



Republic of the Philippines  
Province of Oriental Mindoro

MUNICIPALITY OF PUERTO GALERA

MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT  
OFFICE

# CITIZEN'S CHARTER SERVICE GUIDE



Tel. # (043) 287-3045/+63 917-505-5746  
+63 928-928-7984



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**MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT  
OFFICE**



**MSWD**

Municipal Social Welfare and Development

**PUERTO  
GALER A**

1<sup>st</sup> Floor, Municipal Building  
Barangay Poblacion  
Office Hour: Monday to Friday  
08:00 am to 05:00 pm  
(No Noon Break)

**BASIC SERVICES PROVIDED**

I. Issuance of Social Case Study Report (SCSR)

- NGOs
- A. SCSR for Oriental Mindoro Provincial Hospital, PCSO and other
  - B. DSWD – IVB Assistance to Individual in Crisis Situation (AICS)
  - C. SCSR – Release on Recognizance or for the commitment of minor to the Rehabilitation Center (Children in Conflict with the Law)/Discernment
  - D. SCSR for Abused Children Needed in Courts

II. Release of Assistance to Individuals in Crisis Situation (AICS) from Local Fund

- A. Medical Assistance
- B. Burial Assistance
- C. Food Subsidy/Assistance
- D. Emergency Shelter Assistance



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**E. Transportation Assistance**

- III. Issuance of Certification of Indigency/Eligibility
- IV. Issuance of Senior Citizen ID
- V. Issuance of Purchase and Medicine Booklet for Senior Citizen
- VI. Application for Social Pension for Indigent Filipino Senior Citizens
- VII. Grant of Mortuary Assistance for OSCA Members
- VIII. Issuance of Persons with Disability (PWD) ID
- IX. Referral Services for Persons with Disability
- X. Availing of After Care Service
- XI. Public Employment Service Office

**I. ISSUANCE OF SOCIAL CASE STUDY REPORT (SCSR)**

I - A. SCSR for Oriental Mindoro Provincial Hospital (OMPH)

,  
PCSO and other NGOs

**ABOUT THE SERVICE**



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Social Case Study Report (SCSR) is a document that describes the present situation of a needy individual. It is done by a registered social worker through a conduct of interview and data gathering. It justifies the current condition of a client or patient to be eligible for an assistance from sponsoring agencies that extends financial/hospitalization/medical intervention.

#### **WHO CAN AVAIL OF THE SERVICE**

Any needy individuals, a bonafide resident of Puerto Galera, who applies for financial/hospitalization/medical assistance from agencies such as Oriental Mindoro Provincial Hospital (OMPH), PCSO and other NGOs.

#### **REQUIREMENTS**

1. Request form/letter/slip from the requesting agency;
2. Medical documents such as medical abstract, laboratory request, hospital bill and medical prescription; and
3. Valid identification card of the requestor.

#### **FEES**

NONE.

Step	Applicant/Client	Service Provider	Person-in-Charge	Processing Time
1	Submit medical requirements and valid identification card		Carlito B. Mendoza, SWO III Niña Jlouizeluine M. Bunquin	45  M I N U T E S
2	Provide personal data information	Conducts interview to the client  Encodes and prepares the document  Signs SCSR  Records and releases the document to the client	Carlito B. Mendoza, SWO III Niña Jlouizeluine M. Bunquin	Excluding waiting time



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<b>3</b>	Receive the Social Case Study Report and sign the office logbook			
<b>**END OF TRANSACTION**</b>				

I - B. DSWD – IVB Assistance to Individual in Crisis Situation (AICS)

**ABOUT THE SERVICE**

Social Case Study Report (SCSR) is a document that describes the present situation of a needy individual. It is done by a registered social worker through a conduct of interview and data gathering. It justifies the current condition of a client or patient to be eligible for assistance from the Department of Social Welfare and Development Region IV – B, Crisis Intervention Unit.

**WHO CAN AVAIL OF THE SERVICE**

Any needy individuals, a bonafide resident of Puerto Galera, who applies for financial/hospitalization/medical assistance from the Department of Social Welfare and Development Region IV – B, Crisis Intervention Unit.

**REQUIREMENTS**

1. Photocopy of medical documents (Medical Abstract, Laboratory Request, Hospital Bill, Medicine Prescription signed by a physician;
2. Photocopy of valid ID of the patient and/or of the patient; and
3. Original Copy of the Barangay Certificate of Indigency.

**FEES**

NONE.

Step	Applicant/Client	Service Provider	Person-in-Charge	Processing Time
<b>1</b>	Submit medical requirements and valid identification card		Carlito B. Mendoza, SWO III Niña Jlouizeluine M. Bunquin	45  M I N U T E
<b>2</b>	Provide personal data information	Conducts interview to the client	Carlito B. Mendoza, SWO III	



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		Encodes and prepares the document	Niña Jlouizeluine M. Bunquin	S Excluding waiting time
		Signs SCSR		
		Records and releases the document to the client		
<b>3</b>	Receive the Social Case Study Report and sign the office logbook			
<b>**END OF TRANSACTION**</b>				

I - C. SCSR – Release on Recognizance (ROR) or for the Commitment of Minor to the Rehabilitation Center (Children in Conflict with the Law)/Discernment and Women in Especially Diffucult Circumstance  
I – D. SCSR for Abused Children Needed in Courts

**ABOUT THE SERVICE**

Local Government unit respond to the following vulnerable sector in accordance to domestic law.

- Children
  - Child Abuse Act (RA 7610)
  - An Act Strengthening Juvenile Justice System in the Philippines (RA 10630)
- Women
  - Anti – Violence Against Women & their Children Act of 2004 (RA 9262)
  - Expanded Anti – Trafficking in Persons Act of 2012 (RA 10364)

**WHO CAN AVAIL OF THE SERVICE**

Woman or child vulnerable to abuse, a minor who is at risk or has committed offenses

**REQUIREMENTS**

1. Barangay Certification or Recommendation



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2. Certificates (depending on the case)

- Birth Certificate
- Medical Certificate

**FEES**

NONE.

Step	Applicant/Client	Service Provider	Person-in-Charge	Processing Time
1	Present the Problem	Interview the client/minor and the family	Carlito B. Mendoza, SWO III Niña Jlouizeluine M. Bunquin	40 minutes to 1 hour
2		Assist/Refer the client to the PNP to file appropriate case to perpetrator	Carlito B. Mendoza, SWO III	1 to 2 hours
3		Assist/Refer the client for medico legal and evaluation	Carlito B. Mendoza, SWO III	1 to 2 hours
4		Conduct home visit/collateral interviews and gather more information	Carlito B. Mendoza, SWO III	1 to 2 hours
5		Preparation of Initial Assessment	Carlito B. Mendoza, SWO III	1 to 2 hours
6		Finalization of SCSR	Carlito B. Mendoza, SWO III	1 to 2 hours
7		Submission to the Court/PAO/Prosecutor's Office	Carlito B. Mendoza, SWO III	Half Day
8		Assist client during scheduled court hearings	Carlito B. Mendoza, SWO III	Half Day
<b>**END OF TRANSACTION**</b>				



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**II. RELEASE OF ASSISTANCE TO INDIVIDUAL IN CRISIS SITUATION  
(AICS) FROM LOCAL FUND**

**I - A. Medical Assistance**

**ABOUT THE SERVICE**

Assistance to Individual in Crisis Situation or AICS is a form of assistance funded by the Local Government Unit of Puerto Galera for the indigent families and individuals who are in difficult circumstances and are in need of assistance including but not



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limited to medical, burial, food subsidy, educational assistance, emergency shelter assistance and transportation assistance.

#### **WHO CAN AVAIL OF THE SERVICE**

Indigent person or family who are in difficult circumstance and are in need of financial assistance.

#### **REQUIREMENTS**

1. Barangay Certificate of Indigency
2. Original and photocopy of valid ID of client
3. Other supporting documents
  - For Medical Assistance (Any of the Following)
    - Medical Certificate or Medical Abstract with date of issuance, complete name, signature and license number of the attending physician (issued within three months);
    - If payment for Hospital Bill – Hospital Bill/Statement of Account (Outstanding Balance) with complete name and signature of the billing clerk;
    - If for medicines/assistive devices – Prescription with date of issuance, complete name, signature and license number of the attending physician; or
    - If for medical procedures – Laboratory request with date of issuance, complete name, signature and license number of the attending physician.

#### **FEES**

NONE.

Step	Applicant/Client	Service Provider	Person-in-Charge	Processing Time
1	Present problem and submit requirements		Nydia M. Suzara C. Gigi Balinton Niña Jlouizeluine M. Bunquin	10 to 15 minutes
2	Provide personal data and information	Conduct Interview	Nydia M. Suzara	15 to 20 minutes



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		Preparation of the necessary AICS documents and attach requirements	Niña Niña Jlouizeluine M. Bunquin	
<b>3</b>	Sign the AICS documents as requestor	Recommendation of needed service/assistance  Approval of AICS documents  Local Finance Approval of AICS documents for Petty Cash Funding	Alaisa A. Lineses, OIC-MSWDO  Mayor Rocky D. Ilagan  Mark Garry V. Evangelista, Budget Jackielyn Babes K. Dilodilo, Accounting Crisol R. Calda, Treasury	1 to 2 hours
<b>4</b>	Receive the Cash/Cheque Assistance and sign the logbook			
<b>**END OF TRANSACTION**</b>				



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#### II - B. Burial Assistance

##### **ABOUT THE SERVICE**

The Local Government Unit of Puerto Galera gives assistance to defray the expenses, including but not limited to expenses in bringing the remains to the residence of the deceased and/or burial site in accordance with existing customary practices among Indigenous People and Moros.

##### **WHO CAN AVAIL OF THE SERVICE**

Indigent person or family with financial difficulty

##### **REQUIREMENTS**

1. Barangay Certificate of Indigency
2. Original and photocopy of valid ID of deceased
3. Original and photocopy of valid ID of the deceased' family member
3. Death Certificate or Certification from the Tribal Chieftain (for IPs), IMAM (for Moro), or doctor or authorized medical practitioner, in the absence of a death certificate; and
4. Funeral Contract (except for Muslim and Indigenous People performing customary practices)

##### **FEES**

NONE.

Step	Applicant/Client	Service Provider	Person-in-Charge	Processing Time
1	Present problem and submit requirements		Nydia M. Suzara C. Gigi Balinton	10 to 15 minutes



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			Niña Jlouizeluine M. Bunquin	
<b>2</b>	Provide personal data and information	Conduct Interview  Preparation of the necessary AICS documents and attach requirements	Nydia M. Suzara Niña Niña Jlouizeluine M. Bunquin	15 to 20 minutes
<b>3</b>	Sign the AICS documents as requestor	Recommendation of needed service/assistance  Approval of AICS documents  Local Finance Approval of AICS documents for Petty Cash Funding	Alaisa A. Lineses, OIC-MSWDO  Mayor Rocky D. Ilagan  Mark Garry V. Evangelista, Budget Jackielyn Babes K. Dilodilo, Accounting Crisol R. Calda, Treasury	1 to 2 hours
<b>4</b>	Receive the Cash/Cheque Assistance and sign the logbook			
<b>**END OF TRANSACTION**</b>				



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**II - C. Food Subsidy**

**ABOUT THE SERVICE**

This type of assistance under the AICS or the Assistance in Individual in Crisis Situation program of the LGU responds to the needs of a person who is in difficult situation due to significant lack of income caused by illness or a person caring for a sick family member and is temporarily forced to stop from work.

**WHO CAN AVAIL OF THE SERVICE**

Eligible client (s) shall include those caring for sick relative/s in the hospital, stranded individuals due to emergency situations (such as but not limited to human – induced and natural calamities) and alike.

**REQUIREMENTS**



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1. Barangay Certificate of Indigency
2. Original and photocopy of valid ID of client
3. Justification/Certification form MSWDO Social Worker

**FEES**

NONE.

Step	Applicant/Client	Service Provider	Person-in-Charge	Processing Time
1	Present problem and submit requirements		Nydia M. Suzara Gigi C. Balinton Jlouizeluine M. Bunquin	10 to 15 minutes
2	Provide personal data and information	Conduct Interview  Preparation of the necessary AICS documents and attach requirements	Carlito B. Mendoza, SWO III Niña Niña Jlouizeluine M. Bunquin	15 to 20 minutes
3	Sign the AICS documents as requestor	Recommendation of needed service/assistance  Approval of AICS documents  Local Finance Approval of AICS documents for Petty Cash Funding	Alaisa A. Lineses, OIC-MSWDO  Mayor Rocky D. Ilagan  Mark Garry V. Evangelista, Budget Jackielyn Babes K. Dilodilo, Accounting Crisol R. Calda, Treasury	1 to 2 hours
4	Receive the Cash/Cheque Assistance and sign the logbook			
<b>**END OF TRANSACTION**</b>				



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**II - D. Educational Assistance**



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**ABOUT THE SERVICE**

This form of assistance is given to eligible students to help defray school expenses and/or cost of sending students/children to school such as school fees, tuition and allowance and other related expenses which will be provided once in a school/academic year for students.

**WHO CAN AVAIL OF THE SERVICE**

Priority shall be given to students enrolled in public school, vocational/technological schools, state colleges and universities. However, this may be given to a student who, although not indigent, is assessed by a social worker to have an extreme need therefore bases on his family's current financial condition.

**REQUIREMENTS**

1. Barangay Certificate of Indigency;
2. Original and photocopy of valid ID of client;
3. Enrollment Assessment Form or Certificate of Enrollment or Registration;
4. Validated School ID of the student/beneficiary; and
5. Statement of Account for College Students

**FEES**

NONE.

Step	Applicant/Client	Service Provider	Person-in-Charge	Processing Time
1	Present problem and submit requirements		Nydia M. Suzara C. Gigi Balinton Niña Jlouizeluine M. Bunquin	10 to 15 minutes
2	Provide personal data and information	Conduct Interview  Preparation of the necessary AICS documents and attach requirements	Nydia M. Suzara Niña Jlouizeluine M. Bunquin	15 to 20 minutes
3	Sign the AICS documents as requestor	Recommendation of needed service/assistance	Alaisa A. Lineses, OIC-MSWDO	1 to 2 hours



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		Approval of AICS documents	Mayor Rocky D. Ilagan	
		Local Finance Approval of AICS documents for Petty Cash Funding	Mark Garry V. Evangelista, Budget Jackielyn Babes K. Dilodilo, Accounting Crisol R. Calda, Treasury	
4	Receive the Cash/Cheque Assistance and sign the logbook			
<b>**END OF TRANSACTION**</b>				



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**II - E. Emergency Shelter Assistance**

**ABOUT THE SERVICE**

This type of assistance under the AICS or Assistance to Individual in Crisis Situation program of the local government unit responds to the emergency need of a person whose house or shelter has been totally or partially damaged due to calamity or man – made disaster.

**WHO CAN AVAIL OF THE SERVICE**

Indigent person or family with financial difficulty

**REQUIREMENTS**

1. Barangay Certificate of Indigency
2. Picture of damaged property
3. Valid ID of client (if available)

**FEES**

NONE.

Step	Applicant/Client	Service Provider	Person-in-Charge	Processing Time
1	Present problem		Nydia M. Suzara	



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			Gigi C. Balinton Niña Jlouizeluine M. Bunquin	<b>WITHIN 24 HOURS</b>
<b>2</b>	Provide personal data and information	Conduct Interview	Nydia M. Suzara Niña Jlouizeluine M. Bunquin	
		Evaluates/Assess the damage and issues certification	Gemma M. Adarme, MDRRMO	
<b>3</b>	Sign the AICS documents as requestor	Preparation of the necessary AICS document and attach requirements	Nydia M. Suzara Niña Jlouizeluine M. Bunquin	
		Recommendation of needed service/assistance	Alaisa A. Lineses, OIC- MSWDO	
		Approval of AICS documents	Mayor Rocky D. Ilagan	
		Local Finance Approval of AICS documents for Petty Cash Funding	Mark Garry V. Evangelista, Budget Jackielyn Babes K. Dilodilo, Accounting Crisol R. Calda, Treasury	
<b>4</b>	Receive the Cash/Cheque Assistance and sign the logbook			
<b>**END OF TRANSACTION**</b>				



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**II - F. Transportation Assistance**

**ABOUT THE SERVICE**

The assistance for the purchase or payment of transport (air/sea/land) tickets and/or expenses to enable the client/s to return to his home provinces permanently or seek medical interventions in other place, or to attend emergency concerns such as death, care or other emergencies or critical situations of family member, relatives or other individuals in need. This includes those that require immediate presence, such as but not limited to, attendance to court hearing, rescue of abused relative, etc.



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#### **WHO CAN AVAIL OF THE SERVICE**

Indigent person or family with financial difficulty.

#### **REQUIREMENTS**

1. Barangay Certificate of Indigency;
2. Original and photocopy of valid ID of client;
3. Police Blotter; or
4. Police Certification (for victims of pick pockets, illegal recruitment, etc) or;
5. Other supporting documents such as, but not limited to, justification of a social worker, medical certificate, death certificate, and/or court order/subpoena.

#### **FEES**

NONE.

Step	Applicant/Client	Service Provider	Person-in-Charge	Processing Time
1	Present problem and submit requirements		Nydia M. Suzara Gigi C. Balinton Niña Jlouizeluine M. Bunquin	10 to 15 minutes
2	Provide personal data and information	Conduct Interview  Preparation of the necessary AICS documents and attach requirements	Nydia M. Suzara Niña Niña Jlouizeluine M. Bunquin	15 to 20 minutes
3	Sign the AICS documents as requestor	Recommendation of needed service/assistance  Approval of AICS documents  Local Finance Approval of AICS documents for Petty Cash Funding	Alaisa A. Lineses, OIC-MSWDO  Mayor Rocky D. Ilagan  Mark Garry V. Evangelista, Budget	1 to 2 hours



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			Jackielyn Babes K. Dilodilo, Accounting Crisol R. Calda, Treasury	
4	Receive the Cash/Cheque Assistance and sign the logbook			
<b>**END OF TRANSACTION**</b>				



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#### III. ISSUANCE OF CERTIFICATE OF INDIGENCY/ELIGIBILITY

##### **ABOUT THE SERVICE**

Certificate of Indigency/Eligibility is a form issued to a person that attests his income is below poverty threshold and could not pay a certain required fee or is applying for assistance in a sponsoring agency.

##### **WHO CAN AVAIL OF THE SERVICE**

Indigent person or family with significant lack of income or whose income is below poverty threshold.

##### **REQUIREMENTS**

1. Barangay Certificate of Indigency
2. Referral Letter from Concerned Agency

##### **FEES**

NONE.

Step	Applicant/Client	Service Provider	Person-in-Charge	Processing Time
1	Submit requirements	Interview the client/immediate family member of applicant	Carlito B. Mendoza, SWO III Niña Jlouizeluine M. Bunquin	10 minutes
2		Conduct home visit/collect collateral information from the community	Carlito B. Mendoza, SWO III	1 hour



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		Prepares Certification Signs and Approves the Certification Records and Releases the document to the client	Niña Jlouizeluine M. Bunquin	
<b>3</b>	Receive the Certificate of Indigency			
<b>**END OF TRANSACTION**</b>				

**IV. ISSUANCE OF SENIOR CITIZEN ID CARD**

**IV - A. Membership**

**ABOUT THE SERVICE**

A document issued to elderly citizens as proof of eligibility per Article 6 Rule IV (Privileges for the Senior Citizens) of Implementing Rules and Regulations of Republic Act No 9994 known as the "Expanded Senior Citizens Act of 2010".

This card is issued to the elderly citizens in the Municipality of Puerto Galera by the Office of the Senior Citizen Affairs through the Municipal Social Welfare and Development Office personnel in – charge of the Senior Citizens

**WHO CAN AVAIL OF THE SERVICE**

Refers to any Filipino citizen who is a resident of the Philippines, and who is sixty (60) years old or above Article 5.1 Rulle III, definition of terms.

**REQUIREMENTS**

1. Birth Certificate
2. OCSA Application Form (General Intake Sheet Form)
3. 2 copies of 1x1 ID Picture

**FEES**



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NONE.

Step	Applicant/Client	Service Provider	Person-in-Charge	Processing Time
1	Secure and fill – up OSCA Application Form (General Intake Sheet Form)	Interview the client/immediate family member of applicant	Antonette P. Yaco Noeme Datingaling	10 minutes
2	Submit OSCA form with the requirements	Evaluates the application form  Prepares the OSCA ID  Records in the logbook  Releases the OSCA ID	Antonette P. Yaco Noeme C. Datingaling Flordeliza R. Persia, OSCA Head	10 minutes
3	Receive the OSCA ID and sign the logbook			
<b>**END OF TRANSACTION**</b>				

**IV – B. Replacement of Lost Senior Citizen ID Card**

**REQUIREMENTS**

1. Affidavit of Loss
2. 1 pc 1x1 ID pictures

**FEES**

NONE.

Step	Applicant/Client	Service Provider	Person-in-Charge	Processing Time
1	Submit Affidavit of Loss		Antonette P. Yaco Noeme Datingaling	2 minutes



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<b>2</b>	Submit 1x1 ID picture	Checks the record of the OSCA member  Prepares the OSCA ID  Records in the logbook  Release the OSCA ID	Antonette P. Yaco Noeme C. Datingaling Flordeliza R. Persia, OSCA Head	10 minutes
<b>3</b>	Receive the OSCA ID and sign the logbook			
<b>**END OF TRANSACTION**</b>				

## V. ISSUANCE OF OSCA BOOKLET (PURCHASE AND MEDICAL)

### ABOUT THE SERVICE

Per Article 7 Rule IV, Privileges for the Senior Citizens, an elderly is entitled to a 20% discount and VAT exemption on goods and services. The Office of the Senior Citizens Affairs issues this booklet to the member to avail of the benefits.



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**WHO CAN AVAIL OF THE SERVICE**

Active member of the Senior Citizens Affair.

**REQUIREMENTS**

1. Senior Citizen ID
2. 1 pc 1x1 ID picture (to be attached in the booklet)

**FEES**

NONE.

Step	Applicant/Client	Service Provider	Person-in-Charge	Processing Time
1	Present OSCA ID card and submit requirements		Antonette P. Yaco Noeme Datingaling	2 minutes
2		Prepares the booklet  Records and releases the booklet	Antonette P. Yaco Noeme C. Datingaling Flordeliza R. Persia, OSCA Head	10 minutes
3	Receive the booklet and sign the logbook			
<b>**END OF TRANSACTION**</b>				



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### MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE

#### VI. APPLICATION FOR SOCIAL PENSION FOR INDIGENT FILIPINO SENIOR CITIZENS

##### **ABOUT THE SERVICE**

The Social Pension for Indigent Filipino senior citizen is in – line with the fulfillment of the obligation of the government to protect the most vulnerable sector through social protection, and for the full implementation of Republic Act No. 9994.

The Office of the Senior Citizens Affairs under the Municipal Social Welfare and Development Office is tasked by the national government to initiate the identification and take the role in the enrollment of the Social Pension beneficiaries.

##### **WHO CAN AVAIL OF THE SERVICE**

The Social Pension for Indigent Senior Citizen will be implemented nationwide and will consider the following priorities, taking into consideration the following conditions and eligibility criteria of senior citizens and subject to the availability of funds.

##### 1. Age –

- First Priority: 80 years old and above
- Second Priority: 70 – 79 years old
- Third Priority: 60 – 69 years old

2. Economic Status – to be determined by the DSWD National Household Targeting for Poverty Reduction, should not be receiving any pension from the GSIS, SSS, or AFPMBAI and other insurance company, without permanent source of income, or regular support from his/her relatives to meet his/her basic needs as determined by the Office of the Senior Citizens Affairs and Senior Citizen Organization.

##### **REQUIREMENTS**

1. DSWD Application Form for Indigent Senior Citizen
2. Barangay Certificate of Indigency
3. Photocopy of Senior Citizen ID
4. Photocopy of Birth Certificate
5. 1 pc 1x1 ID Picture

##### **FEES**

NONE.



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<b>Step</b>	<b>Applicant/Client</b>	<b>Service Provider</b>	<b>Person-in-Charge</b>	<b>Processing Time</b>
<b>1</b>	Secure and fill – up DSWD Application Form for Indigent Senior Citizen	Interview the client/immediate family member of applicant	Antonette P. Yaco Noeme Datingaling	5 minutes
<b>2</b>	Submit OSCA form with the requirements	Evaluates the application form  Records in the logbook  Forwards the application form along with other applicants to DSWD	Antonette P. Yaco Noeme C. Datingaling Flordeliza R. Persia, OSCA Head	10 to 15 minutes
<b>3</b>	Sign the logbook			
<b>**END OF TRANSACTION**</b>				



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**VII. GRANT OF MORTUARY ASSISTANCE FOR OSCA MEMBERS**

**ABOUT THE SERVICE**

Mortuary assistance is granted to the immediate family of the deceased senior citizen members of the OSCA funded by the Local Government Unit of Puerto Galera.

**WHO CAN AVAIL OF THE SERVICE**

Immediate family members of the deceased OSCA member.

**REQUIREMENTS**

1. Photocopy of the deceased OSCA member's Death Certificate
2. Photocopy of the deceased OSCA ID card
3. Photocopy of the claimant's valid ID
4. Authorization Letter of a family member as claimant (except for the spouse)

**FEES**

NONE.

Step	Applicant/Client	Service Provider	Person-in-Charge	Processing Time
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1	Submit photocopy of Death Certificate and surrender the OSCA ID		Antonette P. Yaco Noeme Datingaling	2 minutes
2	Provide personal data and information	Conduct Interview  Preparation of the necessary documents and attaches requirements	Nydia M. Suzara Niña Jlouizeluine M. Bunquin	15 to 20 minutes
3	Sign the documents as requestor	Recommendation of needed service/assistance  Approval of documents  Local Finance Approval of AICS documents for Petty Cash Funding	Alaisa A. Lineses, OIC-MSWDO  Mayor Rocky D. Ilagan  Mark Garry V. Evangelista, Budget Jackielyn Babes K. Dilodilo, Accounting Crisol R. Calda, Treasury	1 to 2 hours
4	Receive the Cash/Cheque Assistance and sign the logbook			
<b>**END OF TRANSACTION**</b>				

**VIII. ISSUANCE OF PWD (PERSONS WITH DISABILITY) ID CARD AND PURCHASE BOOKLET**

**ABOUT THE SERVICE**

An identification card issued to Persons with Disability under Section 32 of RA No. 9442, "An Act Amending RA No. 7277, otherwise known as the Magna Carta for Disabled Persons and for their Purposes".

The identification card is issued by the Municipal Mayor through the Persons with Disability Affairs Focal Person under the Municipal Social Welfare and Development Office.

**WHO CAN AVAIL OF THE SERVICE**



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Resident of Puerto Galera who is suffering from long – term physical, mental, intellectual or sensory impairments.

#### **REQUIREMENTS**

1. Person with Disability Registration Form (PWD – RF)
2. Certificate of Disability with date of issuance, complete name, signature and license number of the attending physician (from MHO)
3. 1 pc. 1x1 ID picture of the applicant

#### **FEES**

NONE.

Step	Applicant/Client	Service Provider	Person-in-Charge	Processing Time
1	Secure PWD – RF		Antonio D. Portugal, PWD Focal Person	1  H O U R  Excluding waiting time
2	Proceed to the Municipal Health Officer for medical evaluation	Accompanies the applicant to MHO  Evaluate and assess the applicant	Antonio D. Portugal  Rodel B. Gabayan, Jr., MHO	
3	After evaluation, returns to MSWDO to accomplish PWD – RF	Assist the applicant in accomplishing the PWD – RF  Prepares the PWD ID and booklet  Records and releases the PWD ID	Antonio D. Portugal	
4	Receive the PWD ID and booklet and sign the logbook			
<b>**END OF TRANSACTION**</b>				

#### IX. REFERRAL SERVICES FOR PERSONS WITH DISABILITY

##### **ABOUT THE SERVICE**

This service includes assessing of Persons with Disability to other support services and sustenance from government/non – government agencies with related



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rehabilitation services like mental and psychosocial therapy, physical therapy, medical intervention and accessibility to public transport.

#### **WHO CAN AVAIL OF THE SERVICE**

Registered Persons with Disability and is resident of Puerto Galera.

#### **REQUIREMENTS**

1. Medical request or referral or prescription from the doctor

#### **FEES**

NONE.

Step	Applicant/Client	Service Provider	Person-in-Charge	Processing Time
1	Present any medical request of referral of prescription from the doctor	Conduct PWD data checking and interview	Antonio D. Portugal, PWD Focal Person	3 to 5 minutes
2		Schedule Confirmation Date for Medical Check – up	Antonio D. Portugal	3 minutes

**\*\*END OF TRANSACTION\*\***



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#### X. AVAILING OF AFTERCARE SERVICES

##### **ABOUT THE SERVICE**

The Municipal Social Welfare and Development Office provide aftercare service, psycho – social intervention to those rehabilitated victims of drugs.

##### **WHO CAN AVAIL OF THE SERVICE**

- Newly rehabilitated drug victims endorsed by rehabilitation centers
- Victims of abused endorsed by government and NGOs

##### **REQUIREMENTS**

1. Endorsement and referral letter from GOs and NGOs
2. Social Case Study Report
3. Court Order
4. Birth Certificate

##### **FEES**

NONE.

##### **SERVICE COVERAGE**

- Counseling
- Case Work
- Livelihood Assistance
- Skills Training
- Referrals and Collaboration

##### **CONTACT PERSON**

Carlito B. Mendoza, SWO III



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#### XI. PUBLIC EMPLOYMENT SERVICE OFFICE

##### ABOUT THE SERVICE

The PESO Public Employment Service Office provides employment assistance and facilitate job matching/placement to unemployed and underemployed constituents. This service also offers the provision of Summer Employment for eligible college students or SPES Special Program for the employment of students.

The Public Employment Service Office also handles settlement of labor disputes and complaints.

##### REQUIREMENTS

1. Fill – up Application Form
2. Valid ID
3. Resume
4. Credentials (Diploma, Employment Certificate, TOR, etc.)
5. Barangay Certification

##### HOW TO AVAIL THE SERVICE

Step	Applicant/Client	Service Provider	Person-in-Charge	Processing Time
1	Job Applicant will fill – up Registration Form <ul style="list-style-type: none"><li>• Job referrals</li><li>• Job vacancy solicitation</li><li>• Local job recruitment</li><li>• Job fair</li><li>• Job placement</li></ul>	<ul style="list-style-type: none"><li>• Preparation of employment</li><li>• Referrals and visiting recruitment agencies</li></ul>	Reymundo B. Bunquin, PESO Officer	10 minutes



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<b>2</b>	SPES Special Program for the Employment of Students	<ul style="list-style-type: none"><li>• Screening and evaluation of documentary requirements</li></ul>	Reymundo B. Bunquin, PESO Officer	10 minutes
<b>3</b>	Settlement of Labor disputes/complaints	<ul style="list-style-type: none"><li>• Interview complainant/s</li><li>• Conduct Single Entry Negotiation Approach (SENA)</li></ul>	Reymundo B. Bunquin, PESO Officer	30 minutes



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