

Republic of the Philippines
Province of Surigao del Sur
CITY OF BISLIG

CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE

LIST OF FRONTLINE SERVICES

1. AVAILING DAY CARE SERVICES (FOR ENROLMENT)
2. AVAILING MILK AND SUPPLEMENTAL FEEDING PREPARATION PROGRAMS
3. AVAILING ASSISTANCE ON COURT RELATED CASES (CHILDREN IN CONFLICT WITH THE LAW) (CICL)
4. AVAILING ASSISTANCE ON COURT RELATED CASES (VIOLENCE AGAINST WOMEN AND CHILDREN) (VAW-C)
5. AVAILING ASSISTANCE ON COURT RELATED CASES (ADOPTION/FOSTER/CARE/ANNULMENT)
6. AVAILING ADVOCACY ON PARENTS EFFECTIVENESS SERVICES (PES)
7. SECURING SOLO PARENTS IDENTIFICATION (ID) CARD
8. AVAILING PRE-MARRIAGE COUNSELLING / SEMINAR
9. SECURING SENIOR CITIZENS IDENTIFICATION (ID) CARD
10. AVAILING PHYSICAL RESTORATION PROCESS AND ASSISTIVE DEVICES
11. AVAILING FOR LIVELIHOOD ASSISTANCE (SELF-EMPLOYMENT ASSISTANCE FOR KAUNLARAN) (SEA-K)
12. AVAILING BASIC COMPUTER TRAINING LITERACY
13. SECURING THE PWD LOCALIZATION OF NATIONAL IDENTIFICATION (ID) CARDS
14. AVAILING THE SPECIAL EDUCATION PROGRAM/TAWAG PROGRAM SERVICES
15. AVAILING THE MOBILE SCHOOL FOR STREET CHILDREN
16. AVAILING THE PRACTICAL SKILLS FOR TRAINING AT THE WOMEN'S TRAINING CENTER
17. AVAILING THE SENIOR CITIZEN CENTER BASED PROGRAM
18. AVAILING THE AID FOR INDIVIDUAL IN CRISIS SITUATION FOR SENIOR CITIZENS
19. AVAILING THE ORGANIZATION OF PERSONS WITH DISABILITIES
20. AVAILING THE RESIDENTIAL CARE AND FACILITIES/DROP IN CENTER/HOME FOR GIRLS
21. AVAILING THE PRACTICAL SKILLS TRAINING (SHELTERED WORKSHOP FOR THE YOUTH)
22. AVAILING POPULATION MANAGEMENT PROGRAM (REPRODUCTIVE HEALTH & FAMILY PLANNING)
23. AVAILING POPULATION MANAGEMENT PROGRAM (PRE-MARRIAGE COUNSELLING) (PMC)
24. AVAILING POPULATION MANAGEMENT PROGRAM (PARENTS EDUCATION IN SCHOOL)
25. AVAILING POPULATION MANAGEMENT PROGRAMS AND SERVICES ON ADOLESCENT HEALTH AND YOUTH DEVELOPMENT PROGRAM (AHYDP)
26. AVAILING ASSISTANCE ON CRISIS INTERVENTION FOOD STUFF AND OTHER REFERRAL SERVICES

VISION STATEMENT

It is the vision of the City Social Welfare and Development Office to empower individuals, families and communities who are economically and socially disadvantaged to enable them to:

- ❖ *Meet their basic needs; and*
- ❖ *To participate in community and national progress*

MISSION STATEMENT

Its ultimate mission is individual transformation from state of dependency to self-reliance and improve the quality of life of disadvantaged sectors like the needy families, women, children, youth, disabled, senior citizens groups and communities

PERFORMANCE PLEDGE

We, the Personnel of the City Social Welfare and Development Office, do hereby pledge:

- *To enable the ten percent (10%) ultra poor families of the 97,860 populace of Bislig City meet their minimum needs through poverty focused welfare services;*
- *To develop, administer and implement a comprehensive social welfare program in Bislig City specifically in the twenty four (24) Barangays that is designed to improve the quality of life of the needy families, women, children, youth, needy adults, disabled persons, elderly groups and communities uplift their living conditions to become self-reliant productive, contributing and participating in social development;*
- *To extend social services and immediate crisis interventions to families, children, youth, adults who are victims of calamity may it be man-made or natural occurrences;*
- *To link and collaborate with other government welfare agencies, civic and volunteer organizations so that their resources are made available to the needy populace; and*
- *To augment support and implement special projects of the City Government for public welfare and development.*

CITIZEN'S CHARTER

CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE

TYPE OF FRONTLINE SERVICE	:	AVAILING DAY CARE SERVICES (FOR ENROLMENT)
SCHEDULE OF AVAILABILITY OF SERVICE	:	ENROLMENT PERIOD APRIL TO MAY
WHO MAY AVAIL OF THE SERVICES?	:	ALL BISLIGANON CHILDREN AGES 3 YEARS OLD TO 4YEARS OLD
DURATION OF TRANSACTION	:	1 HOUR AND 27 MINUTES
WHAT ARE THE REQUIREMENTS?	:	ORIGINAL COPY OR CERTIFIED TRUE MACHINE COPY OF CERTIFICATE OF LIVE BIRTH OF THE CHILD
FEE/S	:	NONE

HOW TO AVAIL OF THE SERVICE?

Step	Applicant	Service Provider	Fee/s	Form/s	Duration of Activity	Responsible Person
1	Fills up enrollment form and presents supporting documents	Intakes/interviews/assesses parents or guardian for enrollment of pre-schooler.	None	Enrolment Form	30 mins.	Brgy Bucto: Elsa T. De Castro Burbuanan: Marlyn C. Eludo Mary Jane S. Cavite Asuncion S. Palma Coletto: Floria J. Abatayo Cumawas: Thelma G. Delarmente Kahavag: Jenalyn C. Lobendina Labisma: Noel D. Santos Editha M. Mondalo Lawigan: Julieta S. Oplinaria Maharlika: Rutchil A. Plaza Mangagov: Divina Wenonah A. Buctuanon Felicidad C. Cacho Eden Joyce C. Cemanes Rosalina J. Clarito Pelagia M. Lagura Juliana S. Morales Fredesminda J. Orillosa Indalina L. Quita Mone: Marivic P. Salazar Marivic P. Ayala Pamanlinan: Mildred C. Rebuta Pamaypavan: Irenea T. Tubay Pamaypavan-New Bongga: Magdalena B. Serafica Poblacion: Myrna F. Andoy Mercifili B. Bagon Nenita C. Basañez Elesa F. Detera Gonigonda L. Masancay Raymond C. Yatar San Antonio: Jocelyn A. Sotto P6 San Antonio: Analiza R. Landero San Fernando: Justina R. Antipolda San Isidro: Felicitas A. Dormendo San Jose: Deonesia F. Luga San Roque: Jocelyn S. Agopitac Rafoncil C. Apique Denesa C. Carlos Ellen Jade V. Pombo Isabel M. Plasabas Divina B. Ybañez Daria B. Ymea Sta. Cruz: Nila M. Sabenorio San Vicente: Carmelita M. Lad Julieta E. Lumpay Geraldin A. Teso Asido Sibaroy: Leah A. Tino Tabon: Sinforiana L. Contes Judith R. Elisan Emelyn B. Petines Emelita C. Plamos Mary Joy S. Mantalaba Tumanan: Egrecilda D. Bruno Caguvao: Nilfa N. Samontina
		Assists parents or guardian in signing the enrollment and consent form		Enrolment and Consent forms	5 mins	
2		Fills up Early Childhood Care and Development (ECCD) form	None	ECCD Form	30 mins.	
3	Signs the ECCD forms				2 mins.	
4		Weighs child to determine the nutritional level (BNL-below nutritional level, BNVL-below nutritional very low, ANL-average nutritional level)		Health Form	5 mins.	
		computes the result of weight to determine the child nutritional level based on the nutritional level table of computation			15 mins.	
END OF TRANSACTION						

CITIZEN'S CHARTER

CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE

TYPE OF FRONTLINE SERVICE	:	AVAILING MILK AND SUPPLEMENTAL FEEDING PREPARATIONS PROGRAM
SCHEDULE OF AVAILABILITY OF SERVICE	:	AS SCHEDULED
WHO MAY AVAIL OF THE SERVICES?	:	DAY CARE CHILDREN, STREET CHILDREN AT THE MOBILE SCHOOL
DURATION OF TRANSACTION	:	2 HOURS AND 16 MINUTES
WHAT ARE THE REQUIREMENTS?	:	NONE
FEE/S	:	NONE

HOW TO AVAIL OF THE SERVICE?

Step	Applicant	Service Provider	Fee/s	Form/s	Duration of Activity	Responsible Person
1	Child undergoes an operation timbang ✓ Day Care Children ✓ Mobile School Children ✓ Street Children	Weighs the child to determine the nutritional level	None	Weight Survey Form	1 min.	Brgy Bucto: Elsa T. De Castro Burbuanan: Marlyn C. Eludo Rosabeth C. Caberos Asuncion S. Palma Coletto: Floria J. Abatayo Cumawas: Thelma G. Delarmente
2		Computes the Nutritional Level • BNL-Below Nutritional Level • BNVL-Below Nutritional Very Low • ANL-Average Nutritional Level	None	Nutritional Level Form	10 mins.	Kahayaq: Jenalyn C. Lobendina Labisma: Noel D. Santos Editha M. Mondalo Lawigan: Julieta S. Oplinaria Maharlika: Sherlyn L. Dua Mangagov: Divina Wenonah A. Buctuanon Felicidad C. Cacho Janeth C. Cemanos Rosalina J. Clarito Pelagia M. Lagura Juliana S. Morales Fredesminda J. Orillosa Indalina L. Quita
3		Prepares supplies for the supplemental feeding	None	None	35 mins.	Mone: Jemma D. Domogoy Delia F. Penig
4		Conducts orientation to parents relative to supplemental feeding	None	None	1 hour	Pamanlinan: Mildred C. Rebuta Pamaypayan: Irenea T. Tubay Poblacion: Myrna F. Andoy Mercifili B. Bagon Nenita C. Basañez Elesa F. Detera Gonigonda L. Masancay
5		Gives supplemental feeding to children	None	None	30 mins.	San Antonio: Jocelyn A. Sotto San Fernando: Justina R. Antipolda San Isidro: Marife G. Paloma San Jose: Amelin J. Gasis Deonesia F. Luga San Rogue: Jocelyn S. Agopitac Rafoncil C. Apique Denesa C. Carlos Emelda L. Pitao Isabel M. Plasabas Divina B. Ybañez Daria B. Ymea Sta. Cruz: Nila M. Sabenorio San Vicente: Carmelita M. Lad Julieta E. Lumpay Genelita T. Magsayo Sibaroy: Leah A. Tino Tabon: Judith R. Elisan Eva A. Gallardo Emelita C. Plamos Lucille G. Rizado Tumanan: Egrecilda D. Bruno
6	Takes supplemental feeding		None	None		
END OF TRANSACTION						

CITIZEN'S CHARTER

CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE

TYPE OF FRONTLINE SERVICE	:	AVAILING ASSISTANCE ON COURT RELATED CASES (CHILDREN IN CONFLICT WITH THE LAW) (CICL)
SCHEDULE OF AVAILABILITY OF SERVICE	:	MONDAY TO FRIDAY 8:00 A.M. TO 5:00 PM NO LUNCH BREAK
WHO MAY AVAIL OF THE SERVICES?	:	BISLIGANON YOUTH IN CONFLICT WITH THE LAW
DURATION OF TRANSACTION	:	3 DAYS, 6 HOURS AND 30 MINUTES (excluding waiting time)
WHAT ARE THE REQUIREMENTS?	:	ORIGINAL COPY OF THE FOLLOWING DOCUMENTS: 1. REFERRAL FROM THE BARANGAY COUNCIL FOR THE PROTECTION OF CHILDREN WHO ARE IN CONFLICT WITH THE LAW (CICL) OR FROM THE POLICE OR COURT 2. BIRTH CERTIFICATE W/ PHOTOCOPY
FEE/S	:	NONE

HOW TO AVAIL OF THE SERVICE

Step	Applicant	Service Provider	Fee/s	Form/s	Duration of Activity	Responsible Person
1	Turn over the CICL client to social worker	Intakes, interviews the child-client with parents and assesses on discernment to CICL	None	Intake Form	3 hours	Grover S. Viduya Social Welfare Officer III Joan M. Ingente Social Welfare Officer II Rosalie S. Lindo Day Care Worker I Iris C. Jumalon JO employee
2		Refers CICL to Public Attorney's Office (PAO)	None	None	1 hour	Grover S. Viduya Social Welfare Officer III Joan M. Ingente Social Welfare Officer II Iris C. Jumalon JO employee
3		Conducts home visitation	None	None	2 hours	Grover S. Viduya Social Welfare Officer III Joan M. Ingente Social Welfare Officer II Rosalie S. Lindo Day Care Worker I Iris C. Jumalon JO employee
4		Prepares Case Study Report	None	Case Study Report	3 days	Grover S. Viduya Social Welfare Officer III Joan M. Ingente Social Welfare Officer II Rosalie S. Lindo Day Care Worker I
5		Prepares intervention/diversion program	None	None	WAITING TIME	Grover S. Viduya Social Welfare Officer III Joan M. Ingente Social Welfare Officer II Rosalie S. Lindo Day Care Worker I
6		Implements and monitors intervention or diversion plan	None	Monitoring Forms		Grover S. Viduya Social Welfare Officer III Joan M. Ingente Social Welfare Officer II Rosalie S. Lindo Day Care Worker I
7		Prepares progress report	None	Progress Report Form		Grover S. Viduya Social Welfare Officer III Joan M. Ingente Social Welfare Officer II Rosalie S. Lindo Day Care Worker I
8		Attendance to court hearings	None	None		Grover S. Viduya Social Welfare Officer III Joan M. Ingente Social Welfare Officer II Rosalie S. Lindo Day Care Worker I

9		Provision of after care services Submits final report to the court	None	Final Report		Grover S. Viduya Social Welfare Officer III Joan M. Ingente Social Welfare Officer II Rosalie S. Lindo Day Care Worker I
10		Submits report pertaining to the compliance of the CICL to the Diversion Contract	None	Compliance Report	30 mins.	Grover S. Viduya Social Welfare Officer III Joan M. Ingente Social Welfare Officer II Rosalie S. Lindo Day Care Worker I
11		If agreements are complied: Proceed to the implementation of Diversion Contract If agreements are not complied: Prepare for submission for a terminal report on the diversion program	None	None		Leticia M. Yu City Social Welfare & Dev't. Officer Grover S. Viduya Social Welfare Officer III Joan M. Ingente Social Welfare Officer II Rosalie S. Lindo Day Care Worker I
END OF TRANSACTION						

CITIZEN'S CHARTER

CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE

TYPE OF FRONTLINE SERVICE	:	AVAILING ASSISTANCE ON COURT RELATED CASES (VIOLENCE AGAINST WOMEN) (VAW-C)
SCHEDULE OF AVAILABILITY OF SERVICE	:	MONDAY TO FRIDAY 8:00 AM TO 5:00 PM NO LUNCH BREAK
WHO MAY AVAIL OF THE SERVICES?	:	BISLIGANON WOMEN AND CHILDREN WHO ARE VICTIMS IN ANY FORM OF VIOLENCE
DURATION OF TRANSACTION	:	3 DAYS AND 2 HOURS (EXCLUDING WAITING TIME)
WHAT ARE THE REQUIREMENTS?	:	ORIGINAL COPY OF THE FOLLOWING DOCUMENTS: 1. MEDICAL CERTIFICATION 2. BARANGAY COUNCIL CERTIFICATION
FEE/S	:	NONE

HOW TO AVAIL OF THE SERVICE?

Step	Applicant	Service Provider	Fee/s	Form/s	Duration of Activity	Responsible Person
1	Endorses VAWC client by the referring party (any concerned citizen)	Rescues client and placement to residential facility for safekeeping Refers to Police Officer for blotter purposes	None	None	4 hours	Mary Lou D. Malinao Social Welfare Asst. (Designated Admin. Officer) Grover S. Viduya Social Welfare Officer III Joan M. Ingente Social Welfare Officer II Rosalie S. Lindo Day Care Worker I PNP Chief of Police Concerned Barangay Captain
2	Submits for an interview with the Social Worker assigned	Conducts initial interview or intake with the immediate family	None	Intakes Form	2 hours	Mary Lou D. Malinao Social Welfare Asst. (Designated Admin. Officer) Grover S. Viduya Social Welfare Officer III Joan M. Ingente Social Welfare Officer II Rosalie S. Lindo Day Care Worker I
3		Refers to government doctors for Medico Legal	None	Medico Legal Form	2 hours	Mary Lou D. Malinao Social Welfare Asst. (Designated Admin. Officer) Leticia M. Yu, RSW CSWD Officer Grover S. Viduya Social Welfare Officer III Joan M. Ingente Social Welfare Officer II Rosalie S. Lindo Day Care Worker I Dr. Brenda M. Estrella City Health Officer Dr. Giuseppe M. Salas Asst. City Health Officer Dr. Antonio S. Froilan Medical Officer V Dr. Excelente Jesus Exito M. Tajo Medical Officer IV Public Attorney Bislig City
4		Refers to Public Attorney's Office	None		2 hours	Mary Lou D. Malinao Social Welfare Asst. (Designated Admin. Officer) Leticia M. Yu, RSW CSWD Officer Grover S. Viduya Social Welfare Officer III Joan M. Ingente Social Welfare Officer II

						Rosalie S. Lindo Day Care Worker I ATTY. HOWELL REX MABALE ATTY. HAZEL P. MABALE Public Attorney Bislig City
5		Conducts home visitation and for ocular inspection for the validity of the statement	None	None	8 hours	Grover S. Viduya Social Welfare Officer III Joan M. Ingente Social Welfare Officer II Rosalie S. Lindo Day Care Worker I
6		Prepares Assessment Report and Social Case Study	None	Assessment Report and Social Case Report	8 hours	Grover S. Viduya Social Welfare Officer III Joan M. Ingente Social Welfare Officer II Rosalie S. Lindo Day Care Worker I
7		Appearance to court counseling	None	None	WAITING TIME	Grover S. Viduya Social Welfare Officer III Joan M. Ingente Social Welfare Officer II Rosalie S. Lindo Day Care Worker I
8		Provides after care and residential services on: ✓ Livelihood ✓ Education ✓ Skills Training ✓ Etc.	None	None	Depending on the psychological and emotional responses (WAITING TIME)	Grover S. Viduya Social Welfare Officer III Joan M. Ingente Social Welfare Officer II Rosalie S. Lindo Day Care Worker I
9		If negative response: -provides other rehabilitative interventions If positive response: -turns-over to the immediate family	None	None		Grover S. Viduya Social Welfare Officer III Joan M. Ingente Social Welfare Officer II Rosalie S. Lindo Day Care Worker I
END OF TRANSACTION						

CITIZEN'S CHARTER

CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE

TYPE OF FRONTLINE SERVICE	:	AVAILING ASSISTANCE ON COURT RELATED CASES (ADOPTION/FOSTER/CARE/ANNULMENT)
SCHEDULE OF AVAILABILITY OF SERVICE	:	MONDAY TO FRIDAY 8:00 AM TO 5:00 PM NO LUNCH BREAK
WHO MAY AVAIL OF THE SERVICES?	:	BISLIGANONS WITH CASES ON ADOPTION, FOSTERING AND ANNULMENT
DURATION OF TRANSACTION	:	1 WEEK, 3 DAYS AND 6 HOURS
WHAT ARE THE REQUIREMENTS?	:	ORIGINAL COPY OF THE FOLLOWING DOCUMENTS: A. FOR ADOPTION AND LEGAL GUARDIANSHIP 1. AUTHENTICATED BIRTH CERTIFICATE; 2. MARRIAGE CONTRACT OR DIVORCE, ANNULMENT, DECLARATION OF NULLITY, OR LEGAL SEPARATION DOCUMENTS; 3. WRITTEN CONSENT TO THE ADOPTION BY THE LEGITIMATE AND ADOPTED SONS/DAUGHTERS, AND ILLEGITIMATE SONS/DAUGHTERS IF LIVING WITH THE APPLICANT, WHO ARE AT LEAST TEN (10) YEARS OLD; 4. PHYSICAL AND MEDICAL EVALUATION BY A DULY PHYSICIAN; AND WHEN APPROPRIATE, PSYCHOLOGICAL EVALUATION; 5. NBI / POLICE CLEARANCE; 6. LATEST INCOME TAX RETURN OR ANY OTHER DOCUMENTS SHOWING FINANCIAL CAPABILITY, E.G. CERTIFICATE OF EMPLOYMENT, BANK CERTIFICATE, OR STATEMENT OF ASSETS AND LIABILITIES; 7. THREE (3) CHARACTER REFERENCES, E.G. THE LOCAL CHURCH/MINISTER, THE EMPLOYER, AND A NON-RELATIVE MEMBER OF THE IMMEDIATE COMMUNITY WHO HAVE KNOWN THE APPLICANT FOR AT LEAST THREE (3) YEARS; 8. 3 X 5 SIZED PICTURES OF THE APPLICANT(S) AND HIS/HER IMMEDIATE FAMILY TAKEN WITHIN THE LAST THREE (3) MONTHS; 9. CERTIFICATE OF ATTENDANCE TO PRE-ADOPTION SEMINARS IN ADDITION, FOREIGN NATIONAL SHALL SUBMIT THE FOLLOWING: 10. CERTIFICATION THAT THE APPLICANT(S) HAVE LEGAL CAPACITY TO ADOPT IN HIS/HER COUNTRY HAS A POLICY, OR IS A SIGNATORY OF AN INTERNATIONAL AGREEMENT, WHICH ALLOWS A CHILD ADOPTED IN THE PHILIPPINES BY IT'S NATIONAL TO ENTER HIS/HER COUNTRY AND PERMANENTLY RESIDE THEREIN AS HIS/HER COUNTRY'S DIPLOMATIC OR CONSULAR OFFICE OR CENTRAL AUTHORITY ON INTERCOUNTRY ADOPTION OR ANY GOVERNMENT AGENCY WHICH HAS JURISDICTION OVER CHILD AND FAMILY MATTERS; OR, IN THE ABSENCE OF ANY OF THE FORGOING, THE PHILIPPINE INTERCOUNTRY ADOPTION BOARD MAY ALSO CERTIFY THAT THE PHILIPPINES AND THE APPLICANT'S COUNTRY HAVE AN EXISTING AGREEMENT OR ARRANGEMENT ON INTERCOUNTRY ADOPTION WHEREBY A CHILD WHO HAS BEEN ADOPTED IN THE PHILIPPINES OR HAS A PRE-ADOPTION PLACEMENT APPROVED BY THE BOARD IS ALLOWED TO ENTER AND REMAIN AS PERMANENT RESIDENT IN THE APPLICANT'S COUNTRY AS HIS/HER LEGITIMATE CHILD. 11. CERTIFICATE OF RESIDENCE IN THE PHILIPPINES ISSUED BY THE BUREAU OF IMMIGRATION OR DEPARTMENT OF FOREIGN AFFAIRS, AS APPROPRIATE; 12. TWO (2) CHARACTER REFERENCES FROM NON-RELATIVES WHO KNEW THE APPLICANT(S) IN THE COUNTRY OF WHICH HE/SHE IS A CITIZEN OR WAS A RESIDENT PRIOR TO RESIDING, EXCEPT FOR THOSE WHO HAVE RESIDED IN THE PHILIPPINES FOR MORE THAN FIFTEEN (15) YEARS; 13. POLICE CLEARANCE FROM ALL PLACES OF RESIDENCE IN THE PAST TWO YEARS IMMEDIATELY PRIOR TO RESIDING IN THE PHILIPPINES. IN THE CASE OF AN APPLICANT WHO IS RESIDING ABROAD, BUT IS OTHERWISE QUALIFIED TO ADOPT IN THE PHILIPPINES UNDER THE PROVISIONS OF THE ACT, THE HOME STUDY REPORT SHALL BE PREPARED BY AN ACCREDITED FOREIGN ADOPTION AGENCY. HOWEVER, A CERTIFICATION FROM THE INTERCOUNTRY ADOPTION BOARD SHALL BE REQUIRED TO ENSURE THAT SAID AGENCY IS ACCREDITED. 14. AUTHENTICATED BIRTH CERTIFICATE OR FOUNDING CERTIFICATE, WHEN APPROPRIATE; 15. WRITTEN CONSENT TO ADOPTION BY THE BIOLOGICAL PARENTS OR THE LEGAL GUARDIAN AND THE WRITTEN CONSENT OF THE CHILD IF AT LEAST TEN (10) YEARS OLD, SIGNED IN THE PRESENCE OF THE SOCIAL WORKER OF THE DEPARTMENT OR CHILD-CARING AGENCY AFTER PROPER COUNSELING AS PRESCRIBED IN SECTION III OF THESE RULES; 16. DEATH CERTIFICATE OF BIOLOGICAL PARENTS, DECREE OF ABANDONMENT OR DECREE OF VOLUNTARY COMMITMENT, AS APPROPRIATE; 17. MEDICAL EVALUATION OF THE CHILD AND HIS/HER PARENT(S) IF AVAILABLE; 18. PSYCHOLOGICAL EVALUATION, WHEN APPROPRIATE; 19. PICTURE OF THE CHILD. B. FOR ANNULMENT NONE
FEE/S	:	NONE

HOW TO AVAIL OF THE SERVICE?

Step	Applicant	Service Provider	Fee/s	Form/s	Duration of Activity	Responsible Person
1	refers his/her case on adoption, fostering or annulment	Conducts intake and interview	None	Intake Form	2 hours	Grover S. Viduya Social Welfare Officer III Joan M. Ingente Social Welfare Officer II Mary Lou D. Malinao Social Welfare Assistant Luzviminda A. Zaspas Day Care Worker I Chona Y. Dumaran Day Care Worker I Lolita B. Libong Day Care Worker I Mary S. Salas Day Care Worker I Iris Y. Gimeno Day Care Worker I Evita R. Huerta Day Care Worker I
2		Conducts home visitation and gathers data and information	None	Intake Form	8 hours	Grover S. Viduya Social Welfare Officer III Joan M. Ingente Social Welfare Officer II Mary Lou D. Malinao Social Welfare Assistant Luzviminda A. Zaspas Day Care Worker I Chona Y. Dumaran Day Care Worker I Lolita B. Libong Day Care Worker I Mary S. Salas Day Care Worker I Iris Y. Gimeno Day Care Worker I Evita R. Huerta Day Care Worker I
3		Prepares Study Case Report	None	Study Case Report Form	1 week	Grover S. Viduya Social Welfare Officer III Joan M. Ingente Social Welfare Officer II
4	Attends court hearings	Appears to court hearings with the abuser/s	None	None	4 hours	Grover S. Viduya Social Welfare Officer III Joan M. Ingente Social Welfare Officer II
5		For Adoption/Fostering: -Publishes through radio and print media	None	None	WAITING TIME	Grover S. Viduya Social Welfare Officer III Joan M. Ingente Social Welfare Officer II
6		Conducts adoption forum/ Foster Care	None	Prescribed forms on annulment and adoption	2 days	DSWD Caraga Staff Leticia M. Yu CSWD Officer, LGU Grover S. Viduya Social Welfare Officer III Joan M. Ingente Social Welfare Officer II
7		Court will issue a decision pertaining to the petition for adoption or annulment cases			WAITING TIME	
END OF TRANSACTION						

CITIZEN'S CHARTER

CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE

TYPE OF FRONTLINE SERVICE	:	AVAILING ADVOCACY ON PARENTS EFFECTIVENESS SERVICE (PES)
SCHEDULE OF AVAILABILITY OF SERVICE	:	MONDAY TO FRIDAY 8:00 AM TO 5:00 PM NO LUNCH BREAK
WHO MAY AVAIL OF THE SERVICES?	:	LEGALLY MARRIED PARENTS WITHIN BISLIG CITY
DURATION OF TRANSACTION	:	3 DAYS AND 45 MINUTES
WHAT ARE THE REQUIREMENT/S?	:	ORIGINAL COPY OF MARRIAGE CONTRACT
FEE/S	:	NONE

HOW TO AVAIL OF THE SERVICE?

Step	Applicant	Service Provider	Fee/s	Form/s	Duration of Activity	Responsible Person
1		Conducts survey and then identifies couple to undergo Parents Effectiveness Services (PES)	None	None	1 day	Chona Y. Dumaran Admin. Asst. II Marivic M. Arma Population Program Officer I Glenia Reambonanza Emmansueta C. de la Silva COS Employees
2	Fills-up the intake and PES forms	Assists the identified couple in filling-up the forms	None	Intake and PES Forms	30 mins.	Chona Y. Dumaran Day Care Worker I Marivic M. Arma Population Program Officer I Glenia Reambonanza Emmansueta de la Silva COS Employees
3		Conducts PES Seminar	None	None	2 days	Chona Y. Dumaran Day Care Worker I Marivic M. Arma Population Program Officer I Glenia Reambonanza Emmansueta de la Silva COS Employees
4		Issues PES Certificate	None	PES Certificate	15 mins.	Chona Y. Dumaran Day Care Worker I Marivic M. Arma Population Program Officer I Glenia Reambonanza Emmansueta de la Silva COS Employees
END OF TRANSACTION						

CITIZEN'S CHARTER

CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE

TYPE OF FRONTLINE SERVICE	:	SECURING SOLO PARENTS IDENTIFICATION CARD (ID)
SCHEDULE OF AVAILABILITY OF SERVICE	:	MONDAY TO FRIDAY 8:00 AM TO 5:00 PM NO LUNCH BREAK
WHO MAY AVAIL OF THE SERVICES?	:	SOLO PARENTS WITHIN BISLIG CITY
DURATION OF TRANSACTION	:	1 DAY AND 55 MINUTES
WHAT ARE THE REQUIREMENTS?	:	ORIGINAL COPY OF BARANGAY CERTIFICATION
FEE/S	:	NONE

HOW TO AVAIL OF THE SERVICE?

Step	Applicant	Service Provider	Fee/s	Form/s	Duration of Activity	Responsible Person
1	Applies for a Solo Parent ID	Conducts interview	None	Intake Form	15 mins.	Chona Y. Dumaran Day Care Worker I Ligaya C. Yatar Day Care Worker II Glenia Reambonanza Emmansueta de la Silva COS Employees
2	Fills-up application form	Assists in filling-up the forms with the applicant	None	Application Form	15 mins.	Chona Y. Dumaran Day Care Worker I Ligaya C. Yatar Day Care Worker II Glenia Reambonanza Emmansueta de la Silva COS Employees
3		Reviews and assesses the filled-up application form	None	Application Form	5 mins.	Chona Y. Dumaran Day Care Worker I Glenia Reambonanza Emmansueta de la Silva COS Employees
4		Prepares ID Cards and facilitates the signing	None	Solo Parent ID Card	15 mins.	Chona Y. Dumaran Day Care Worker I Ligaya C. Yatar Day Care Worker II Glenia Reambonanza Emmansueta de la Silva COS Employees
5		Provides orientation on the Solo Parent Welfare Act	None	None	1 day	Chona Y. Dumaran Day Care Worker I Ligaya C. Yatar Day Care Worker II Glenia Reambonanza Emmansueta de la Silva COS Employees
6		Issues the Solo Parent ID Card	None	None	5 mins.	Chona Y. Dumaran Day Care Worker I Ligaya C. Yatar Day Care Worker II Glenia Reambonanza Emmansueta de la Silva COS Employees
END OF TRANSACTION						

CITIZEN'S CHARTER

CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE
(POPULATION MANAGEMENT PROGRAMS AND SERVICES
ADOLESCENT HEALTH AND YOUTH DEVELOPMENT PROGRAM (AHYDP))

TYPE OF FRONTLINE SERVICE	:	AVAILING PRE-MARRIAGE COUNSELLING/SEMINAR
SCHEDULE OF AVAILABILITY OF SERVICE	:	EVERY TUESDAY AND WEDNESDAY OF THE WEEK 8:00 AM - 5:00 PM NO LUNCH BREAK
WHO MAY AVAIL OF THE SERVICES?	:	COUPLES APPLYING FOR MARRIAGE LICENSE
DURATION OF TRANSACTION	:	2 DAYS, 4 HOURS AND 5 MINUTES
WHAT ARE THE REQUIREMENTS?	:	ORIGINAL OR CERTIFIED MACHINE COPY OF BIRTH CERTIFICATE
FEE/S	:	NONE

HOW TO AVAIL OF THE SERVICE

Step	Applicant	Service Provider	Fee/s	Form/s	Duration of Activity	Responsible Person
1	Inquires for the schedule of the Pre-Marriage Counseling/Seminar	Conducts interview and assesses applicants in availing the pre-marriage counseling	None	Intake form	2 hours	Joan M. Ingente Social Welfare Officer II Marivic M. Arma Population Program Officer I Rosita R. Tecson Day Care Worker I Chona Y. Dumaran Day Care Worker I Elizabeth A. Ludo Day Care Worker I
2	Fills-up application forms	Assists the applicants in filling-up the forms	None	Application forms	2 hours	Joan M. Ingente Social Welfare Officer II Marivic M. Arma Population Program Officer I Rosita R. Tecson Day Care Worker I Chona Y. Dumaran Day Care Worker I Elizabeth A. Ludo Day Care Worker I
3		Conducts Pre-Marriage Counseling/Seminar	None	None	2 days	Joan M. Ingente Social Welfare Officer II Marivic M. Arma Population Program Officer I Rosita R. Tecson Day Care Worker I Chona Y. Dumaran Day Care Worker I Elizabeth A. Ludo Day Care Worker I Other Staff from concerned offices: <i>City Health Office</i> -Delia V. Pabillaran, RN Nurse II <i>City Agriculture Office</i> -Naomi M. Alvar Agricultural Technologist
4		Issues certificates	None	Pre-Marriage Certificates	5 mins.	Joan M. Ingente Social Welfare Officer II Marivic M. Arma Population Program Officer I Rosita R. Tecson Day Care Worker I Chona Y. Dumaran Day Care Worker I Elizabeth A. Ludo Day Care Worker I
END OF TRANSACTION						

CITIZEN'S CHARTER

CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE

TYPE OF FRONTLINE SERVICE	:	SECURING SENIOR CITIZENS IDENTIFICATION (ID) CARD
SCHEDULE OF AVAILABILITY OF SERVICE	:	MONDAY TO FRIDAY 8:00 AM TO 5:00 PM NO LUNCH BREAK
WHO MAY AVAIL OF THE SERVICES?	:	SENIOR CITIZENS WITHIN BISLIG CITY
DURATION OF TRANSACTION	:	1 HOUR AND 15 MINUTES
WHAT ARE THE REQUIREMENTS?	:	ORIGINAL OR CERTIFIED TRUE MACHINE COPY OF THE FOLLOWING DOCUMENTS: 1. BIRTH CERTIFICATE 2. BARANGAY CERTIFICATION 3. 1 PC. 1X1 ID PICTURE
FEE/S	:	NONE

HOW TO AVAIL OF THE SERVICE?

Step	Applicant	Service Provider	Fee/s	Form/s	Duration of Activity	Responsible Person
1	Applies for the Senior Citizens ID Card	Conducts interview with the applicant	None	Intake Form	15 mins.	Maura E. Climaco Social Welfare Officer II Elizabeth A. Ludo Day Care Worker I Imelda L. Cervantes Social Welfare Assistant Purita M. Manlangit JO employee Jocelyn E. Verano JO employee
2	Fills-up application Form and submits supporting documents	Assists the applicant in filling-up the form	None	Application Form	15 mins.	Maura E. Climaco Social Welfare Officer II Elizabeth A. Ludo Day Care Worker I Imelda L. Cervantes Social Welfare Assistant Purita M. Manlangit JO employee Jocelyn E. Verano JO employee
3		Prepares Senior Citizen ID Card and for signatures of the OSCA Head and the City Mayor	None	Senior Citizen ID Card	40 mins.	Maura E. Climaco Social Welfare Officer II Elizabeth A. Ludo Day Care Worker I Imelda L. Cervantes Social Welfare Assistant Purita M. Manlangit JO employee Jocelyn E. Verano JO employee Manuel Zamora OSCA Head Librado C. Navarro City Mayor
4		Releases Senior Citizen ID Card	None	Senior Citizen ID Card	5 mins.	Maura E. Climaco Social Welfare Officer II Elizabeth A. Ludo Day Care Worker I Imelda L. Cervantes Social Welfare Assistant Purita M. Manlangit JO employee Jocelyn E. Verano JO employee
END OF TRANSACTION						

CITIZEN'S CHARTER

CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE

TYPE OF FRONTLINE SERVICE : **AVAILING THE ASSISTIVE DEVICE**
 SCHEDULE OF AVAILABILITY OF SERVICE : MONDAY TO FRIDAY
 8:00 AM TO 5:00 PM
 NO LUNCH BREAK
 WHO MAY AVAIL OF THE SERVICES? : PERSONS WITH DISABILITIES WITHIN BISLIG CITY
 DURATION OF TRANSACTION : WITHIN NORMAL TRANSACTION/OPERATION:
 3 DAYS, 5 HOURS AND 20 MINUTES
 WHAT ARE THE REQUIREMENTS? : ORIGINAL COPY OF THE FOLLOWING DOCUMENTS:
 1. BARANGAY CERTIFICATION
 2. MEDICAL CERTIFICATION
 3. MEDICAL ABSTRACT
 FEE/S : NONE

HOW TO AVAIL OF THE SERVICE?

Step	Applicant	Service Provider	Fee/s	Form/s	Duration of Activity	Responsible Person
1	Submits the supporting documents for availing	Conducts brief interview or intake with the applicant Informs the applicant on the requirements	None	Intake Form	15 mins.	Ligaya C. Yatar Day Care Worker II Lydia Y. Dampios Day Care Worker I Evita M. Huerta Day Care Worker I
2		Conducts home visitation for collateral information	None	Intake Forms	30 mins.	Ligaya C. Yatar Day Care Worker II Lydia Y. Dampios Day Care Worker I Evita M. Huerta Day Care Worker I
3	Submits the requirements	Receives and reviews the submitted documents as to completeness and appropriateness	None	None	5 mins.	Ligaya C. Yatar Day Care Worker II Lydia Y. Dampios Day Care Worker I Evita M. Huerta Day Care Worker I
4		Prepares social case study report	None	Social Case Study Report	3 days	Ligaya C. Yatar Day Care Worker II Lydia Y. Dampios Day Care Worker I Evita M. Huerta Day Care Worker I Irish C. Jumalon COS Social Worker
5	Proceeds to government physicians	Refers to Physician for medical intervention of the applicant's physical condition ✓ On physical restoration process ✓ Prosthetic device	None	Medical Report	4 hours	Ligaya C. Yatar Day Care Worker II Lydia Y. Dampios Day Care Worker I Evita M. Huerta Day Care Worker I City Health Medical Officers
6	Receives the assistive device	Releases the assistance device	None	None	30 mins	Ligaya C. Yatar Day Care Worker II Lydia Y. Dampios Day Care Worker I Evita M. Huerta Day Care Worker I
END OF TRANSACTION						
7		If no available assistive device, refer to Philippine Charity Sweepstakes Office (PCSO)]			3 days (for preparation of documents for endorsement)	Lydia Y. Dampios Day Care Worker I Ligaya C. Yatar Day Care Worker II Evita M. Huerta Day Care Worker I
END OF TRANSACTION						

CITIZEN'S CHARTER

CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE

TYPE OF FRONTLINE SERVICE	:	AVAILING FOR LIVELIHOOD ASSISTANCE (SELF-EMPLOYMENT ASSISTANCE FOR KAUNLARAN) (SEA-K)
SCHEDULE OF AVAILABILITY OF SERVICE	:	MONDAY TO FRIDAY 8:00 AM TO 5:00 PM NO LUNCH BREAK
WHO MAY AVAIL OF THE SERVICES?	:	IDENTIFIED SEA-K BENEFICIARIES WITHIN BISLIG CITY
DURATION OF TRANSACTION	:	4 DAYS, 3 HOURS AND 20 MINUTES
WHAT ARE THE REQUIREMENTS?	:	NONE
FEE/S	:	NONE

HOW TO AVAIL OF THE SERVICE

Step	Applicant	Service Provider	Fee/s	Form/s	Duration of Activity	Responsible Person
1	Inquires about the SEA-K program	Provides information regarding the SEA-K program	None	None	5 mins.	Archie Louis C. Fernandez Day Care Worker I SEA-K In-Charged Irish C. Jumalon COS Social Worker
2		Interviews the possible beneficiaries for identification	None	Intake Form	15 mins.	Archie Louis C. Fernandez Day Care Worker I SEA-K In-Charged Irish C. Jumalon COS Social Worker
3	Attends an informal orientation	Conducts one-on-one informal orientation	None	None	15 mins.	Archie Louis C. Fernandez Day Care Worker I SEA-K In-Charged Irish C. Jumalon COS Social Worker
4	Attends orientation, meeting and election of officers	Conducts community visit in their respective barangay. Conducts orientation of all identified members in every barangay Facilitates the election of officers	None	None	3 hours	Archie Louis C. Fernandez Day Care Worker I SEA-K In-Charged Irish C. Jumalon COS Social Worker
5		Conducts individual home visitation for validation on the eligibility to avail	None	General Intake Sheets/Forms	1 hour	Archie Louis C. Fernandez Day Care Worker I SEA-K In-Charged Irish C. Jumalon COS Social Worker
6	Fills-up personal profile/information	Evaluates and assess the prospect beneficiaries for finalization of qualifications and listing	None	Personal profile form	45 mins.	Archie Louis C. Fernandez Day Care Worker I SEA-K In-Charged Irish C. Jumalon COS Social Worker
7	Association must undergo 8 weeks meeting	Conducts monitoring on the association	None	None	1 hour	Archie Louis C. Fernandez Day Care Worker I SEA-K In-Charged Irish C. Jumalon COS Social Worker Letecia M. Yu, RSW CSWD Officer
8	Attends the required 3-day Training-Workshop	Conducts 3-day Basic Business Management Training-Workshop Advises the beneficiaries to open a bank account	None	None	3 Days	Archie Louis C. Fernandez Day Care Worker I SEA-K In-Charged Irish C. Jumalon COS Social Worker Letecia M. Yu, RSW CSWD Officer Regional Staff-CSWD, Caraga

9	Proceeds to bank for an opening of account with the corresponding contribution for an operational funds	Facilitates the members on the opening of account	None	Bank Forms	2 hours	Archie Louis C. Fernandez Day Care Worker I SEA-K In-Charged Irish C. Jumalon COS Social Worker Letecia M. Yu, RSW CSWD Officer Bank Personnel
10	Receives the livelihood funds	Releases the livelihood funds to the beneficiaries	None	None	4 hours	Archie Louis C. Fernandez Day Care Worker I Irish C. Jumalon COS Social Worker SEA-K In-Charged Letecia M. Yu, RSW CSWD Officer Regional Staff-CSWD, Caraga
END OF TRANSACTION						

CITIZEN'S CHARTER

CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE

TYPE OF FRONTLINE SERVICE	:	AVAILING THE BASIC COMPUTER TRAINING LITERACY
SCHEDULE OF AVAILABILITY OF SERVICE	:	MONDAY TO FRIDAY 8:00 AM TO 5:00 PM NO LUNCH BREAK
WHO MAY AVAIL OF THE SERVICES?	:	PERSONS WITH DISABILITIES OR OUT OF SCHOOL YOUTH WITHIN BISLIG CITY
DURATION OF TRANSACTION	:	5 HOURS AND 20 MINUTES (EXCLUDING THE TRAINING HOURS PROPER FOR THREE (3) MONTHS)
WHAT ARE THE REQUIREMENTS?	:	CERTIFIED TRUE MACHINE COPY OF THE FOLLOWING DOCUMENTS: 1. BIRTH CERTIFICATE 2. TRANSCRIPT OF RECORDS/DIPLOMA 3. 1 PC. 1X1 ID PHOTO 4. PYA CERTIFICATION 5. PWD CERTIFICATION
FEE/S	:	NONE

HOW TO AVAIL OF THE SERVICE?

Step	Applicant	Service Provider	Fee/s	Form/s	Duration of Activity	Responsible Person
1	Inquires at the CSWD Office, Computer Center	Interviews/intakes the interested applicant	None	None	5 mins.	Ligaya R. Morgado Social Welfare Assistant Center Head Rosavilla T. Regis Day Care Worker I Joselito S. Buenaflo William G. Aguilar Pinky G. Arones Martin G. Lopez Pacifico F. Morales JO Employees
2	Fills-up enrolment form and submit the needed/ supporting documents	Reviews the filled-up enrolment form and the submitted requirements	None	Enrolment Forms	15 mins.	Ligaya R. Morgado Social Welfare Assistant Center Head Rosavilla T. Regis Day Care Worker I Joselito S. Buenaflo William G. Aguilar Pinky G. Arones Martin G. Lopez Pacifico F. Morales JO Employees
3	Attends the orientation	Conducts orientation regarding the program and schedule of classes/ training	None	None	45 mins.	Ligaya R. Morgado Social Welfare Assistant Center Head Rosavilla T. Regis Day Care Worker I Joselito S. Buenaflo William G. Aguilar Pinky G. Arones Martin G. Lopez Pacifico F. Morales JO Employees
4	Attends classes or training proper	Conducts the Basic Computer Literacy Program	None	None	8 hours daily (Monday to Friday) for 3 consecutive months	Ligaya R. Morgado Social Welfare Assistant Center Head Rosavilla T. Regis Day Care Worker I Joselito S. Buenaflo William G. Aguilar Pinky G. Arones Martin G. Lopez Pacifico F. Morales JO Employees

5	Attends culminating activity	Conducts culminating activity	None	None	4 hours	Ligaya R. Morgado Social Welfare Assistant Center Head Rosavilla T. Regis Day Care Worker I Mary Lou D. Malinao Social Welfare Asst. Leticia M. Yu CSWD Officer Librado C. Navarro City Mayor Allan Millan TESDA Officer Other Gov't. Officials
6	Receives certificate	Issues Certificate of Training	None	Certificate of Training	15 mins.	Ligaya R. Morgado Social Welfare Assistant Center Head Rosavilla T. Regis Day Care Worker I Mary Lou D. Malinao Social Welfare Asst.
END OF TRANSACTION						

CITIZEN'S CHARTER

CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE

TYPE OF FRONTLINE SERVICE	:	SECURING THE PWD LOCALIZATION OF NATIONAL IDENTIFICATION (ID) CARD
SCHEDULE OF AVAILABILITY OF SERVICE	:	MONDAY TO FRIDAY 8:00 AM TO 5:00 PM NO LUNCH BREAK
WHO MAY AVAIL OF THE SERVICES?	:	PERSONS WITH DISABILITY WITHIN BISLIG CITY
DURATION OF TRANSACTION	:	1 HOUR AND 25 MINUTES
WHAT ARE THE REQUIREMENTS?	:	ORIGINAL COPY OF THE FOLLOWING DOCUMENTS: 1. MEDICAL CERTIFICATE 2. BARANGAY CERTIFICATION 3. 1 PC 1X1 ID PHOTO
FEE/S	:	NONE

HOW TO AVAIL OF THE SERVICE?

Step	Applicant	Service Provider	Fee/s	Form/s	Duration of Activity	Responsible Person
1	Applies for PWD ID Card	Interviews/intakes/ assesses the applicant Informs the applicant for the supporting documents or requirements	None	General Intake Form	15 mins.	Lydia Y. Dampios Day Care Worker I PWD In-Charged
2	Submits the requirements	Receives and reviews the submitted requirements	None	None	5 mins.	Lydia Y. Dampios Day Care Worker I PWD In-Charged
3	Fills-up of application form	Assists and facilitates the filling-up and signatures	None	Application Form	15 mins.	Lydia Y. Dampios Admin. Asst. II PWD In-Charged
4		Prepares the ID Card	None	PWD ID Card	15 mins.	Lydia Y. Dampios Day Care Worker I PWD In-Charged
5		Facilitates the signatories needed in the form	None	None	30 mins.	Lydia Y. Dampios Day Care Worker I PWD In-Charged Letecia M. Yu, RSW CSWD Officer Librado C. Navarro City Mayor
6	Receives the PWD ID Card	Issues or releases the PWD ID Card	None	None	5 mins.	Lydia Y. Dampios Admin. Asst. II PWD In-Charged
END OF TRANSACTION						

CITIZEN'S CHARTER

CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE

TYPE OF FRONTLINE SERVICE	:	AVAILING THE SPECIAL EDUCATION PROGRAM/TAWAG PROGRAM SERVICES
SCHEDULE OF AVAILABILITY OF SERVICE	:	MONDAY TO FRIDAY 8:00 AM TO 5:00 PM NO LUNCH BREAK
WHO MAY AVAIL OF THE SERVICES?	:	MENTALLY CHALLENGED CHILDREN WITHIN BISLIG CITY
DURATION OF TRANSACTION	:	5 DAYS AND 2 HOURS (EXCLUDING THE DAILY SESSION)
WHAT ARE THE REQUIREMENTS?	:	ORIGINAL COPY OF THE FOLLOWING DOCUMENTS: 1. MEDICAL CERTIFICATE 2. BARANGAY CERTIFICATION
FEE/S	:	NONE

HOW TO AVAIL OF THE SERVICE?

Step	Applicant/Client	Service Provider	Fee/s	Form/s	Duration of Activity	Responsible Person
1	Referral of mentally challenged children	Intakes/interviews/assesses the referring party for enrolment	None	✓ Intake Form ✓ Enrolment Form	1 hour	Lydia Y. Dampios Day Care Worker I Center Based Program
2		Conducts home visitation	None	None	1 hour	
3	Parents or guardians of special children must attend the orientation on how to take care and manage mentally challenged children	Conducts orientation program	None	None	5 days	
4	Special children receives provision of school supplies and program materials	Distributes school supplies and program materials	None	None		
5	Attends daily session	Conducts daily session	None	Visual aids	(1 hour per session)	Rosevilla T. Regis Day Care Worker I Liza D. Alvarado Pinky G. Arones JO Employee Instructors
6		Identifies special children for mainstreaming	None	None	Depending on the child's readiness to be integrated to normal schooling	Public School Teachers
END OF TRANSACTION						

CITIZEN'S CHARTER

CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE

TYPE OF FRONTLINE SERVICE	:	AVAILING THE MOBILE DAY CARE CENTER PROGRAM FOR STREET CHILDREN
SCHEDULE OF AVAILABILITY OF SERVICE	:	MONDAY TO FRIDAY 8:00 AM TO 5:00 PM NO LUNCH BREAK
WHO MAY AVAIL OF THE SERVICES?	:	STREETCHILDREN WITHIN BISLIG CITY
DURATION OF TRANSACTION	:	1 WEEK AND 4 HOURS (EXCLUDING THE REGULAR CLASSES)
WHAT ARE THE REQUIREMENTS?	:	NONE
FEE/S	:	NONE

HOW TO AVAIL OF THE SERVICE

Step	Applicant	Service Provider	Fee/s	Form/s	Duration of Activity	Responsible Person
1		Conducts survey of street children	None	Survey Form	1 week	Imelda L. Ayoste Day Care Worker I Gesellie S. Virtudazo Virginia M. Salilin Nenita P. Basigsig JO Employees
2		Intakes/interview/assesses identified street children for grade leveling	None	Intake Sheet Form	30 mins.	Imelda L. Ayoste Day Care Worker I Gesellie S. Virtudazo Virginia M. Salilin Nenita P. Basigsig JO Employees
3	Parents or guardians of the street children will attend the meeting	Conducts meeting to parents or guardians of the identified street children	None	None	1 hour	Imelda L. Ayoste Day Care Worker I Gesellie S. Virtudazo Virginia M. Salilin Nenita P. Basigsig JO Employees
4	Enrolls for the mobile school	Takes enrolment of street children	None	Enrolment Form	30 mins.	Imelda L. Ayoste Day Care Worker I Gesellie S. Virtudazo Virginia M. Salilin Nenita P. Basigsig JO Employees
5	Attends regular classes	Conducts regular classes	None	Visual Aids	8 hours daily	Imelda L. Ayoste Day Care Worker I Gesellie S. Virtudazo Virginia M. Salilin Nenita P. Basigsig JO Employees
6		Enroll the street children schoolers in the regular school based on the grade level they were able to pass	None	Endorsement Papers	2 hours (Month of October)	Imelda L. Ayoste Day Care Worker I Gesellie S. Virtudazo Virginia M. Salilin Nenita P. Basigsig JO Employees
END OF TRANSACTION						

CITIZEN'S CHARTER

CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE

TYPE OF FRONTLINE SERVICE	:	AVAILING THE PRACTICAL SKILLS TRAINING AT THE WOMEN'S TRAINING CENTER
SCHEDULE OF AVAILABILITY OF SERVICE	:	MONDAY TO FRIDAY 8:00 AM TO 5:00 PM NO LUNCH BREAK
WHO MAY AVAIL OF THE SERVICES?	:	ALL WOMEN WITHIN BISLIG CITY
DURATION OF TRANSACTION	:	5 DAYS, 5 HOURS AND 35 MINUTES
WHAT ARE THE REQUIREMENTS?	:	ORIGINAL COPY OF THE FOLLOWING DOCUMENTS: 1. BARANGAY CERTIFICATION 2. ENDORSEMENT FROM WOMEN'S CHAPTER PRESIDENT
FEE/S	:	NONE

HOW TO AVAIL OF THE SERVICE?

Step	Applicant	Service Provider	Fee/s	Form/s	Duration of Activity	Responsible Person
1	Applies for the on-line training	Intakes/interviews/assesses applicant	None	Intake form	15 mins.	Mary S. Salas Day Care Worker I Center Head Lolita B. Libong Day Care Worker I Grace B. Guion JO Employee
2	Selects/chooses on the available trainings	Informs on the available skills trainings: ✓ Garment Making ✓ Food Processing ✓ Cake Baking ✓ Paper Making ✓ Borloloy Making	None	None	15 mins.	Mary S. Salas Day Care Worker I Center Head Lolita B. Libong Day Care Worker I Grace B. Guion JO Employee
3	Submits the required documents	Receives and reviews the submitted documents	None	None	5 mins.	Mary S. Salas Day Care Worker I Center Head Lolita B. Libong Day Care Worker I Grace B. Guion JO Employee
4	Attends orientation about the chosen training	Conducts orientation about the training	None	None	1 hour	Mary S. Salas Day Care Worker I Center Head Lolita B. Libong Day Care Worker I Grace B. Guion JO Employee
5	Attends training proper	Conducts training proper with the trainer	None	None	5 days	Respective Trainer
6	Attends culminating activity: ➤ Presentation of the finished project	Conducts culminating activity	None	None	4 hours	Respective Trainers Mary Lou D. Malinao Social Welfare Asst. (Designated Admin. Officer) Letecia M. Yu CSWD Officer City Officials
7	Receives the Certificate of Completion	Awards the Certificate of Completion	None	Certificate of Completion		
END OF TRANSACTION						

CITIZEN'S CHARTER

CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE

TYPE OF FRONTLINE SERVICE	:	AVAILING THE SENIOR CITIZENS CENTER BASED PROGRAM
SCHEDULE OF AVAILABILITY OF SERVICE	:	MONDAY TO FRIDAY 8:00 AM TO 5:00 PM NO LUNCH BREAK
WHO MAY AVAIL OF THE SERVICES?	:	BONAFIDE MEMBERS OF SENIOR CITIZENS ASSOCIATION WITHIN BISLIG CITY
DURATION OF TRANSACTION	:	3 HOURS AND 15 MINUTES
WHAT ARE THE REQUIREMENTS?	:	ORIGINAL COPY OF SENIOR CITIZEN ID CARD
FEE/S	:	NONE

HOW TO AVAIL OF THE SERVICE?

Step	Applicant	Service Provider	Fee/s	Form/s	Duration of Activity	Responsible Person
1	Avails the program	Intakes/interviews the interested Senior Citizen	None	Intake Form	15 mins.	Maura E. Climaco Social Welfare Officer II Imelda L. Cervantes Social Welfare Assistant Elizabeth A. Ludo Day Care Worker I Purita M. Manlangit JO employee Jocelyn E. Verano JO employee
2		Lists down the Senior Citizen participants and their respective ID Number	None	Masterlist Form	30 mins.	Maura E. Climaco Social Welfare Officer II Imelda L. Cervantes Social Welfare Assistant Elizabeth A. Ludo Day Care Worker I Purita M. Manlangit JO employee Jocelyn E. Verano JO employee
3	Attends to different activities in the program	Conducts various daily or weekly activities: ✓ Free Clinic ✓ Spiritual Activity ✓ Physical Fitness ✓ Ballroom Dancing	None	None	2 hours in every activity	Maura E. Climaco Social Welfare Officer II Imelda L. Cervantes Social Welfare Assistant Elizabeth A. Ludo Day Care Worker I Purita M. Manlangit JO employee Jocelyn E. Verano JO employee City Health Office Staff Dance Instructors
4	Avails the hot meal services	Provides hot meal services to Senior Citizens	None	None	30 mins.	Maura E. Climaco Social Welfare Officer II Imelda L. Cervantes Social Welfare Assistant Elizabeth A. Ludo Day Care Worker I Purita M. Manlangit JO employee Jocelyn E. Verano JO employee
END OF TRANSACTION						

CITIZEN'S CHARTER

CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE

TYPE OF FRONTLINE SERVICE	:	AVAILING THE AID FOR INDIVIDUAL IN CRISIS SITUATION (AICS) FOR SENIOR CITIZENS
SCHEDULE OF AVAILABILITY OF SERVICE	:	MONDAY TO FRIDAY 8:00 AM TO 5:00 PM NO LUNCH BREAK
WHO MAY AVAIL OF THE SERVICES?	:	BONAFIDE MEMBERS OF SENIOR CITIZENS ASSOCIATION WITHIN BISLIG CITY
DURATION OF TRANSACTION	:	5 DAYS, 1 HOUR AND 30 MINUTES
WHAT ARE THE REQUIREMENTS?	:	1. 60 YEARS OLD AND ABOVE 2. BARANGAY CERTIFICATION 3. MEDICAL CERTIFICATION 4. OSCA BUDGET
FEE/S	:	NONE

HOW TO AVAIL OF THE SERVICE?

Step	Applicant	Service Provider	Fee/s	Form/s	Duration of Activity	Responsible Person
1	Senior Citizens seek for financial assistance	-Intakes/interviews/assesses senior citizens for assistance -receives the needed requirements -assists client in filling up the documents needed for assistance	NONE	Intake Form	15 mins. 5 mins. 10 mins.	Maura E. Climaco Social Welfare Officer II Imelda L. Cervantes Social Welfare Assistant Elizabeth A. Ludo Day Care Worker I Purita M. Manlangit JO employee Jocelyn E. Verano JO employee
2		Prepares and encodes documents	NONE	NONE	30 mins.	Maura E. Climaco Social Welfare Officer II Imelda L. Cervantes Social Welfare Assistant Elizabeth A. Ludo Day Care Worker I Purita M. Manlangit JO employee Jocelyn E. Verano JO employee
3		Submits documents at the CSWDO for approval of the Department Head	NONE	NONE	10 mins.	Maura E. Climaco Social Welfare Officer II Imelda L. Cervantes Social Welfare Assistant Elizabeth A. Ludo Day Care Worker I Purita M. Manlangit JO employee Jocelyn E. Verano JO employee City Health Office Staff Dance Instructors
4		Control of records for Documents prepared	NONE		5 mins	Maura E. Climaco Social Welfare Officer II Imelda L. Cervantes Social Welfare Assistant Elizabeth A. Ludo Day Care Worker I Purita M. Manlangit JO employee Jocelyn E. Verano JO employee
5		Submission of documents for processing -Budget Office -Accounting Office -Treasurer's Office -Mayor's Office	NONE	NONE	15 mins. 5 DAYS	Maura E. Climaco Social Welfare Officer II Imelda L. Cervantes Social Welfare Assistant Elizabeth A. Ludo Day Care Worker I Purita M. Manlangit JO employee Jocelyn E. Verano JO employee

6	Client claim her/his (AICS) assistance	Issuance of check to client	NONE	NONE	10 mins.	Maura E. Climaco Social Welfare Officer II Imelda L. Cervantes Social Welfare Assistant Elizabeth A. Ludo Day Care Worker I Purita M. Manlangit JO employee Jocelyn E. Verano JO employee
END OF TRANSACTION						

CITIZEN'S CHARTER

CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE

TYPE OF FRONTLINE SERVICE	:	AVAILING THE ORGANIZATION OF PERSONS WITH DISABILITIES
SCHEDULE OF AVAILABILITY OF SERVICE	:	MONDAY TO FRIDAY 8:00 AM TO 5:00 PM NO LUNCH BREAK
WHO MAY AVAIL OF THE SERVICES?	:	PERSONS WITH DISABILITIES IN BISLIG CITY
DURATION OF TRANSACTION	:	1 DAY, 3 HOURS AND 15 MINUTES (EXCLUDING THE CONDUCT OF SURVEY)
WHAT ARE THE REQUIREMENTS?	:	ORIGINAL COPY OF THE FOLLOWING DOCUMENTS: 1. BARANGAY CERTIFICATION 2. MEDICAL CERTIFICATION 3. 1 PC 1X1 ID PHOTO
FEE/S	:	NONE

HOW TO AVAIL OF THE SERVICE?

Step	Applicant	Service Provider	Fee/s	Form/s	Duration of Activity	Responsible Person
1		Conducts courtesy call to barangay officials about the program and to organize the prospect members	None	None	1 hour	Lydia Y. Dampios Day Care Worker I Joselito S. Buenaflor COS PWD Staff William G. Aguilar COS PWD Staff
2		Conducts survey of PWDs in the barangay	None	Survey Form	1 month	Lydia Y. Dampios Day Care Worker I Joselito S. Buenaflor COS PWD Staff William G. Aguilar COS PWD Staff
3	Applies for membership	Conducts interview and assess the PWD	None	Intake Form	15 mins	Lydia Y. Dampios Day Care Worker I
4	Attends meeting	Conducts meeting to PWDs in the barangay	None	None	1 hour	Lydia Y. Dampios Day Care Worker I
5	Attends orientation	Conducts orientation on PWDs programs and services	None	None	1 hour	Lydia Y. Dampios Day Care Worker I
6	Attends the organization set-up and election of officers	Conducts formal organizational set-up, election of officers and regular meetings	None	None	4 hours	Lydia Y. Dampios Day Care Worker I Joselito Buenaflor COS PWD Staff William Aguilar COS PWD Staff
7		Induction of officers	None	None	4 hours	Lydia Y. Dampios Day Care Worker I Joselito Buenaflor COS PWD Staff William Aguilar COS PWD Staff
END OF TRANSACTION						

CITIZEN'S CHARTER

CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE

TYPE OF FRONTLINE SERVICE	:	AVAILING THE RESIDENTIAL CARE AND FACILITIES/DROP IN CENTER/HOME FOR GIRLS/BOYS
SCHEDULE OF AVAILABILITY OF SERVICE	:	MONDAY TO FRIDAY 8:00 AM TO 5:00 PM NO LUNCH BREAK
WHO MAY AVAIL OF THE SERVICES?	:	ABANDONED/NEGLECTED/ABUSED/EXPLOITED YOUTH (MALE AND FEMALE)
DURATION OF TRANSACTION	:	6 DAYS AND 7 HOURS
WHAT ARE THE REQUIREMENTS?	:	ORIGINAL COPY OF THE FOLLOWING DOCUMENT: 1. LETTER REQUEST FOR OUTSIDE BISLIG CITY CLIENTS TO BE APPROVED BY CITY MAYOR LIBRADO C. NAVARRO 2. SOCIAL CASE STUDY REPORT 3. POLICE REPORT
FEE/S	:	NONE

HOW TO AVAIL OF THE SERVICE?

Step	Applicant	Service Provider	Fee/s	Form/s	Duration of Activity	Responsible Person
1	Refers abandoned/neglected/abused/exploited youth	Intakes and assesses for the admission Confers with the referring parties for admission and treatment plan	None	Intake Form	1 hour	Joan M. Ingente Social Welfare Officer I Center Head, Home for Girls Charlita O. Fiel Day Care Worker II Center Head, Drop-In Center Rosalie S. Lindo Day Care Worker I <u>Home for Girls:</u> Rona S. Cubio Criselda F. Gamel Frixel D. Sombrio Rebecca G. Martinez Richelle E. Feliscuzo Lilian A. Montes All JO Employees <u>Home for Boys:</u> Rayneria R. Banda Wildeth A. Aznar Ma. Neriz D. Villar Rosenelle C. Silot Annie Rose O. Japay Nimfa A. Capangpangan Marivic M. Cagas Maribeth P. Carmen Nestor G. Bajao Jaime E. Enao All JO Employees
2		Conducts psychological test	None	Psychological Test Results	4 hours	Ritchell E. Feliscuzo JO Employee
3		Interprets psychological test results	None	Psychological Test Results	1 hour	Ritchell E. Feliscuzo JO Employee
4		Formulates psychological evaluation	None	Psychological Test Results	2 days	Ritchell E. Feliscuzo JO Employee
5		Provides necessary intervention ✓ Ward for residential care protection ✓ Health Education ✓ Tutorial Literacy ✓ Tertiary Services	None	None	4 DAYS	Rosalie S. Lindo Day Care Worker I <u>Home for Girls:</u> Rona S. Cubio Criselda F. Gamel Frixel D. Sombrio Rebecca G. Martinez Richelle E. Feliscuzo Lilian A. Montes All JO Employees
6		Identifies foster parents	None	None		Lilian A. Montes All JO Employees
7		Conducts case conference with the immediate families and foster parents	None	None	1 hour	<u>Drop-In-Center:</u> Rayneria R. Banda Wildeth A. Aznar Ma. Neriz D. Villar Rosenelle C. Silot

						Annie Rose O. Japay Nimfa A. Capangpangan Marivic M. Cagas Maribeth P. Carmen Nestor G. Bajao Jaime E. Enao All JO Employees
8		Admission period	None	None	Depending on the psychological and physical recovery of the admitted youth	Ritchell Felizcuzo JO Employee
END OF TRANSACTION						

CITIZEN'S CHARTER

CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE

TYPE OF FRONTLINE SERVICE	:	AVAILING PRACTICAL SKILLS TRAINING (SHELTERED WORKSHOP FOR THE YOUTH)
SCHEDULE OF AVAILABILITY OF SERVICE	:	MONDAY TO FRIDAY 8:00 AM TO 5:00 PM NO LUNCH BREAK
WHO MAY AVAIL OF THE SERVICES?	:	WOMEN, OUT-OF-SCHOOL YOUTH, PERSONS WITH DISABILITIES, SOLO PARENTS AND OTHER CLIENTELE GROUP
DURATION OF TRANSACTION	:	5 DAYS, 6 HOURS AND 10 MINUTES
WHAT ARE THE REQUIREMENTS?	:	CERTIFICATE OF RESIDENCY
FEE/S	:	NONE

HOW TO AVAIL OF THE SERVICE?

Step	Applicant	Service Provider	Fee/s	Form/s	Duration of Activity	Responsible Person
1	Inquires schedule of Skills Training	Advices applicant on the requirements and schedule of orientation and training proper	None	None	5 mins.	Mary S. Salas Day Care Worker I Lolita B. Libong Day Care Worker I Chona Y. Dumaran Day Care Worker I Lydia Y. Dampios Day Care Worker I Lucio V. Polina JO Employee Trainer
2	Submits requirements	Receives requirements	None	None	5 mins.	Mary S. Salas Day Care Worker I Lolita B. Libong Day Care Worker I Chona Y. Dumaran Day Care Worker I Lydia Y. Dampios Day Care Worker I Lucio V. Polina JO Employee Trainer
3	Registers/attends the Orientation	Assists client for registration and attendance to orientation	None	Registration Form	1 hour and 45 mins.	Mary S. Salas Day Care Worker I Lolita B. Libong Day Care Worker I Chona Y. Dumaran Day Care Worker I Lydia Y. Dampios Day Care Worker I Lucio V. Polina JO Employee Trainer
4	Reports to training regularly	Conducts training proper	None	None	5 days	Mary S. Salas Day Care Worker I Lolita B. Libong Day Care Worker I Chona Y. Dumaran Day Care Worker I Lydia Y. Dampios Day Care Worker I Lucio V. Polina JO Employee Trainer
5	Hands-on or actual demonstration of designed project to determine the knowledge and skills acquired	Trainer rates the client's finish project	None	None	15 mins.	Trainer
6	Attends Graduation/ Culminating Activity	Conducts Graduation/ Culminating Activity	None	None	4 Hours	Mary S. Salas Day Care Worker I Lolita B. Libong Day Care Worker I Chona Y. Dumaran Day Care Worker I

						Lydia Y. Dampios Day Care Worker I Lucio V. Polina JO Employee Trainer Letecia M. Yu, RSW City SWD Officer Hon. Librado C. Navarro City Mayor
	END OF TRANSACTION					

CITIZEN'S CHARTER

CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE

TYPE OF FRONTLINE SERVICE : **AVAILING POPULATION MANAGEMENT PROGRAM (REPRODUCTIVE HEALTH AND FAMILY PLANNING)**

SCHEDULE OF AVAILABILITY OF SERVICE : MONDAY TO FRIDAY
8:00 AM TO 5:00 PM
NO LUNCH BREAK

WHO MAY AVAIL OF THE SERVICES? : MARRIED COUPLE OF REPRODUCTIVE AGES (MCRA's)

DURATION OF TRANSACTION : 2 DAYS, 4 HOURS AND 15 MINUTES

WHAT ARE THE REQUIREMENTS? : NONE

FEE/S : NONE

HOW TO AVAIL OF THE SERVICE?

Step	Applicant	Service Provider	Fee/s	Form/s	Duration of Activity	Responsible Person
1		Coordinates with Barangay and Purok Officials, and other government/non-government agencies for program orientation, briefing and meetings/scheduling of activities	None	None	2 hours	Marivic M. Arma Population Program Officer I
2		Identifies participants for RPM-FP sessions per barangays, puroks and districts	None	None	2 hours	Marivic M. Arma Population Program Officer I Barangay Officials
3	Fills-up the prescribed forms	Assists the identified participants in filling-up forms	None	Forms 1, 2, 2a and 2b	15 mins.	Marivic M. Arma Population Program Officer I Barangay Officials
4		Conducts RPM Classes as scheduled per Barangay	None	None	8 hours	Marivic M. Arma Rosita R. Tecson BSPO's Brgy. Services Point Officer City RPM Team
5		Conducts home visitation as scheduled for referral of couple to CHO ready to accept Family Planning Services	None	None	1 day	Marivic M. Arma Population Program Officer I Rosita R. Tecson Day Care Worker I Francisco S. Moreno Danilo M. Arma BSPO
END OF TRANSACTION						

CITIZEN'S CHARTER

CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE

TYPE OF FRONTLINE SERVICE : **AVAILING SERVICES OF POPULATION MANAGEMENT PROGRAM (PRE-MARRIAGE COUNSELLING) (PMC)**

SCHEDULE OF AVAILABILITY OF SERVICE : EVERY TUESDAY & THURSDAY
8:00 AM TO 5:00 PM
NO LUNCH BREAK

WHO MAY AVAIL OF THE SERVICES? : WOULD BE COUPLE APPLYING FOR MARRIAGE LICENSE

DURATION OF TRANSACTION : 6 HOURS AND 15 MINUTES

WHAT ARE THE REQUIREMENTS? : NONE

FEE/S : NONE

HOW TO AVAIL OF THE SERVICE?

Step	Applicant	Service Provider	Fee/s	Form/s	Duration of Activity	Responsible Person
1		Intakes, assesses applicants	None	Intake forms	30 mins.	Francisco S. Moreno Danilo M. Arma BSPO
2	Fills-up prescribed PMC Forms	Assists the applicants in filling-up forms	None	PMC Forms	15 mins.	Francisco S. Moreno Danilo M. Arma BSPO
3	Attends PMC Counselling Session	Conducts Pre-Marriage Counselling Session	None	PMC Forms and PMC Application Form	4 hours and 30 mins.	Marivic M. Arma Population Program Officer I Rosita R. Tecson Day Care Worker I Chona Y. Dumaran Francisco S. Moreno Danilo M. Arma Other PMC Counsellors
4		Prepares and issues PMC Certificate	None	PMC Certificate	1 hour	Marivic M. Arma Population Program Officer I Rosita R. Tecson Day Care Worker I Francisco S. Moreno Danilo M. Arma BSPO
5	Back to City Civil Registrar's Office					Jennifer G. Cancio Registration Officer II LCR Office
END OF TRANSACTION						

CITIZEN'S CHARTER

CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE

TYPE OF FRONTLINE SERVICE	:	AVAILING SERVICES OF POPULATION MANAGEMENT PROGRAM (PARENTS EDUCATION IN SCHOOL)
SCHEDULE OF AVAILABILITY OF SERVICE	:	AS SCHEDULED UPON REQUEST OF THE SCHOOL 8:00 AM TO 5:00 PM NO LUNCH BREAK
WHO MAY AVAIL OF THE SERVICES?	:	HOME ROOM PARENTS IN SECONDARY SCHOOL
DURATION OF TRANSACTION	:	1 DAY, 2 HOURS AND 30 MINUTES
WHAT ARE THE REQUIREMENTS?	:	NONE
FEE/S	:	NONE

HOW TO AVAIL OF THE SERVICE?

Step	Applicant	Service Provider	Fee/s	Form/s	Duration of Activity	Responsible Person
1		Attends meetings called-up by School Principals, PopEd Coordinator and Guidance Counsellor for scheduling of activity	None	None	2 hours	Marivic M. Arma Population Program Officer I
2	Fills-up forms	Assists the identified participants in filling-up forms	None	Prescribed Forms	30 mins.	Francisco S. Moreno Danilo M. Arma BSPO Secretariat from School
3		Conducts Parents Education Seminar	None	None	8 hours	Marivic M. Arma Population Program Officer I Rosita R. Tecson Day Care Worker I Chona Y. Dumaran Francisco S. Moreno Other PMC Counsellors
END OF TRANSACTION						

CITIZEN'S CHARTER

CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE

TYPE OF FRONTLINE SERVICE : **AVAILING SERVICES OF POPULATION MANAGEMENT PROGRAM (ADOLESCENT HEALTH AND YOUTH DEVELOPMENT PROGRAM)**

SCHEDULE OF AVAILABILITY OF SERVICE : UPON THE REQUEST OF THE SCHOOL & DIFFERENT GROUPS
8:00 AM TO 5:00 PM
NO LUNCH BREAK

WHO MAY AVAIL OF THE SERVICES? : YOUNG POPULACE ISY/OSY/WORKING YOUTH/DISABLE YOUTH AND YOUNG PROFESSIONALS

DURATION OF TRANSACTION : 1 DAY AND 5 HOURS

WHAT ARE THE REQUIREMENTS? : NONE

FEE/S : NONE

HOW TO AVAIL OF THE SERVICE?

Step	Applicant	Service Provider	Fee/s	Form/s	Duration of Activity	Responsible Person
1		Organizes PopDev Clients among youth sector, sets schedule and coordinates with various stakeholders	None	None	3 hours	Marivic M. Arma Population Program Officer I Rosita R. Tecson Day Care Worker I
2		Facilitates conduct of advocacy of school to school for Adolescent Health and Youth Development Program	None	None	1 Day	Marivic M. Arma Population Program Officer I Rosita R. Tecson Day Care Worker I Francisco S. Moreno Danilo M. Arma BSPO Secretariat from School School Principals Barangay Officials
3		Prepares/encodes reports for AHYD Program	None	Report Forms	2 Hours	Marivic M. Arma Population Program Officer I Rosita R. Tecson Day Care Worker I
END OF TRANSACTION						

CITIZEN'S CHARTER
CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE

TYPE OF FRONTLINE SERVICE	:	AVAILING ASSISTANCE ON CRISIS INTERVENTION FOOD STUFF AND OTHER REFERRAL SERVICES)
SCHEDULE OF AVAILABILITY OF SERVICE	:	MONDAY TO FRIDAY 8:00 AM TO 5:00 PM NO LUNCH BREAK
WHO MAY AVAIL OF THE SERVICES?	:	INDIGENT/NEEDY FAMILIES WITHIN BISLIG CITY
DURATION OF TRANSACTION	:	1 HOUR AND 40 MINUTES (EXCLUDING WAITING TIME)
WHAT ARE THE REQUIREMENTS?	:	ORIGINAL COPY OF THE FOLLOWING DOCUMENTS: 1. BARANGAY CERTIFICATION THAT HE/SHE IS A BONAFIDE RESIDENT 2. MEDICAL CERTIFICATE IN CASE OF HOSPITALIZATION PURPOSES
FEE/S	:	NONE

HOW TO AVAIL OF THE SERVICE?

Step	Applicant	Service Provider	Fee/s	Form/s	Duration of Activity	Responsible Person
1	seeks for financial assistance	Intakes/interviews/ assesses customer for assistance Home visitation for collateral information	None	<ul style="list-style-type: none"> • Form 200 • General Intake Sheets • Cert. of Eligibility 	30 mins.	Grover S. Viduya Ligaya C. Yatar Joan M. Ingente
2	Fills-up of forms	Assists and facilitates the filling-up of forms and the needed signatories	None		15 mins.	Luzviminda Zaspas DCW - I Iris Y. Gimeno
3	Submits the supporting documents	Reviews the submitted documents and determine the amount as financial assistance	None	None	5 mins.	
4		Prepares Disbursement Voucher with supporting documents	None	DV, ObR	20 mins.	Youreally-Love Sango Cherryl A. Bartolazo Job Order
5		Submits DV with supporting documents to the City Budget Office	None	None	30 mins.	Youreally-Love Sango Cherryl A. Bartolazo Job Order
6		Processes the DV on financial assistance	None	None	WAITING TIME	Youreally-Love Sango Cherryl A. Bartolazo Job Order
7	Receives the check on financial assistance	Releases the financial assistance check	None	None		Roberto V. Viduya City Treasurer
END OF TRANSACTION						