



MUNICIPALITY OF TUBIGON

**CITIZEN'S
CHARTER**





**MUNICIPAL SOCIAL
WELFARE &
DEVELOPMENT OFFICE**
ADMINISTRATIVE SERVICES





APPLICATION FOR A SOLO PARENT ID

About the Service: The government implemented the Solo Parent Welfare Act to support, protect, distinguish and recognize the rights of Solo parents by giving privileges and benefits.

Before Solo parents can avail of their benefits and privileges, they must first get a **Solo Parent identification card**. The Solo Parent ID can be obtained from the Municipal Social Welfare and Development Office.

Getting Solo Parent ID card is free and no charge. This ID is valid only for one (1) year and is renewal base on the assessment and validation of the status of the applicant. It shall be surrendered to the MSWDO should the solo parent transfer her/his residence to other areas.

Schedule of Availability of Service:

Monday – Friday 8:00 a.m. – 5:00 p.m. without noon break

Who May Avail of the Service :

- Parent left solo or alone with the responsibility of parenthood:
 - Due to death of spouse
 - While the spouse is detained, or serving sentence for a criminal conviction for at least one (1) year
 - Due to physical and/or mental incapacity of spouse as certified by a public medical practitioner
 - Due to legal separation or de facto separation from spouse for at least one year; Provided that he or she is entrusted with the custody of the child
 - Due to abandonment of the spouse for at least one (1) year
- Unmarried mother/father who has preferred to keep and rear his/her children instead of having others care for them or give them up to a welfare institution
- Any other person who solely provides parental care and support to a child or children provided he/she is duly licensed as a foster parent by DSWD or duly appointed legal guardian by the court
- Any family member who assumes the responsibility as head of the family as a result of death, abandonment, disappearance or prolonged absence of parents or solo parent; provided that such abandonment, disappearance, or absence lasts for at least one year.
- Must be a bonafide resident of Tubigon (at least six (6) months)

What are the Requirements :

1. Completed Solo Parent application form (available and free of charge in the MSWDO)
2. Two 1x1 ID pictures
3. Barangay Residency Certificate
4. Appropriate documentation/evidence that the applicant is a solo parent e.g. death certificate of spouse, etc
5. Income tax return or any document that will establish income level of the solo parent
6. In case of transferee from other barangay, the applicant should seek a clearance from other former barangay indicating whether or not he/she has availed of any benefits for solo parent and the nature of such benefits
7. Certificate of live birth of the children



Duration:

Filing- 10 minutes
 Assessment/Validation-15-25 days
 Issuance/release of ID-30 days after filing

HOW TO AVAIL OF THE SERVICE:

Step	As a client, you	Responsibility of Action Officer	It will take you	Person in Charge	Fees	Form
1	Fill up the Solo Parent Registry Form and submit the complete requirements	Validate the submitted requirements Register the application form in the logbook indicating the target date of release of the ID	10 mins.	Kristine I. Genita/Ma. Luna Asis Alindao	(None)	Solo Parent Application Form
2	Wait for the process	Conduct home visit for assessment/validation	15-20 days	Kristine I. Genita or any of the MSWDO staff	(None)	(None)
3	Wait for the notification via text or call	Notify the applicant via text or call	Within 5 days after validation	Kristine I. Genita or any of the MSWDO staff	(None)	(None)
4	Claim the Solo Parent ID and sign the logbook	Release the ID and record in the logbook	5 mins	Kristine I. Genita or any of the MSWDO staff	(None)	(None)
Fill-out the Client Satisfaction Rating Form						
END OF TRANSACTION						

AVAILING THE TUBIGON DROP-IN & WOMEN CRISIS CENTER SERVICES

About the Service: With the LGU’S aim in maintaining the Child Friendly Municipality Community of Practice(COP) status, a concept of building a Drop-In Center was conceptualized to cater to children who are in crisis situation or those in especially difficult circumstances. The services are not limited to children alone but also for abused and exploited women.

Schedule of Availability of the Service:

Monday to Sunday 24/7 even during Holidays (during night and holiday turn-over , rescuing Officer, notify the Social Worker/Houseparent on call for immediate response.

Who may avail of the Service: Children 5-17 years of age, abused and exploited women.



What are the Requirements:

1. Referral letter or escort of rescuing person to the Drop-In Center
2. Police Blotter
3. Birth Certificate to determine if the child is 5-17 years old
4. Medical Certificate

Duration: Immediately upon turn-over of the minor or VAW victim/survivor

HOW TO AVAIL OF THE SERVICE:

STEP	As a client (guardian/escort), you	Responsibility of Action Officer	It will take you	Person In Charge	Fees	Form
1	Approach the PACDI	PACDI refer client to Drop In Social Worker	2 mins.	Rickylyn Macabodbod	none	none
2	Approach the Drop-In Social Worker	Interview child, parent/guardian/escort or the VAW victim/survivor with PNP Women & Children's desk Officer	30 mins.	Kristine I. Genita	none	Intake Form
		Interview victim whether they will file a case or not	20 mins.	Kristine I. Genita	none	Intake Form
		In case, no filing of case will be done, counsel the minor	20 mins.	Kristine I. Genita	none	none
		Turn- Over minor to parents/guardian after counseling	5 mins.	Kristine I. Genita	none	Turn-Over certification
		When the victim decides to file a case, prepare a discernment report	5 hours	Kristine I. Genita	none	Handbook on Discernment
		Drop-In Social Worker, escorts minor/VAW victim survivor in filing the case to RTC Family Court with PNP personnel (with available vehicle for use C/O MSWD for fuel)	½ to 1 day	K. Genita	None(fuel is budgeted by MSWD GAD Fund)	Discernment report
		After filling, follow court's order for possible custody of child/VAW victim survivor.	Immediately upon return from RTC	K.Genita	none	Court Order
		Wait for subpoena of hearing schedule or court notifications.				
Fill-out the Client Satisfaction Rating Form						
END OF TRANSACTION						



Financial Assistance for Hospitalization and Medicines for Individuals in Crisis Situation

About the Service: *Section 17 of the Local Government Code (RA 7160) mandates the LGU to exercise other powers and discharge such other functions and responsibilities as necessary, appropriate, or incidental to the efficient and effective provision of the basic services such as but not limited to..health and social welfare services.*

Financial assistance for payment of hospitalization, purchase of medicines, burial assistance is under the Assistance to Individual in Crisis Situation (AICS) of the Municipal Social Welfare and Development Office (MSWDO) that provides emergency financial assistance to those disadvantaged, vulnerable and marginalized individuals or families who is/are in crisis situation.

Schedule of Availability of Service: Monday – Friday 8:00 a.m. – 5:00 p.m. without noon break

Who May Avail of the Service: Individuals or families who are in crisis situation, bonafide residents of Tubigon and have inadequate resources in addressing emergency needs

What are the Requirements :

- Burial Assistance
 - Certification of Indigence from the Barangay
 - Statement of Account from the funeral home
 - Registered Death Certificate

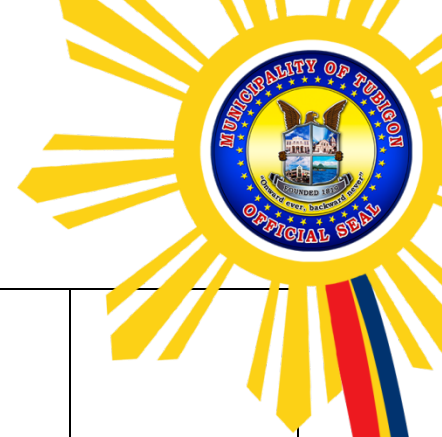
- Anti-Rabies Vaccine Assistance-
 - Certification of Indigence from the Barangay
 - Official Vaccination Schedule

- Medical Assistance
 - Certification of Indigence from the Barangay
 - Hospital Bill (for payment of hospital bill), or Prescription (for medicines) or Laboratory requests (for procedures) or Clinical Abstract/Medical Certificate with signature and license number of the attending physician

Duration: 3 days

HOW TO AVAIL OF THE SERVICE:

Step	As a client, you	Responsibility of Action Officer	It will take you	Person in Charge	Fees	Form
1	Approach the PACD Staff	Assist and endorse the client to the AICS Section	1 min.	PACD Staff (Rickily H. Macabodbod / Luciana B. Medidas)	(None)	(None)
2	Approach the Social Welfare Aid and present requirements and provides information regarding his/her circumstances	Interview client and validate the submitted requirements	15 mins.	AICS staff (Geraldine C. Bustalinio/ Diane Ruth U. Sagarino / Maria Lourdes B. Gemina)	(None)	Client Information Sheet



	Sign the information sheet	Refer case to Registered Social Worker (RSW) for assessment				
		Social worker perform assessment and recommends assistance Advise client to proceed to Mayor's Office for approval	3 mins.	RSW- Reynaldo Envidiado, Kristine Genita		
3	Go to the Mayor's Office and submit documents for review and approval	Prepare the Certificate of Eligibility	Availability of mayor	Mayor's Office Receiving Clerk (Emma Bancoy)	(None)	Reviewed Hospital Bill/ Prescription/Funeral Contract/ Vaccination Schedule/Certificate of Indigence
4	Submit approved AICS slip and basic requirements	Check approved AICS slip Prepares Obligation Request & Disbursement Voucher under Mayor's approval Get the client's contact number	10 mins.	AICS Clerk (Geraldine C. Bustalino/ Diane Ruth U. Sagarino / Maria Lourdes B. Gemina)	(None)	Approved AICS slip
5	Wait for processing	Notify client of the availability of check and advise to bring a valid ID	1 or 2 days after step 4	Municipal Treasurer's Office or MSWDO welfare assistant		
5	Claim the check Present Valid ID	Release the check	2 mins.	Treasurer's Office	(None)	
Fill-out the Client Satisfaction Rating Form						
END OF TRANSACTION						



AVAILING FOOD PACKS FOR AFFECTED FAMILIES/COMMUNITIES

About the Service:

During onset of disasters/calamities, the Office of the MSWDO has prepositioned goods for immediate response to individuals/families in need.

Schedule of Availability of the Service:

Monday to Sunday 24/7 even during Holidays or as need arises esp. if calamity or disasters occur

Who may avail of the Service: 34 barangays of Tubigon, Bohol

What are the Requirements:

1. BDRRMC Resolution and Minutes of Meeting with attendance of the members present during the meeting
2. List of Affected Families with signature of BDRRMC Chair
3. Copy of the Disaster Assistance Family Access Card (DAFAC) for validation purposes
4. Vehicle to transport the foodpack

Duration: Immediately upon report of the Barangay BDRRMC regarding the disaster/calamity and their assistance needed and sought for (Food packs).

HOW TO AVAIL OF THE SERVICE:

STEP	As a client (guardian/escort), you	Responsibility of Action Officer	It will take you	Person In Charge	Fees	Form
1	Approach the PACDI	PACDI refer client to MSWDO for reporting of the incident	5 mins.	Rickylyn Macabodbod	none	none
2	Present requirements	MSWDO staff validates requirements and seeks approval of the MSWDO	2 mins.	Reynaldo Enviado	none	
3	Wait for the approval	Advise for the release of foodpack Provide blank Relief Distribution Sheet (RDS)	30 mins.	Cresilda Argamosa	none	
4	Barangay to submit the filled-up RDS and Photo Documentation of the distribution	Follow-up the barangay Received and file the RDS and Photos	2 mins.	C. Argamosa	none	RDS



Fill-out the Client Satisfaction Rating Form
END OF TRANSACTION

PRE-MARRIAGE COUNSELING

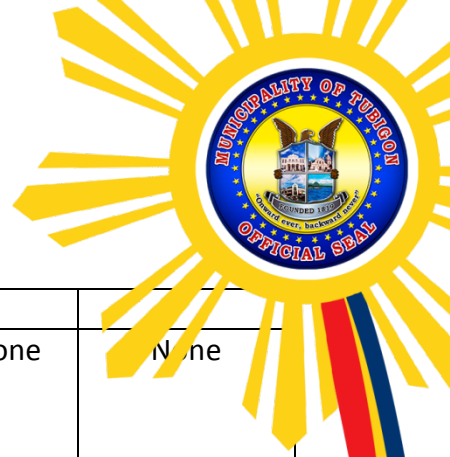
About the Service: Article 16 of the Family Code requires contracting parties who applies for marriage license must undergo at least 4 hours of Pre-Marriage Counselling (PMC) by an accredited marriage counsellor. The Local Government Unit (LGU) of Tubigon created the PMC Team composed of Population Commissioned (POPCOM) trained Social Workers from MSWDO, Midwife and Family Health Associate from MHO, and Agriculture Officer from MAO.

Schedule of Availability of Service: Every 3rd Wednesday of the Month (8:00 am-5:00 pm)

Who May Avail the Service: Couples applying for Marriage License

What are the Requirements: **None**

Step	As a client ,you	Responsibility of Action Officer	It will take you	Person in Charge	Fees	Form
1	Approach the officer in charge of PACD	Advise the parties of the schedule of the PMC	2 mins.	Rickilyn Macabodbod	None	None
2	Apply for booking	Book the applicants name and advise them of the rules during the PMC	2 min.	Riva Mae Diaz\Luciana Medidas	None	None
3	Attend the PMC Register in the attendance sheet	Register the applicants Conduct the PMC Prepare the PMC	6 hours	Riva Mae Diaz PMC Team (Yolanda Labella, Rey D. Envidiado, Kristine I. Genita, Johanna Faye Reserva) Riva Mae Diaz	None	None



		certificate				
4	Claim the PMC certificate	Release the PMC certificate	1 min	Rey D. Envidiado, Kristine I. Genita	None	None
Fill-out the Client Satisfaction Rating Form at the PACD						
END OF TRANSACTION						

GETTING PWD (MEDICINE & GROCERY) PURCHASE BOOKLETS

About the Service: Aside from the PWD ID, the accompanying *Persons with Disability Purchase Booklets* are also needed to avail of the benefits. Both are needed which can be obtained from the PWD section of the Municipal Social Welfare and Development Office.

A purchase booklet must be presented to the store or retailer every time a purchase of basic necessities and prime commodities is made. Also, purchase booklets shall be used to record the kind of medicine purchased, how many, when and where it was purchased.

Schedule of Availability of Service: Monday – Friday 8:00 a.m. – 5:00 p.m. without noon break

Who May Avail of the Service : Persons with Disability (PWDs) who are who are bonafide residents of Tubigon, Bohol

What are the Requirements:

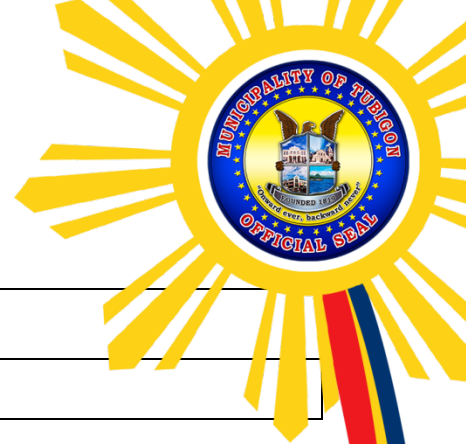
1. Persons with Disability Identification Card (PWD ID)

- NOTE: If you don't have a PWD ID yet, follow the steps of the **APPLICATION FOR A PWD ID**.

Duration: 8 mins.

HOW TO AVAIL OF THE SERVICE:

Step	As a client, you	Responsibility of Action Officer	It will take you	Person in Charge	Fees	Form
1	Approach the PACD Staff	Assist and endorse the client to the PWD Section	3 mins.	PACD Staff (Rickily Macabodbod/ Luciana Medidas)	(None)	(None)
2	Present the PWD ID to the PWD Staff	Validate the PWD ID and check its expiration date	1 min.	PWD Staff (Anna Mae Frajele/ Riva Mae Diaz)	(None)	(None)
3	Wait for the process	Record the client's information on the Purchase Booklets	3 mins.	PWD Staff (Anna Mae Frajele/ Riva Mae Diaz)	(None)	(None)
4	Claim your PWD Purchase Booklet	The PWD Staff will Log and Release the PWD Purchase Booklets	1 min.	PWD Staff (Anna Mae Frajele/ Riva Mae Diaz)	(None)	(None)



Fill-out the Client Satisfaction Rating Form
END OF TRANSACTION

APPLICATION FOR A PWD ID (NEW/RENEW)

About the Service: The government implemented the Magna Carta Law for disabled Persons to support, protect, distinguish and recognize the rights of PWD by giving privileges and benefits.

Before PWDs can avail of their benefits and privileges, they must first get a **PWD identification card**. The PWD ID can be obtained from the **PWD section** of the Municipal Social Welfare and Development Office.

Getting PWD ID card is **free and no charge**. Also note that this ID expires every 3 years so you need to renew it after 3 years. The same requirement applies for the renewal but recent and latest documents are required.

Schedule of Availability of Service: Monday – Friday 8:00 a.m. – 5:00 p.m. without noon break

Who May Avail of the Service : Persons with Disability (PWDs) who are bonafide residents of Tubigon, Bohol

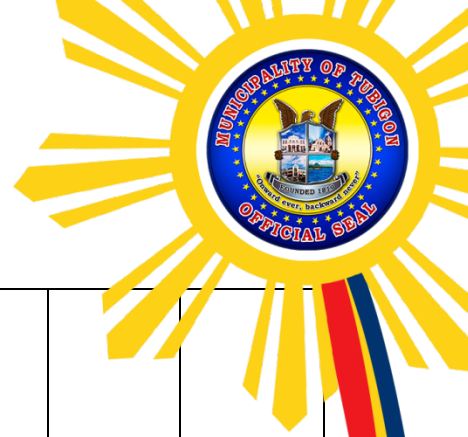
What are the Requirements :

1. Completed Philippine Registry Form for Persons with Disability (Forms are available in the MSWDO)
2. Two 1x1 ID pictures
3. Barangay Residency Certificate (You can get this one from your Barangay Hall)
4. NSO birth certificate
5. A duly-signed **Certificate of Disability** by any licensed public or private physician

Duration: 1 – 3 days (depending on the availability of the Mayor for the signature)

HOW TO AVAIL OF THE SERVICE:

Step	As a client, you	Responsibility of Action Officer	It will take you	Person in Charge	Fees	Form
1	Approach the PACD Staff	Assist and endorse the client to the PWD Section	3 mins.	PACD Staff (Rickily Macabodbod/ Luciana Medidas)	(None)	(Non
2	Submit the complete requirements Note: If requirements are complete	Conduct interview and validate the submitted requirements Get the clients contact number to be used in notification for the date of the release of the ID	15 mins.	PWD Staff (Anna Mae Frajele/ Riva Mae Diaz)	(None)	PWD Register Form



	<p>If client don't have the <i>Certificate of Disability</i>, he/she can go to the Municipal Health Office (MHO) to get one. If the MHO is not available, you can proceed to the OPD section of the Tubigon Community Hospital. This certification can also be obtained from any licensed private physician.</p>	<p>Advise client of the possible date of release</p> <p>Provide filled-up referral form to the client and advise client to proceed to MHO or any licensed physicians for the disability certification</p>	<p>10 mins. If the MHO is available</p>			<p>Referral form</p>
3	<p>Wait for the notification of the release</p>	<p>Print the PWD ID and forward the PWD ID to the Office of the Mayor for his signature</p> <p>Once ID is signed, text or call the client notifying about the availability of the ID</p>	<p>1-2 days depending on the availability of the Mayor</p>	<p>PWD Staff (Anna Mae Frajele/ Riva Mae Diaz)</p>	<p>(None)</p>	<p>(None)</p>
4	<p>Claim the ID and sign in the logbook</p>	<p>Record and release the ID</p>	<p>3 mins</p>	<p>PWD Staff (Anna Mae Frajele/ Riva Mae Diaz)</p>	<p>(None)</p>	<p>(None)</p>
<p>Fill-out the Client Satisfaction Rating Form at the PACD</p>						
<p>END OF TRANSACTION</p>						