PROVINCIAL SOCIAL WELFARE AND DEVELOPMENT OFFICE

VISION

A society where the poor, vulnerable and disadvantaged families and communities are empowered for an improved quality of life.

MISSION

To provide social protection and promote the rights and welfare of the poor, vulnerable and the disadvantaged individual, family and community to contribute to poverty alleviation and empowerment through Social Welfare and Development policies, programs, projects and services implemented with or through LGUs, NGOs, POs, other GOs
and other members of civil society.

GOALS

Improvement of the quality of life through a more
self-reliant, participating and cooperating communities supported by an appropriate and converging social
services among partners.

Provincial Social Welfare and Development Office

CITIZEN'S CHARTER

Frontline Service: **ASSISTANCE TO FAMILIES AND INDIVIDUALS IN CRISIS SITUATION**

Schedule of Availability of Service: MONDAY TO FRIDAY
8:00 AM – 5:00PM without noon break

Who may avail of the Service:

What are the Requirements: Referral Letter (2copies-1original &1 photocopy)
Certificate of Indigency(1copy)
Medical Certificate (in case of hospitalization) (1copy)
Death Certificate (in case of burial assistance)(1copy)
Picture and Certification from Local Disaster Risk Reduction Management Council (if man-made/naturalcalamities)(1copy)
Social Case Study Report / Case Summary Report (2copies-1original&1photocopy)

Duration: 2 hours and 25 minutes

HOW TO AVAIL OF THE SERVICE:

STEPS	APPLICANT / CLIENT	SERVICE PROVIDER	DURATION OF THE ACTIVITY	PERSON IN CHARGE	FEES	FORMS
1	Writes name, address and purpose to the office's logbook *(Isulat ang ngalan, pinuy-anan ug tuyo sa logbook)*	Assist client in filling out information needed in the logbook	2 minutes	Designated Public Assistance and Complaints Desk Officer	None	Logbook

2	Presents requirements for request of financial assistance *(Ipresentar ang mga kinahanglanon nga mga papeles sa pagpangayo ug pinansyal nga hinabang)*	➢ Receives documents presented ➢ Validate through database NHTS / PR	3 minutes	Melyn T. Guzmana CIU Incharge Janeth P. Limpot CIU Assistant Tita R. Go Computer Operator	None	
3	Answers the interview conducted *(Tubagon ang mga pangutana sa panahon sa interbyu)*	➢ Conduct Intake / Interview ➢ Determine Eligibility of client	10 minutes	CIU Assistant	None	1. General Intake Sheet 2. Certificate of Eligibility 3. Financial Assistance Form 4. Assessment Report (if walk-in clients coming without referrals)
4	Signs documents for financial assistance *(Mopirma sa mga papeles para sa pinansyal nga hinabang)*	Prepare and submit documents for review and approval	5 minutes	CIU Incharge Rosendo B. Requina PSWDO	None	1. Obligation Request 2. Petty Cash Voucher / Disbursement Voucher 3. Payroll (if group assistance) 4. Certificate of Eligibility 5. Financial Assistance Form

5	Waits while the request for financial assistance is being forwarded to Budget. Accounting, Treasury and Cashier's Office *(Maghulat samtang giproseso sa nagkalainlaing opisina ang papeles sa pinansyal nga hinabang)*	Processing of documents for Financial Assistance	2 hours	Brenda O. Medalla Statistical Aide Tita R. Go Administrative Aide III Bobong L. Maquiling Administrative Aide III	None	1. Obligation Request 2. Petty Cash Voucher / Disbursement Voucher 3. Payroll (if group assistance) 4. Certificate of Eligibility 5. Financial Assistance Form
6	Receives the amount of financial assistance and signs acknowledgment receipt **(Dawaton ang pinansyal nga hinabang ug mopirma sa acknowledgment receipt)*	Assist and witness the receipt of financial assistance	5 minutes	Statistical Aide		1. Logbook 2. Check 3. Petty Cash Voucher / Disbursement Voucher 4. Payroll
END OF TRANSACTION						

Note: *Financial Assistance Php1,500.00 and up will be claimed at the Provincial Cashier's Office *(Pinansyal nga hinabang nga moabot ug Php1,500.00 pataas adto kuhaon sa Provincial Cashier's Office)*