



Citizen's CHARTER

PROVINCIAL SOCIAL WELFARE AND DEVELOPMENT OFFICE (PSWDO)

1) FINANCIAL ASSISTANCE FOR HOSPITALIZATION

Schedule of Availability of Service: Monday to Friday - 8:00 a.m – 5:00 p.m (no noon break)

Who May Avail of the Service: Individuals/families who are admitted in the hospital

What are the requirements:

1. Medical Certificate/Abstract
2. Statement of Account
3. Referral note from Governor's Office
4. Residency Certificate issued by the Punong Barangay

Duration: 15 minutes

How to avail of the service:

Step	Applicant/Client	Service Provider	Duration of activity (under normal Circumstances)	Person in charge	Fees	Form
1	Submit requirements to PSWDO Program in-charge	a. Interview client upon presentation of complete documents b. accomplish Certificate of Eligibility c. Prepare Social Case Study Report d. Forward SCSR for signature of the Head of Office e. Submit SCSR for signature & approval of LCE f. Prepare obligation request, vouchers/ payroll & other supporting documents for payment to hospital	10 minutes 3 minutes 2 minutes 1 hour 30 minutes 3 days 1 day	Crisis Intervention Unit Head and Project Assistants Head of office LCE Unit Head	None	Intake sheet ; Certificate of eligibility; GO referral note; guarantee note; Medical services referral slip Social Case Study Report Form Obligation request, payroll/ Voucher & approved SCSR
End of transaction						

2) FINANCIAL ASSISTANCE FOR MEDICAL

Schedule of Availability of Service: Monday to Friday - 8:00 a.m – 5:00 p.m (no noon break)

Who May Avail of the Service: Individuals/families who are undergoing medication

What are the requirements:

1. Medical Certificate/Abstract
2. Medicine prescription signed by the attending physician with PTR No./Laboratory Request/Official Receipts of purchased medicines
3. Referral note from Governor's Office
4. Residency certificate issued by the Punong Barangay

Duration: 5 days

How to avail of the service:

Step	Applicant/Client	Service Provider	Duration of activity (under normal Circumstances)	Person in charge	Fees	Form
1	Submit requirements to PSWDO Program in-charge	a. Interview client upon presentation of complete documents b. Accomplish certificate of eligibility c. Prepare Social Case Study Report d. Forward SCSR for signature of the Head of Office e. Submit SCSR for signature/approval of LCE f. Verify client in the schedule release of assistance g. Facilitate release of assistance to PTO	15 minutes 5 minutes 1 hour 30 minutes 3 days 1 day 10 minutes	Crisis Intervention Unit Head and Program Assistants Head of Office LCE Project Assistant	None	Intake sheet ; Certificate of eligibility; GO referral note Social Case Study Report Form Approved SCSR
End of transaction						

3) FINANCIAL ASSISTANCE FOR BURIAL

Schedule of Availability of Service: Monday to Friday - 8:00 a.m – 5:00 p.m (no noon break)

Who May Avail of the Service: Individuals/families with deceased family member

What are the requirements:

1. Death Certificate
2. Referral note from Governor's Office
3. Residency certificate issued by the Punong Barangay

Duration: 5 days

How to avail of the service:

Step	Applicant/Client	Service Provider	Duration of activity (under normal Circumstances)	Person in charge	Fees	Form
1	Submit requirements to PSWDO Project in-charge	a. Interview client upon presentation of complete documents b. Accomplish certificate of eligibility c. Prepare Social Case Study Report d. Forward SCSR for signature of the Head of Office e. Submit SCSR for signature/approval of LCE f. Verify client in the schedule release of assistance g. Facilitate release of assistance to PTO	15 minutes 5 minutes 1 hour 30 minutes 3 days 1 day 10 minutes	Crisis Intervention Unit Head and Program Assistants Head of Office LCE Project Assistant	None	Intake sheet ; Certificate of eligibility; GO referral note Social Case Study Report Form Approved SCSR
End of transaction						

4) FINANCIAL ASSISTANCE FOR DISASTER VICTIMS

Schedule of Availability of Service: Monday to Friday - 8:00 a.m – 5:00 p.m (no noon break)

Who May Avail of the Service: Individuals/families who are victims of natural or manmade disaster

What are the requirements:

1. Residency certificate issued by the Punong Barangay
2. Certification from Bureau of Fire Protection (fire victim only)
3. Disaster report
4. Referral note from Governor's Office

Duration: 5 days

How to avail of the service:

Step	Applicant/Client	Service Provider	Duration of activity (under normal Circumstances)	Person in charge	Fees	Form
1	Submit requirements to PSWDO Program in-charge	a. Interview client upon presentation of complete documents b. Accomplish certificate of eligibility c. Prepare Social Case Study Report d. Forward SCSR for signature of the Head of Office e. Submit SCSR for signature/approval of LCE g. Facilitate release of assistance to PTO	15 minutes 5 minutes 60 minutes 30 minutes 1 day 10 minutes	Crisis Intervention Unit Head and Program Assistants Head of Office LCE Project Assistant	None	Intake Sheet ; Certificate of eligibility Approved Social Case Study Report
End of transaction						



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5) FINANCIAL ASSISTANCE FOR FOOD/TRANSPORTATION

Schedule of Availability of Service: Monday to Friday - 8:00 a.m – 5:00 p.m (no noon break)

Who May Avail of the Service: Individuals/families who are Balikprobinsya case/Strandee's

What are the requirements:

1. Residency certificate issued by the Punong Barangay
2. Certification from Bureau of Fire Protection (fire victim only)
3. Disaster report
4. Referral note from Governor's Office

Duration: 2 days

How to avail of the service:

Step	Applicant/Client	Service Provider	Duration of activity (under normal Circumstances)	Person in charge	Fees	Form
1	Submit requirements to PSWDO Program in-charge	a. Interview client upon presentation of complete documents b. Accomplish certificate of eligibility c. Prepare Social Case Study Report d. Forward SCSR for signature of the Head of Office e. Submit SCSR for signature/approval of LCE g. Facilitate release of assistance to PTO	15 minutes 5 minutes 60 minutes 30 minutes 1 day 10 minutes	Crisis Intervention Unit Head and Program Assistants Head of Office LCE Project Assistant	None	Intake Sheet ; Certificate of eligibility Approved Social Case Study Report
End of transaction						

6) FOOD ASSISTANCE (WALK IN)

Schedule of Availability of Service: Monday to Friday - 8:00 a.m – 5:00 p.m (no noon break)

Who May Avail of the Service: Individuals/families who are needy/victims of disaster

What are the requirements:

1. Residency certificate issued by the Punong Barangay
2. Certification from Bureau of Fire Protection (fire victim only)
3. Disaster report
4. Referral note from Governor's Office

Duration: 2 hours

How to avail of the service:

Step	Applicant/Client	Service Provider	Duration of activity (under normal Circumstances)	Person in charge	Fees	Form
1	Submit requirements to PSWDO Program in-charge	a. Interview client upon presentation of complete documents b. Accomplish certificate of eligibility/DFAC c. Release of Food assistance	15 minutes 10 minutes	Crisis Intervention Unit Head and Program Assistant/s	None	Disaster Family Access Card
End of transaction						

7) RELIEF ASSISTANCE

Schedule of Availability of Service: Monday to Friday - 8:00 a.m – 5:00 p.m (no noon break)

Who May Avail of the Service: Individuals/families who are victims of disaster

What are the requirements:

1. Residency certificate issued by the Punong Barangay
2. Certification from Bureau of Fire Protection (fire victim only)
3. Disaster report
4. Referral note from Governor's Office

Duration: 4 hours

How to avail of the service:

Step	Applicant/Client	Service Provider	Duration of activity (under normal Circumstances)	Person in charge	Fees	Form
1	Submit requirements to PSWDO Program in-charge	a. Validation of reported families b. Interview client and accomplish Family Assistance Card at PSWDO/ Evacuation center b. Relief distribution	3.5 hours 15 minutes 15 minutes	Crisis Intervention Unit Head and Program Assistants	None	Disaster Family Access Card
End of transaction						

8) SHELTER ASSISTANCE

Schedule of Availability of Service: Monday to Friday - 8:00 a.m – 5:00 p.m (no noon break)

Who May Avail of the Service: Disaster Victims with partially and totally damaged houses

What are the requirements:

1. Residency certificate issued by the Punong Barangay
2. Disaster report/masterlist of families affected
3. Referral note from Governor's Office

Duration: 10 working days

How to avail of the service:

Step	Applicant/Client	Service Provider	Duration of activity (under normal Circumstances)	Person in charge	Fees	Form
1	Submit requirements to PSWDO Program in-charge	a. Validation of reported families b. Accomplish payroll/voucher & other supporting documents c. Process/submit documents for signature/ approval of finance team and LCE Facilitate the release of Assistance	2 days 2 days 5 days 1 day	Crisis Intervention Unit Head and Program Assistants & PTO	None	Masterlist of families affected
End of transaction						

9) TEMPORARY SHELTER ASSISTANCE

Schedule of Availability of Service: Monday to Friday - 8:00 a.m – 5:00 p.m (no noon break)

Who May Avail of the Service: Victims of Violence Against Children and Women

What are the requirements:

- Referral from MSWDO
- Social Case Study Report prepared by referring MLGU
- Blotter report/women or child personal documents (Birth Certificate)

Duration: 7 days

How to avail of the service:

Step	Applicant/Client	Service Provider	Duration of activity (under normal Circumstances)	Person in charge	Fees	Form
1	Submit requirements to PSWDO Program in-charge	A. Interview client B. Provide temporary shelter, protective custody and personal needs C. Conduct of case conference with partners and client support group D. Refer client for Medical examination/psychiatric evaluation/legal assistance if necessary & other interventions E. Conduct of counselling to client and support group F. conduct post discharge conference	30 minutes 7 days maximum 4 hours 2 hours 6 hours 3 hours	Crisis Center in charge/ Social Worker	None	Intake form; discharge slip
End of transaction						