

CITIZEN'S CHARTER

Local Government Unit of Cabadbaran City

Department: CITY SOCIAL WELFARE & DEVELOPMENT OFFICE

Titles: I. FOR ALL WALK-IN CLIENTS
 II. FOR WOMEN, CHILDREN & FAMILY (VICTIMS OF VIOLENCE & OTHER FORMS OF ABUSES)
 III. FOR SOLO PARENTS
 IV. FOR SENIOR CITIZENS
 V. FOR DIFFERENTLY-ABLED PERSONS

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 Issue No : 1
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FRONTLINE SERVICE	STEPS	LOCATIONS OF TRANSACTION PER STEP	PROCESSING TIME	FORM/S REQUIRED	DOCUMENTARY REQUIREMENTS	FEES AND CHARGES	RESPONSIBLE EMPLOYEE/S
I. FOR ALL WALK-IN CLIENTS (ISDAP/ESA/CYEDC/ COLLEGE Scholars/CSAP/ VAWC/CNSP ASSISTANCE & Other Clientele Category) Issuance of : A. Certificate of Eligibility, B. Certification C. Referral Letter for further Assistance to other agencies D. Social Case Study Report E. other documents	1. Log-in and state your purpose	Customer's Assistance Desk	3 minutes			none	Marycris E. Cagadas Hazel R. Reyes
	2. Secure Checklist of Requirements/application forms & routing slip (if any)	City Social Welfare & Development Office	3 minutes			none	Rodney S. Dagohoy Virginia M. Amisola
	FOR EMERGENCY SHELTER ASSISTANCE (ESA) & Transportation Assistance only Submit for interview/assessment & Receive Certificate of Indigency	City Social Welfare & Development Office	15 minutes			1. Brgy. Certificate 2. Picture of Damaged House	Social Welfare Officer/Officer of the Day: (L. Calotes/F. Labrador/N. Tubo/P. Elumba/O. Fajardo/R. Lansang)
	FOR (ESA only) Proceed to CEO for Program of Work (POW)	City Social Welfare & Development Office/ City Engineers Office				1. Certificate of Indigency from CSWD Office 2. Brgy. Certificate 3. Picture of Damaged House	ENGINEER Assigned to Prepare Program of Work (POW)
	(FOR ALL CLIENTELE CATEGORY) 3. Submit requirements for intake & issuance of certificate of eligibility	City Social Welfare & Development Office	15 minutes	Intake form, Certificate of Eligibility (C.E.)	1. Brgy. Certificate (ISDAP) & (CSAP Req.) 2. Doctor's findings/Billing (ISDAP) 3. BIR/Assessor's Certification (PAO Cert) 4. CYEDC Requirements (CYEDC) 5. ESA/Transportation Assistance Requirements 6. VAW/C & other forms of abuses Req.	none	Marycris E. Cagadas Hazel R. Reyes Rodney S. Dagohoy Editha E. Pioco Virginia M. Amisola
	4. Submit for interview/ assessment of Social Welfare Officer (Officer of the Day)	City Social Welfare & Development Office	15 minutes	Intake form, Certificate of Eligibility (C.E.)		none	Social Welfare Officer/Officer of the Day: Liezl B. Calotes (<i>Children</i>) France Berry L. Labrador (<i>Youth</i>) Novalil H. Tubo (<i>Women (GAD)</i>) Pamela L. Elumba (Family/Com'ty) Oscar Alvar M. Fajardo (<i>PWDs</i>) Ruth R. Lansang (<i>OSCA</i>)
	5. Receive signed Certificate of Eligibility	City Social Welfare & Development Office	3 minutes	C.E.		none	Josephine L. Demoral or OIC (Novalil H. Tubo or Alternate Ruth R. Lansang)
	Proceed to CMO for Approval & CBO for OBR	City Mayor's Office & City Budget Office					City Mayor or Administrative Officer & Budget Officer or OIC
	6. Receive signed Obligation Request	City Social Welfare & Development Office	3 minutes	OBR		none	Josephine L. Demoral or (OIC Novalil H. Tubo or Alternate Ruth R. Lansang)
	Proceed to CBO, CAO, CMO, CTO for processing & claim assistance at Window 1 (CTO)	CBO, CAO, CMO, & CTO				<i>Valid ID/Residence Certificate</i>	Disbursing Officer
FOR REFERRALS/CERTIFICATION & SOCIAL CASE STUDY REPORT 7. Receive, referral letter, certification & approved Case Study Report	City Social Welfare & Development Office	Within 30 minutes For referrals & w/in 3 Days for SCSR				Social Welfare Officer/Officer of the Day: (L. Calotes/F. Labrador/N. Tubo/P. Elumba/O. Fajardo/R. Lansang)	

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II. FOR WOMEN, CHILDREN & FAMILY (VICTIMS OF VIOLENCE, WITH PROBLEMS & OTHER FORMS OF ABUSES)	1. Log-in and state your purpose	Customer's Assistance Desk	3 minutes	none		none	Marycris E. Cagadas Hazel R. Reyes, Virginia Amisola Rodney S. Dagohoy
	2. Submit for interview/Claim Referral Slip (If necessary)	City Social Welfare & Development Office	3 minutes	none	none		<i>Social Welfare Officer/Officer of the Day:</i> Liezl B. Calotes (Children) France Berry L. Labrador (Youth)
	3. Receive counseling / advise for further assistance (if necessary)	City Social Welfare & Development Office	Minimum of 30 mins. & maximum of 4 Hours (for total family approach counseling)	none	none		Novalil H. Tubo (Women (GAD)) Pamela L. Elumba (Family/Com'ty) Oscar Alvar M. Fajardo (PWDs) Ruth R. Lansang (OSCA) Josephine L. Demoral (CSWDO)
III. FOR SOLO PARENTS 1. Issuance of ID	1. Log-in and state your purpose	Customer's Assistance Desk	3 minutes			none	Marycris E. Cagadas Hazel R. Reyes Rodney S. Dagohoy EDitha E. Pioco,, Virginia Amisola
	2. Submit requirements and secure Solo Parent Application Form	City Social Welfare & Development Office	3 minutes		Barangay Certificate of Residency	none	Novalil H. Tubo (Women (GAD)) Pamela L. Elumba (Family/Com'ty)
	3. Submit filled-up Solo Parent application form for the interview	City Social Welfare & Development Office	10 minutes			none	Novalil H. Tubo (Women (GAD)) Pamela L. Elumba (Family/Com'ty)
	4. Ask for brief orientation on Solo Parent Act	City Social Welfare & Development Office	10 minutes	none	none		Novalil H. Tubo (Women (GAD))
	5. Claim Solo Parent ID		3 minutes				Novalil H. Tubo (Women (GAD))

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IV. FOR SENIOR CITIZENS 1. Provision of Medical / Burial Assistance for Senior Citizens	1. Log-in and state your purpose	Customer's Assistance Desk	3 minutes			None	Marycris E. Cagadas Hazel R. Reyes, Virginia Amisola Rodney S. Dagohoy
	2. Submit requirements & Filled-up Application Form/ intake and certificate of eligibility for assessment	City Social Welfare & Development Office	15 minutes	1. Filled- up Application form 2. Certification Form 3. Intake form, Certificate of Eligibility (C.E.)- (issued at OSCA)	1. OSCA I.D. 2. Certificate of Admission (for Medical Assistance only) 3. Death Certificate (for burial assistance)	None	Ruth R. Lansang Social Welfare Officer/Officer of the Day
	3. Receive signed Certificate of Eligibility	City Social Welfare & Development Office	3 minutes	Intake form, Certificate of Eligibility (C.E.)			Josephine L. Demoral or (OIC-Novalil H. Tubo or Alternate-Ruth R. Lansang)
	<i>Proceed to CMO for Approval & CBO for OVR</i>	<i>City Mayor's Office & City Budget Office</i>					<i>City Mayor or Administrative Officer & Budget Officer or OIC</i>
	4. Receive signed Obligation Request	City Social Welfare & Development Office	3 minutes	C.E.	none	None	Ruth R. Lansang SWO/Officer of the Day
	<i>Proceed to CBO, CAO, CMO, CTO for processing & claim assistance at Window 1 of CTO</i>	<i>CBO/CAO/CMO & City Treasurer's Office</i>				<i>Valid ID/Residence Certificate</i>	<i>Disbursing Officer</i>
V. FOR PERSONS WITH DISABILITY 1. Provision of financial assistance for assistive devices	1. Log-in and state your purpose	Customer's Assistance Desk	3 minutes			None	Marycris E. Cagadas Hazel R. Reyes, Virginia Amisola Rodney S. Dagohoy
	2.. Submit requirements/intake & Certificate of Eligibility for assessment	City Social Welfare & Development Office	15 minutes	1. Photocopy of PWD local ID 2. PWD form for Assistance - (issued at PDAO)	1. Brgy. Indigent Certificate 2. Doctor's Prescription/ Referral	None	Oscar Alvar M. Fajardo Ruth R. Lansang
	3. Receive signed Certificate of Eligibility	City Social Welfare & Development Office	3 minutes				Josephine L. Demoral or (OIC-Novalil H. Tubo or Alternate-Ruth R. Lansang)
	<i>Proceed to CMO for Approval of C.E. & CBO for OBR</i>	<i>City Mayor's Office & City Budget Office</i>					<i>City Mayor or Administrative Officer/Budget Officer or OIC</i>
	4.. Receive signed Obligation Request	City Social Welfare & Development Office	3 minutes			none	Josephine L. Demoral or (OIC-Novalil H. Tubo or Alternate-Ruth R. Lansang)
	<i>Proceed to CBO, CAO, CMO, CTO for processing & claim assistance at Window 1 of CTO</i>	<i>CBO, CAO, CMO, & City Treasurer's Office</i>				<i>Valid ID/Residence Certificate</i>	<i>Disbursing Officer</i>
	5. Receive referral letter, certification, approved Case Study Report (If needed)	City Social Welfare & Development Office		Within 30 minutes For referrals & w/in 3 Days for SCSR			None Oscar Alvar M. Fajardo

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2. DAP Assistance for Livelihood and Education	1. Log-in and state your purpose	Customer's Assistance Desk	3 minutes			none	Marycris E. Cagadas Hazel R. Reyes Rodney S. Dagohoy Virginia M. Amisola
	2. Submit requirements to Social Welfare Officer for interview	City Social Welfare & Development Office	15 minutes	Intake form, Certificate of Eligibility	1. Brgy. Certificate 2. Cert. of registration/Enrollment 3. Statement of Account/Bill	none	Oscar Alvar M. Fajardo or Ruth R. Lansang
	3. Receive signed Certificate of Eligibility	City Social Welfare & Development Office	3 minutes	C.E.	4. Original Receipts 5. PWD ID	none	Josephine L. Demoral or (OIC-Novalil H. Tubo or Alternate-Ruth R. Lansang)
	Proceed to CMO for Approval & CBO for OBR	City Mayor's Office & City Budget Office					City Mayor or Administrative Officer then Budget Officer or OIC
	4. Receive signed Obligation Request	City Social Welfare & Development Office	3 minutes			none	Josephine L. Demoral or (OIC-Novalil H. Tubo or Alternate-Ruth R. Lansang)
	Proceed to CBO, CAO, CMO, CTO for processing & claim assistance at Window 1 of CTO	CBO/CAO/CMO & City Treasurer's Office				Valid ID/Residence Certificate	Disbursing Officer
	5. Receive referral letter/ Certification/Approved Case Study Report (If needed by other agency)	City Social Welfare & Development Office	Within 30 minutes For referrals & w/in 3 Days for SCSR			none	Oscar Alvar M. Fajardo or Social Welfare Officer/Officer of the Day

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3. Provision of Medical & Mortuary financial assistance for DAPs	1. Log-in and state your purpose	Customer's Assistance Desk	3 minutes			none	Marycris E. Cagadas Hazel R. Reyes ,Virginia Amisola Rodney S. Dagohey
	2. Submit requirements and application form for interview & assessment	City Social Welfare & Development Office	10 minutes	1. Filled- up Application form 2. Certification Form 3. Intake form, Certificate of Eligibility (C.E.)- (issued at PDAW)	1. PWD I.D. 2. Certificate of Admission (for Medical Assistance only) 3. Death Certificate (for burial assistance)	none	Oscar Alvar M. Fajardo or Ruth R. Lansang
	3. Receive signed Certificate of Eligibility	City Social Welfare & Development Office	3 minutes			none	Josephine L. Demoral or (OIC-Novalil H. Tubo or Alternate-Ruth R. Lansang)
	Proceed to CMO for Approval & CBO for OBR	City Mayor's Office & City Budget Office					City Mayor or Administrative Officer/Budget Officer or OIC
	4. Receive signed Obligation Request	City Social Welfare & Development Office	3 minutes			none	Josephine L. Demoral or (OIC-Novalil H. Tubo or Alternate-Ruth R. Lansang)
	Proceed to CBO, CAO, CMO, CTO for processing & claim assistance at Window 1 of CTO	CBO/CAO/CMO & City Treasurer's Office				<i>Valid ID/Residence Certificate</i>	Disbursing Officer
	5. Receive referrals/ Certification/ Approved Case Study Report (If needed by other agency)	City Social Welfare & Development Office	Within 30 minutes For referrals & w/in 3 Days for SCSR			none	Oscar Alvar M. Fajardo or Social Welfare Officer/Officer of the Day

Prepared by: **JOSEPHINE L. DEMORAL**
 City Social Welfare & Dev't. Officer

Approved by: **KATRINA MARIE O. MORTOLA**
 City Mayor