DSWD CIU/CIS/SWAD
3. Material Assistance Distribution Sheet	DSWD CIU/CIS/SWAD

OFF-SITE TRANSACTION				
CLIENT STEPS	AGENCY ACTIONS	FEES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1 Conduct cross-matching of clients/beneficiari	None	<b>30 minutes</b>	CIU Head/ Social Welfare

<p>1. Present Pertinent Documents</p>	<p>es with the official list of target beneficiaries to avoid duplication.</p> <p>1.2 Checking the validity and completeness of the required documents presented by the client.</p> <p>1.2 If the client submits missing documents, the SWO will advise the client to comply with relevant documents before proceeding to the next step.</p>		<p><b>45 minutes</b></p>	<p>Officer III</p>
<p>2. Submit pertinent documents for Interview and Assessment</p>	<p>2.1 Filling out the identifying information of the client in the GIS;</p> <p>2.2 The SWO to conduct an interview and assessment and establish the eligibility of the client and complete the filling out of the GIS and CE.</p> <p>2.2.1 If determined to be eligible to receive assistance, the</p>	<p>None</p>	<p><b>35 minutes</b></p> <p><b>2 hours</b></p>	<p>CIU Head/ Social Welfare Officer III</p>

	<p>SWO shall recommend the appropriate assistance and fill out the CE.</p> <p>2.2.2 If determined to be ineligible to avail assistance, the client will be issued a letter of disapproval.</p>			
3.Receive Assistance	<p>3. Review and Release of Assistance</p> <p>3.1 The assistance will be released upon the establishment of the correctness and completeness of documents which shall serve as the basis for the eligibility of the client</p> <p>4. Administer the Client Satisfaction Measurement Survey</p>	None	<p><b>1 hour &amp; 30 minutes</b></p> <p><b>10 minutes</b></p>	CIU Head/ Social Welfare Officer III
<b>TOTAL</b>		<b>None</b>	<b>5 hours &amp; 30 Minutes<sup>3</sup></b>	

<sup>3</sup> Time may vary depending on the influx of clients, technical, and other circumstances outside the control of the Department.

**PROGRAM MANAGEMENT BUREAU**  
**NON-FRONTLINE (EXTERNAL)**  
**SERVICES**

## 1. Securing Travel Clearance Blue Cards

A booklet of blank travel clearance forms with serial numbers as its security mechanism where its distribution is controlled by the Program Management Bureau for issuance to the DSWD Field Office.

<b>Office or Division:</b>	DSWD Central Office - Program Management Bureau - Sectoral Programs Division
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G- Government to Government
<b>Who may avail:</b>	Filipino Minors Traveling Abroad
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Official Request for MTA Blue Cards signed by the Regional Director	DSWD Field Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sending of Official Request of the Field Office for MTA Blue Cards	1.1. Reviews and acknowledges the memo  1.2. Prepares a transmittal memo indicating the serial numbers of blue card booklets to be issued  1.3. Endorses the transmittal memo to the Division Chief for review/approval.  1.3.1. If returned with comments, revise/	None	20 minutes	Technical Staff/ MTA Focal Person, Supply Officer, and Division Chief

	enhance the transmittal memo.			
	1.3.2. If approved, proceed to the next step.			
	2.1. Coordinates with the Supply Officer on the volume of the request of blue cards.	None	5 minutes	Technical Staff/ MTA Focal Person
	2.2. Logs the number of blue cards to be issued with its serial numbers in the database.		5 minutes	Assigned Admin Staff
	3. Prepares and sends out the Travel Clearance Blue Cards and the transmittal memo to the Records and Archives Management Division for delivery to the requesting Field Office.	None	15 minutes	Assigned Admin Staff
2. Issues an acknowledgment memo upon receipt of the Travel Clearance Blue Cards.	4.1. Coordinates with the MTA regional focal person on the receipt of the MTA Blue Cards.	None	10 Minutes	Technical Staff/ MTA Focal Person
	4.2. The Supply Officer shall update the status of the request in the monitoring sheet.			Assigned Admin Staff
<b>TOTAL</b>		<b>NONE</b>	<b>55 MINUTES</b>	

**FIELD OFFICE**  
**FRONTLINE (EXTERNAL)**  
**SERVICES**

## 1. Implementation of Government Internship Program (GIP) to Central office and Field Offices

The Government Internship Program is part of the Kabataan 2000 program of the government. It was developed with the end goal of providing an opportunity for both out-of-school and in-school youths to a hands-on experience of working in various government agencies, which they could later use when they later decide to be part of the government workforce. This is likewise an opportunity for them to learn life skills in the workplace at the same time earn money to augment their school needs.

<b>Office or Division</b>	Program Management Bureau - Sectoral Programs Division, Protective Services Division - Field Offices I - XII, CAR, CARAGA, NCR
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2G – Government to Government
<b>Who may avail</b>	Filipino Youth (18 – 25 years of age)
<b>CHECKLIST of REQUIREMENTS</b>	WHERE TO SECURE
<b>Government Internship Program Implementation</b>	
<i>A. Application as participants of the program</i>	
1. Duly accomplished Application Form	DSWD Central Office and Field Offices
2. Photocopy of PSA issued Birth Certificate of the Youth or any government issued ID indicating the date of birth – youth must be aged 18-25 years old.	Philippine Statistics Authority (PSA) Concerned Government Agencies
3. Recent School registration form or certification from the school indicating the recent year/semester of the applicant's school attendance.	School
4. Photocopy of income tax return (ITR) of parents/head of the family/guardian or Barangay Certificate or Indigency confirming	Barangay or Concerned Office/s of the parents



that family is residing in the barangay.	
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<b>Transaction</b>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>I. Pre-Implementation Phase</b>				
1. Announcement on the deadline of the application form and other needed documents	1.1 Notice of acceptance of applicants (Announcement during flag-raising ceremonies, through a press release and radio announcements. For the Field Office, a letter/notice of Acceptance of Applications will be sent to the identified LGU recipient.)	None	10 minutes	Social Welfare Officer IV
2. Application or Registration	2.1 Issuance of Applications forms 2.2 Issuance service sequence number 2.3 Encoding of the client's information in Spreadsheet)	None	10 minutes	Social Welfare Officer IV
3. Submit the required documents to the DSWD Central Office/Field Office	3.1 Screen the required documents its authenticity	None	1 day	Social Welfare Officer IV
4. Assessment of applications	4.1 Conduct table Assessment of the applications based	None	2 days	Social Welfare Officer IV

	on the qualifications.			
5. Notification of qualified applicants for interview	5.1 Notify the qualified applicants for the Interview	None	1 day	Social Welfare Officer IV
6. Client will go for an interview at DSWD Central Office/Field Office	6.1 Conduct actual interviews with the applicants.	None	2 days	Social Welfare Officer IV
7. Receive a notification on the status of your application	7.1 Final screen the applicants (All qualified applicants will be notified of the next steps to take while the applicants who did not qualify will still be notified about the status of their application)	None	1 day	Social Welfare Officer IV
<b>II. Implementation Phase</b>				
8. Attend Orientation	8.1 Conduct orientation with the selected participants about the GIP program)	None	1 day	Social Welfare Officer IV
9. Render service in the area of assignment	9.1 Assist and monitor the youth in their area of assignment	None	30 working days	Social Welfare Officer IV
10. Attend Capacity Building Activities	10. 1 Conduct capacity building activities	None	1 day	Social Welfare Officer IV
11. Receive stipend	11. 1 Provide stipend to the youth (Stipend is 75% of the current regional minimum wage rate)	None	1 day	Social Welfare Officer IV

<b>III. Post-Implementation Phase</b>				
12. Attend Program Evaluation Activity	12. Conduct program evaluation activity	None	1 day	Social Welfare Officer IV
<b>TOTAL Pre-Implementation Phase</b>		<b>None</b>	<b>7 Days</b>	
<b>Implementation Phase</b>			<b>33 Days</b>	
<b>Post-Implementation Phase</b>			<b>1 Day</b>	

## 2. Procedure in the Implementation of the Social Pension for Indigent Senior Citizens (SPISC)

The Social Pension for Indigent Senior Citizens (SPISC) is a social protection scheme for the welfare of senior citizens in compliance with the Republic Act No. 9994 or the “Expanded Senior Citizens Act of 2010” which institutionalized social protection to senior citizens by providing additional government assistance to indigent senior citizens which aims to augment the daily subsistence and other medical needs of the eligible beneficiaries based on the eligibility criteria as mentioned below.

Office or Division	Program Management Bureau (PMB) - Older Persons Unit Regional Social Pension Unit (RSPU) in Field Offices I, II, III, IV-CALABARZON, IV-MIMAROPA, V, VI, VII, VIII, IX, X, XI, XII, CARAGA, CAR, NCR, and MSSD-BARMM		
Classification	Highly Technical		
Type of Transaction	G2G-Government to Government; G2C-Government to Citizen		
Who may avail:	Indigent senior citizens who are:  a) 60 years old and above indigent senior citizens who are frail, sickly, bedridden or with disability; b) No permanent source of income; c) No regular support from family or relatives; and d) No pension from GSIS, SSS, PVAO and other insurance agencies		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
One (1) photocopy of the OSCA ID or any Valid Government-Issued ID indicating the birth date of the senior citizens such as but not limited to the following:  1. PhilSys ID 2. Driver's License 3. Philhealth ID 4. Voter's ID 5. Postal ID 6. Federation ID  <i>*The indigent senior citizen applicant is likewise encouraged to present the</i>		OSCA at the Local Government Unit or any Government Agency issuing the listed identification cards.	

original copy of his/her OSCA ID or valid ID for further information verification.	
One (1) original copy of the fully accomplished and signed Social Pension Application Form	<p>The indigent senior citizen applicant shall inquire and/or submit the needed documentary requirements to the following:</p> <ol style="list-style-type: none"> <li>1. Barangay Senior Citizens Association (BSCA)</li> <li>2. Office for Senior Citizens Affairs (OSCA)</li> <li>3. Local Social Welfare and Development Office (LSWDO)</li> <li>4. DSWD Field Office through the Regional Social Pension Unit (DSWD FO-RSPU)</li> <li>5. DSWD Central Office through the Older Persons Unit under the Program Management Bureau (DSWD CO-OPU)</li> </ol> <p>BSCA/ OSCA/ LSWDO/ DSWD FO-RSPU to provide one (1) copy of the Social Pension Application Form to the indigent senior citizen applicant.</p> <p><i>*no application is processed in the DSWD CO-OPU. All applications will be endorsed to the DSWD FO-RSPU.</i></p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p><b>I. APPLICATION AND PRESENTATION OF NECESSARY DOCUMENTARY REQUIREMENTS OF THE INDIGENT SENIOR CITIZEN TO THE SOCIAL PENSION PROGRAM</b></p> <p><i>*the same client steps shall be applied to indigent senior citizens re-applying to the program due to possible previous removal or inactivity to the social pension.</i></p> <p><b>A. INDIGENT SENIOR CITIZEN APPLIES FOR SOC PEN THROUGH EITHER OF THE FOLLOWING OFFICES LOCATED AT THEIR CITY/ MUNICIPALITY</b></p> <ol style="list-style-type: none"> <li>a. Barangay Senior Citizens Association (BSCA)</li> <li>b. Office for Senior Citizens Affairs (OSCA)</li> </ol>				

### c. Local Social Welfare and Development Office (LSWDO)

*\*As recommended, the LGU processes shall be excluded from this citizens' charter thus the LGUs shall prepare a Citizens' Charter to ensure accountability and responsiveness between the DSWD and LGUs. Nonetheless, it must be noted that SocPen application processing through the BSCA/OSCA/LSWDO is the most utilized service modality in the regions.*

### B. INDIGENT SENIOR CITIZEN APPLIES FOR SOC PEN THROUGH THE DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT FIELD OFFICE - REGIONAL SOCIAL PENSION UNIT (DSWD FO-RSPU)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The indigent senior citizen applicant goes to the DSWD FO-RSPU to apply for his/ her possible inclusion in the Social Pension Program.	1.1.The DSWD FO-RSPU Focal/Staff is to provide a copy of the Social Pension Application Form to the Indigent Senior Citizens.	None	None	Protective Services Division Chief (Social Welfare Officer IV or V)
2. The indigent senior citizen applicant fills up and submits the accomplished Social Pension Program Application Form to	2.1.The DSWD FO-RSPU Focal/Staff assists the indigent senior citizen applicant in filling up the form and provides the necessary information to the senior citizen regarding his application.	None	30 minutes  <i>*processing time for the indigent senior citizen to complete his/her presentation of interest to apply to SocPen at the RSPU.</i>	Protective Services Division Chief (Social Welfare Officer IV or V)
	2.2.The DSWD FO-RSPU Focal/Staff accepts and verifies			

<p>the DSWD FO-RSPU</p>	<p>the completeness of the accomplished application form together with one (1) original and/or photocopy of the OSCA ID or any valid government-issued ID indicating the birthdate of the senior citizen presented.</p> <p>2.3.The DSWD FO-RSPU Focal/Staff shall notify and/or endorse the concerned LGUs for initial validation of applications such as confirmation of residence, etc. upon receipt of applications from walk-in clients.</p> <p><b>Note:</b> <i>The DSWD FO-RSPU Focal/Staff may provide one (1) photocopy of the received application form to the indigent senior citizen for record purposes.</i></p> <p><i>It is further recommended that the applicant presents his/her original copy of OSCA ID and/or any government-issued</i></p>			
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	<i>IDs for verification purposes.</i>			
<b>C. INDIGENT SENIOR CITIZEN GOES TO THE DSWD CENTRAL OFFICE - OLDER PERSONS UNIT TO SIGNIFY INTEREST IN APPLYING TO SOC PEN FOR ENDORSEMENT TO THE DSWD FO - RSPU</b>				
1. The indigent senior citizen applicant goes to the DSWD CO-OPU to signify interest in applying to the Social Pension Program as a possible beneficiary .	<p>1.1. The DSWD CO-OPU receives and interviews the indigent senior citizen applicant through walk-in, phone-in, and email inquiries to get the following information for referral to the appropriate Field Office:</p> <ul style="list-style-type: none"> <li>a. Name</li> <li>b. Age and Birthdate</li> <li>c. Address</li> <li>d. Contact Information</li> <li>e. Other pertinent details on the application</li> </ul> <p><b>Note:</b> <i>There shall be no processing of program applications being done at the Central Office level.</i></p> <p><i>The RSPU shall conduct the necessary application procedures.</i></p> <p><i>All application requests received by</i></p>	None	<p>30 minutes</p> <p><i>*processing time for the indigent senior citizen to complete his/her presentation of interest to apply to SocPen at the DSWD CO</i></p>	<p>Sectoral Programs Division Chief under Program Management Bureau</p> <p>(Social Welfare Office IV or V)</p>



	<p><i>the DSWD CO-OPU shall be officially communicated with the senior citizen's information to their respective DSWD FO-RSPU for action.</i></p> <p><i>It is further recommended that the applicant presents his/her original copy of OSCA ID and/or any government-issued IDs for verification purposes.</i></p>			
<b>II. THE INDIGENT SENIOR CITIZEN APPLICANTS WILL BE SUBJECTED FOR VALIDATION AND ASSESSMENT BASED ON THE PROGRAM CRITERIA</b>				
<p>1. The indigent senior citizen applicant undergoes validation and assessment to determine if he/she is eligible for the social pension.</p>	<p>1.1.DSWD FO-RSPU Focal/ Staff schedules and informs through a written letter and/or other tangible means of communication such as email/ text message, etc. the OSCA/ LSWDO on the conduct of validation and assessment based on either/or of the following received consolidated and certified list from the LSWDO/ walk-in applicants/ referrals from different stakeholders to the RSPU, as follows:</p>	<p>None</p>	<p>1 hour</p> <p><i>*maximum processing for the conduct of the interviews during validation per applicant.</i></p>	<p>Protective Services Division Chief (Social Welfare Officer IV or V)</p> <p>OSCA Head/ Representative</p> <p>LSWDO Head/ Representative</p>

	<p>a. List of potential beneficiaries - new applications</p> <p>b. List of potential beneficiaries - re-application (if any)</p> <p>c. List of delisted and replacement beneficiaries for inclusion in the beneficiaries to be validated/ re-validated by the RSPU.</p>			
	<p>1.2.DSWD FO-RSPU Focal/ Staff shall take the lead in the conduct of the validation of the indigent senior citizen applicants, validating the information provided, using the General Intake Sheet (GIS) to determine the eligibility to the program.</p> <p>1.2.1. Assessment of the beneficiary will be written in the General Intake Sheet (GIS) or the Social Pension Beneficiary Update Form (SPBUF) and</p>			

	<p>shall be the basis for the final list of beneficiaries to be encoded in the Social Pension Information System (SPIS) and endorsed for cross-matching to the DSWD-OPU.</p> <p>1.2.2. The LSWDO shall also submit the list of delisted/replacement SocPen beneficiaries for validation and assessment.</p> <p><b>Note:</b> Validation and assessment of potential beneficiaries shall be done through an interview during the home visit.</p>			
<b>III. THE SOCIAL PENSION BENEFICIARY IS NOTIFIED, GOES TO THE PAYOUT VENUE AND RECEIVES HIS/ HER STIPEND</b>				
1. The SocPen beneficiary is notified of his/ her qualification to the program.	<p>1.1. The DSWD FO-RSPU Focal/ Staff shall endorse to the OSCA/LSWDO the approved list of SocPen beneficiaries. The OSCA Head shall then notify the senior citizen through a written letter and/or other tangible means of communication such as email/ text message, etc. of</p>	None	None	<p>Protective Services Division Chief (Social Welfare Officer IV or V)</p> <p>OSCA Head/ Representative</p> <p>LSWDO Head/ Representative</p>

	his/her inclusion as a beneficiary of the program.			
<p>2. The SocPen beneficiary shall appear during the payout schedule</p> <p>a. The SocPen beneficiary shall present the original and/or photocopy copy of his/her OSCA ID or any valid government-issued ID/federation ID indicating his/her date of birth.</p> <p>In cases of SocPen beneficiary who cannot personally appear at the payout venue, S/he may designate his/her</p>	<p>2.1. The DSWD FO-RSPU Focal/ Staff and/or the LGU shall conduct a brief orientation to the SocPen beneficiaries and/or their authorized representatives on the procedure of the program.</p> <p>2.2. The DSWD FO SDOs/ LGU SDOs shall ensure the completeness and authenticity of the presented requirements by the SocPen beneficiary before releasing the stipend.</p>	None	<p>12 hours</p> <p><i>*maximum processing time a social pension beneficiary undergoes in a payout as it depends on the number of SocPen beneficiaries present at the payout to receive his/her stipend.</i></p> <p><i>** Please note that the payout for one barangay is a whole-day activity and may take up to 5 days for the whole LGU.</i></p>	<p>Protective Services Division Chief (Social Welfare Officer IV or V)</p> <p>Identified DSWD or LGU SDOs (<i>*positions of assigned SDO shall depend on the FOs and LGUs</i>)</p> <p>BSCA Head/ Representative</p> <p>OSCA Head/ Representative</p> <p>LSWDO Head/ Representative</p>

<p>authorized representative and shall present and submit the original and photocopy of the following requirements:</p> <ol style="list-style-type: none"> <li>1. Authorized representative's valid government-issued ID or any valid certificate such as birth certificate, etc.</li> <li>2. SocPen beneficiary's OSCA ID or any valid government-issued ID.</li> <li>3. Authorization/certification letter from the beneficiary indicating the name of the authorized representative</li> </ol>				
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tive and the reason/s of inability to personally claim his/her stipend at the time of the payout.				
<b>IV. FILLING OUT OF THE CLIENT SATISFACTION MEASUREMENT FORM</b>				
1. The SocPen beneficiary or his/her authorized representa tive shall accomplish the Client Satisfactio n Measurem ent Form (CSMF) to rate the services provided by the DSWD.  The accomplished CSMF shall be submitted to the DSWD FO-RSPU Focal/Staff.	1.1. The DSWD FO- RSPU Focal/Staff to assist the SocPen beneficiary or his/her authorized representative in the accomplishment of the CSMF.  1.1.1. The DSWD FO-RSPU Focal/Staff shall likewise ensure confidentiality and proper consolidation of the CSMF for subsequent submission to the CART Secretariat as MOVs.	None	5 minutes	Protective Services Division Chief (Social Welfare Officer IV or V)

<b>TOTAL PROCESSING TIME</b>	<p><b>13 hours and 40 minutes is the total processing time a SocPen Beneficiary and/or his/her authorized representative undergoes from application, validation, notification, payout, and accomplishment of CSMF regardless of where s/he applies.</b></p> <p><b>*Processing time depends on the number of beneficiaries per Barangay, per LGU, and the output capability of SDOs.</b></p>
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**NOTE:** This Citizens' Charter (CC) is limited to the DSWD processes involving the client - the indigent senior citizen applicant and the SocPen beneficiaries. The CC shall cover the following procedures, as follows: (1) application and presentation of documents of the indigent senior citizen, (2) participation of the indigent senior citizen in the validation and assessment, (3) notification and attendance of the SocPen beneficiary to the cash payout through the DSWD or LGUs under TOF, (4) Filling out of the CSMF of the SocPen Beneficiaries or his/her authorized representative.

Other DSWD processes not directly involving the client shall be separated and included in the program's Standard Operating Procedures. The processing of eligibility and release of cash advances of the social pension payment is a separate process being done by the DSWD Field Office in coordination with the concerned LGUs.

The SPISC is currently implementing two modes of payments, (a) Cash Payment through identified SDOs and (2) Transfer of funds to LGUs, hence, there may be differences in the turnaround/processing time. The SocPen Team needs staff augmentation from other programs/units for the conduct of simultaneous pay-outs considering the huge number of beneficiaries per region. It is further noted that the program has no plantilla personnel hence, the pay-out depends on the number of SDOs of other programs/units who are available to handle the social pension cash advances.

The Turnaround/ Processing time depends on the social pension beneficiary's capacity, availability of the DSWD Field Office Identified SDOs, schedules of payout, number of social pension beneficiaries present at the conduct of the payout, and other geographical location/ logistical requirements as agreed upon by the FOs and LGUs.

### 3. Procedure in the Implementation of the Centenarians Act in the Field Offices

Republic Act No. 10868 or the Centenarians Act of 2016 gives due recognition to Filipino citizens, both in the Philippines and abroad, who reached the age of 100 years old. The Act mandated the Department to provide the centenarian benefit of Php100,000.00, Letter of Felicitation signed by the President of the Philippines for the living centenarians and Posthumous Plaque of Recognition to the deceased centenarians, at the national level

<b>Office or Division:</b>	Program Management Bureau – Sectoral Programs Division Field Offices I-XII, CARAGA, CAR, NCR and MSSD-BARMM
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C-Government to Citizen
<b>Who may avail:</b>	All Filipino citizens who reached the age of 100 years old
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<b>For Living Centenarians:</b> <i>(One original or one certified true copy)</i>	
Birth certificate	Philippine Statistics Authority (PSA) or Local Civil Registrar (LCR)
Philippine Passport	Department of Foreign Affairs (DFA)
Identification cards	Office for Senior Citizens Affairs (OSCA); Land Transportation (LTO)-issued Driver's License; social security cards like the Government Service Insurance System (GSIS) and Social Security System (SSS); Professional Regulatory Commission (PRC) license; Philippine Postal; Commission on Elections (COMELEC); Philippine Identification System; Philhealth MDR
Marriage Certificate	Philippine Statistics Authority (PSA) or Local Civil Registrar (LCR)
Birth Certificates of children	Philippine Statistics Authority (PSA) or Local Civil Registrar (LCR)
Affidavit executed by at least two (2) disinterested persons	Lawyer (either public or private)
Old School or Employment records	School or Employment agency
Baptismal and/or Confirmation records	Parish church and other religious denomination
Medical and/or Dental examination	Government / private doctors or dentist



Other related documents	National Commission on Muslim Filipinos (NCMF) / National Commission on Indigenous People (NCIP); AFPSLAI, AMWSLAI, Veterans
<b>For Deceased Centenarians:</b> <i>(One original or one certified true copy)</i>	
Death certificate	Philippine Statistics Authority (PSA) or Local Civil Registrar (LCR)
Identification card of the nearest surviving relative	Office for Senior Citizens Affairs (OSCA); Land Transportation (LTO)-issued Driver's License, social security cards like the Government Service Insurance System (GSIS), and Social Security System (SSS), Professional Regulatory Commission (PRC) license, Philippine Postal, Commission on Elections (COMELEC); Philippine Identification System; Philhealth MDR
Proof of Relationship <ul style="list-style-type: none"> <li>• Certificate of live birth of the nearest surviving relative</li> <li>• Marriage Certificate</li> <li>• Baptismal</li> </ul>	Philippine Statistics Authority (PSA) or Local Civil Registrar (LCR)  Parish church and other religious denomination
Affidavit of Adjudication and/or Special Power of Attorney	Lawyer (either public or private)
Warranty and Release from Liability	DSWD Field Offices
<i>*Documents stated in the living centenarians, shall also be required to be submitted by the nearest surviving relative of the deceased centenarians that will prove the deceased centenarians' age eligibility at the time RA 10868 took effect if any</i>	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Centenarian and/or nearest surviving applicant submit the one (1)	1.1. The DSWD FO received the master list of potential centenarians through the following:	None	1 working day	Protective Services Division Chief

original or one (1) certified true copy of the necessary documentary requirements to the Office for Senior Citizens Affairs (OSCA)	1.1.1. Submitted consolidated list from the Local Government Units through the OSCA 1.1.2. Endorsement from legislators; Office of the President, among others; 1.1.3. Walk-in clients			(Social Welfare Officer IV/V)
2. <del>DSWD FO</del> conducts validation to the identified masterlist of centenarian applicants	1.2. The DSWD FO conduct desk or home validation to the identified potential centenarians and/or nearest surviving relative  1.2.1. If assessed as eligible, the DSWD FO shall send a letter duly signed by the DSWD Regional Director citing the eligibility of the applicant. The LGU shall then inform the centenarian and/or nearest surviving relative applicant.  1.2.2. If the documents submitted are incomplete and/or with discrepancy, the DSWD FO shall	None	Desk validation: 3 working days  Home validation: 15 working days  5 working days	Protective Services Division Chief (Social Welfare Officer IV/V)  Protective Services Division Chief (Social Welfare Officer IV/V)

[illegible]

	<p>the eligible centenarian and/or nearest surviving relative in the following mode:</p> <p>2.3.1. Cash: House-to-house delivery and/or plaza type by the FO-Special Disbursing Officer together with the Centenarian focal person</p> <p>2.3.2. Cheque: Deposit in the existing savings or current account or deliver through house-to-house and/or plaza type</p>			Protective Services Division Chief (Social Welfare Officer IV/V)
3. Centenarian and/or nearest surviving relative shall fill-out the Client Satisfaction Measurement Form	3.1. The DSWD FO shall consolidate the filled-out Client Satisfaction Measurement Form for subsequent submission to DSWD FO CART focal person	None	5 minutes	Protective Services Division Chief (Social Welfare Officer IV/V)
<b>TOTAL</b>		<b>NONE</b>	<b>52 days and 5 minutes</b>	

#### 4. Securing Travel Clearance for Minors Traveling Abroad

Travel Clearance is a document issued by the Department of Social Welfare and Development for a minor who is below 18 years old, who is traveling abroad alone or with someone other than their biological parents.

<b>Office or Division:</b>	Protective Services Division-Community Based Services Section/MTA Unit of DSWD Field Offices I-XII, NCR CAR and CARAGA
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C- Government to Citizen
<b>Who may avail:</b>	Filipino Minors Travelling Abroad
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<b>A. For Minors Traveling Alone to a Foreign Country for the First Time</b>	
1. Duly Accomplished Application Form (1 Original Copy or Electronic Copy)	DSWD Field Offices or download form at <a href="http://www.dswd.gov.ph">www.dswd.gov.ph</a>
2. LSWDO/SWAD Social Worker's assessment, in the absence of the biological parent/s or an appointed legal guardian (1 Original Copy)	Local Social Welfare and Development Office/SWAD where the minor resides
3. PSA issued Birth Certificate of Minor (1 Original and 1 Photocopy**)	Philippine Statistics Authority (PSA)
4. PSA issued Marriage Contract of minor's parents/ Copy of Court issued Legal Guardianship/ Tallaq or Fasakh Certification from the Shariah Court or any Muslim Barangay or religious leader; or PSA issued CENOMAR for non-marital minors on SECPA; (1 Original and 1 Photocopy**)	Philippine Statistics Authority (PSA); Court who handled the Legal Guardianship petition; Shariah Court or Religious Leader
5. Notarized Affidavit of Consent or Written Consent of both parents/ legal guardian/solo parent, whichever is applicable. Photocopy of valid passport and valid visa or valid ID issued abroad, if parents are working abroad. (1 Original)	Law Office and Notarized at the place where the parent/s resides/Philippine Embassy (if minors parent/s are abroad)
6. Original colored passport size photos of the minor (in White, Red or Blue Background) taken within	Applicant

the last 6 months. No scanned picture is allowed. (2 pcs.)	
7. Notarized Affidavit of Support and Certified copy of evidence to show financial capability of sponsor e.g Certificate of Employment, Latest Income Tax Return, Bank Statement, etc.) (1 Original)	Applicant or Sponsoring Person/Agency
8. PSA issued Death Certificate (for deceased parent/s) on SECPA (1 Original and 1 Photocopy)	Applicant
9. Unaccompanied Minor Certificate from the Airlines (if available)	Airline Company where ticket is obtained
10. Waiver from the parents releasing DSWD from any liability/responsibility in case of untoward incident during the travel of the child.	Applicant
<b>For Succeeding Travel of Unaccompanied minor or Traveling ALONE</b>	
1. Duly Accomplished Application Form (1 Original Copy or Electronic Copy)	DSWD Field Office/ DSWD website: <a href="http://www.dswd.gov.ph">www.dswd.gov.ph</a>
2. Notarized Affidavit of Consent or Written Consent of both parents/ legal guardian/solo parent, whichever is applicable. Photocopy of valid passport and valid visa or valid ID issued abroad, if parents are working abroad. (1 Original)	Law Office and Notarized at the place where the parent/s resides/Philippine Embassy (if minors parent/s are abroad)
3. Original copy of the previous Travel Clearance issued	Applicant
4. Original colored passport size photos of the minor (in White, Red or Blue Background) taken within the last 6 months. No scanned picture is allowed. (2 pcs.)	Applicant
5. Unaccompanied Minor Certificate from the Airlines (if available)	Airline Company where ticket is obtained
6. Waiver from the parents releasing DSWD from any liability/responsibility in case of untoward incident during the travel of the child.	Applicant
<b>Minor Travelling for the FIRST TIME with persons other than the Parents or Legal Guardian</b>	
1. Duly Accomplished Application Form (1 Original Copy or Electronic Copy)	DSWD Field Office/ DSWD website: <a href="http://www.dswd.gov.ph">www.dswd.gov.ph</a>
2. PSA issued Birth Certificate of Minor (1 Original and 1 Photocopy**)	Philippine Statistics Authority (PSA)
3. Notarized Affidavit of Consent or Written Consent of both parents/ legal guardian/solo parent, whichever is applicable. Photocopy of valid	Law Office and Notarized at the place where the parent/s resides/Philippine Embassy (if minors parent/s are abroad)

passport and valid visa or valid ID issued abroad, if parents are working abroad. (1 Original)	
4. PSA issued Marriage Contract of minor's parents/ Copy of Court issued Legal Guardianship/ Tallaq or Fasakh Certification from the Shariah Court or any Muslim Barangay or religious leader; or PSA issued CENOMAR for non-marital minors on SECPA; (1 Original and 1 Photocopy**)	Philippine Statistics Authority (PSA); Court who handled the Legal Guardianship petition; Shariah Court or Religious Leader
5. Two (2) colored passport size pictures of the minor (in white, red or blue background) taken within the last 6 months. No scanned pictures will be accepted.	Applicant
6. Photocopy of the valid passport of the traveling companion.	Minor's travelling companion
<b>Minors Traveling subsequently with a Person Other than the Parents of Legal Guardian</b>	
1. Duly Accomplished Application Form (1 Original Copy or Electronic Copy)	DSWD Field Office/ DSWD website: <a href="http://www.dswd.gov.ph">www.dswd.gov.ph</a>
2. Original copy of the Travel Clearance previously issued by the DSWD Field Office;	Applicant
3. Notarized Affidavit of Consent or Written Consent of both parents/ legal guardian/solo parent, whichever is applicable. Photocopy of valid passport and valid visa or valid ID issued abroad, if parents are working abroad. (1 Original)	Law Office and Notarized at the place where the parent/s resides/Philippine Embassy (if minors parent/s are abroad)
4. Two (2) original colored passport size photos of the minor taken within the last six (6) months. No scanned pictures will be accepted;	Applicant
5. Photocopy of the valid passport of the traveling companion.	Minor's traveling companion
<b>Additional Requirements for Minors Under Special Circumstances:</b>	
<b>For Filipino Minors Migrating to Another Country</b>	
1. Visa Petition Approval	Applicant
<b>For Minors Studying Abroad</b>	
1. Acceptance or Certificate of Enrollment or Registration from the School where the minor is to be enrolled.	Applicant
<b>For Minors who will attend Conference, Study Tours, Competition, Student Exchange Program, Summer Camp, Pilgrimage, World Youth Day and Other Related Activities:</b>	
1. Certification from Sponsoring Organization	Sponsoring Organization

2. Affidavit of Undertaking of Companion indicating safety measures undertaken by the School, Sports Agency, or Organization	School, Sports Agency, or Sponsoring Organization
3. Signed Invitation from the Sponsoring Agency/Organization abroad with itinerary of travel and list of participants and duration of the activity/travel	School, Sports Agency, or Sponsoring Organization
<b>Minors going Abroad for Medical Purposes</b>	
1. Medical Abstract of the Minor (1 Original Copy)	Attending Physician
2. Recommendation from the Attending Physician that such medical procedure is not available in the country (if applicable)	Attending Physician
3. Letter from the Sponsor (if applicable)	Sponsoring Person
<b>Minors going Abroad with pending petition for Inter-Country or Domestic Adoption</b>	
1. Placement Authority issued by NACC-RACCO	National Authority for Child Care (NACC)
2. Consent to Travel issued by NACC-RACCO	National Authority for Child Care (NACC)
3. Notarized Affidavit of Undertaking from the Prospective Adoptive Parent/s (1 Original)	Applicant
4. Court Order (for those with Pending Court Petition)	RTC who has jurisdiction over the case
<b>Minors under Foster Care</b>	
1. Notarized Affidavit of Undertaking by the Foster Parent/s	Foster Parent/s
2. Consent to Travel issued by NACC-RACCO	National Authority for Child Care (NACC)
<b>Minors under Legal Guardianship who will be unaccompanied by their Legal Guardian</b>	
1. Court Order on Legal Guardianship (1 Certified True Copy)	Court
<b>For Minors whose parents are Seafarers</b>	
1. Certification from the Manning Agency attesting that the parent/s is on board employment (1 Original or 1 Electronic Copy)	Applicant
2. Seaman's Book of Parent/s (1 Photocopy)	Applicant
3. Parent/s Written Consent (1 Electronic Copy)	Applicant
<b>For Minors with alleged missing parent/s</b>	
1. Social Case Study Report from the LSWDO where the alleged missing parent's last known address (1 Original)	Local Social Welfare and Development Office



2. Blotter Report from either local police or Barangay Certification from the Locality of the last known address of the alleged missing parent (1 Original)	Local Police or Barangay of the alleged missing parent/s last known address
3. Returned registered mail to the last known address of the alleged missing parent/s known address (1 Original, if available)	Applicant

Within the Day Transaction				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registers information in MTA client's logbook	<b>1.1 Issues</b> Service Sequence Number <b>1.2</b> Encoding of the client's information in online Spreadsheet	None	5 minutes	MTA Section Head
2. Fills out and Submits Accomplished Application Form and Documentary Requirements for Screening	<b>2.1</b> Accepts and reviews the accomplished MTA application form and the authenticity of the presented documentary requirements  <b>2.1.1</b> If the documents are complete, assigns control number on the application form  <b>2.1.2</b> If the documents are incomplete, request the client to comply with the lacking documents.	None	10 minutes	MTA Section Head

	Provides the client the initial findings.			
	2.2 Conducts interview and prepares assessment of the application. Review and approval of the supervisor of the assessment report.		30 minutes	MTA Section Head
	2.3 Approve/Disapprove the application		5 minutes	Regional Director/ ARDO/ARDA / PSD Chief / CBSS Section Head
	2.3.1 If approved, fill-out the payment slip and order of payment and advise the applicant to proceed to the cashier for payment.			
	2.3.2 If disapproved, provides the client with a written explanation stating the reasons of the disapproval			
	2.3.3 If exempted, prepares the Certificate of Exemption for Approval of the Regional Director			
	2.4 Notify the DFA, BI, DSWD-CO on		5 minutes	

	the list of Approved and Disapproved Travel Clearance Applications			MTA Section Head
3. Pays the prescribed amount and receives the Official Receipt	3.1 Receives the Order of Payment  3.2. Issues Official Receipt to the Applicant on the Payment Received	Php300.00 for 1 year validity;  Php600.00 for 2 years validity	5 minutes	Cashier  Cashier
4. Presents the Official Receipt and Receives the issued Travel Clearance	4.1 Receives the official receipt  4.2 Encodes the details of the applicant in the Travel Clearance  4.3 Signs the Travel Clearance  4.4 Releases the travel clearance/certificate of exemption including the official receipt	None	30 Minutes	MTA Unit Head/Admin Staff  MTA Unit Head/Admin Staff  Regional Director/ ARDO/ARDA / PSD Chief / CBSS Section Head  MTA Unit Head/Admin Staff
5. Receives of the Travel Clearance/Certificate of Exemption and Signs the Logbook	5.1. Issuance of Claim Stub schedule of release (Minimum of 1-day processing and maximum of 3 days processing)  5.2 Ask the client to sign the Log	None	5 Minutes	MTA Unit Head/Admin Staff

	Book for the Travel Clearance/Certificate of Exemption Received			
6. Accomplishes and Submits the Client Satisfaction Measurement Form (CSMF)	Receives of the Filled up CSMF Form	None	5 minutes	MTA Unit Head/Admin Staff
<b>TOTAL</b>		<b>Php 300.00 for 1 year validity</b> <b>Php 600.00 for 2 years validity</b>	<b>1 hour and 40 minutes***</b>	

***\* Social Workers may require additional documents from the applicant as basis of assessment whether or not the minor's travel will not constitute trafficking, exploitation and abuse.***

***\*\*For comparison and validation purposes of the social worker.***

***\*\*\*Processing time may vary per region but shall not exceed a maximum of three (3) days as indicated in AO 12, series of 2017***

## **FEEDBACK AND COMPLAINTS MECHANISM**

<b>FEEDBACK AND COMPLAINTS MECHANISMS OF THE ASSISTANCE TO INDIVIDUALS IN CRISIS SITUATION PROGRAM</b>	
How to send feedback	The client or referring party could express their feedback through a Satisfaction Survey Form that would be given at the end of the client's transaction in the Crisis Intervention Unit/Section (CIU/S) or through <a href="https://tinyurl.com/553zm6ka">https://tinyurl.com/553zm6ka</a> which will be given after they were assessed by the social worker where or not they receive assistance under Assistance to Individual in Crisis Situation (AICS) Program.
How feedback is processed	The duly accomplished Satisfaction Survey Form shall be consolidated together with the generated online customer feedback form once a month, identifying issues and concerns of the clients, which shall be discussed for appropriate action. Status on the identified issues and concerns shall be monitored on a monthly basis.
How to file complaint	<p>CIU/CIS and SWAD Offices shall implement two mechanisms for handling grievances and complaints which are (1) Written Communication and Email which is handled by the Grievance Focal Person (GFP), and (2) Personal or Onsite Complaints thru the establishment of the Public Assistance Complaint Desk (PACD).</p> <p>A complaint may be filed through any of the established modalities:</p> <ul style="list-style-type: none"> <li>• personal appearance (walk-in clients) through the Public Assistance and Complaints Desk- electronic email where concerns can be send to <a href="mailto:ciu.co@dswd.gov.ph">ciu.co@dswd.gov.ph</a></li> <li>• Letters addressed to the Director IV, Ms. Miramel Garcia-Laxa Program Management Bureau (PMB) through our Division Chief of Crisis Intervention Division, Edwin S. Morata or Mr. Artemio E. Bautista, PDO V, OIC -Unit Head of Crisis Intervention Unit.</li> <li>• Through 8888 Citizen's Complaint Center</li> </ul>

How complaints are processed	
Written Communication and Email	<p><b>Step 1: Recording and Tagging of Grievances</b></p> <p>Grievances forwarded to the CID/CIS shall be received by the assigned incoming document administrative staff of CID/S. The said officer shall log the document in the Electronic Document Tracking Management System (EDTMS) of the Department signifying that the document was received by the office. They will then forward it to the Grievance Focal Person. The DRN, Subject of the document, and other pertinent details shall be listed in the monitoring tool for action of the Grievance Focal Person.</p> <p><b>Step 2: Action and Response</b></p> <p>Upon receiving the document, the Grievance Focal Person shall assess and inform the concerned staff/s, team, or section on their involvement in the received grievance case. The concerned staff or team shall be given three (3) days to respond to the complaint through a feedback letter. The said document shall be sent to the concerned parties copy furnished to the PMB-CID Grievance Focal Person.</p> <p><b>Step 3: Monitoring</b></p> <p>A designated Grievance Focal Person per CID/CIS and SWAD offices shall be responsible for responding to and monitoring grievances concerning their respective office. All grievances will be recorded and monitored through a centralized system to ensure all grievances are provided with appropriate action in compliance with RA. 11032.</p> <p><b>Step 4: Termination</b></p> <p>Grievances provided with an action shall be marked as resolved if no further follow-through from the complainant is received after three (3) days from the date the feedback letter was sent.</p>
Personal or onsite complaints	<p>A PACD shall be stationed within the CIU/CIS/SWAD Satellite Office operating area where it will be visible and accessible to clients. The management of the said offices shall designate a personnel to man the said desk to immediately respond to</p>

	<p>complaints of clients onsite. Below is the process of handling received cases.</p> <p><b>Step 1: Recording of PACD Concern</b></p> <p>The PACD Officer shall be in charge of addressing the concerns raised through the PACD and shall account all transactions through a PACD Monitoring Tool which will contain the basic information and contact details of the client, and their concern.</p> <p><b>Step 2: Assessment and Intervention</b></p> <p>The PACD Officer shall be responsible to assess the concern of the client and shall intervene based on the presented concern. They shall observe maximum tolerance and calmly handle clients expressing their concerns or plea, whatever the case may be. For brevity, the PACD Officer shall provide a brief description of the actions taken to resolve the concern of the client on the PACD Monitoring Tool.</p> <p>In cases that the client persisted to be unresolved with the intervention despite the diligent effort of the PACD Officer to assist them with their case, the PACD Officer shall be required to prepare an incident report and escalate the concern with the management.</p>
<p>Contact Information of ARTA, PCC and CCB</p>	<p>Anti-Red Tape Authority (ARTA)          complaints@arta.gov.ph          8-478-5093          Presidential Action Center (PACe).Presidential Complaint Center (PCC)          pcc@malacanang.gov.ph          8888          Contact Center ng Bayan (CCB)          email@contactcenterngbayan.gov.ph          0908-881-6565</p>



<b>FEEDBACK AND COMPLAINTS MECHANISM OF SECURING TRAVEL CLEARANCE BLUE CARDS</b>	
How to send feedback	DSWD-Field Office sends a memo/email to DSWD-PMB.
How feedback is processed	DSWD-PMB sends a reply letter/memo to the concerned Field Office.
How to file a complaint	Complaints can be filed by sending a letter or email to PMB-DSWD. The details of the complaint should be included in the information.
Complainant using 8888	<p>SMS will receive the complaint and will be forwarded to PMB if the concern is:</p> <ul style="list-style-type: none"> <li>. On Programs and Services- SPD will be the one replying to the complaint</li> <li>a. On Personnel and other outside matters- The Focal Person will be the one replying to the complaint</li> </ul>
How complaints are processed	<p>-The concerned Office will conduct a case conference/meeting to discuss the issue/concern. If necessary, set a meeting with the complainant and discuss the concern.</p> <p>-Internal investigation shall be conducted within the Bureau, then provide recommendation and officially send reply letter/memo to the concerned DSWD-Field Office.</p>
Contact info of ARTA, PCC and CCB	<p>Anti-Red Tape Authority (ARTA)  <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a>        8-478-5093</p> <p>Presidential Complaint Center (PCC)  <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a>        8888</p> <p>Contact Center ng Bayan (CCB)  <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a>        0908-881-6565</p>

<b>FEEDBACK AND COMPLAINTS MECHANISM OF SECURING TRAVEL CLEARANCE FOR MINORS TRAVELING ABROAD</b>	
How to send feedback	DSWD-Field Office send memo/email to DSWD-PMB.
How feedbacks are processed	DSWD-PMB send reply letter/memo to the concerned Field Office.
How to file a complaint	Complaints can be filed thru sending a letter or email to PMB-DSWD. The details of the complaint should be included in the information.
Complainant using 8888	<p>SMS will receive the complaint and will be forwarded to PMB if the concern is:</p> <ul style="list-style-type: none"> <li>. On Programs and Services- SPD will be the one replying to the complaint</li> <li>a. On Personnel and other outside matters- The Focal Person will be the one replying to the complaint</li> </ul>
How complaints are processed	<p>-The concerned Office will conduct a case conference/meeting to discuss the issue/concern. If necessary, to set a meeting with the complainant and discuss the concern.</p> <p>-Internal investigation shall be conducted within the Bureau, then provide recommendation and officially send reply letter/memo to the concerned DSWD-Field Office.</p>
Contact info of ARTA, PCC and CCB	<p>Tel No. 8847-5093 Email Add: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a></p> <p>Hotline: 8888 Email Add: <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a></p> <p>Contact Center ng Bayan (CCB) <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a> 0908-881-6565</p>

<b>FEEDBACK AND COMPLAINTS MECHANISM OF IMPLEMENTATION OF GOVERNMENT INTERNSHIP PROGRAM (GIP) TO CENTRAL OFFICE AND FIELD OFFICES</b>	
How to send feedback	DSWD-Field Office send memo/email to DSWD- PMB
How feedbacks are processed	DSWD PMB send reply letter/memo to the concerned Field Office.
How to file a complaint	Complaints can be filed thru sending a letter or email to DSWD - PMB. The details of the complaint should be included in the information.
Complainant using 8888	<p>SMS will receive the complaint and will be forwarded to PMB if the concern is:</p> <ul style="list-style-type: none"> <li>a. On Programs and Services – SPD will be the one replying to the complaint.</li> <li>b. On Personal and other outside matters – The Focal Person will be the one replying to the complaint.</li> </ul>
How complaints are processed	<p>The concerned Office will conduct a case conference/meeting to discuss the issue/concern. If necessary, to set a meeting with the complainant and discuss the concern.</p> <p>- Internal investigation shall be conducted within the Bureau, then provide recommendation and officially send reply letter/memo to the concerned DSWD – Field Office.</p>
Contact information of DSWD Program Management Bureau – Sectoral Programs Division (SPD).	<p>Tel. No. 8-931-9141</p> <p>Email address: <a href="mailto:psb@dswd.gov.ph">psb@dswd.gov.ph</a></p>

<b>FEEDBACK AND COMPLAINTS MECHANISM OF THE PROCEDURE IN THE IMPLEMENTATION OF THE SOCIAL PENSION FOR INDIGENT SENIOR CITIZENS (SPISC)</b>	
How to send feedback	DSWD-Field Office Regional Social Pension Unit (RSPU) sends memo/email to DSWD-Central Office Older Persons Unit
How feedbacks are processed	DSWD-CO Older Persons Unit sends a reply letter/memo to the concerned Field Office.
How to file a complaint	Complaints can be filed by sending a letter or email to the DSWD-CO Older Persons Unit. The name of the person being complained and the circumstances of the complaint should be included in the information.

<b>FEEDBACK AND COMPLAINTS MECHANISM OF PROCEDURE IN THE IMPLEMENTATION OF THE CENTENARIANS ACT IN THE FIELD OFFICES</b>	
How to send feedback	<ul style="list-style-type: none"> <li>• DSWD Field Office will send monthly through email and hard copy the following reports:</li> <li>• Registry of paid centenarians</li> <li>• Fund Utilization Report</li> </ul>
How feedbacks are processed	DSWD FO to conduct dialogue or validation to the concerned party/ies
How to file a complaint	Written complaints from any individuals or institutions may be sent through the Local Government Unit
Complainant using 8888	Endorsed to appropriate Field Office for action
How complaints are processed	<p>A committee composed of C/MSWDO, OSCA Head, SCOs and other CSOs/NGOs shall be established in every city and municipality.</p> <p>Written feedback on the actions taken to the individuals or institutions shall be provided by the committee, copy furnished the DSWD Field Offices for information</p> <p>The committee may elevate other concerns to the DSWD Field Offices for response / action</p> <p>The PMB shall act on written concerns / complaints elevated by the Field Offices or any concerned individuals, institutions or government</p>
Contact info of ARTA, PCC and CCB	<p>Anti-Red Tape Authority (ARTA)  <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a>            8-478-5093</p> <p>Presidential Complaint Center (PCC)  <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a></p> <p>8888 Contact Center ng Bayan (CCB)  <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a>            0908-881-6565</p>

## LIST OF OFFICES

<b>DSWD FIELD OFFICES</b>	<b>Address</b>	<b>Contact Number</b>
<b>FO NCR</b>	389 San Rafael Street corner Legarda Street, Sampaloc, Manila	(02)733-0010 to 18
<b>FO CAR</b>	2600 North Drive, Baguio, Benguet	(074) 661 0430
<b>FO CARAGA</b>	R. Palma St. Butuan City	(085) 303-8620
<b>FO I</b>	Quezon Avenue, San Fernando City, La Union	(072) 687-8000
<b>FO II</b>	#3 Dalan na Pagayaya, Regional Government Center, Barangay Carig Sur, Tuguegarao City	(078)304-1004
<b>FO III</b>	Diosdado Macapagal Government Center, Maimpis, City of San Fernando, Pampanga,	(045) 961-2143
<b>FO IV-A</b>	Zapote-Alabang Road, Alabang, Muntinlupa City	0968-768-8392
<b>FO IV-B</b>	1680 F.Benitez cor. Malvar Sts. Malate, Manila	(632)336-8106/07
<b>FO V</b>	Magnolia St. PBN-Buraguis, Legazpi City	0951 106 5172
<b>FO VI</b>	M.H. del Pilar, Molo, Iloilo City	(033) 8-337-62-21
<b>FO VII</b>	M.J. Cuenco Avenue corner General Maxilom Avenue, Barangay Carreta, Cebu City	(032) 8-231-21-72
<b>FO VIII</b>	Candahug, Palo, Leyte	(053) 321-30-90
<b>FO IX</b>	General Vicente Alvarez Street 7000 Zamboanga City	(062) 991-10-01
<b>FO X</b>	Masterson Ave., Upper Carmen, Cagayan de Oro City, Misamis Oriental	(088) 565-5795
<b>FO XI</b>	D. Suazo St. cor. R. Magsaysay Ave., Davao City	(082) 226-28-57
<b>FO XII</b>	Poblacion, Koronadal City, South Cotabato	(083) 8-228-20-86
<b>CO</b>	Batasan Pambansa Complex, Batasan Rd, Quezon City	(02) 8931-81-01