



LOCAL GOVERNMENT UNIT OF MANAOAG CITIZEN'S CHARTER LIST OF SERVICES

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Office of the Municipal Social Welfare and Development Officer

External Services



1. PROVISION OF PRE-MARRIAGE COUNSELING SERVICE (PMC)

Provided to couples applying for marriage license where one or both parties are below 25 yrs. of age pursuant to Article 16 of the New Family Code.

Office or Division:	Office of the Municipal Social Welfare and Development Officer			
Classification:	Simple Transaction			
Type of Transaction:	Government to Citizens (G2C)			
Who may avail:	couples applying for marriage license where one or both parties are below 25 yrs. of age			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Proceed to MSWDO And secure PMC Forms	Provide Instruction and PMC Forms	None	5 mins.	GRACE F. MENDOZA – Admin. Aide
2.Fill-up PMC Forms Submit to the in charge			1 hour	-do-
Attend PMC Session	PMC Session		3 hrs.	RONALD BAUTISTA – SWO-I
3.Receive PMC Certificate	Issue PMC Certificate			-do-



2. PROVISION OF MARRIAGE ENRICHMENT COUNSELING (MEC)

- Provided to couples who wanted opportunities and tools to make their marriage grow and enhance marital relationship.

Office or Division:	Office of the Municipal Social Welfare and Development Officer			
Classification:	Simple Transaction			
Type of Transaction:	Government to Citizens (G2C)			
Who may avail:	couples who wanted opportunities and tools to make their marriage grow and enhance marital relationship			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Proceed MSWDO	Interview Client/Give Schedule	None	30 mins.	LYNIE F. ABAR – MSWDO RONALD BAUTISTA – SWO-I
2.Return as scheduled	Counseling Session		1-2 hrs.	LYNIE F. ABAR – MSWDO
3.Draw Commitments	Discuss Commitments		30 mins.	LYNIE F. ABAR – MSWDO



3. PROVISION OF MARITAL CRISIS COUNSELING (MCC)

Intervention which is either conjoint or individual sessions to couples who are unable to resolve differences and conflicts on their own.

Office or Division:	Office of the Municipal Social Welfare and Development Officer			
Classification:	Simple Transaction			
Type of Transaction:	Government to Citizens (G2C)			
Who may avail:	couples who are unable to resolve differences and conflicts on their own			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Marriage Certificate		Solemnizing Officer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Proceed MSWD Office	Initial Interview	None	15 mins.	LYNIE F. ABAR – MSWDO RONALD BAUTISTA – SWO-I
2.Prepare for Counseling	- Counseling Session - Sharing/Discussion - Resolving of Conflict		1-2 hrs.	LYNIE F. ABAR – MSWDO RONALD BAUTISTA – SWO-I
3.Follow-up Counseling	- Assessment of marital prob. if in need of deeper intervention		Another day 1-2 hrs.	LYNIE F. ABAR – MSWDO RONALD BAUTISTA – SWO-I



4. SENIOR CITIZENS IDENTIFICATION CARD

Provision of Identification Card to 60 yrs. old and above who are residents of Manaoag, Pangasinan, as per RA 9257.

Office or Division:	Office of the Municipal Social Welfare and Development Officer			
Classification:	Simple Transaction			
Type of Transaction:	Government to Citizens (G2C)			
Who may avail:	60 yrs. old and above who are residents of Manaoag, Pangasinan			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
- Bring Birth Cert. Or Baptismal Cert. 2 copies of 1x1 Id pictures		Municipal Civil Registrar's Office Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Proceed MSWDO - Bring Birth Cert. Or Baptismal Cert. - 2 copies of 1x1 Id pictures	- Initial Interview - Provide Application Form	None	10 mins.	GRACE F. MENDOZA
2.Accomplish Application Form	Assist in the filling of Form		15 mins.	GRACE F. MENDOZA
3.Submit Accomplished form	Review Form		10 mins.	GRACE F. MENDOZA



5. MEDICINE PURCHASE SLIP FOR SENIOR CITIZENS

Purchase Slip is provided to Senior Citizens by the OSCA (Office of the Senior Citizens Affairs) in coordination w/ MSWDO in order to avail of the 20% discount on the purchase of medicines as per RA 9257

Office or Division:	Office of the Municipal Social Welfare and Development Officer			
Classification:	Simple Transaction			
Type of Transaction:	Government to Citizens (G2C)			
Who may avail:	Senior Citizens			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
OSCA ID		MSWDO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present OSCA I.D. of Senior Citizen	Type / Accomplish purchase Slip	None	15 mins.	ARCHIMEDES AQUINO
	For Signature of MSWDO		1 min.	LYNIE F. ABAR – MSWDO
2. Claim Purchase Slip	Issue the accomplished purchase slip		2 mins.	MSWD STAFF in charged



6. BOOKLETS FOR GROCERY AND OR AGRICULTURAL SUPPLIES OF SENIOR CITIZENS

Booklets for Grocery & Agricultural Supplies is issued to a Senior Citizen in order to avail of the 5% discount on the basic & prime commodities pursuant to RA 9257 or the Expanded Senior Citizens Act of 2003

Office or Division:	Office of the Municipal Social Welfare and Development Officer			
Classification:	Simple Transaction			
Type of Transaction:	Government to Citizens (G2C)			
Who may avail:	Senior Citizens			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Present OSCA I.D.		MSWDO		
Passport Size pictures 4 pcs		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Present OSCA I.D. & Passport Size pictures 4 pcs.	Copy Id # & Collect Pictures	None	2 mins.	ARCHIMEDES AQUINO
2.Accomplish Application Slip	Guide the Senior Citizen		5 mins.	ARCHIMEDES AQUINO
3.Submit Application Slip	Process the Application Form		15 mins.	ARCHIMEDES AQUINO
4.Claim Booklets (as scheduled)	Issue the approved booklets		5 mins.	ARCHIMEDES AQUINO



7. APPLICATION SOCIAL PENSION FOR INDIGENT SENIOR CITIZENS

This is a financial assistance Pension in the amount of PHP 500.00 per month given to Senior Citizens aged 60 years and above who has no pension from private or government institutions, regular income, or support from their families.

Office or Division:	Office of the Municipal Social Welfare and Development Officer			
Classification:	Simple Transaction			
Type of Transaction:	Government to Citizens (G2C)			
Who may avail:	Indigent Senior Citizens			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
OSCA ID 2pcs1x1 ID Picture Birth Certificate		MSWDO Client MCRO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.SC report to office bring: OSCA ID/ 2pcs 1x1 ID Picture/ Birth Certificate	Interview/Assessment	None	10 mins.	ARCHIMEDES AQUINO
2.SC fill up application form			15 mins.	ARCHIMEDES AQUINO
3.Submit Application Form	Check data/ Application Form		10 minutes	ARCHIMEDES AQUINO
4.Wait for approval/ Release of Pension	Submit application at Regiment Office		1-5 months	ARCHIMEDES AQUINO



8. ISSUANCE OF IDENTIFICATION CARD TO SOLO PARENTS AND PERSONS WITH DISABILITIES

- a. Identification Card is issued to a solo parent as per IRR of RA 8972 an Act Providing for the Benefits & Privileges to Solo Parents and their children.

- b. Identification Card is issued to Persons with Disabilities as authorized by RA 9442 and its IRR.

Office or Division:	Office of the Municipal Social Welfare and Development Officer			
Classification:	Simple Transaction			
Type of Transaction:	Government to Citizens (G2C)			
Who may avail:	PWDs and Solo Parents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Proceed MSWDO Request for Application & inquire for the requirements	Issue Application form and inform the requirements	None	10 mins.	RONALD BAUTISTA GRACE F. MENDOZA
2.Submit accomplished application form & requirements	Process the Application Form		3 days	-do-
3.Claim ID Card	Release ID Cards		10 mins.	-do-



9. PREPARATION OF REQUIREMENTS FOR ASSISTANCE TO INDIVIDUALS IN CRISIS SITUATION (AICS)

Financial Assistance is provided for burial, medical, transportation, to clients in financial crisis situation.

Office or Division:	Office of the Municipal Social Welfare and Development Officer			
Classification:	Simple Transaction			
Type of Transaction:	Government to Citizens (G2C)			
Who may avail:	Residents of Manaoag who are in financial crisis situation			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Client proceed to MSWD Office for inquiry	Interview & Assessment	None	1hr.	RONALD BAUTISTA
2.Client proceed to Mayor's Office for Financial request	Mayor to interview, listen and meet client for AICS approval		15 mins.	GRACE MENDOZA HON. KIM MIKAEL G. AMADOR or Representative
3.If approved, submit requirements as needed	Gather the requirement		15 mins.	GRACE F. MENDOZA
	General Intake Sheet/ Certificate of Elegibility/ Certificate of Indigency and other requirement		5 working days	-do-
4.Claim Financial Assistance	Release Assistance		15 mins.	GRACE MENDOZA PERLA E. MADURO - MTO



10. PREPARATION OF REQUIREMENTS FOR PCSO REFERRALS, SOCIAL WELFARE INSTITUTIONS, COURT, ETC.

Social Case Study Report is provided to clients who wants to avail medical/financial assistance or for legal/court purposes and social welfare interventions/Determination of CICIL Discernment of Case.

Office or Division:	Office of the Municipal Social Welfare and Development Officer			
Classification:	Simple Transaction			
Type of Transaction:	Government to Citizens (G2C)			
Who may avail:	clients who wants to avail medical/financial assistance or for legal/court purposes and social welfare interventions/Determination of CICIL Discernment of Case			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Proceed to MSWD Office for inquiry/interview	- Assessment/give requirements - If requirements ready, interview client	None	10 mins. 40 mins.	LYNIE F. ABAR – MSWDO or RONALD BAUTISTA – SWO-I
-	- Prepare Social Case Study Report - CICAL – Interview / Home Visitation - Counseling / Examination of Disernment		3 days 10 days	LYNIE F. ABAR – MSWDO or RONALD BAUTISTA – SWO-I



2.Claim OF SCSR	Release SCSR		10 mins.	LYNIE F. ABAR – MSWDO or RONALD BAUTISTA – SWO-I
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11. CERTIFICATE OF INDIGENCY OR REFERRAL

This is given upon request to needy clients who wanted to avail services of the Public Attorney’s Office (PAO) for Hospital/NGO referrals or Scholarship Purposes/ Civil Registry/ POC(Point of Care).

Office or Division:	Office of the Municipal Social Welfare and Development Officer
Classification:	Simple Transaction
Type of Transaction:	Government to Citizens (G2C)
Who may avail:	clients who wanted to avail services of the Public Attorney’s Office (PAO) for Hospital/NGO referrals or Scholarship Purposes/ Civil Registry/ POC(Point of Care).

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Proceed to MSWD Office for inquiry	Assessment of Client/ submit requirements	None	10 mins.	GRACE F. MENDOZA
2.Submit Requirements/ Barangay Certificate of Indigency. Prepare for interview	- interview client		30 mins.	-do-
	Preparation of Cert. of Indigency/ Referral Letters/ Encoding/ Signing		1 hr.	RONALD BAUTISTA GRACE F. MENDOZA



3.Claim Cert. of Indigency or Referral Letter	Release Cert. of Indigency or referral		10 mins.	-do-
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12. PROVISION OF EMERGENCY SHELTER ASSISTANCE (ESA)

This is provided to client's who are victims of natural or man-made disasters whose houses are either partially or totally damaged.

Office or Division:	Office of the Municipal Social Welfare and Development Officer			
Classification:	Simple Transaction			
Type of Transaction:	Government to Citizens (G2C)			
Who may avail:	client's who are victims of natural or man-made disasters whose houses are either partially or totally damaged			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Report incident to MSWDO & bring Police/BFP/Barangay Report/Pictures	- Interview & Assessment of client	None	1 hour	LYNIE F. ABAR RONALD BAUTISTA GRACE F. MENDOZA
2.	Preparation of Project Proposal for financial assistance/ and other requirements. Process the claims		3-5 days	-do-



3. Proceed to Treasurer's Office to claim assistance	Treasurer/M SWDO to release assistance		15 mins.	PERLA E. MADURO LYNIE F. ABAR GRACE F. MENDOZA
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13. PROVISION OF RELIEF GOODS AND FOOD FOR WORK.

Office or Division:	Office of the Municipal Social Welfare and Development Officer			
Classification:	Simple Transaction			
Type of Transaction:	Government to Citizens (G2C)			
Who may avail:	Indigent Residents of Manaoag			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report to MSDWO Request Assistance	Interview client	None	15 mins.	MSWD STAFF
2. (If found eligible)	Provide Relief Goods		15 mins.	-do-
3. Barangay / Client apply for FFW	Prepare FFW Proposal		3 days	LYNIE ABAR RONALD BAUTISTA
4. Identify FFW project	MSWDO/ MAYOR		1 day	-do-
5. Implementation	Release FFW to clients		1-7 days	-do-
6.	Evaluation & Monitoring of Project		1 week	MSWD / DSWD-FOI



14. PROVISION OF CHILD DEVELOPMENT SERVICE PROGRAM AND SUPPLEMENTAL FEEDING

This is provided to pre-schoolers in the 24 Day Care Centers of Manaoag in Preparation for their formal education and Provision of Supplementary Feeding to Improve their health and nutrition.

Office or Division:	Office of the Municipal Social Welfare and Development Officer			
Classification:	Simple Transaction			
Type of Transaction:	Government to Citizens (G2C)			
Who may avail:	pre-schoolers in the 26 Day Care Centers of Manaoag			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Enroll Children ages 3-4 DCC	Interview of Parents/ Filling of Application Forms	None	15 mins.	DAY CARE WORKERS (Upon enrolment only)
2.Report DCC- Monday to Friday	Conduct of Day Care Session		2 hrs.	DAY CARE WORKERS
3.Day Care Children in the DC Center	Supplementary feeding of Hot meal to all Day care Children		30 mins.	DAY CARE WORKER Parents Volunteers

