

## ADMINISTRATIVE ORDER NO. 3 COMPLIANCE REPORT



- (1) NAME OF DEPARTMENT/AGENCY/LGU: MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE
- (2) SUBMITTED UPDATED CITIZEN'S CHARTER TO ARTA ON JULY 25, 2020:     Yes         No
- (3) LIST OF ALL FRONTLINE SERVICES AND CORRESPONDING LEGAL BASIS

GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) (Number and Short Title) <sup>1</sup>	Specific Provision in the Governing Law(s) as Basis <sup>2</sup>	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends
Preparation of Social Case Study Report	DSWD Memorandum Circular No. 02 Series of 2014	Section 3. Implementing Procedure/Guidelines 3.2	Guidelines to Strengthen and Enhance the Implementation of the Assistance to Individuals-In-Crisis Situation	February 17, 2014	DSWD MC No. 15 Series of 2014  RA 9344 Juvenile Justice
Issuance of Solo Parent Identification Card	Implementing Rules and Regulations of Republic Act No. 8972	Art. IV Section 10. Paragraph g.	Rules and Regulations in the Implementation of Republic Act No. 8972, an Act Providing for Benefits and Privileges to Solo Parents and their Children, Appropriating Funds Therefor and for Other Purposes	April 2002	Republic Act 8972 of 2000
Issuance of Certificate of Indigency	DSWD Memorandum Circular No. 11 Series of 2019	Section 6 Documentary Requirements for each assistance	Revised Guidelines in the Implementation of Assistance to Individuals-In-Crisis Situation	May 10, 2019	Public Attorney's Office Memorandum Circular No. 18 Series of 2002
Provision of Social Work Counselling	DSWD Administrative Order No. 01 Series of 2010	Section IV Helping Strategies 7.a	Amended Standards for Community-based Services	January 13, 2010	Republic Act 4373 Social Work Law

## ADMINISTRATIVE ORDER NO. 3 COMPLIANCE REPORT



Financial Assistance to Individuals-In-Crisis Situation	DSWD Memorandum Circular No. 11 Series of 2019	Section VI. Program Description and Coverage	Revised Guidelines in the Implementation of Assistance to Individuals-In-Crisis Situation	May 10, 2019	DSWD MC No. 15 Series of 2014
Issuance of PWD ID	Republic Act 10754	Section 11.3 Proof of Entitlement	IRR of RA 10754 -An Act Expanding the Benefits and Privileges of Persons with Disability (PWD)	December 1, 2016	Republic Act No. 7277 Republic Act No. 9442
Issuance of PWD Purchase Booklet	Department of Health Administrative Order 2017-0008	Section VI A.3	Implementing Guidelines of Republic Act 10754, otherwise known as "An Act Expanding the Benefits and Privileges of Persons with Disability", for the Provision of Medical and Health-related Discounts and Special Privileges	June 1, 2017	Republic Act 10754
Issuance of Senior Citizen ID and Purchase Booklet	Republic Act 9994	Section IV. i.1	An Act Granting Additional Benefits and Privileges to Senior Citizens, further Amending Republic Act No. 7432, as Amended, otherwise known as "An Act to Maximize the	July 27, 2009	Republic Act 7432

**ADMINISTRATIVE ORDER NO. 3 COMPLIANCE REPORT**



			Contribution of Senior Citizens to Nation Building, Grant Benefits and Special Privileges and for other Purposes"		
--	--	--	---	--	--

## ADMINISTRATIVE ORDER NO. 3 COMPLIANCE REPORT



### (4) SERVICE INFORMATION PER GOVERNMENT SERVICE<sup>3</sup>

GOVERNMENT SERVICE: Preparation of <b>Social Case Study Report</b>					
SERVICE INFORMATION					
Social Case Study Report is a comprehensive case management document prepared by a registered social worker. It contains the problem presented, social workers assessment, treatment plan and recommendation. It is one of the major requirements in availing financial assistance from government agencies or private organizations, assessment for discernment of accused children-in-conflict with the law (CICL).					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Latest Hospital Bill or Doctor's Prescription and Medical Abstract or Medical Certificate 2. Referral or Request Letter 3. Certification of Indigence from Barangay	DSWD Memorandum Circular No. 11 Series of 2019	1. Presentation/Submission of requirements to PACD 2. Assessment of documents presented 3. Interview by the Social Worker 4. Home visit by the Social Worker for family and home environment assessment 5. Preparation of Case Study Report 6. Claiming/Releasing	DSWD Memorandum Circular No. 11 Series of 2019	1 min.  2 mins. 5 mins. 1-4 hours for interview proper 3 working days 3 mins.	<b>None</b>
<b>TOTAL</b>				7 days	

# ADMINISTRATIVE ORDER NO. 3 COMPLIANCE REPORT



GOVERNMENT SERVICE: Issuance of Solo Parent ID					
SERVICE INFORMATION					
Solo Parent Identification Card is a government issued Identification Card to qualified solo parent based on RA 8972 or the Solo Parent Welfare Act of 2000. The Solo Parent ID is presented to establishment, supplier of goods when availing the benefits and privileges stipulated in the Act.					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Completed Solo Parent application form 2. Two 1×1 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 the barangay where he or she formerly reside 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	Implementing Rules and Regulations of Republic Act No. 8972	1. Present requirements to PACD 2. Assessment of documents presented 3. Interview by the Social Worker 4. Home visit and validation by the Social Worker 5. Preparation of Social Case Study Report and Solo Parent ID 6. Claiming/Releasing of ID	Implementing Rules and Regulations of Republic Act No. 8972	1 min. 2 mins. 5 mins. 2 working days 5 working days 3 mins	None
<b>TOTAL</b>				<b>7 working days</b>	

## ADMINISTRATIVE ORDER NO. 3 COMPLIANCE REPORT



GOVERNMENT SERVICE: Issuance of Certificate of Indigency

### SERVICE INFORMATION

Certification of Indigency is an official document given to a client who after assessment made by the Social Worker is found to be indigent based on certification of the barangay and by assessing the family income using the government poverty threshold. This document will support the client in availing of any assistance from government agencies or private organizations

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Certification of Indigence from the Barangay where the client resides.	DSWD Memorandum Circular No. 11 Series of 2019  Public Attorney's Office Memorandum Circular No. 18 Series of 2002	1. Present requirement to PACD	DSWD Memorandum Circular No. 11 Series of 2019	1 min.	None
		2. Assessment of documents presented	Public Attorney's Office	2 mins.	
		3. Interview by the Social Worker for intake and assessment	Public Attorney's Office	5 mins.	
		4. Preparation of certification	Public Attorney's Office	3 mins.	
		5. Releasing of certification	Public Attorney's Office	2 mins.	
<b>TOTAL</b>				<b>7 working days</b>	

# ADMINISTRATIVE ORDER NO. 3 COMPLIANCE REPORT



GOVERNMENT SERVICE: Provision of Social Work Counselling

## SERVICE INFORMATION

Social Work counseling is professional intervention given to client-in-difficult circumstances that is aimed at helping the client alleviate her/his situation. It consists of a series of sessions depending on the agreed session plan formulated by the client and the Social Worker. Advise is consist of professional inputs to client seeking information or clarifications related to programs or laws that pertains to programs and services under the MSWDO.

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Personal Request or referral	DSWD Administrative Order No. 01 Series of 2010	1. Present referral or request to PACD (could be written coming from a referring agency or verbalized by client.) 2. Interview by the Social Worker 3. Start of counselling. Client may opt to have a follow-up session depending on the expressed needs.	DSWD Administrative Order No. 01 Series of 2010	1 min.  5 mins.  30 mins- 1 hour per session	
<b>TOTAL</b>				<b>1 hr and 6 mins.</b>	

## ADMINISTRATIVE ORDER NO. 3 COMPLIANCE REPORT



GOVERNMENT SERVICE: Assistance to Individuals in Crisis Situation (AICS)					
SERVICE INFORMATION					
Assistance to Individuals in Crisis Situation or AICS is an immediate assistance for payment of hospitalization, purchase of medicines, burial assistance, transportation allowance, or food allowance to provide relief to individuals or families in crisis situation.					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Latest Hospital Bill or Doctor's Prescription and Medical Abstract	DSWD Memorandum Circular No. 11 Series of 2019	1. Present requirement to PACD	DSWD Memorandum Circular No. 11 Series of 2019	1 min.	None
2. Referral or Request Letter		2. Assessment of documents presented		2 mins.	
3. Certification of Indigence from Barangay		3. Interview by the Social Worker for intake and assessment		5 mins.	
		4. Preparation and approval of voucher and check		2 working days	
		5. Releasing of check		5 mins	
<b>TOTAL</b>				<b>3 days</b>	



# ADMINISTRATIVE ORDER NO. 3 COMPLIANCE REPORT



GOVERNMENT SERVICE: Issuance of PWD Identification Card and Purchase Booklet					
SERVICE INFORMATION					
Issuance of PWD Identification Card and Purchase Booklet is a government issued Identification Card to Person with Disability as defined in RA 7277 otherwise known as Magna Carta for Disabled Persons. The PWD ID will entitle the PWD to avail the benefits and privileges stipulated in the Magna Carta.					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Completed Philippine Registry Form for Persons with Disability (Forms are available in the MSWDO) 2. Two 1×1 ID pictures 3. Barangay Residency Certificate 4. PSA Birth certificate 5. A duly-signed Certificate of Disability by any licensed public or private physician	RA 7277 otherwise known as Magna Carta for Disabled Persons	1. Present requirement to PACD	RA 7277 otherwise known as Magna Carta for Disabled Persons	1 min.	None
		2. Assessment of documents presented		2 mins.	
		3. Interview by the PDAO staff for intake and assessment		5 mins.	
		4. Preparation and approval of ID		1 day	
		5. Releasing of ID and purchase booklet		3 mins.	
<b>TOTAL</b>				<b>3 days</b>	

# ADMINISTRATIVE ORDER NO. 3 COMPLIANCE REPORT



**GOVERNMENT SERVICE:** Issuance of Senior Citizen Identification Card and Purchase Booklet

### SERVICE INFORMATION

Issuance of Senior Citizen Identification Card and Purchase Booklet is a government issued Identification Card to resident citizen of the Philippines who are at least 60 years old as mandated under RA 7432 as amended by RA 9257 and further amended by RA 9994 otherwise known as Senior Citizen's Act of 2010. The Senior Citizen ID will entitle the elderly to avail the benefits and privileges stipulated in RA 7432.

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. recent 1' x 1' ID photograph. 2. Certificate of Live Birth 3. Certificate of Residency	Republic Act No. 7432, as amended by RA No. 9257("Expanded Senior Citizens Act of 2003"), and further amended by RA 9994, known as the "Expanded Senior Citizens Act of 2010," defines senior citizen or elderly as any resident citizen of the Philippines at least 60 years	1. Present requirement to PACD at the Office of the Senior citizen's Affairs 2. Assessment of documents presented 3. Interview by the OSCA staff for intake and assessment 4. Preparation and approval of ID 5. Releasing of ID and purchase booklet	RA 7432	1 min.  2 mins.  5 mins.  1 day  3 mins.	None
<b>TOTAL</b>				<b>3 days</b>	