

LOCAL GOVERNMENT UNIT OF SALAY
MUNICIPAL SOCIAL WELFARE AND
DEVELOPMENT OFFICE
(MSWDO)



CITIZEN'S
CHARTER
SERVICE GUIDE

MISSION

TO CREATE AN EFFICIENT AND EFFECTIVE SERVICE MECHANISM ANCHORED ON THE PARADIGM OF PREFERENTIAL OPTION FOR THE PROTECTION AND UPLIFTMENT OF THE UNDERPRIVILEGED SECTORS OF SOCIETY.

MISYON

ARON MAMUGNA UG MAHATUD ANG MATINUD-ANON NGA PAGPANGALAGAD NGADTO SA KATAWHAN PINASIKAD SA GIHAN-AY NGA MGA KALIHUKAN UG PROGRAMA HAOM SA MITHI UG TINGUHA SA KATAWHAN ARON MAKAB-OT ANG DUGANG KATILINGBANONG KALAMBUAN, KAANGAYAN UG PANAGHIUSA.

VISION

WE ENVISION A SOCIETY WHERE THE UNDERPRIVILEGED SECTORS OF THE COMMUNITY ARE UPLIFTED TO DECENT AND DIGNIFIED LIVES.

TO REALIZE THIS END, THE MSWDO OF THE LOCAL GOVERNMENT UNIT OF SALAY WILL BE THE EFFECTIVE ARM OF THE DSWD FOR THE DELIVERY OF COORDINATED SOCIAL SERVICES AND SOCIAL PROTECTION FOR POVERTY REDUCTION BY 2030.

PANLANTAW

KAMI NANINGUHA NGA MAMUGNA ANG KATILINGBAN DIIN ANG UBOS NATONG KAIGSUONAN MAHATAGAN UG DUGANG PAGTAGAD UG PAG-ALAGAD ALANG SA MAHAPSAY UG HAMUGAWAY NGA KAHIMTANG SA PANGINABUHI.

ANG MSWDO SA LOKAL NGA PANGGAMHANAN SA SALAY MANINGKAMOT UG MULIHOK GAYUD SA PAGHATAG UG BATAKANG SERBISYO NGADTO SA KATAWHAN ALANG SA DUGANG KABULAHAN UG TINGUSBawan SA PANGINABUHI HANGTOD SA TUIG 2030.

MANDATO

MANINGKAMOT SA PAGTUBAG SA NAGKADAIYANG PANGINAHANGLAN SA TUMONG-BENEPISYARYONG KATAWHAN, PINAAGI SA PAGHAN-AY SA MGA KALIHUKAN ALANG SA KATILINGBANONG KAUGMARAN, MGA SUMBANAN, KATILINGBANONG TEKNOLOHIYA (SOCIAL WELFARE DEVELOPMENT (SWD)), MGA PATAKARAN UG ANG IPAHIGAYONG SOCIAL WELFARE DEVELOPMENT (SWD), ALANG SA DEKALIDAD NGA IMPLEMENTASYON, PAGHATAG UG AYUDA, TINUBDAN NGA HINABANG GIKAN SA BLGUs, NGOs, CSOs, UG UBAN PANG KATILINGBANONG PUNDOK ARON SA INGON ATONG MABANTAYAN, MAPROTEKSYONAN UG AMPINGAN ANG MAKIANGAYON NGA PAG ALAGAD SA KATAWHAN.

VALUES

RESPECT FOR HUMAN DIGNITY
INTEGRITY
SERVICE EXCELLENCE

Office hour: MONDAY to FRIDAY
8:00 am to 12:00 noon (No-Noon Break)
1:00 pm to 5:00 pm

Basic Services provided:

- I. Issuance of Social Case Study Report
 - A. for NMMC, PCSO and other NGOs
 - B. DSWD-X AICS
- II. Release of Assistance to Individual in Crisis Situation (AICS) from Local Funds
 - A. emergency assistance
 - B. funeral package 'embalment service'
 - C. funeral paraphernalia
 - D. emergency shelter assistance
 - E. food 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. Mortuary Assistance for OSCA Members
- VII. Issuance of PWD (Persons with Disability) ID
- VIII. Issuance of Solo-Parent ID
- IX. Assistance to Women and Children

I. ISSUANCE OF SOCIAL CASE STUDY REPORT

I.a) for Northern Mindanao Medical Center (NMMC)/Philippine Charity Sweepstakes Office (PCSO) and other NGOs

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 an assistance from sponsoring agencies that extends financial/hospitalization/medical intervention.

WHO CAN AVAIL OF THE SERVICE

Any needy individuals, a bonafide resident of Salay, who applies for financial/hospitalization/medical assistance from agencies such as Northern Mindanao Medical Center (NMMC), Philippine Charity Sweepstakes Office (PCSO) and other NGOs.

REQUIREMENTS

- a) Request form/slip from the requesting agency
- b) Medical documents such as Medical Abstract, Laboratory Request, Hospital Bill, and Medicine Prescription

FEES - NONE

Step	Applicant/Client	Service Provider	Please Approach/ Person-In-charge	Processing Time
1	Present request form and submit medical requirements		Any MSWD personnel	45 M I N U T E S Excluding waiting time
2	Provide personal data information	Conducts interview to the client	Any MSWD personnel	
		Encodes and Prepares the document	Ava Viera V. Maglupay, RSW-Social Worker I	
		Signs and Approves SCSR	Maria Corina R. Ventura, RSW-MSWDO	
	Records and Releases the document to the client	Any MSWD personnel		
3	Receive the Social Case Study report and Sign the office logbook			

-END OF TRANSACTION-

AVAILABILITY OF SERVICE:

MONDAY to FRIDAY
8:00 AM to 5:00 PM
NO NOON BREAK

I.b) for DSWD–X 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 X, Crisis Intervention Unit.

WHO CAN AVAIL OF THE SERVICE

Any needy individuals, a bonafide resident of Salay, who applies for financial/hospitalization/medical assistance from Department of Social Welfare and Development Region X, Crisis Intervention Unit.

REQUIREMENTS

- a) Request form/slip
- b) 2 (two) photocopies of medical documents (medical abstract, laboratory request, hospital bill, medicine prescription signed by the Physician)
- c) 2 (two) photocopies of valid ID of the representative and of the patient
- d) Barangay Certification

FEES - NONE

Step	Applicant/Client	Service Provider	Please Approach/ Person-In-charge	Processing Time
1	Present request form and Submit medical documents		Any MSWD personnel	45 M I N U T E S Excluding waiting time
2	Provide personal data and information about the patient	Conduct interview Encodes and Prepares the document Signs and Approves SCSR Attach medical documents to SCSR and Seal it in an envelop Records and Releases the document to the client	Any MSWD personnel Ava Viera V. Maglupay, RSW Social Worker I Maria Corina R. Ventura, RSW MSWDO Any MSWD personnel Any MSWD personnel	
3	Receive the Social Case Study report and Sign the office logbook			
-END OF TRANSACTION-				

AVAILABILITY OF SERVICE:

MONDAY to FRIDAY
 8:00 AM to 5:00 PM
 NO NOON BREAK

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

II.a) EMERGENCY ASSISTANCE

ABOUT THE SERVICE

Assistance to Individual in Crisis Situation or AICS is a form of assistance funded by the local government unit of Salay that addresses the immediate and emergency need of a person. Emergency in nature includes purchase of medicine, augment hospital bill, and transportation assistance.

WHO CAN AVAIL OF THE SERVICE

Indigent person or family with financial problem

REQUIREMENTS

- a) Barangay Certification
- b) Medical attachments

FEES - NONE

Step	Applicant/Client	Service Provider	Please Approach/ Person-In-charge	Processing Time
1	Present problem and submit requirements		Any MSWD personnel	15 M I N U T E S Excluding waiting time
2	Provide personal data and information of the patient	Conduct interview Prepares AICS document and attaches requirements	Any MSWD personnel Any MSWD personnel	
3	Sign the AICS documents as requestor	Submits AICS documents to the LCE for approval Signs and Approves AICS Submits AICS documents to Department Head for Petty Cash Funding Records and Releases Cash assistance	Any MSWD personnel Municipal Mayor Any MSWD personnel Any MSWD personnel	
3	Receives the Cash assistance and Sign the office logbook			
-END OF TRANSACTION-				

AVAILABILITY OF SERVICE:

MONDAY to FRIDAY
8:00 AM to 5:00 PM
NO NOON BREAK

II.b) FUNERAL PACKAGE “embalment services”

ABOUT THE SERVICE

The local government of Salay through its Assistance to Individual in Crisis Situation or AICS program extends embalment service to an indigent family who could not shoulder the embalming expenses for their deceased family member.

WHO CAN AVAIL OF THE SERVICE

Indigent person or family with financial difficulty

REQUIREMENTS

- a) Barangay Certification
- b) 1 (one) photocopy of Death Certificate – shall be submitted after the funeral service

PROCEDURE

- a) Indigent client can directly call to the MSWD Officer thru contact number 0905-840-6569 or be referred by their respective Barangay Officials

FEES - NONE

Step	Applicant/Client	Service Provider	Please Approach/ Person-In-charge	Processing Time
1	Call the MSWD contact number or thru referral from Barangay Officials	Call and Inform the Funeral Service provider of the name and address of the Recipient Conducts embalming services to the deceased family members	Maria Corina R. Ventura, RSW MSWDO Funeral Service provider	Within 24 hours
2	Provide personal data and information	Conduct interview Prepares AICS document	Any MSWD personnel Any MSWD personnel	
3	Sign the AICS documents as requestor	Signs and Approves AICS	Any MSWD personnel	
4	Submits a copy of Death Certificate	Attaches the Death Certificate to the AICS Documents Records to the logbook	Any MSWD personnel Any MSWD personnel	
5	Sign the office logbook			
-END OF TRANSACTION-				

AVAILABILITY OF SERVICE:

MONDAY to FRIDAY
8:00 AM to 5:00 PM
NO NOON BREAK

II.c) FUNERAL PARAPHERNALIA

ABOUT THE SERVICE

The local government of Salay through the Assistance to Individual in Crisis Situation or AICS program extends assistance by providing funeral paraphernalias such as funeral chandeliers to the bereaved family. This addresses the need of an indigent family who could not shoulder the rental of funeral paraphernalias due to high cost.

WHO CAN AVAIL OF THE SERVICE

Indigent person or family with financial difficulty

REQUIREMENTS

- a) Barangay Certification
- b) 1 (one) photocopy of Death Certificate – shall be submitted after the funeral service

PROCEDURE

- a) Indigent client can directly call to the MSWD Officer thru contact number 0905-840-6569 or be referred by their respective Barangay Officials

FEES - NONE

Step	Applicant/Client	Service Provider	Please Approach/ Person-In-charge	Processing Time
1	Call the MSWD contact number or thru referral from Barangay Officials	Call and Inform the Funeral Service provider of the name and address of the Recipient Conducts embalming services to the deceased family members	Maria Corina R. Ventura, RSW MSWDO Funeral Service provider	Within 24 hours
2	Provide personal data and information	Conduct interview Prepares AICS document	Any MSWD personnel Any MSWD personnel	
3	Sign the AICS documents as requestor	Signs and Approves AICS	Any MSWD personnel	
4	Submits a copy of Death Certificate	Attaches the Death Certificate to the AICS Documents Records to the logbook	Any MSWD personnel Any MSWD personnel	
5	Sign the office logbook			
-END OF TRANSACTION-				

AVAILABILITY OF SERVICE:

MONDAY to FRIDAY
8:00 AM to 5:00 PM
NO NOON BREAK

II.d) EMERGENCY SHELTER ASSISTANCE

ABOUT THE SERVICE

This type of assistance under the AICS or Assistance to Individual in Crisis Situation program of the LGU responds to the emergency need of a person whose shelter or house 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

- a) Barangay Certification
- b) Picture of damaged property

FEES - NONE

Step	Applicant/Client	Service Provider	Please Approach/ Person-In-charge	Processing Time
1	Present and submit the requirements		Any MSWD personnel	Within 24 hours
2	Provide personal data and information	Conduct interview Evaluates/Assess the damage And issues certification Prepares AICS document Submits AICS documents to the LCE for approval Signs and Approves AICS Submits AICS documents to Department Head for Petty Cash Funding Records and Releases Cash assistance	Any MSWD personnel Sherwin S. Gemino MDRRMO Any MSWD personnel Any MSWD personnel Maria Corina R. Ventura, RSW-MSWDO Any MSWD personnel Any MSWD personnel	
3	Receives the Cash assistance and Sign the office logbook			
-END OF TRANSACTION-				

AVAILABILITY OF SERVICE:

MONDAY to FRIDAY
 8:00 AM to 5:00 PM
 NO NOON BREAK

II.e) FOOD ASSISTANCE

ABOUT THE SERVICE

This type of assistance under the AICS or Assistance to Individual in Crisis Situation program of the LGU responds to the emergency need 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

Indigent person or family with financial difficulty

REQUIREMENTS

- a) Barangay Certification

FEES - NONE

Step	Applicant/Client	Service Provider	Please Approach/ Person-In-charge	Processing Time
1	Present and submit the requirements		Any MSWD personnel	Within 24 hours
2	Provide personal data and information	Conduct interview	Any MSWD personnel	
		Prepares Case Summary	Any MSWD personnel	
		Evaluates/Assess the problem and issue recommendation	Maria Corina R. Ventura, RSW-MSWDO	
		Submit AICS document to LCE for approval	Any MSWD personnel Municipal Mayor	
		Prepare and release food packs to the client	Any MSWD personnel	
		Record to the logbook	Any MSWD personnel	
3	Receives Food assistance and Sign the office logbook			
-END OF TRANSACTION-				

AVAILABILITY OF SERVICE:

MONDAY to FRIDAY
8:00 AM to 5:00 PM
NO NOON BREAK

III. ISSUANCE OF CERTIFICATE OF INDIGENCY/ELIGIBILITY

ABOUT THE SERVICE

Certificate of Indigency/Eligibility is a form issued to a person that attests his/her 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

- a) Barangay Certification
- b) Certification from the Municipal Assessor

FEES - NONE

Step	Applicant/Client	Service Provider	Please Approach/ Person-In-charge	Processing Time
1	Submit the requirements		Any MSWD personnel	
2	Provide personal data and information	Conducts interview Prepares Certification Signs and Approves the Certification Records and Releases the document to the client	Any MSWD personnel Any MSWD personnel Maria Corina R. Ventura, RSW MSWDO Any MSWD personnel	
3	Receive the Certificate of Indigency and Sign the office logbook			
-END OF TRANSACTION-				

AVAILABILITY OF SERVICE:

MONDAY to FRIDAY
8:00 AM to 5:00 PM
NO NOON BREAK

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 of Rule IV (Privileges for the Senior Citizen) 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 citizen in the municipality where he/she resides by the Office of the Senior Citizen Affairs through MSWD 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 per Article 5.1 Rule III, definition of terms.

REQUIREMENTS

- a) Birth Certificate
- b) OSCA Application Form 1
- c) 3 copies of 1 x 1 ID picture

FEES - NONE

Step	Applicant/Client	Service Provider	Please Approach/ Person-In-charge	Processing Time
1	Secure and fill up OSCA form 1		Any MSWD personnel	
2	Submit OSCA form 1 with the requirements	Evaluates the application form Takes photo of the applicant Prepares the OSCA ID Records in the logbook Releases the OSCA ID	Any MSWD personnel Any MSWD personnel Cherrie Red C. Aliwate Any MSWD personnel Any MSWD personnel	
3	Receive the OSCA ID and sign the logbook			
-END OF TRANSACTION-				

AVAILABILITY OF SERVICE:

MONDAY to FRIDAY
8:00 AM to 5:00 PM
NO NOON BREAK

IV.b) Replacement of Lost Senior Citizen ID card

REQUIREMENTS

a) Affidavit of Loss

FEES - NONE

Step	Applicant/Client	Service Provider	Please Approach/ Person-In-charge	Processing Time
1	Submit Affidavit of Loss		Any MSWD personnel	
2	Submit OSCA form 1 with the requirements	Checks the record of the OSCA member Takes photo of the OSCA member Prepares the OSCA ID Records in the logbook Releases the OSCA ID	Any MSWD personnel Any MSWD personnel Any MSWD personnel Cherrie Red C. Aliwate Any MSWD personnel Any MSWD personnel	
3	Receive the OSCA ID and sign the logbook			
-END OF TRANSACTION-				

AVAILABILITY OF SERVICE:

MONDAY to FRIDAY
 8:00 AM to 5:00 PM
 NO NOON BREAK

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.

WHO CAN AVAIL OF THE SERVICE

Active member of the Senior Citizens Affair

REQUIREMENTS

- a) Senior Citizen ID card
- b) 1 pc 1 x 1 picture (for medicine booklet)
- c) 1 pc passport size ID picture (for grocery booklet)

FEES - NONE

Step	Applicant/Client	Service Provider	Please Approach/ Person-In-charge	Processing Time
1	Present OSCA ID card and submits requirements	Prepares the booklet Records and releases the booklet	Any MSWD personnel Any MSWD personnel Any MSWD personnel	
3	Receive the booklet and sign the logbook			
-END OF TRANSACTION-				

AVAILABILITY OF SERVICE:

MONDAY to FRIDAY
8:00 AM to 5:00 PM
NO NOON BREAK

VI. GRANT OF MORTUARY ASSISTANCE FOR OSCA MEMBERS

ABOUT THE SERVICE

Mortuary assistance is granted to the immediate family of the deceased senior citizens member of the OSCA Salay funded by the LGU through the Office of the Senior Citizens Affairs.

WHO CAN AVAIL OF THE SERVICE

Immediate family of the deceased OSCA member

REQUIREMENTS

- a) 3 (three) photocopies of Death Certificates
- b) 3 (three) photocopies of OSCA ID card
- c) Authorization Letter of a family members as claimant (except for the spouse)

FEES - NONE

Step	Applicant/Client	Service Provider	Please Approach/ Person-In-charge	Processing Time
1	Submit photocopy of Death Certificate and surrender the OSCA ID		Any MSWD personnel	
2	Provide personal data and information	Conducts interview Prepares documents and attaches requirements	Any MSWD personnel Any MSWD personnel	
3	Sign the documents as requestor	Forwards the documents to the Budget Office and Treasury Office Notify the recipient for the release of Cheque	Any MSWD personnel Any MSWD personnel	
3	Receive the cheque and sign the logbook			
-END OF TRANSACTION-				

AVAILABILITY OF SERVICE:

MONDAY to FRIDAY
8:00 AM to 5:00 PM
NO NOON BREAK

VII. ISSUANCE OF PWD (PERSONS WITH DISABILITY) ID CARD

VII.a) Membership

ABOUT THE SERVICE

A document 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 city or **municipal mayor** of the barangay captain of the place where the person's with disability resides.

WHO CAN AVAIL OF THE SERVICE

- Any person suffering from long-term physical, mental, intellectual or sensory impairments.
- A resident of the municipality

REQUIREMENTS

- a) PWD-RF (Person with Disability Registration Form)

FEES - NONE

Step	Applicant/Client	Service Provider	Please Approach/ Person-In-charge	Processing Time
1	Secure PWD-RF		Any MSWD personnel	
2	Proceed to Municipal Health Officer for medical evaluation	Accompanies the applicant to MHO Evaluates and Assess the applicant	Any MSWD personnel Municipal Health Officer	
3	After medical evaluation, returns to MSWD to accomplish PWD-RF	Assist the applicant in accomplishing the PWD-RF Takes photo of the applicant Prepares the PWD ID Records and releases PWD ID	Any MSWD personnel Any MSWD personnel Ava Viera V. Maglupay Any MSWD personnel	
3	Receive the PWD ID and sign the logbook			
-END OF TRANSACTION-				

AVAILABILITY OF SERVICE:

MONDAY to FRIDAY
8:00 AM to 5:00 PM
NO NOON BREAK

VIII. ISSUANCE OF SOLO-PARENT ID

VIII.a) Membership

ABOUT THE SERVICE

A document issued to Solo-Parent according to Republic Act 8972.

WHO CAN AVAIL OF THE SERVICE

Any person qualified as to the definition of Solo-Parent in accordance to RA 8972

REQUIREMENTS

- a) Barangay Certification
- b) Certificates

- Birth Certificates of children
- Death Certificate of spouse
- other appropriate document to support the application being a solo parent

FEES - NONE

Step	Applicant/Client	Service Provider	Please Approach/ Person-In-charge	Processing Time
1	Secure Solo Parent Application form		Any MSWD personnel	
2	Accomplish and submit Solo Parent form with the requirements	Evaluates and Assess the applicant Takes photo of the applicant Prepares the Solo Parent ID card Records in the log-book Registry of Solo Parents and releases ID	Any MSWD personnel Maria Corina R. Ventura RSW-MWDO Any MSWD personnel Any MSWD personnel Any MSWD personnel	
3	Receive the Solo Parent ID and sign the logbook			
-END OF TRANSACTION-				

AVAILABILITY OF SERVICE:

MONDAY to FRIDAY
8:00 AM to 5:00 PM
NO NOON BREAK

IX. ASSISTANCE TO CHILDREN AND WOMEN

IX.a) CICL (Children in Conflict with the Law) Women in Especially Difficult Circumstance

ABOUT THE SERVICE

Local government unit responses to 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 Acts of 2012 (RA 10364)

WHO CAN AVAIL OF THE SERVICE

Any person; woman or child vulnerable to abuse, a minor who is at risk or has committed offenses

REQUIREMENTS

- a) Barangay Certification or Recommendation
- b) Certificates (depending on the case)
 - birth certificate
 - medical certificate

FEES - NONE

Step	Applicant/Client	Service Provider	Please Approach/ Person-In-charge	Processing Time
1	Present problem		Any MSWD personnel	
2	Submit requirements			
3	Provide personal data and information of the problem presented	Conduct interview Evaluate and assess the problem presented Coordinate with PNP personnel; Women's Desk and Barangay Officials for appropriate action Conduct individual/family counseling and home visitation Coordinate and refer to DSWD-X for further intervention		
-END OF TRANSACTION-				

AVAILABILITY OF SERVICE:

MONDAY to FRIDAY
8:00 AM to 5:00 PM
NO NOON BREAK