



*Republic of the Philippines*  
Province of Surigao del Sur  
Municipality of Carmen

**OFFICE OF THE MUNICIPAL MSWDO**

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1<sup>st</sup> Floor of PWDO Building  
Carmen, Surigao del Sur  
**Ms. Sharon Fe A. Tisang – MSWDO**

**MANDATE:**

The office is mandated to ensure effective and efficient delivery of basic services. To empower people achieving better quality of life. To promote the rights and well-being of the marginalized in the community.

**VISION:**

**We envision a society where the poor vulnerable and disadvantaged are empowered for an improved and better quality of life.**

**MISSION:**

**To deliver, implement and coordinate social protection and poverty reduction solution for and with the poor, vulnerable and disadvantaged.**

**ORGANIZATIONAL OUTCOME : EFFICIENT AND EFFECTIVE DELIVERY OF BASIC SOCIAL SERVICES**  
**PROGRAMS AND SERVICES:**

**FAMILY:**

- Livelihood and skills development
- Marriage Counseling
- Parent Effective Service
- Solo Parent

**CHILDREN & YOUTH**

- Day Care Services
- Sports Festival
- Community Participation
- Vocational Course (TESDA)
- Moral & Capacity Development
- Intervention per RA 7610

**WOMEN LIVELIHOOD/ SKILLS DEVELOPMENT:**

- SEA - K
- Sessions on selected modules
- Services to battered, neglected, exploited and abused women
- Intervention per RA 9262

**EMERGENCY ASSISTANCE**

- Assistance in crisis situation
- Crisis interventions and debriefing
- Mitigation
- Relief and emergency Assistance

**ELDERLY WELFARE PROGRAM:**

- Referral/Assistance for physical restoration
- Social pension for indigent senior citizen

**SPECIAL PROGRAM:**

- PantawidPampamilyang Pilipino Program (4P's)



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## **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:**

<b>Steps</b>	<b>Activity</b>		<b>Duration of Activity</b>	<b>Person Incharge</b>
	<b>Client</b>	<b>Office Service Provider</b>		
1	Inform the staff regarding the problem	Conduct interview & 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
<b>END OF TRANSACTION</b>				

**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
<b>END OF TRANSACTION</b>				

**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
<b>END OF TRANSACTION</b>				

**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
  - PWD ID

**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
<b>END OF TRANSACTION</b>				

**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	
<b>END OF TRANSACTION</b>				

**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
<b>END OF TRANSACTION</b>				



**Type of Services** : **Securing ID and Medicine/Grocery Booklet for Solo Parent and PWD**

Schedule of Availability of Services : Daily

Who May Avail of the Services : PWD, Solo Parent

**What are the requirements:**

- SOLO PARENT ID/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
<b>END OF TRANSACTION</b>				

**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
3		Conduct Monitoring/Home Visitation to Client	3 - 4 hours	Sharon and Chris Ann
<b>END OF TRANSACTION</b>				

**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/ Counselling	Conduct Family Conference/Counseling	3 - 4 hours	
3		Facilitate referral of client to the RRCY (as need arises)	2 Days	
<b>END OF TRANSACTION</b>				

**Type of Services** : **Financial Assistance for Disaster Victims**  
 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
<b>END OF TRANSACTION</b>				

**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	Conduct interview & 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
<b>END OF TRANSACTION</b>				

**Type of Services** : **Availing of Gift Pack, Plaques and Cash Incentives to Qualified Senior Citizens**

Schedule of Availability of Services : Daily

Who May Avail of the Services : Qualified Senior Citizens

**What are the requirements:**

➤ *Senior Citizen's*

For 60 & 70 yrs. old

- Photocopy of Birth Certificate or Baptismal Certificate- 2 Copies
- Photocopy of Senior Citizen's ID- 2 copies
- Barangay Certificate- 2 copies

Additional requirements for 60 yrs. old

- Certificate of membership signed by the Brgy. President of the Senior Citizen's Organization

If baptismal certificate will be presented:

Additional Requirements for 80,90 and 100 years old

Any two of the following:

1. Photocopy of Marriage Certificate of the beneficiary
2. Any other valid ID's ( voter's ID, SSS, GSIS, Philhealth, etc)
3. Photocopy of Birth Certificate of one Child
4. Affidavit of 2 disinterested parties- 2 copies

**How to avail:**

Steps	Activity		Duration of Activity	Person Incharge
	Client	Office Service Provider		
1	Inform the staff regarding the concern	Conduct Initial interview and Assessment	15 minutes	Chris Ann
2	Submit the required documents	Review and approve the necessary documents	5 minutes	Sharon
3		Process all the supporting documents	5 minutes	Chris Ann
<b>END OF TRANSACTION</b>				

**Type of Services** : **Assistance to Foster/Adoptive Parents**

Schedule of Availability of Services : Daily

Who May Avail of the Services : Client who are interested to foster/adopt a child

**What are the requirements** :

**How to avail:**

Steps	Activity		Duration of Activity	Person Incharge
	Client	Office Service Provider		
1	Inform the staff regarding the concern	Interview/Conduct& Assessment	15 minutes	Chris Ann/Sharon
2	Processing necessary documents	Referral to DSWD Regional Staff	5 minutes	Chris Ann/Sharon
3	Submission of required documents	Processing of necessary documents	5 minutes	Chris Ann/Sharon
<b>END OF TRANSACTION</b>				

**Type of Services****:Referral of Clients to line Agencies in availing medical assistance.**

Schedule of Availability of Services : Daily

Who May Avail of the Services : Clients who have ill/hospitalized family member

**What are the requirements:**

- Barangay Certificate of Medical
- Medical Certificate/Prescribe medicine
- Valid ID

**How to avail:**

Steps	Activity		Duration of Activity	Person Incharge
	Client	Office Service Provider		
1	Inform the staff regarding the concern	Conduct Interview & Assessment	15 minutes	Chris Ann/Sharon
2	Processing necessary documents	Review necessary documents	5 minutes	Chris Ann/Sharon
3	Submission of required documents	Referral/coordination to line agencies	5 minutes	Chris Ann/Sharon
<b>END OF TRANSACTION</b>				