



MUNICIPAL GOVERNMENT OF DIPACULAO

CITIZEN'S CHARTER

F.Y. 2023



Mandate:

To serve primarily as a general-purpose government for the coordination and delivery of basic, regular and delivery of effective governance of the inhabitants within its territorial jurisdiction.

Vision:

Eco-tourism and business-friendly hub in the Province with vibrant and sustainable economy inhabited by culturally diverse, disaster resilient, safe, peaceful, healthy and empowered citizenry under a leadership that is transparent and responsive to support desired development.

Mission:

To instill in every community member of Dipaculao the spirit of unity and cooperation and encouraging them to become more empowered and proactive in all development endeavors by harnessing public-private partnership onwards the realization of a more economically aggressive and investment-oriented local government.



SERVICE PLEGE:

We, the officials and employees of the Municipal Government of Dipaculao, Aurora, do hereby pledge our firm commitment to perform our duties and functions with the goals to:

Deliver services to the people with respect, proficiency, ease and immediacy to their satisfaction;

Initiate public service that is truly God-centered, costumer-oriented and efficiency-driven;

Practise constantly the sense of honesty, transparency, loyalty and dedication in our work and gain the trust and confidence of the people;

Annihilate every thought of self, thereby giving first priority to the needs of the inhabitants/constituents.

Cultivate the foster good working relationship with other human resources in each office so as to create an atmosphere of friendliness among us that will lead to an easy and smooth flow of business transaction.

Unite in the pursuit of common goal of development and prosperity in our community regardless of position, economic status, religious and political affiliation, cultural and ethnic differences.

Love and value our job no matter how low or high our position is and give the best of our skills and abilities;

Aspire for greater achievements that will bring glory and pride to our community; and

Obtain a well-acclaimed municipality which is worthy of emulation when it comes to excellent delivery of services by efficient and dedicated public servants



LIST OF SERVICES

MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE

External Services

1. Assistance in Crisis Situation-Medical Assistance
2. Assistance in Crisis Situation-Burial Assistance
3. Assistance in Crisis Situation-Transportation Assistance
4. Assistance in Crisis Situation-Food Assistance
5. Educational Assistance to PWD Students
6. Educational Assistance to Indigenous People (IP's)
7. Educational Assistance to Children of Solo Parents
8. Issuance of Certificate of Indigency for Medical/Employment/Educational Assistance
9. Issuance of Certificate of Indigency for Public Attorney Office (PAO) Requirements
10. Social Case Study Report (SCSR) - Burial Assistance / Educational Assistance / Medical Assistance



**OFFICE OF THE MUNICIPAL SOCIAL WELFARE
AND DEVELOPMENT OFFICER
External Services**



1. Assistance in Crisis-Situation-Medical Assistance

The Municipal Social Welfare and Development Office serves as action center to immediately respond to cases of individuals and families in crisis situation by providing medical assistance.

Office or Division	Municipal Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C-Government-Client			
Who may avail:	General Public (Parents of a child/temporary guardian/ Immediate relative)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Medical Assistance				
Clinical Abstract/Medical Certifi-		Hospital signed by the Doctor		
Hospital Bill (payment of hospital		Accounting Office of the Hospital		
Prescription (for medicines or laboratory request(1 origi- nal plus 2 photocopy)		Hospital signed by the Doctor		
Barangay Certificate of Low In- come(1 original plus 2 photocopy)		From the Barangay where client reside and signed by Barangay Captain		
Valid ID of client/claimant (3 photocopy)		Barangay where the client reside - Brgy. ID (MSWDO) Sectorial ID-PWD, Solo Parent, Women OSCA Office-Senior Citizen ID Government ID-TIN ID, GSIS ,SSS, Postal ID, Voter's ID, Passport, Philhealth ID,		
CLIENT ACTION	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit com- plete require- ments	1.1 Check the completeness of requirements	None	4 minutes	<i>MSWD Office Staff</i> MSWD Office
	1.2 Assessment/ Intake Interview		15 minutes	
	1.3 Preparation of ALOBS/ VOUCHER/ SCSR		15 minutes	



CLIENT ACTION	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Review and receive documents	3. Approve the request	None	2 minute	MSWD Officer MSWD Office
TOTAL:		None	36 minutes	

2. Assistance in Crisis Situation-Burial Assistance

The Municipal Social Welfare and Development Office serves as action center to immediately respond to cases of bereaved individuals and families in crisis situation by providing burial assistance.

Office or Division	Municipal Social Welfare and Development Office	
Classification:	Simple	
Type of Transaction:	G2C-Government-Client	
Who may avail:	General Public (Claimant/Immediate relative)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Burial Assistance		
Funeral Contract	From Funeral Parlor	
Registered Death Certificate (1 original plus 2 photocopy)	From Local Civil Registry Signed by the LCRO	
Low Income	From the Barangay where client reside and signed by Barangay Captain	
Valid ID of client/claimant (3 photocopy)	Barangay where the client reside -Brgy. ID (MSWDO) Sectoral ID-PWD, Solo Parent, Women OSCA Office-Senior Citizen ID Government ID-TIN ID, GSIS ,SSS, Postal ID, Voter's ID, Passport, Phil-health ID,	
Permit to transfer/Health permit (only for transfer of Cadaver)	Signed by the Office of the Mayor	



CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements	1.1 Check the completeness of requirements	None	5 minutes	MSWD Office Staff MSWD Office
	1.2 Assessment/Intake		15 minutes	
	1.3 Preparation of ALOBS/VOUCHER/		15 minutes	
2. Review and receive documents	2. Approve the request	None	2 minutes	MSWD Officer MSWD Office
TOTAL:		None	37 minutes	

3. Assistance in Crisis Situation-Transportation Assistance

The Municipal Social Welfare and Development Office serves as action center to immediately respond to cases of individuals and families who need transportation assistance.

Office or Division	Municipal Social Welfare and Development Office		
Classification:	Simple		
Type of Transaction:	G2C-Government-Client		
Who may avail:	General Public (Claimant/Immediate relative)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Certificate of Low Income (1 original plus 2 photocopy)		From the Barangay where client reside and signed by Barangay Captain	
Valid ID of Claimant (3 photocopy)		Barangay where the client reside-Brgy ID (MSWDO) Sectoral ID-PWD, Solo Parent, Women OSCA Office-Senior Citizen ID Government ID-TIN ID, GSIS, SSS, Postal ID, Voter's ID, Passport, Philhealth ID.	



CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements	1.1 Check the completeness of requirements	None	5 minutes	MSWD Office Staff MSWD Office
	1.2 Assessment/ Intake Interview	None	15 minutes	MSWD Office Staff MSWD Office
	1.3 Preparation of ALOBS/ VOUCHER/ SCSR	None	15 minutes	MSWD Office Staff MSWD Office
2. Review and receive documents	2. Approve the request	None	2 minutes	MSWD Officer MSWD Office
TOTAL:		None	37 minutes	

4. Assistance in Crisis Situation-Food Assistance

The Municipal Social Welfare and Development Office serves as action center to immediately respond to cases of individuals and families who need food assistance.

Office or Division:	Municipal Social Welfare and Development Office
Classification:	Simple
Type of Transaction:	G2C-Government to Client
Who may avail:	General Public (Claimant/Immediate relative)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Certificate of Low Income (1 original plus 2 photocopy)	From the Barangay where client reside and signed by Barangay Captain
Valid ID of the Claimant (3 photocopy)	Barangay where the client reside-Brgy. ID (MSWDO) Sectoral ID-PWD, Solo Parent, Women OSCA Office-Senior Citizen ID Government ID-TIN ID, GSIS, SSS, Postal ID, Voter's ID, Passport, Philhealth ID.



CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements	1. Check the completeness of requirements	None	5 minutes	<i>MSWD Office Staff</i> MSWD Office
	1.2 Assessment/ Intake Interview	None	15 minutes	<i>MSWD Office Staff</i> MSWD Office
	1.3 Preparation of ALOBS/ VOUCHER/ SCSR	None	15 minutes	<i>MSWD Office Staff</i> MSWD Office
2. Review and receive documents	2. Approve the request	None	2 minutes	<i>MSWD Officer</i> MSWD Office
TOTAL:		None	37 minutes	

5. Educational Assistance to PWD students

Pursuant to RA 10754, educational assistance to PWD, for them to pursue primary, secondary, tertiary, post tertiary, as well as vocational or technical education, in both public and private schools, through the provision of scholarship grants, financial aids, subsidies and other incentives to qualified PWD, including support for books, learning materials, and uniform allowance to the extent feasible; Provided that PWD shall meet the minimum admission requirements.

Office or Division	Family and Community Welfare Section	
Classification:	Simple	
Type of Transaction:	G2C-Government-Client	
Who may avail:	General Public (Claimant/Immediate relative)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Certificate of Enrolment		School signed by Principal
PWD ID (3 photocopy)		<i>MSWDO Staff</i> MSWD Office
Certificate of Low Income (parents and student's name) (1 original plus 2 photocopy)		<i>Barangay Captain</i> Barangay Hall



CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements	1.1 Check the completeness of requirements	None	5 minutes	PDAO MSWD Office
	1.2 Assessment/ Intake Interview	None	15 minutes	PDAO MSWD Office
	1.3 Preparation of ALOBS/VOUCHER/ SCSR	None	15 minutes	PDAO MSWD Office
2. Review and receive documents	2. Approve the request	None	2 minutes	MSWD Officer MSWD Office
TOTAL:		None	37 minutes	

6. Educational Assistance to Indigenous People (IP's)

Program that aims to provide educational assistance to qualified/deserving indigenous people.

Office or Division	Children and Youth Welfare Section	
Classification:	Simple	
Type of Transaction:	G2C-Government-Client	
Who may avail:	General Public (IP's/Immediate relative)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Certificate of Enrolment (1 original plus 2 photocopy)		School signed by Principal
School ID if available (3 photocopy)		School
Certificate of Low Income (parents and student's name) (1 original plus 2 photocopy)		Barangay Captain Barangay Hall
Certification from Chieftain certifying membership (1 original plus 2 photocopy)		Chieftain



CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements	1.1 Check the completeness of requirements	None	5 minutes	PDAO MSWD Office
	1.2 Assessment/ In-take Interview	None	15 minutes	PDAO MSWD Office
	1.3 Preparation of ALOBS/VOUCHER/SCSR	None	15 minutes	PDAO MSWD Office
2. Review and receive documents	2. Approve the request	None	2 minutes	MSWD Officer MSWD Office
TOTAL:		None	37 minutes	

7. Educational Assistance to Children of Solo Parents

Solo parents will get a scholarship plan for at least one child, and their children will also be prioritized in the government's education programs. Other assistance – transportation allowance, discounts on school supplies will be extended up to when the child is 21 years old.

Office or Division	Family and Community Welfare Section	
Classification:	Simple	
Type of Transaction:	G2C-Government-Client	
Who may avail:	General Public (Solo Parents/Immediate Relative)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Certificate of Enrolment (1 original plus 2 photocopy)		School signed by Principal
Solo Parent ID (3 photocopy)		MSWDO
Certificate of Low Income (parents and student's name) (1 original plus 2 photocopy)		Barangay where client reside and signed by Barangay Captain



CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements	1.1 Check the completeness of requirements	None	5 minutes	MSWDO Staff MSWD Office
	1.2 Assessment/ Intake Interview	None	15 minute/s	MSWDO Staff MSWD Office
	1.3 Preparation of ALOBS/ VOUCHER/ SCSR	None	15 minutes	MSWDO Staff MSWD Office
2. Review and receive documents	2. Approve the request	None	2 minutes	MSWD Officer MSWD Office
TOTAL:		None	37 minutes	

8. Issuance of Certificate of Indigency for Medical / Burial Food / Transportation / Employment / Educational Assistance

A Certificate of Indigency is issued by the MSWD Office certifying that the said client belongs to an indigent family in their barangay as certified by the Barangay Captain.

Office or Division	Municipal Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	Government-Client			
Who may avail:	General Public (Client/Claimant)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Certificate of Low Income (1 original plus 2 photocopy)			From the Barangay where client reside and signed by Barangay Captain	
CLIENTS STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements	1.1 Check the completeness of requirements	None	5 minutes	MSWDO Staff MSWD Office



CLIENTS STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2 Encode And print the Certificate of Indigency	None	5 minutes	<i>MSWDO Staff</i> MSWD Office
2.Review and receive documents	2.Approve the request	None	2 minutes	<i>MSWD Officer</i> MSWD Office
TOTAL:		None	12 minutes	

9. Issuance of Certificate of Indigency Public Attorney Office (PAO) Requirements

A Certificate of Indigency is issued by the MSWD Office certifying that the said client belongs to an indigent family in their barangay as certified by the Barangay Captain. It is one of the requirements to avail Public Attorney Office assistance.

Office or Division	Municipal Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C-Government-Client			
Who may avail:	General Public (Client/Claimant)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Low Income (1 Original, 1 Photocopy)		Hospital signed by the Doctor		
Assessor's Certification (1 Original, 1 Photocopy)		Accounting Office of the Hospital		
Treasury's Certification (1 Original, 1 Photocopy)		Hospital signed by the Doctor		
Community Tax Certificate (CEDULA)		From the Barangay where client reside and signed by Barangay Captain		
CLIENT ACTION	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit complete re- quirements	1.1 Check the completeness of requirements	None	5 minutes	<i>MSWD Office Staff</i> MSWD Office
	1.2 .2 Encoding of Certificate of Indigency	P200	10 minutes	



CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Review and receive documents	2. Approve the request	None	2 minutes	<i>MSWD Officer</i> MSWD Office
TOTAL:		P 200	17 minutes	

10. Social Case Study Report (SCSR) - Burial Assistance / Educational Assistance / Medical Assistance

A Social Case Study Report is a requirement to avail social services to in need client or families. It contains basic information on the client's family, the problem, and initial assessment, capacity/capability of the family and the recommended interventions.

Office or Division	Municipal Social Welfare and Development Office			
Classification:	Complex			
Type of Transaction:	G2C-Government to Client			
Who may avail:	General Public (Claimant/Immediate relative)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Slip or Checklist of Requirements indicating that SCSR is one of the requirements to avail their services		From the requesting office/clinic/hospital/institution or any agency (private or public)		
Medical Certificate/Clinical Abstract		From the hospital/clinic where client is undergoing medical/treatment		
Hospital Bill or Treatment Protocol		From the hospital/clinic/Diagnostic Center where client is undergoing medical/treatment or intervention		
Certificate of low income		From the barangay where client resides and signed by the Barangay Captain		
CLIENT ACTION	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements	1.1 Check the completeness of requirements	None	5 minutes	<i>MSWD Office Staff</i> MSWD Office
	1.2 Conduct Intake interview		10 minutes	
	1.3 Preparation of Assessment of the Family		2-3 days	
	1.4 Print and sign the SCSR			
2. Review and sign the documents	2. Sign the SCSR	None	2 minutes	<i>MSWD Officer</i> MSWD Office
TOTAL:		None	2-3 days & 19 mins.	

