



OFFICE OF THE MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT

CITIZEN'S CHARTER

Type of Services : **Availing of Assistance in Crisis Situation (AICS)**
 Schedule of Availability of Services : Daily
 Who May Avail of the Services : Clients who are in extremely difficult situations and have inadequate resources

What are the requirements:

- *Burial Assistance*
 - Photocopy of Death Certificate
 - Barangay Certificate of Indigency
- *Hospitalization or Medical Assistance*
 - Doctor's Prescription/Medical Certificate
 - Barangay Certificate of Indigency

How to avail:

Steps	Activity		Duration of Activity	Person Incharge
	Client	Office Service Provider		
1	Inform the staff regarding the problem	Interview/Conduct & Assessment	15 minutes	Chris Ann
2	Submit and sign the required documents	Review and approve the necessary documents	15 minutes	Sharon
3		Submit all the supporting documents for financial transaction.	15 minutes	Chris Ann

Type of Services : **Securing of Certificate of Indigency**
 Schedule of Availability of Services : Daily
 Who May Avail of the Services : Clients who are in difficult situations and have inadequate resources

What are the requirements :

- Barangay Certificate of Indigency

How to avail:

Steps	Activity		Duration of Activity	Person Incharge
	Client	Office Service Provider		
1	Inform the staff regarding the concern	Interview & Assessment	5 minutes	Flordeliza
2	Submit all needed documents	Encode the certificate	5 minutes	Flordeliza
3	Wait for the issuance of certificate	Sign the certificate	1 minute	Sharon

Type of Services : **Securing of Social Case Study**
 Schedule of Availability of Services : Daily
 Who May Avail of the Services : Clients who are in extremely difficult situations and have inadequate resources

What are the requirements :

- Brgy. Certificate of Indigency
- Medical Certificate (for medical assistance)
- Police Report/Blotter (for CICL)

How to avail:

Steps	Activity		Duration of Activity	Person Incharge
	Client	Office Service Provider		
1	Inform the staff regarding the situation	Interview & Assessment/Validation	30 minutes	Chris Ann
2	Submit the required documents	Preparation of case study	2 days	
3	Wait for the approved case study	Review & sign the Case study	30 minutes	Sharon

Type of Services : **Availing of Physical Restoration Assistance of the elderly & PWD**
 Schedule of Availability of Services : Daily
 Who May Avail of the Services : Elderly & disable person

What are the requirements :

- Picture Whole Body
- Medical Certificate
- Barangay Certificate of Indigency

How to avail:

Steps	Activity		Duration of Activity	Person Incharge
	Client	Office Service Provider		
1	Inform the staff regarding the concern	Interview & Assessment/Validation	15 minutes	Chris Ann
2	Submit and sign the documents	Review and approve the necessary documents	10 minutes	Sharon
3		Process all the supporting documents	20 minutes	Chris Ann

Type of Services : **Pre-Marriage Counseling/Marriage Counseling**
 Schedule of Availability of Services : Daily
 Who May Avail of the Services : Engaged couples applying for a marriage license and common law/married couple undergoing marital conflicts

What are the requirements :

- Application for Marriage (for engaged couple)

How to avail for Pre-Marriage Counseling:

Steps	Activity		Duration of Activity	Person Incharge
	Client	Office Service Provider		
1	* Present their marriage application form (for engage couple) * Inform the social worker regarding the problem	Counseling	1 Hour	Sharon
2		Sign the marriage application form	3 minutes	

How to avail for Marriage Counseling:

Steps	Activity		Duration of Activity	Person Incharge
	Client	Office Service Provider		
1	* Present their issues/problem & current situation	Conduct Marriage Counseling	4 hours	Sharon

Type of Services : **Securing ID and Medicine/Grocery Booklet for Senior Citizen, Solo Parent and PWD**
 Schedule of Availability of Services : Daily
 Who May Avail of the Services : Senior Citizen, PWD, Solo Parent

What are the requirements :

- Senior Citizen/ PWD ID
- Birth Certificate/Baptismal (if no ID)
- Affidavit for Solo Parent

How to avail:

Steps	Activity		Duration of Activity	Person Incharge
	Client	Office Service Provider		
1	Inform the staff regarding their request	Interview & Assessment	3 minutes	Flordeliza
2	Submit the required documents	Encoding of ID/Booklet	20 minutes	Flordeliza
3	Wait for the ID/Booklet	Review and issuance of ID/booklet	5 minutes	Sharon

Type of Services : **Assistance to Children and Women in Difficult Circumstance**
 Schedule of Availability of Services : Daily
 Who May Avail of the Services : Child Abuse, Battered women, rape victims, victims of involuntary prostitution, maltreated women, VAWC victims

How to avail:

Steps	Activity		Duration of Activity	Person Incharge
	Client	Office Service Provider		
1	Inform the Social Worker regarding the situation	Interview & Assessment	3 - 4 hours	Sharon and Chris Ann
2	Attendance during Family Conference/ Counseling	Conduct Family Conference/Counseling	3-4 hours	Sharon and Chris Ann

Type of Services : **Assistance to Child in Conflict with the Law (CICL)**
 Schedule of Availability of Services : Daily
 Who May Avail of the Services : battered women, rape victims, victims of involuntary prostitution, maltreated women, women who are emotionally disadvantage

What are the requirements :

- Birth Certificate

How to avail:

Steps	Activity		Duration of Activity	Person Incharge
	Client	Office Service Provider		
1	Inform the Social Worker regarding the case	Interview & Assessment	3 - 4 hours	Sharon and Chris Ann
2	Attendance during Family Conference/ Counseling	Conduct Family Conference/Counseling	3 - 4 hours	
3		Facilitate referral of client to the RRCY (as need arises)	2 Days	

Type of Services : **Financial Assistance for Disaster Victim**
 Schedule of Availability of Services : Daily
 Who May Avail of the Services : Victims of Disaster

What are the requirements :

- Picture
- Barangay Report

How to avail:

Steps	Activity		Duration of Activity	Person Incharge
	Client	Office Service Provider		
1	Submit the disaster report	Conduct Validation and Coordination with the LRRMO for the financial assistance	2 hours	Sharon
2	Observe cooperation and instruction during relief distribution	Facilitate DAFAC	5 minutes	Sharon, MSWD Staff
3	Share their experiences	Conduct psychosocial support to the victims	1 Day	Sharon, Chris Ann

Type of Services : **Availing of Burial Assistance for Senior Citizen**
 Schedule of Availability of Services : Daily
 Who May Avail of the Services : Clients who have deceased senior citizen family member

What are the requirements:

- *Senior Citizen's Burial Assistance*
 - Photocopy of Death Certificate
 - Barangay Certificate of Indigency

How to avail:

Steps	Activity		Duration of Activity	Person Incharge
	Client	Office Service Provider		
1	Inform the staff regarding the problem	Interview/Conduct & Assessment	15 minutes	Chris Ann
2	Submit and sign the required documents	Review and approve the necessary documents	5 minutes	Sharon
3		Process all the supporting documents	5 minutes	Chris Ann
4		Inform the client to claim the assistance	3 minutes	