

Republic of the Philippines Province of Bohol Municipality of Loon	Doc. Code:
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Document Title	CITIZEN'S CHARTER
Office/Department	MUNICIPAL SOCIAL WELFARE DEVELOPMENT OFFICE

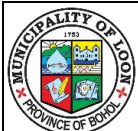


VISION : A socioeconomically developed town with empowered people who nurture their heritage and sustainably manage their resources through shared and service-oriented governance
MISSION: To create a socioeconomically developed environment through sustainable management of resources and enhancement of people's capabilities for inclusive growth

MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE

Frontline Service 1: Social Case Study for Financial / Material Assistance to Distressed Individuals / Families

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	MSWDO					
1	<ul style="list-style-type: none"> ▪ Sign on logbook ▪ Request for assistance 	<ul style="list-style-type: none"> ▪ Interview client 	2 min	Barangay Certificate of Indigency For medicines: Doctor's Prescription For hospital bills: Billing statement For burial: Death Certificate, Funeral Contract Routing slip signed by the LCE or GIS signed by LCE		MSWD Staff	MSWDO
2	<ul style="list-style-type: none"> ▪ Present problems/needs ▪ Fill out General Intake Sheet 	<ul style="list-style-type: none"> ▪ Guide client 	30 min			MSWD Staff	MSWDO
3	<ul style="list-style-type: none"> ▪ Interact 	<ul style="list-style-type: none"> ▪ Provide counseling (set schedule if needed) 	45 min - 1 hour			MSWD Staff	MSWDO
4	<ul style="list-style-type: none"> ▪ Wait 	<ul style="list-style-type: none"> ▪ Prepare case summary 	1 hour	Documents needed		MSWD staff	MSWDO
5	<ul style="list-style-type: none"> ▪ Come back upon notice from MTO if assistance is ready for release 	<ul style="list-style-type: none"> ▪ Submit case summary and other documents to MTO ▪ Instruct client to come back when aid is ready 	1 - 2 weeks	Social case summary report Documents needed		MSWD staff	MSWDO
6	<ul style="list-style-type: none"> ▪ Claim assistance 	<ul style="list-style-type: none"> ▪ Facilitate release of assistance 	5 min	ID card of claimant		MSWD staff	MSWDO



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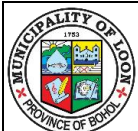
Frontline Service 2: Financial Assistance - Aid for Individuals in Crisis Situation (AICS)

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	MSWDO					
1	<ul style="list-style-type: none"> ▪ Sign on logbook ▪ Express request 	<ul style="list-style-type: none"> ▪ Interview client ▪ Record interview proceedings on logbook 	2 min	Routing Slip from Mayor Application forms		MSWDO Staff	MSWDO
2	<ul style="list-style-type: none"> ▪ Wait 	<ul style="list-style-type: none"> ▪ Prepare case summary, certificate of eligibility, voucher and PR ▪ Forward documents to concerned offices 	First come - first served 1 hour - case summary 30 min - all supporting documents			MSWDO Staff	MSWDO

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	MSWDO					
3	<ul style="list-style-type: none"> ▪ Come back upon notice from MTO if assistance is ready for release 	<ul style="list-style-type: none"> ▪ Submit PR to MO for signature ▪ Instruct client to come back when aid is ready 	1 - 2 wks			MSWDO Staff MTO Staff	MTO
4	<ul style="list-style-type: none"> ▪ Claim assistance 	<ul style="list-style-type: none"> ▪ Facilitate release of assistance 	5 min	Approved voucher		C. Legitimas	MTO

Frontline Service 3: Special Social Services for Women with Marital Conflict / Victims of Domestic Violence

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	MSWDO					
1	<ul style="list-style-type: none"> ▪ Sign on logbook ▪ Express request 	<ul style="list-style-type: none"> ▪ Interview client 	2 min			MSWD Staff	MSWDO
2	<ul style="list-style-type: none"> ▪ Fill out GIS 	<ul style="list-style-type: none"> ▪ Guide client 	30 min			MSWD Officer	MSWDO
3	<ul style="list-style-type: none"> ▪ Provide details about problem 	<ul style="list-style-type: none"> ▪ Conduct in-depth interview 	2 hr			MSWD Officer	MSWDO

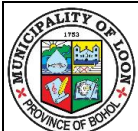


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4	<ul style="list-style-type: none"> ▪ Listen/Interact 	<ul style="list-style-type: none"> ▪ Provide counseling 	2 hr			MSWD Officer	MSWDO
5	<ul style="list-style-type: none"> ▪ Agree 	<ul style="list-style-type: none"> ▪ Set schedule for home visit if needed ▪ If husband or partner is violent, advice client/victim to get BPO or refer to Bohol Crisis Center 	15 min			MSWD Officer	MSWDO
			4 hr, 51 min				

Frontline Service 3: Referral of clients to GOs, NGOs and other agencies

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	MSWDO					
1	<ul style="list-style-type: none"> ▪ Sign on logbook 	<ul style="list-style-type: none"> ▪ Welcome client 	2 min			MSWD Officer	MSWDO
2	<ul style="list-style-type: none"> ▪ Fill out GIS 	<ul style="list-style-type: none"> ▪ Guide client 	30 min	Barangay Certificate of Indigency For medicines: Doctor's prescription For hospital bill: Billing statement For burial: Death Certificate, funeral contract		MSWD Officer	MSWDO
				For transportation: Barangay Certification For food: Barangay Certification For Children: Birth Certificate, police blotter, Report Card, Form 137			
3	<ul style="list-style-type: none"> ▪ Interact 	<ul style="list-style-type: none"> ▪ Get details from client in regard to problems 	15 min			MSWD Officer	MSWDO
4	<ul style="list-style-type: none"> ▪ Listen 	<ul style="list-style-type: none"> ▪ Provide information regarding programs and services for PWDs ▪ Advice PWD on what to do 	10 min			MSWD Officer	MSWDO
5	<ul style="list-style-type: none"> ▪ Wait 	<ul style="list-style-type: none"> ▪ Prepare recommendation or referral 	5 min			MSWD Officer	MSWDO
			62 min				

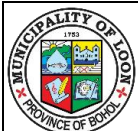


Frontline Service 5: Issuance of OSCA ID, PWD ID, and Solo Parent ID

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	MSWDO					
1	<ul style="list-style-type: none"> ▪ Sign on logbook ▪ Express request 	<ul style="list-style-type: none"> ▪ Interview client 	5 min	2 pcs 1" x 1" ID photo Barangay certification if solo parent Medical certificate (PWD only)	P10 if new SC applicant P100 if SC ID is lost (for replacement, supported with affidavit of loss) None for PWDs and solo parents	Sector Head (for solo parent)	MSWDO
2	<ul style="list-style-type: none"> ▪ Wait or come back later 	<ul style="list-style-type: none"> ▪ Prepare ID for Mayor's signature 	15 min			Sector Head (for solo parent) E. Relampagos	MSWDO
3	<ul style="list-style-type: none"> ▪ Listen 	<ul style="list-style-type: none"> ▪ Brief applicant on privileges and benefits 	2 min			Sector Head MSWDO (for solo parent)	MSWDO
4	<ul style="list-style-type: none"> ▪ Receive ID 	<ul style="list-style-type: none"> ▪ Release ID 	1 min			Sector Head Support Staff	MSWDO
			23 min				

Frontline Service 6: Issuance of Certificate of Indigency

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	MSWDO					
1	<ul style="list-style-type: none"> ▪ Express intent ▪ Sign on logbook 	<ul style="list-style-type: none"> ▪ Interview client ▪ Explain about Certificate of Indigency 	5 min			MSWD Staff	MSWDO
2	<ul style="list-style-type: none"> ▪ Pay at MTO 	<ul style="list-style-type: none"> ▪ Prepare Certificate of Indigency 	10 min	Barangay Certificate of Indigency	P50	MTO Staff MSWD Staff	MTO MSWDO
3	<ul style="list-style-type: none"> ▪ Claim certificate 	<ul style="list-style-type: none"> ▪ Release Certificate of Indigency 	1 min			MSWD Staff	MSWDO
			16 min				



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Frontline Service 7: Special Social Services for Abused Children

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	MSWDO					
1	<ul style="list-style-type: none"> ▪ Express intent ▪ Sign on logbook 	<ul style="list-style-type: none"> ▪ Interview client 	2 min			MSWD Staff	MSWDO
2	<ul style="list-style-type: none"> ▪ Fill out GIS 	<ul style="list-style-type: none"> ▪ Guide client 	5 - 10 min			MSWD Officer	MSWDO
3	<ul style="list-style-type: none"> ▪ Interact 	<ul style="list-style-type: none"> ▪ Assess client's problems/needs 	1 hr			MSWD Officer	MSWDO
4	<ul style="list-style-type: none"> ▪ Proceed to MHO and PNP Station whenever necessary 	<ul style="list-style-type: none"> ▪ Coordinate with PNP and MHO whenever necessary 	30-40 min			MSWD Officer	MSWDO
5	<ul style="list-style-type: none"> ▪ Interact 	<ul style="list-style-type: none"> ▪ Provide counseling 	1 hr			MSWD Officer	MSWDO
6	<ul style="list-style-type: none"> ▪ Agree 	<ul style="list-style-type: none"> ▪ Set schedule of home visit, if necessary 	10 min			MSWD Officer	MSWDO

Frontline Service 8: Special Social Services for Children in Conflict with the Law (Turned Over by PNP)

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	MSWDO					
1	<ul style="list-style-type: none"> ▪ Express intent ▪ Sign on logbook 	<ul style="list-style-type: none"> ▪ Interview client 	5 min			MSWD Staff	MSWDO
2	<ul style="list-style-type: none"> ▪ Present details of problems and needs ▪ Fill out GIS 	<ul style="list-style-type: none"> ▪ Conduct in-depth interview ▪ Guide client on GIS 	1-3 hr, depending on case			MSWD Officer	MSWDO

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	MSWDO					
3	<ul style="list-style-type: none"> ▪ Listen 	<ul style="list-style-type: none"> ▪ Conduct counseling 	1 hr			MSWD Officer	MSWDO
4	<ul style="list-style-type: none"> ▪ Agree with MSWDO personnel 	<ul style="list-style-type: none"> ▪ Set schedule for home visit ▪ Gather collateral information from community 	5 min-1 hr			MSWD Officer	MSWDO



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5	<ul style="list-style-type: none"> ▪ Suggest eligible custodian 	<ul style="list-style-type: none"> ▪ Scout custodian for child's temporary placement 	1 hr	Social Case Study Report Referral Child's Report Card Form 137 Medical Certificate Police Blotter Barangay Certificate of Residency		MSWD Officer	MSWDO
6	<ul style="list-style-type: none"> ▪ Help facilitate 	<ul style="list-style-type: none"> ▪ Turn over child to identified custodian 	3 hr, depending on distance			MSWD Officer	MSWDO