



PROVINCIAL SOCIAL WELFARE AND DEVELOPMENT OFFICE

CITIZEN'S CHARTER

2021 (1ST Edition)



I. QUALITY POLICY

The Provincial Government of Sorsogon is committed to provide quality effective and efficient local government structured and services to ensure the satisfaction of, and be responsible to the needs of each constituents and stakeholders in the areas of healthcare ,environment and education , agriculture rural advancement ,tourism promotion, social welfare and other administrative services .It shall encompass all the functional areas of the provincial government ,thereby making Sorsogon and Sorsogonans truly first.

To uphold this commitment, we shall:

- Formulate Quality Objectives on all functional areas aligned with the National Government standards, thrust and programs.
- Strongly comply with the provisions set forth by RA7160 and other applicable statutory requirements
- Develop Human Resources in order for them to achieve their full potentials and ensure their active participation through innovative approaches.
- Uphold client focused and output-oriented services at all levels of the organization through effective communication ,collaboration , and values-laden environment thereby achieving client satisfaction as well as that of other stakeholders.

All employees, including those outsourced processes, are enjoined to know the importance of the Quality Management System and their responsibility to ensure the effectiveness and responsiveness of the Organization to anyone who may ask for our help, assistance and guidance.

The Provincial Government of Sorsogon shall demonstrate strong leadership and management in the establishment, implement and continual improvement of the Quality Management System aligned to ISO 9001:2015 across all levels.



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INTERNAL AND EXTERNAL SERVICES



I. ASSISTANCE TO INDIVIDUAL IN CRISIS SITUATION (AICS)

The Provincial Social Welfare and Development Office provide AICS, such as food, medical, burial, transportation and other forms of financial assistance. Furthermore the office extends assistance in the form of referral to hospital, charitable institutions and other agencies.

Office or Division	-Provincial Social Welfare and Development Office – Social Services Division/ PSWDO Tabang Center -Provincial Social Welfare and Development Office – Social Services Division/ Provincial ,District Hospitals and Medicare Hospital
Classification	Manual (face to face Interview)
Type of Transaction	Government to Citizen
Who may avail	Indigent Individuals and families

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<i>For Food and Shelter</i>	PSWDO/ Tabang Center
-Certificate of Indigency	-Barangay
-Valid ID(4ps,IPs,any government issued)	-LGU,Barangay,government Instituion ,DSWD
-Referral Letter (if applicable)	-LGU
-Personal Letter of the client	-
<i>Medical Assistance /Outpatient</i>	
-Original Medical Certificate	-RHU,Private Clinic, Government Medical Institution
-Surgical or non surgical request	-Government Hospital
-Prescription for medicine /supplies	Government Hospital/private hospitals
-Laboratory Request for procedures	Government Hospital/private hospitals
- Certificate of Indigency	-Barangay
-Valid ID (4ps,IPs,any government issued)	-LGU,Barangay ,Government Institution
-Community Tax Certificate	-LGU,Barangay
-Referral Letter if applicable	-LGU
<i>Transportation Assistance</i>	
- Certificate of Indigency	-Barangay
-Police blotter (walk-in or non resident of the	-Sorsogon City Police Station Cabid-



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province	an Sorsogon City
-Valid ID(4ps,IPs,any government issued)or Community Tax Certificate	-LGU,Barangay,Government Institution
EDUCATIONAL ASSISTANCE	
-Enrolment Assessment Form, Certificate of Enrolment or Registration , Certificate of Outstanding Balance	-School
-School ID of the student /beneficiary	-School
-Valid ID (4ps,IPs,any government issued)	-DSWD, Barangay, LGU
-Referral Letter (if applicable)	-MSWDO or Barangay Captain
- Certificate of Indigency	-Barangay
BURIAL	
- Certificate of Indigency	-Barangay
-Valid ID (4ps,IPs,any government issued) or Community Tax Certificate	-Barangay,LGU,DSWD, National Government
-Original Death Certificate (with register number)	Hospital/Local Civil Registrar
-Referral Letter (if applicable)	
MEDICAL ASSISTANCE TO IN-PATIENTS	
-Clinical Abstract	-Attending physician
-Laboratory Request for procedures	-Government Hospital/private hospitals
-Prescription	-Attending physician
- Certificate of Indigency	-Barangay
-Valid ID (4ps,IPs,any government issued) or Community Tax Certificate	-Barangay,LGU,DSWD, National Government

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	DURATIO N	PERSON RESPONSIBLE
Window 1 -Visit the Provincial Social Welfare and Development Office /Tabang Center or Medical Social	-Assist the client to log- in -Assess the available documents presented by the client	-None-	10 minutes	-Information desk Officer -Social Welfare Aide/Social Welfare Assistant on Duty



Service Office				
-Window 2 Proceed for profiling using the General Intake Sheet	-The worker obtain basic information such as Complete name, birthday, address, family composition -Provide referral form if necessary	-None-	10 minutes	Social Worker
-Window 3 Proceed for assessment and intensify interview	-conduct interview and assessment to determined the impact of the problem presented by the client to his or her family financially psychologically and emotionally -Provision of counselling -Referral to line agencies which could cater other needs of the client which are not available to the PLGU -Determine the cash assistance to be extended -Explain/disclosed the amount -Provide counselling as the need arises	-None -	15 minutes (As the need arises)	Social Worker
-Window 4 -Signed the certificate of Eligibility and acknowledgment form with the amount to be received -Signed the logbook	-The special disbursing Officer extended the assistance to the client as recommend by the Social Worker.	None	5 minutes	Special Disbursing officer



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II. PROFILING, ASSESSMENT AND RECOMMENDATION OF FORMER REBELS (FR's) Availing of Financial and Livelihood Assistance under Enhanced Comprehensive Local Integration Program (E-CLIP)

The Provincial Social Welfare and Development Office is the frontline implementer of the Enhanced Comprehensive Local Integration Program (E-CLIP) as stated to the Administrative Order no 10(AO 10) s 2018 dated April 3, 2018; centralized all government efforts for the reintegration of Former Rebels (FR) and creating the purpose an Inter-Agency Task Force. The Provincial Government through the PSWDO is tasked to conduct profiling and processing of documents for Financial, Immediate Assistance, Livelihood Assistance, Reintegration Assistance, Firearm Remuneration and Housing Assistance.

Office or Division	-Provincial Social Welfare and Development Office – Social Services Division/ Special Cases Program / PSWDO Tabang Center
Classification	Manual (face to face Interview)
Type of Transaction	Government to Citizen
Who may avail	Fil. Citizen who are active member of MB-Militia ng Bayan CPP-Communist Party of the Philippine NPA-New People's Army NDF- National Democratic Front

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE OR WHO WILL ISSUE
FINANCIAL ASSISTANCE FROM PLGU	
- Certificate of Indigency	-Barangay
-Certificate of custody	-PNP/Phil Army
-Valid Id or Community Tax Certificate	-Barangay or LGU
-Medical certificate if applicable	-RHU



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IMMEDIATE ASSISTANCE , LIVELIHOOD ASSISTANCE REINTEGRATION ASSISTANCE	
-E-CLIP enrolment Form	-ECLIP Committee/ PSWDO
-Custodial Debriefing Report	-PNP/Phil Army
-Initial Interview Form	-PSWDO
-Profiling Interview Form	-PSWDO
-Former Rebel Reintegration Plan	-PSWDO
-Birth Certificate	-Local Civil Registrar
-Project Proposal	-PSWDO
-Monitoring and Assessment Form	-PSWDO
-Social Case Study Report	-PSWDO
-Whole Body Picture	-PNP/Phil. Army
-Valid ID/Community Tax Certificate	-Barngay/LGU
FIREARM REMUNIRATION	
-Technical Inspection Report	-PNP/Phil.Army
-Property Turn-In Slip	-PNP
-Photo Documentation of Surrendered fire arm	-PNP/Phil. Army
-Cost Valuation Certification	-PNP/Phil. Army
LIVELIHOOD /ASSISTANCE STARTER KIT FROM OTHER LINE AGENCY	
-Project Proposal	- Former Rebel
-Certificate of Training or competency	-TESDA,LGU
-SSS payment or membership Certification	-Social Security System
-Social Case study Report	-PSWDO
JAPIC (Certified true copy)	PNP/Phil. Army

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	DURATION	PERSON RESPONSIBLE
The PNP/Phil. Army or other referring party will send endorsement to the PSWDO	The PSWDO received and check the referral form the PNP/ Phil. Army with the following documents -whole body picture -Medical Certificate -Certificate of Custody -Birth Certificate (if not	-No-	5 minutes	PSWDO/Records Office



	available assist for late registration) -JAPIC -Aftercare Custodial Debriefing Report (ACDR)			
Submit Self for interview	-Intensify interview, explain to the client the assistance to be received and assist the client to sign the following forms. -Profile of the Respondent -Monitoring and assessment form -Reintegration Plan -Mungkahing Proyekto -Initial Interview Form -Cross check the information stated to the documents submitted by the Phil. Army or PNP -The PSWDO worker will provide psychosocial intervention during the interview	-None-	5days as the needed arises	E-CLIP FOCAL Person /Social Worker
-	The focal Person will prepare the E-CLIP enrolment form for signature of E-CLIP Committee Members	-None-	5days as the need arises	E-CLIP Committee members (PNP,Phil.Army, CSO,DILG, Governor)
-	-The PSWDO through the Provincial Government will endorsed the documents to the DILG-Province for appropriate funding	-None-	3 days	E-CLIP FORCAL Person
-	The DILG will allocate Fund	-None-	6Months-1 year	DILG-Province
Submit self for the release of benefit packages	-The PSWDO, Phil. Army and the PNP will inform the FRs for the release of benefits	-None-	1day	DILG



FRs will signifies the skills training they preferred to attend	-The E-CLIP Focal and FR Coordinator will assist the FRs to fill up the form require by the agency -The following to be attached for endorsement the necessary documents such as - Certificate of training from TESDA -Payment or membership to SSS		-none-	3-6months	PSWDO/Stakeholders
CLIENT STEPS	AGENCY ACTION		FEES TO BE PAID	DURATION	PERSON RESPONSIBLE
Attend Orientation	-The PSWDO will convened the FRs for the values orientation and information drive of stakeholders such TESDA,DTI,NHA,DSWD, DA, DOLE		-None-	1 month	E-CLIP Focal Agency concern
Attend the training	-Facilitate/sponsor the training		-None	3 months	Sponsored agency
Participate in the monitoring activity	-Document the activity for Reference		-None-	3months	E-CLIP Committee/Sponsored agency
Be available for the assessment	-Facilitate the training assessment		-None -	3months	Sponsored agency
Received the National Certificate (NCII) or training Certificate	-NONE-	1wk as the need arises	E-CLIP Focal /Assigned worker		